

# RADIUS Messages

This section contains RADIUS messages.

## RADIUS-3

**Error Message** %RADIUS-3-ALLDEADSERVER: Group %s: No active radius servers found. Id %d.

**Explanation** All radius servers were found to be unresponsive.

**Recommended Action** Check the network connectivity to the radius servers, and check that the servers are running,

**Error Message** %RADIUS-3-AIDDEFINEFAILED: a\_id definition ignored.

**Explanation** An attempt to store a corrupted authority ID (a\_id) failed or memory allocation failed during authority ID definition. Any existing authority ID will be preserved.

**Recommended Action** Configure a proper authority ID.

**Error Message** %RADIUS-3-BUFFER\_OVERFLOW: Radius I/O buffer has overflowed

**Explanation** An unusually large number of Radius attributes has caused AAA to overflow it's Radius I/O buffer

**Recommended Action** This is an internal software error. Please report it to your technical support representative.

**Error Message** %RADIUS-3-CANNOT\_OPEN\_SOCKET: Cannot open UDP socket for service %s

**Explanation** The router is unable to open a socket for UDP communications by the indicated service.

**Recommended Action** Check your configuration to make sure that no other services are using the same port.

**Error Message** %RADIUS-3-CORRUPTCONTEXT: Bad Magic pattern in [chars]:[hex], magic: [hex]!

**Explanation** The magic pattern imprinted on the internal hash table data structures in the RADIUS subsystem is missing, which indicates memory corruption.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

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

**Error Message** %RADIUS-3-FORKFAIL: Failed to fork process for %s.

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

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

**Error Message** %RADIUS-3-INVALIDFORMAT: Invalid Nas Port Format: [chars] [char]

**Explanation** The user is attempting to configure an incorrect format string.

**Recommended Action** Enter a 32-character string using supported characters only.

**Error Message** %RADIUS-3-NOACCOUNTINGRESPONSE: Accounting message [chars] for session [chars] failed to receive Accounting Response.

**Explanation** There was no response from the RADIUS server, and the maximum number of retransmissions has been exceeded. The network or the RADIUS server may be down.

**Recommended Action** Check the network connectivity to the RADIUS servers and check that the servers are running.

**Error Message** %RADIUS-3-NOATTRLIST: No attribute-list passed through parser.

**Explanation** An internal error has occurred.

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

**Error Message** %RADIUS-3-NOHOSTNAME: Failed to retrieve my hostname.

**Explanation** Could not find the router's hostname. A hostname needs to be defined, since it determines the radius profile we will retrieve

**Recommended Action** Define a hostname in the routers config.

**Error Message** %RADIUS-3-OVERRUN: Insufficient buffer space %d for string value.

**Explanation** This error occurs due to the insufficient memory allocated to the buffer. The condition could be caused by a software, less likely by a hardware. The traceback and process information is generated due to this condition.

**Recommended Action** If the error re-occurs, check bug toolkit on Cisco web-site to look for a bug that has symptoms similar to the one occurred. If there is no entry for the problem you faced, collect the system message text exactly as it appears on the console or in the system log. Enter **show tech-support**, and contact your technical support representative, and provide the representative with all the information gathered.

**Error Message** %RADIUS-3-SECRETDEFINEFAILED: Key definition ignored.

**Explanation** The user is attempting to store either a corrupted shared secret or memory allocation failed during secret definition. Any existing shared secret will be preserved.

**Recommended Action** Configure a proper secret. Refer to the shared secret configuration section for RADIUS servers in IOS documentation.

**Error Message** %RADIUS-3-SERVERTYPEMISMATCH: Servers [IP\_address] and [IP\_address] in server group '[chars]' are of different types.

**Explanation** All the servers in a server group should be of either type: standard or nonstandard.

**Recommended Action** Check the running configuration and verify that all the radius servers in the specified server group are of the same type: either standard or nonstandard.

**Error Message** %RADIUS-3-SOURCEPORTALLOCERROR: Warning: Unable to allocate port [dec]

**Explanation** The system was unable to allocate the port specified in the message. The system will not have the full range of source ports.

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

**Error Message** %RADIUS-3-UNKNOWNAPI: Unknown API type %d

**Explanation** The RADIUS process has been invoked using an unknown application program interface (API) type. This condition is the result of a fault in the RADIUS subsystem.

**Recommended Action** Collect traceback and contact your technical support representative.

**Error Message** %RADIUS-3-ZEROATTRLEN: Radius attr [dec] len 0

**Explanation** An internal error has occurred.

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

## RADIUS-4

**Error Message** %RADIUS-4-NOATTRLISTDEF: Warning: Attribute list %s is not defined.

**Explanation** The given attribute list is not defined.

**Recommended Action** Please define the attribute list as soon as possible.

**Error Message** %RADIUS-4-NOPUBLICSERV: Warning: No servers werefound in the public server list.

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

**Error Message** %RADIUS-4-UNAVAILABLE: RADIUS server %i:%u,%u has returned.

**Explanation** A RADIUS server that previously was not responding has responded to a new request

**Recommended Action** No action is required.

**Error Message** %RADIUS-4-UNAVAILABLE: RADIUS server %i:%u,%u is not responding.

**Explanation** A RADIUS server has not responded to repeated requests.

**Recommended Action** Check to see if the RADIUS server is still active.

**Error Message** %RADIUS-4-UNAVAILABLE: Unable to process attribute list.

**Explanation** The attribute list is syntactically incorrect.

**Recommended Action** Please specify the attribute list as a comma-delimited string of integers between 1 and 255.

**Error Message** %RADIUS-4-UNAVAILABLE: Warning: Attribute list %s is not defined.

**Explanation** The given attribute list is not defined.

**Recommended Action** Please define the attribute list as soon as possible.

**Error Message** %RADIUS-4-UNAVAILABLE: Warning: No servers were found in the public server list.

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

**Error Message** %RADIUS-4-UNAVAILABLE: Warning: Server %i:%d,%d is not defined.

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

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

**Error Message** %RADIUS-4-UNAVAILABLE: Warning: Server %i:%d,%d is still referenced by server group.

**Explanation** The server being removed is still referenced by a server group

**Recommended Action** Please dereference the server from the server group as soon as possible.

## RADIUS-6

**Error Message** %RADIUS-6-GETPOOLS: Retrieving IP-Pools via user %s

**Explanation** Getting initial IP-Pool definitions from RADIUS, using the given user's profile.

**Recommended Action** No action required.

**Error Message** %RADIUS-6-GETROUTES: Retrieving static routes in user %s

**Explanation** Getting initial static routes from RADIUS, using the given user's profile.

**Recommended Action** No action required. The message is informative in nature and tells that it is getting the static routes based on user's profile.

**Error Message** %RADIUS-6-IDENTSAVE: Saving config with new acct ident in nvram.

**Explanation** Saving an accounting ident in nvram.

**Recommended Action** No action required.

**Error Message** %RADIUS-6-UNAVAILABLE: Group %s: Marked alive as Radius server %i:%d,%d configured.

**Explanation** Radius server is configured in the server group which was previously marked dead.

**Recommended Action** No action required.

**Error Message** %RADIUS-6-UNAVAILABLE: Group %s: Radius server %i:%d,%d is responding again (previously dead).

**Explanation** A radius server, which previously was dead, has started responding again.

**Recommended Action** No action required.

**Error Message** %RADIUS-6-UNAVAILABLE: Retrieving IP-Pools via user %s

**Explanation** Getting initial IP-Pool definitions from radius, using the given user's profile

**Recommended Action** No action required.

**Error Message** %RADIUS-6-UNAVAILABLE: Retrieving static routes in user %s

**Explanation** Getting initial static routes from radius, using the given user's profile

**Recommended Action** No action required.

**Error Message** %RADIUS-6-UNAVAILABLE: Saving config with new acct ident in nvram.

**Explanation** Saving an accounting ident in nvram.

**Recommended Action** No action required.

## RADIX-2

**Error Message** %RADIX-2-UNAVAILABLE: No memory for radix initialization: %s

**Explanation** The system ran out of memory during initialization. This should only occur if an image is too large for the existing dynamic memory.

**Recommended Action** Use a smaller subset image or upgrade hardware.

## RADIX-3

**Error Message** %RADIX-3-UNAVAILABLE: Error adding mask entry, %s

**Explanation** A software or hardware error occurred.

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

**Error Message** %RADIX-3-UNAVAILABLE: Error deleting trie entry, %s

**Explanation** A software programming error occurred.

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

**Error Message** %RADIX-3-UNAVAILABLE: Invalid pointer to head of tree, 0x%x

**Explanation** A software programming error occurred.

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

**Error Message** %RADIX-3-UNAVAILABLE: No memory available %s

**Explanation** The system is out of memory.

**Recommended Action** Try one of these actions to correct the problem: Reduce the number of routes accepted by this router. Upgrade hardware. Use a smaller subset image on run-from-RAM platforms.

## RADIX-4

**Error Message** %RADIX-4-UNAVAILABLE: Orphaned mask %#x, refcount=%d at %#x, next=%#x

**Explanation** A software error occurred.

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



## RAIKO-3

**Error Message** %RAIKO-3-UNAVAILABLE: Slot %d: Mgmt int. handler's registration routine was passed NULL callback address(es) -- enabler=0x%x, handler=0x%x; registering party's callback details ignored

**Explanation** A Mgmt-level interrupt handler has registered incorrectly with device-independent code; a software fix is required

**Error Message** %RAIKO-3-UNAVAILABLE: Slot %d: a Mgmt interrupt occurred but was not processed by a device-specific handler; following sources masked out: %s

**Explanation** A source of Mgmt-level interrupts does not have a handler registered for it; a software fix is needed to install the proper handler

**Error Message** %RAIKO-3-UNAVAILABLE: Slot %d: id of DFC%u is invalid (zero); cookie probably unprogrammed

**Explanation** When the cookie on the specified DFC was read for the id of the DFC an invalid value of 0 was returned. This suggests the DFC's cookie has not been programmed properly.

**Error Message** %RAIKO-3-UNAVAILABLE: Slot %d: installation of Mgmt int. handler apparently failed -- routine currently installed at IOS Level %d is 0x%x

**Explanation** Tried to install required Mgmt interrupt handler at given IOS level but, upon checking, another handler was found there

**Error Message** %RAIKO-3-UNAVAILABLE: Slot %d: installation of desired Mgmt interrupt handler failed -- no routine is currently installed at IOS Level %d

**Explanation** Tried to install required Mgmt interrupt handler at given IOS level but, upon checking, no handler was installed whatsoever

**Error Message** %RAIKO-3-UNAVAILABLE: Slot %d: no free Mgmt int. handler callback entries (all %d in use); registering party's callback details dropped

**Explanation** More Mgmt interrupt handlers have registered than can be catered for; a software fix is required

**Error Message** %RAIKO-3-UNAVAILABLE: Slot %d:DFC %d ERROR %s

**Explanation** A PCI error has occurred trying to access a DFC The DFC has been shut down

**Recommended Action** Replace Hardware

# RADPROXY Messages

**Error Message** %RADPROXY-3-INIT: Initialisation failure, %s

**Explanation** An internal error occurred during RP initialisation.

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

**Error Message** %RADPROXY-3-INVALID\_FSM\_EVENT: Received invalid RP event %s in state %s

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

**Error Message** %RADPROXY-3-INVALID\_FSM\_STATE: Encountered an invalid RP state %d in %s

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

**Error Message** %RADPROXY-3-INVALID\_MAC: Received invalid MAC %s in %s from %i with NAS-IP %i

**Explanation** Error occurred on receiving a invalid MAC

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

**Error Message** %RADPROXY-3-MEMORY\_CORRUPT: RP Memory magic corrupted

**Explanation** RP memory magic corrupted

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

**Error Message** %RADPROXY-3-MEMORY\_LOW: Memory low in RP terminating session

**Explanation** System memory is running low.

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

**Error Message** %RADPROXY-3-NULL\_FSM\_CONTEXT: Encountered a NULL RP context in %s

**Explanation** Encountered a NULL context in RP.

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

**Error Message** %RADPROXY-3-PROTOCOL\_VIOLATION: RP encountered fatal protocol violation

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

## RANDOM Messages

This section contains utility messages.

### RANDOM-6

**Error Message** %RANDOM-6-RANDOM: A pseudo-random number was generated twice in succession

**Explanation** A pseudo-random number generator produced the same number twice in succession.

**Recommended Action** Under normal circumstances, a pseudo-random number generator will occasionally produce the same number twice in succession, which is not a problem. However, if this message occurs frequently, the system should be manually reloaded. If the message is persistent across reloads, copy the error message exactly as it appears, and report it to your Cisco technical support representative.

# RASP16 Messages

This section contains interface multiplexer ASIC messages.

**Error Message** %RASP16-5-NULL\_RASP16\_OBJECT: The Interface Multiplexer device object pointer is set to NULL.

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

**Error Message** %RASP16-5-RASP\_INIT\_FAILURE: The Interface Multiplexer ASIC initialization failed.

**Explanation** The interface multiplexer ASIC could not be initialized. As a result, this device is not operational and has been disabled.

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

# RBM Messages

This section contains Role-based Access Control Manager (RBM) messages.

## RBM-0

**Error Message** %RBM-0-RBM\_EMERG: %s

**Explanation** An error occurred in the Role-based Access Control Manager (RBM).

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

## RBM-1

**Error Message** %RBM-1-RBM\_ALERT: %s

**Explanation** An error occurred in the Role-Based Manager (RBM).

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

## RBM-2

**Error Message** %RBM-2-RBM\_CRIT: %s

**Explanation** An error occurred in the Role-based Access Control Manager (RBM).

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

## RBM-3

**Error Message** %RBM-3-RBM\_ERR: %s

**Explanation** An error occurred in the Role-based Access Control Manager (RBM).

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

**Error Message** %RBM-3-RBM\_PARSE\_ACE: Could not parse command for adding ACE '[chars]' to [chars] Role-Based Access List '[chars]'

**Explanation** An error occurred while attempting to add an ACE to a Role-Based Access List. The ACE syntax is most likely incompatible with the type of RBACL.

**Recommended Action** Verify the syntax of the ACEs of the RBACL in ACS and the IP protocol versions the RBACL applies to. RBACL ACE syntax could be verified by manually configuring IP/IPv6 RBACL on the system within (config-rb-acl)/(config-ipv6rb-acl) configuration mode respectively.

**Error Message** %RBM-3-RBM\_PARSE\_CMD: Could not parse command. See command output and errors below %s

**Explanation** An error occurred while attempting to parse command. Look for command output and parser errors below this message.

**Recommended Action** Follow the recommended action of the additional error messages that follow this message on your console.

**Error Message** %RBM-3-RBM\_PARSE\_RBACL: Could not parse command for creating [chars] Role-Based Access List '[chars]' '[chars]'

**Explanation** An error occurred while attempting to create Role-Based Access List.

**Recommended Action** This error could occur when TrustSec attempts to install RBACL it has acquired from ACS while configuration mode is locked exclusively. TrustSec will retry this operation and should eventually succeed once configuration mode is no longer locked. If the error occurs when the configuration mode is not locked or if the RBACL does not get installed after the configuration mode lock is released.

## RBM-4

**Error Message** %RBM-4-RBM\_WARNING: %s

**Explanation** An error occurred in the Role-based Access Control Manager (RBM).

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

## RBM-5

**Error Message** %RBM-5-RBM\_NOTICE: %s

**Explanation** This is a notice message from the Role-based Access Control Manager (RBM).

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



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

## RBM-6

**Error Message** %RBM-6-RBM\_INFO: %s

**Explanation** This is an informational message from the Role-based Access Control Manager (RBM).

**Recommended Action** No action is required.

## RBM-7

**Error Message** %RBM-7-RBM\_ASSERT: Assertion Failure ( %s @%s:%d ) : %s

**Explanation** An error occurred in the Role-based Access Control Manager (RBM).

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

## RCMD-4

**Error Message** %RCMD-4-UNAVAILABLE: DNS hostname/ip address mismatch. %s unknown to DNS

**Explanation** The IP address for an incoming rcmd request is not registered with DNS.

**Recommended Action** Add the IP address to DNS.

**Error Message** %RCMD-4-UNAVAILABLE: Remote copy from %s at %s denied

**Explanation** An attempt was made to connect to a router through RCP, but the router was not configured as an RCP server.

**Recommended Action** Configure an RCP server.

**Error Message** %RCMD-4-UNAVAILABLE: Remote shell from %s at %s denied

**Explanation** An attempt was made to connect to a router through rsh, but the router was not configured as an rsh server.

**Recommended Action** Configure an rsh server.

## RED\_MODE Messages

This section contains high availability redundancy mode messages.

### RED\_MODE-3

**Error Message** %RED\_MODE-3-CAPENTRY\_REG: Red Mode Cap Entry ([dec]) for Entity ([dec]) Registration failed ([chars])

**Explanation** A capability entry could not be registered for the redundancy mode ISSU.

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

**Error Message** %RED\_MODE-3-CAPGROUP\_REG: Red Mode Cap Group ([dec]) for Entity ([dec]) Registration failed ([chars])

**Explanation** A capability group could not be registered for the redundancy mode ISSU.

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

**Error Message** %RED\_MODE-3-CAP\_REG: Red Mode cap reg failed: reason [dec]

**Explanation** The capabilities of the redundancy mode ISSU could not be registered.

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

**Error Message** %RED\_MODE-3-CAPTYPE\_REG: Red Mode Cap Type for Entity ([dec]) Registration failed ([chars])

**Explanation** A capability type could not be registered for the redundancy mode ISSU.

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

**Error Message** %RED\_MODE-3-CLIENT\_REG: Red Mode Client ([dec]) Registration failed ([chars])

**Explanation** The redundancy mode ISSU client could not be registered.

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

**Error Message** %RED\_MODE-3-CLIENT\_REG\_FAILED: Red Mode ISSU client ([dec]) Client registration failed. [chars]

**Explanation** The redundancy mode ISSU client could not be registered during system initialization.

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

**Error Message** %RED\_MODE-3-DELAYED\_REGISTER: Delayed registration could not be completed succesfully, Operand = [dec]

**Explanation** The delayed registration operation for the RF-proxy clients could not complete successfully.

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

**Error Message** %RED\_MODE-3-ENTITY\_REG: Red Mode Entity ([dec]) Registration failed ([chars])

**Explanation** The redundancy mode ISSU entity could not be registered.

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

**Error Message** %RED\_MODE-3-GET\_BUFFER: Red Mode ISSU session ([dec]) failed to get buffer

**Explanation** The redundancy mode ISSU session was unable to get a buffer.

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

**Error Message** %RED\_MODE-3-IPC\_AGENT: [chars] [ [chars] ]

**Explanation** There has been a failure in the redundancy mode IPC agent.

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

**Error Message** %RED\_MODE-3-ISSU\_BASE\_CLIENT\_INCOMP: One or more ISSU base clients are incompatible, fallback to RPR

**Explanation** An incompatible ISSU base client caused the redundancy mode to revert to route processor redundancy (RPR) mode.

**Recommended Action** Check the console log for the name and ID of the incompatible ISSU base clients.

**Error Message** %RED\_MODE-3-ISSU\_NEGOTIATION: [chars] [ [chars] ]

**Explanation** There has been a failure in the redundancy mode client.

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

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**Error Message** %RED\_MODE-3-ISSU\_RESET\_PEER\_IMAGE\_COMP: Failed to reset peer image to be compatible

**Explanation** The redundancy process was unable to reset the peer image to be compatible after the standby device came back up in RPR mode. This message is usually seen in conjunction with an ISSU module error message.

**Recommended Action** Examine the associated ISSU message for the cause of the failure and the recommended action.

**Error Message** %RED\_MODE-3-ISSU\_SET\_BASE\_CLIENT\_INCOMP: Failed to set base client incompatibility

**Explanation** The redundancy process was unable to set the base client incompatibility.

**Recommended Action** Check the console log for the name and ID of the incompatible ISSU base clients.

**Error Message** %RED\_MODE-3-MSG\_DATAPTR: Red Mode Client ([dec]) get msg dataptr failed. Error = [dec]

**Explanation** The redundancy mode ISSU client could not obtain a message data pointer.

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

**Error Message** %RED\_MODE-3-MSGGROUP\_REG: Red Mode Msg Group ([dec]) for Entity ([dec]) Registration failed ([chars])

**Explanation** The message group for the redundancy mode ISSU entity could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu message groups** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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**Error Message** %RED\_MODE-3-MSG\_MTU: Red Mode Client ([dec]) get msg mtu failed. Error = [dec]

**Explanation** The redundancy mode ISSU client could not obtain the message size.

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

**Error Message** %RED\_MODE-3-MSG\_REG: Red Mode msg reg failed: reason [dec]

**Explanation** Messages for the redundancy mode ISSU could not be registered.

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

**Error Message** %RED\_MODE-3-MSG\_SEND: Red Mode ISSU client for session ([dec]) failed to send message. Error Code = [chars]

**Explanation** The redundancy mode ISSU client could not send a negotiation message to a peer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu fsm** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support



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

**Error Message** %RED\_MODE-3-MSGTYPE\_REG: Red Mode Msg Type for Entity ([dec])  
Registration failed ([chars])

**Explanation** The message type for the redundancy mode ISSU entity could not be registered.

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

**Error Message** %RED\_MODE-3-NO\_DEREGISTER: Could not deregister plugin for redundancy mode [chars]

**Explanation** At system initialization the plugin that describes the capabilities of this redundancy mode could not be deregistered with the redundancy mode client.

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

**Error Message** %RED\_MODE-3-RED\_MODE\_MSG\_NOT\_OK: Red Mode ISSU msg type ([dec]) is not ok

**Explanation** The redundancy mode ISSU message type has not negotiated correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu message types clientID** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support



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

**Error Message** %RED\_MODE-3-RED\_MODE\_START\_NEGO\_FAILED: Red Mode ISSU start nego session failed ([chars])

**Explanation** The redundancy mode ISSU could not start its negotiation process.

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

**Error Message** %RED\_MODE-3-RED\_MODE\_XFROM\_FAIL: Red Mode ISSU [chars] transformation failed ([chars])

**Explanation** The transformation operation for the redundancy mode ISSU message has failed.

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

**Error Message** %RED\_MODE-3-SELECT\_MODE: The mode change to [dec] was unsuccessful rc = [dec], force = [dec], caller = [dec]

**Explanation** The specified mode change operation did not complete successfully.

**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>. 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>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %RED\_MODE-3-SESSION\_REG: Red Mode session for Entity ([dec])  
Registration failed ([chars])

**Explanation** The redundancy mode ISSU session could not be registered.

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

**Error Message** %RED\_MODE-3-SESSION\_UNREG: Red Mode session ([dec]) Un-Registration failed ([chars])

**Explanation** The redundancy mode ISSU session could not be unregistered.

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

## REDUNDANCY Messages

This section contains high availability redundancy messages.

### REDUNDANCY-3

**Error Message** %REDUNDANCY-3-CONFIG\_SYNC: %s

**Explanation** A REDUNDANCY config sync error occurred. The details about what was attempted and what went wrong will be printed.

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

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

**Error Message** %REDUNDANCY-3-UNAVAILABLE: %s %s

**Explanation** An Interprocess Communication (IPC) error occurred. The details about what was attempted and what went wrong will be printed.

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

**Error Message** %REDUNDANCY-3-UNAVAILABLE: %s

**Explanation** A REDUNDANCY Alarm assertions error occurred. The details about what was attempted and what went wrong will be printed.

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

**Error Message** %REDUNDANCY-3-UNAVAILABLE: %s

**Explanation** A REDUNDANCY Finite State Machine (FSM) error occurred. The details about what was attempted and what went wrong will be printed.

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

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

**Error Message** %REDUNDANCY-3-UNAVAILABLE: %s

**Explanation** A REDUNDANCY Peer Monitor error occurred. The details about what was attempted and what went wrong will be printed.

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

**Error Message** %REDUNDANCY-3-UNAVAILABLE: %s

**Explanation** A REDUNDANCY config sync error occurred. The details about what was attempted and what went wrong will be printed.

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

**Error Message** %REDUNDANCY-3-UNAVAILABLE: %s

**Explanation** A REDUNDANCY error occurred. The details about what was attempted and what went wrong will be printed.

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

**Error Message** %REDUNDANCY-3-UNAVAILABLE: %s failed with error code [ %s ]

**Explanation** An ISSU related REDUNDANCY error occurred. The details about what was attempted and what went wrong will be printed.

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

**Error Message** %REDUNDANCY-3-UNAVAILABLE: RP switchover (%s)

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

**Error Message** %REDUNDANCY-3-UNAVAILABLE: Standby processor fault (%s)

**Explanation** The standby processor is no longer 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %REDUNDANCY-3-UNAVAILABLE: WARNING, nonsymmetrical configuration:  
Active has %dK Standby has %dK

**Explanation** The redundant RPs have different memory configurations.

**Recommended Action** The configuration is allowed but discouraged.

## REDUNDANCY-4

**Error Message** %REDUNDANCY-4-PEER\_DID\_NOT\_RESPOND: Resetting peer [chars] because it did not respond to verification of HA role.

**Explanation** The platform uses high availability (HA) hardware lines to perform HA role negotiation during the system boot time. The standby controller card verifies its role as the standby with the active controller card through the MBUS. If the active controller card does not respond, it is reset as it is either nonresponsive (hung) or is running an earlier version of Cisco IOS software.

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

**Error Message** %REDUNDANCY-4-RELOADING\_STANDBY: Reloading the Standby [chars]

**Explanation** The active system has sent a reload IPC request to the standby peer. If the reload is not successful, the standby peer will be power cycled rather than 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## REDUNDANCY-5

**Error Message** %REDUNDANCY-5-UNAVAILABLE: %s (%s%s(%d))

**Explanation** A REDUNDANCY Peer Monitor event occurred and reported. The report should help to find out the reason for a switch-over.

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

## REDUNDANCY-6

**Error Message** %REDUNDANCY-6-STANDBY\_HAS\_RELOADED: The Standby [chars] has reloaded; reason: [chars]

**Explanation** The standby peer reloaded itself to correct a configuration mismatch between the active system and the standby peer. The standby peer detected that it is missing the configuration for a line card. This situation probably occurred because the standby peer was reloaded before the new card was inserted.

**Recommended Action** No action is required.

**Error Message** %REDUNDANCY-6-SWITCHOVERTIME: Time taken to switchover = [dec] milliseconds

**Explanation** This message displays the time elapsed for the standby peer to become active following a failure of the existing active system.

**Recommended Action** No action is required.



## REDUNDANCY\_UTILS Messages

This section contains high availability redundancy utilities messages.

**Error Message** %REDUNDANCY\_UTILS-3-INVALID\_UNIT\_DESIGNATION: An invalid redundancy designation ([chars]) has been detected.

**Explanation** The redundancy utility assigns each system a unit designation of either active unit, standby unit, or other unit. This designation was found to be invalid in the run-time module associated with the system traceback message. This condition most likely occurred because of a software error. The message text provides more information on the specific cause of the error.

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

## REGISTRY Messages

This section contains registry-related (REGISTRY) messages.

### REGISTRY-2

**Error Message** %REGISTRY-2-REG\_FLAG\_DEADLOCK: Registry call to [chars] timed out due to deadlock

**Explanation** When a remote registry is not serviced within 25 seconds, the remote process (and presumably the entire system) is deadlocked. This message is printed when the deadlock is broken by a timeout.

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



**Error Message** %REGISTRY-2-REG\_PARSE\_ERROR: [chars]: Could not parse notification [chars] : error/no. of items = [dec]

**Explanation** The registry library is unable to parse a notification that was received from a name server. This condition could exist for several reasons:

- There is a bug in the sscanf function.
- The notification block is corrupted.
- The pathname published to the name server is invalid.

This issue is serious and affects interprocess communications.

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

## REGISTRY-3

**Error Message** %REGISTRY-3-FASTCASE\_OUT\_OF\_BOUNDS: Attempt made in [chars] to register with out of bounds key.

**Explanation** In FASTCASE registry, the key must be smaller than the size specified when the registry was created. An attempt was made to register with a key that is out of bounds.

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

**Error Message** %REGISTRY-3-REG\_FLAG\_ERR: Invalid combination of registry flag and scheduler control : [chars]

**Explanation** Process blocking has been disabled using either the `raise_interrupt_level` or the `assign_blocking_disabled` process. As a result of this action, a remote registry that contains the `reg_flag_data_safe` or `reg_flag_peer` flag has been invoked.

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

**Error Message** %REGISTRY-3-REG\_SUSPEND: Registry of type SUSPEND called when suspends are not allowed.

**Explanation** Process blocking has been disabled using either the `raise_interrupt_level` or the `assign_blocking_disabled` process. As a result of this action, a remote registry of the `suspend` type has been invoked.

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

**Error Message** %REGISTRY-3-REG\_XDR: [chars]

**Explanation** An error occurred while processing a parameter to a remote (interprocess) registry call.

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

**Error Message** %REGISTRY-3-SEQ\_LIST\_OVERWRITE: Attempt made to overwrite a set sequence function (%s)

**Explanation** A single function can be set as a callback for a specified sequence number for a sequenced list registry. An attempt to set a new callback failed because a callback function has already been set for this sequence number.

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

## REMOTE\_OIR\_ISSU Messages

This sections contains remote online insertion and removal (OIR) in-service software upgrade (ISSU) messages.

### REMOTE\_OIR\_ISSU-3

**Error Message** %REMOTE\_OIR\_ISSU-3-BUFFER: Cat6K Remote OIR ISSU client failed to a buffer for message, error %d

**Explanation** The remote OIR ISSU client failed to get a buffer for building a negotiation message. As a result, the client cannot send a negotiation message and the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %REMOTE\_OIR\_ISSU-3-CAPABILITY: Cat6K Remote OIR ISSU client %s

**Explanation** The remote OIR ISSU client detected an error during capability negotiation. As a result, there is a mismatch in the client capability between the active and standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %REMOTE\_OIR\_ISSU-3-INIT: Cat6K Remote OIR ISSU client initialization failed at %s, error %s

**Explanation** The remote OIR ISSU client could not be initialized. This condition will cause a catastrophic failure when an ISSU upgrade or downgrade is performed.

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

**Error Message** %REMOTE\_OIR\_ISSU-3-MSG\_NOT\_OK: Cat6K Remote OIR ISSU client message %d is not compatible

**Explanation** The remote OIR ISSU client received an incompatible message from the peer unit. The message cannot be processed by this unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %REMOTE\_OIR\_ISSU-3-MSG\_SIZE: Cat6K Remote OIR ISSU client failed to get the message size for message %d

**Explanation** The remote OIR ISSU client was unable to calculate the message size for the message specified. The client will be unable to send the message to the standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %REMOTE\_OIR\_ISSU-3-POLICY: Cat6K Remote OIR ISSU client message type %d is %s

**Explanation** The remote OIR ISSU client received a message type that it does not support. A policy is applied to make the session compatible.

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

**Error Message** %REMOTE\_OIR\_ISSU-3-SEND\_FAILED: Cat6K Remote OIR ISSU client failed to send a negotiation message, error %d

**Explanation** The remote OIR ISSU client could not send a session negotiation message to the peer. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %REMOTE\_OIR\_ISSU-3-SESSION: Cat6K Remote OIR ISSU client %s

**Explanation** The remote OIR ISSU client detected an error during a session negotiation with the peer unit. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %REMOTE\_OIR\_ISSU-3-TRANSFORM: Cat6K Remote OIR ISSU client %s transform failed, error %s

**Explanation** The remote OIR ISSU client could not transform the message. If the transmit transformation failed, the checkpoint message cannot be sent to the standby unit. If the receive transformation failed, the checkpoint message cannot be applied on the standby unit. In either case, the OIR state of the bay will not be identical with the active unit.

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

# REP Messages

This sections contains Resilient Ethernet Protocol (REP) messages.

## REP-4

**Error Message** %REP-4-LINKSTATUS: %s (segment %d) is %s

**Explanation** The Resilient Ethernet Protocol (REP) link status has changed. If the status changed to nonoperational, a reason is displayed.

**Recommended Action** No action is required.

## REP-5

**Error Message** %REP-5-PREEMPTIONFAIL: can not perform preemption on segment %d due to %s

**Explanation** A Resilient Ethernet Protocol (REP) preempt operation failed. The failure could be caused by specifying an invalid port ID or neighbor number with the **rep preempt block port** command or by configuring the **rep preempt block port preferred** command while no REP port is configured with a **preferred** flag.

**Recommended Action** Correct the configuration and run REP manual preemption on the primary edge port by entering the **rep preempt segment** command.

## REPP-5

**Error Message** %REPP-5-UNAVAILABLE: Connected to server

**Explanation** REPP Layer connected to REPP server

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %REPP-5-UNAVAILABLE: Disconnected from server

**Explanation** REPP Layer dis-connected from REPP server

**Recommended Action** LOG\_STD\_NO\_ACTION

## REP\_ISSU Messages

This sections contains Resilient Ethernet Protocol (REP) in-service software upgrade (ISSU) messages.

### REP\_ISSU-3

**Error Message** %REP\_ISSU-3-BUFFER: REP ISSU client failed to get buffer for message, error %d

**Explanation** The Resilient Ethernet Protocol (REP) ISSU client was unable to get buffer space for building a negotiation message. As a result, it cannot send the negotiation message to the standby unit and the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %REP\_ISSU-3-CAPABILITY: REP ISSU client %s

**Explanation** The REP ISSU client detected an error during capability negotiation. As a result, there is a mismatch in the client capability between the active and standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %REP\_ISSU-3-INIT: REP ISSU client initialization failed at %s, error %s

**Explanation** The REP ISSU client could not be initialized. This condition will cause a catastrophic failure when an ISSU upgrade or downgrade is performed.

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

**Error Message** %REP\_ISSU-3-MSG\_NOT\_OK: REP ISSU client message %d is not compatible

**Explanation** The REP ISSU client received an incompatible message from the peer unit. The message cannot be processed by this unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %REP\_ISSU-3-MSG\_SIZE: REP ISSU client failed to get the message size for message %d

**Explanation** The REP ISSU client was unable to calculate the message size for the message specified. The REP ISSU client will be unable to send the message to the standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %REP\_ISSU-3-POLICY: REP ISSU client message type %d is %s

**Explanation** The REP ISSU client received a message type that it does not support. A policy is applied to make the session compatible.

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

**Error Message** %REP\_ISSU-3-SEND\_FAILED: REP ISSU client failed to send a negotiation message, error %d

**Explanation** The REP ISSU client could not send a session negotiation message to the peer. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %REP\_ISSU-3-SESSION: REP ISSU client %s

**Explanation** The REP ISSU client detected an error during a session negotiation with the peer unit. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %REP\_ISSU-3-SESSION\_UNREGISTRY: REP ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The REP ISSU client was unable to unregister session information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %REP\_ISSU-3-TRANSFORM: REP ISSU client %s transform failed, error %s

**Explanation** The REP ISSU client could not transform the message. If the transmit transformation failed, the checkpoint message cannot be sent to the standby unit. If the receive transformation failed, the checkpoint message cannot be applied on the standby unit. In either case, the port manager state will not be identical with the active unit.

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

## REPROXY Messages

**Error Message** %RFPROXY-2-INIT: Initialization failed

**Explanation** The RF Proxy subsystem failed during its initialization

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

**Error Message** %RFPROXY-2-NOMEM: No memory available

**Explanation** The RF Proxy subsystem could not obtain the memory it needed

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

**Error Message** %RFPROXY-2-RPC: RPC message failure

**Explanation** The RF Proxy could not send an RPC 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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.

# RESETMGR Messages

This sections contains reset manager messages.

## RESETMGR-3

**Error Message** %RESETMGR-3-NOMEM: Failed to allocate memory to add ID (%d) to table

**Explanation** The reset manager was unable to allocate memory to add the unique ID and process name to its table. If this process is restarted on the active system, the standby system might not be reset due to this error.

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

**Error Message** %RESETMGR-3-RESET: Reset Manager has reset the system due to '%s' process restart

**Explanation** The standby system is being forced to reset by the reset manager. The reset manager stores a set of IDs, each of which uniquely identifies a process on the system. If one of these monitored processes is restarted, the standby unit will be reset so that the versioning infrastructure can renegotiate. This is not a software fault.

**Recommended Action** No action is required.

**Error Message** %RESETMGR-3-RESET\_UNKNOWN: A restarted process could not be identified by its Job ID, the Reset Manager has reset the Standby system.

**Explanation** The reset manager stores a set of IDs, each of which uniquely identifies a process on the system. A process was restarted but it could not be uniquely identified by its job ID. Because it cannot be determined whether the restarted process was being monitored by the reset manager, the standby system is being reset. This is probably due to a software fault on the system.

**Recommended Action** No action is required.

**Error Message** %RESETMGR-3-SYSMGR\_JOBID\_LOOKUP: Failed to get the job ID of the Reset Manger (IOS blob) from SysMgr

**Explanation** The reset manager was unable to get its job ID from the system manager. The reset manager cannot function without this information and will suspend any further 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RESETMGR-4

**Error Message** %RESETMGR-4-SYSMGR\_PROCNAME\_LOOKUP: Failed to lookup process name from SysMgr, job ID = %d

**Explanation** The reset manager was unable to get the name of the process with the specified job ID from the system manager. Although this is a system manager error, the system can continue to operate normally because the process name is used only for reference purposes.

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

## RESOURCE\_MON-1

**Error Message** %RESOURCE\_MON-1-UNAVAILABLE: %s

**Explanation** The specific message text is supplied by the Resource Monitor software. This indicates an initialization failure. When this occurs, the Resource Monitor subsystem is not operational.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

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

**Error Message** %RESOURCE\_MON-1-UNAVAILABLE: %s

**Explanation** The specific message text is supplied by the Resource Monitor software. This indicates that internal data was corrupted due to a software error

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

## RF Messages

This sections contains redundancy facility (RF) messages.

### RF-1

**Error Message** %RF-1-UNAVAILABLE: %s

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

## RF-3

**Error Message** %RF-3-CANNOT\_SWITCH: Cannot switchover; the peer Route Processor (RP) is not available

**Explanation** Cannot initiate switchover. The peer RP is not available.

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

**Error Message** %RF-3-CANT\_GET\_VERSION: Cannot get version info from peer Route Processor (RP); the RP software is incompatible.

**Explanation** The standby RP cannot get version information from the peer RP. The likely cause is incompatible software.

**Recommended Action** Ensure that the same software image is running on both RPs.

**Error Message** %RF-3-FAILED\_SET\_RED\_MODE: ACTIVE failed to set redundancy mode. STANDBY has selected mode but unable to get confirmation from ACTIVE.

**Explanation** Under normal conditions, the standby RP selects the redundancy mode and sends its decision to the active RP. The active RP uses it to determine the system mode and returns the final decision on the mode to the standby RP. This system message indicates that the exchange has failed, and the standby RP does not have the right redundancy mode to proceed.

**Recommended Action** Allow the standby RP to reset once. If the problem persists, verify that all modules are working properly.

**Error Message** %RF-3-NEGOTIATED\_ROLE\_MISMATCH: Negotiated Role mismatch; The Route Processor (RP) believes it should be ACTIVE while the System Processor (SP) believes the RP should be STANDBY... or vice versa.

**Explanation** The RP negotiates its role (active or standby) at boot time. If the other RP is running an image that does not contain role negotiation code, then the role that is negotiated may not be valid. When this occurs, the RP detecting a mismatch between the role specified by the SP and the role negotiated will be rebooted.

**Recommended Action** Ensure that the same software image is running on both RPs. Make sure that neither RP is running the bootloader image.

**Error Message** %RF-3-NON\_HA\_SWITCHOVER: The SP switchover was NOT stateful. To support SSO on the RP, the SP must be configured with HA enabled.

**Explanation** The switch processor switchover that occurred was not stateful. Stateful switchover (SSO) mode on the route processor requires the switch processor to run with high availability enabled to ensure that appropriate state is synchronized between the switch processors and that there is sufficient state information on the new active switch processor to support the switchover of the



route processor while in stateful switchover mode. Because there is insufficient state to support a route processor switchover in stateful switchover mode, the recovery is to reset the route processor and reboot it.

**Recommended Action** Configure the SP to enable HA. If HA is enabled, it is possible that resource exhaustion (such as memory) might have caused this non-HA switchover. 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RF-3-NOTIF\_TID: Notification timer extended for the wrong client, cur-client=%d, req-client=%d

**Explanation** The current redundancy facility (RF) client attempted to extend the RF notification timer using a client ID other than its own. This is an internal software error. The message text on the console or in the system log contains error details such as the current client ID number and the requested client ID number.

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

**Error Message** %RF-3-PEER\_RP\_RELOAD: The peer Route Processor (RP) is being reset because [chars]

**Explanation** This message provides the reason that the peer RP reset. The peer RP resets in an attempt to recover from an indeterminate state.

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

**Error Message** %RF-3-VERSION\_MISMATCH: Version Info mismatch; Not running same version of software on each Route Processor (RP). Cannot run in SSO mode; will go to RPR mode instead.

**Explanation** Each RP must be running the same version of software. The version check indicates that there is a version mismatch. As a result, the RPs cannot run in SSO (hot-standby) mode and operation will regress to RPR mode.

**Recommended Action** Ensure that both RPs are running the same software image.

**Error Message** %RF-3-WAKEUP\_STANDBY\_NOT\_SEEN: Active-Standby RP Handshake Error. The Standby RP did not receive a WAKEUP\_STANDBY message from the Active RP during the early initialization phase on the Standby RP.

**Explanation** As part of the early initialization phase, the standby RP requests that the active RP notify it when the active RP is ready to support the standby RP. The active RP has failed to wake the standby RP. The active RP may have failed during the standby RP's early initialization phase or some other error has prevented the active RP from completing this handshake.

**Recommended Action** The standby RP will be restarted. If the problem persists, restart the system.

## RF-4

**Error Message** %RF-4-MEMORY\_SIZE\_MISMATCH: Memory Size mismatch: The redundant Route Processors have different memory configurations. To support the High Availability feature, it is recommended that both RPs have the same memory configurations.

**Explanation** To support the high availability feature, it is recommended that both redundant route processors have the same memory configuration.

**Recommended Action** Install the same amount of memory on both RPs.

## RF-5

**Error Message** %RF-5-RF\_RELOAD: %s. Reason: %s

**Explanation** The current redundancy facility (RF) has invoked a reload.

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

**Error Message** %RF-5-RF\_TERMINAL\_STATE: Terminal state reached for (%s)

**Explanation** The current redundancy facility (RF) has reached a terminal state for the operating mode.

**Recommended Action** This is a notification message only. No action is required.

**Error Message** %RF-5-SEND\_FAIL: RF client progression send failure for reason (%s)

**Explanation** The current redundancy facility (RF) failed to send a client progression to the standby client.

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

## RF-6

**Error Message** %RF-6-CONS\_MSG: Console Message from [chars] RP: [chars]

**Explanation** This message is a console message from the peer RP.

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

**Error Message** %RF-6-NEGOTIATED\_RED\_MODE: Negotiated Redundancy MODE is [chars]

**Explanation** The negotiated redundancy mode may be either SSO or RPR.

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

**Error Message** %RF-6-STANDBY\_READY: The Standby RP has reached HOT-STANDBY state and is now ready for stateful switchover.

**Explanation** The standby RP has reached the hot-standby state and is now ready to take over operation in the event that the active RP should fail.

**Recommended Action** No action is required.

## RF-7

**Error Message** %RF-7-KPA\_WARN: RF KPA messages have not been heard for [dec] seconds

**Explanation** RF keepalive messages have not been sent from the peer. This message is posted after every third KPA timer expiry.

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

## RFPROXY-2

**Error Message** %RFPROXY-2-UNAVAILABLE: Initialization failed

**Explanation** The RF Proxy subsystem failed during its initialization

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

**Error Message** %RFPROXY-2-UNAVAILABLE: No memory available

**Explanation** The RF Proxy subsystem could not obtain the memory it needed

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

**Error Message** %RFPROXY-2-UNAVAILABLE: RPC message failure

**Explanation** The RF Proxy could not send an RPC message.

## RF\_ISSU Messages

This sections contains redundancy facility (RF) in-service software upgrade (ISSU) messages.

### RF\_ISSU-3

**Error Message** %RF\_ISSU-3-CAPENTRY\_REG: RF Cap Entry ([dec]) for Entity ([dec])  
Registration failed

**Explanation** A capability entry could not be registered for the RF ISSU.

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

**Error Message** %RF\_ISSU-3-CAPGROUP\_REG: RF Cap Group ([dec]) for Entity ([dec])  
Registration failed

**Explanation** A capability group could not be registered for the RF ISSU.

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

**Error Message** %RF\_ISSU-3-CAP\_REG: RF cap reg failed: reason [dec]

**Explanation** The capabilities of the RF ISSU could not be registered.

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

**Error Message** %RF\_ISSU-3-CAPTYPE\_REG: RF Cap Type for Entity ([dec]) Registration failed

**Explanation** A capability type could not be registered for the RF ISSU.

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

**Error Message** %RF\_ISSU-3-CLIENT\_REG: RF Client ([dec]) Registration failed

**Explanation** The RF ISSU client could not be registered.

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

**Error Message** %RF\_ISSU-3-CLIENT\_REG\_FAILED: RF ISSU client ([dec]) Client registration failed. [chars]

**Explanation** The RF ISSU client could not be registered during system initialization.

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

**Error Message** %RF\_ISSU-3-ENTITY\_REG: RF Entity ([dec]) Registration failed

**Explanation** The RF ISSU entity could not be registered.

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

**Error Message** %RF\_ISSU-3-GET\_BUFFER: RF ISSU session ([dec]) failed to get buffer

**Explanation** The RF ISSU failed to get a buffer.

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



**Error Message** %RF\_ISSU-3-MSG\_DATAPTR: RF Client ([dec]) get msg dataptr failed.  
Error = [dec]

**Explanation** The RF ISSU client could not obtain a message data pointer.

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

**Error Message** %RF\_ISSU-3-MSGGROUP\_REG: RF Msg Group ([dec]) for Entity ([dec])  
Registration failed

**Explanation** The message group for the RF ISSU could not be registered.

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

**Error Message** %RF\_ISSU-3-MSG\_MTU: RF Client ([dec]) get msg mtu failed. Error =  
[dec]

**Explanation** The RF ISSU client could not obtain message size.

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



**Error Message** %RF\_ISSU-3-MSG\_REG: RF msg reg failed: reason [dec]

**Explanation** Messages for the RF ISSU could not be registered.

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

**Error Message** %RF\_ISSU-3-MSG\_SEND: RF ISSU client for session ([dec]) failed to send message

**Explanation** The RF ISSU client could not send a negotiation message to a peer.

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

**Error Message** %RF\_ISSU-3-MSGTYPE\_REG: RF Msg Type for Entity ([dec]) Registration failed

**Explanation** The message type for the RF ISSU could not be registered.

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

**Error Message** %RF\_ISSU-3-RF\_MSG\_NOT\_OK: RF ISSU msg type ([dec]) is not ok

**Explanation** RF ISSU message type has not negotiated correctly.

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

**Error Message** %RF\_ISSU-3-SESSION\_REG: RF session for Entity ([dec]) Registration failed

**Explanation** The RF ISSU session could not be registered.

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

**Error Message** %RF\_ISSU-3-SESSION\_UNREG: RF session ([dec]) Un-Registration failed

**Explanation** The RF ISSU session could not be unregistered.

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

# RFS Messages

This section contains remote file system messages.

## RFS-3

**Error Message** %RFS-3-CAPENTRY\_REG: RFS Cap Entry ([dec]) for Entity ([dec])  
Registration failed

**Explanation** RFS ISSU cap entry registration has failed.

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

**Error Message** %RFS-3-CAPGROUP\_REG: RFS Cap Group ([dec]) for Entity ([dec])  
Registration failed

**Explanation** RFS ISSU cap group registration has failed.

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

**Error Message** %RFS-3-CAPTYPE\_REG: RFS Cap Type for Entity ([dec]) Registration  
failed

**Explanation** RFS ISSU cap type registration has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu capability types** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

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

**Error Message** %RFS-3-CLIENT\_REG: RFS Client ([dec]) Registration failed

**Explanation** RFS ISSU client registration has failed.

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

**Error Message** %RFS-3-CLIENT\_SESSION\_REG: RFS ISSU client shared msg session for entity ([dec]) registration failed

**Explanation** RFS ISSU client shared message session registration has failed.

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

**Error Message** %RFS-3-CLIENT\_SESSION\_UNREG: RFS session ([dec]) Un-Registration failed

**Explanation** RFS ISSU client session unregistration has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu sessions** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

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

**Error Message** %RFS-3-CREATE\_ACTIVE\_PORT: RFS create active port ([chars]) failed

**Explanation** RFS ISSU active port creation has failed.

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

**Error Message** %RFS-3-CREATE\_CLIENT\_PORT: RFS create client port (%s) failed

**Explanation** The remote file system (RFS) ISSU client was unable to create a client 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 ipc port** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-CREATE\_SERVER\_PORT: RFS create server port (%s) failed

**Explanation** The RFS ISSU client was unable to create a server 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 ipc port** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-CREATE\_STANDBY\_PORT: RFS create standby port ([chars]) failed

**Explanation** RFS ISSU standby port creation has failed.

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

**Error Message** %RFS-3-ENTITY\_REG: RFS Entity ([dec]) Registration failed

**Explanation** RFS ISSU entity registration has failed.

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

**Error Message** %RFS-3-IPC\_GET\_BUFFER: RFS issu ipc get buffer failed

**Explanation** RFS ISSU IPC get buffer has failed.

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



**Error Message** %RFS-3-LOCATE\_PORT: RFS locates port ([chars]) failed

**Explanation** RFS ISSU port location has failed.

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

**Error Message** %RFS-3-MSGGROUP\_REG: RFS Msg Group ([dec]) for Entity ([dec]) Registration failed

**Explanation** RFS ISSU message group registration has failed.

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

**Error Message** %RFS-3-MSG\_MTU: RFS Client ([dec]) get msg mtu failed. Error = [dec]

**Explanation** RFS ISSU client get message MTU has failed.

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

**Error Message** %RFS-3-MSG\_RCV: RFS Client ([dec]) receive msg failed. Error = [dec]

**Explanation** RFS ISSU client receive message has failed.

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

**Error Message** %RFS-3-MSGTYPE\_REG: RFS Msg Type for Entity ([dec]) Registration failed

**Explanation** RFS ISSU message type registration has failed.

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

**Error Message** %RFS-3-MSG\_XMIT: RFS Client ([dec]) send msg failed. Error = [dec]

**Explanation** RFS ISSU client send message has failed.

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



**Error Message** %RFS-3-NEGO\_COMP: RFS nego is not compatible ([dec])

**Explanation** RFS ISSU start shared negotiation session has failed.

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

**Error Message** %RFS-3-NEGO\_SESSION\_REG: RFS nego session for Entity ([dec])  
Registration failed

**Explanation** RFS ISSU shared negotiation session registration has failed.

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

**Error Message** %RFS-3-NEGO\_SESSION\_UNREG: RFS session ([dec]) Un-Registration failed

**Explanation** RFS ISSU shared negotiation session unregistration failed.

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

**Error Message** %RFS-3-OPEN\_ACTIVE\_PORT: RFS open active port ([chars]) failed

**Explanation** The RFS ISSU client was unable to open an active port.

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

**Error Message** %RFS-3-OPEN\_CLIENT\_PORT: RFS open client port (%s) failed

**Explanation** The RFS ISSU client was unable to open a client 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 ipc port** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-OPEN\_SERVER\_PORT: RFS open server port (%s) failed

**Explanation** The RFS ISSU client was unable to open a server 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 ipc port** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-OPEN\_STANDBY\_PORT: RFS open standby port ([chars]) failed

**Explanation** The RFS ISSU client was unable to open a standby port.

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

**Error Message** %RFS-3-RECEIVE\_NEGO\_FAILED: RFS receive nego message ([dec]) failed

**Explanation** RFS ISSU receive negotiation message has failed.

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

**Error Message** %RFS-3-RECEIVE\_NEGO\_NOT\_DONE: RFS receive nego message is not done ([dec])

**Explanation** RFS ISSU receive negotiation message is not done.

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

**Error Message** %RFS-3-REG\_PORT: RFS reg port ([dec]) failed

**Explanation** RFS ISSU register port has failed.

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

**Error Message** %RFS-3-RFS\_BOOL\_CREATE\_ERR: %s.

**Explanation** The RFS redundancy facility (RF) client detected an error when creating a watched boolean.

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

**Error Message** %RFS-3-RFS\_ISSU\_NEGO\_PROCESS: RFS create rfs\_issu\_start\_port watch boolean failed

**Explanation** RFS ISSU create negotiation process has failed.

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

**Error Message** %RFS-3-RFS\_ISSU\_START\_PORT: RFS create rfs\_issu\_start\_port watch boolean failed

**Explanation** The RFS ISSU client was unable to create anrfs\_issu\_start\_port watched boolean.

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

**Error Message** %RFS-3-RFS\_ISSU\_START\_SESSION: RFS create rfs\_issu\_start\_session watch boolean failed

**Explanation** The RFS ISSU client was unable to create anrfs\_issu\_start\_session watched boolean.

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

**Error Message** %RFS-3-RFS\_RF\_PROG\_ERR: %s %d.

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

**Error Message** %RFS-3-RFS\_RF\_PROG\_NOT\_SENT\_ERR: %s.

**Explanation** The RFS RF client detected an error when sending a client progression.

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

**Error Message** %RFS-3-SEND\_NEGO\_MESSAGE: RFS send nego message ([dec]) failed

**Explanation** RFS ISSU send negotiation message has failed.

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

**Error Message** %RFS-3-START\_NEGO\_SESSION: RFS start shared nego session ([dec]) failed: [dec]

**Explanation** RFS ISSU start shared negotiation session has failed.

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

**Error Message** %RFS-3-UNREG\_ENTITY: RFS ISSU Client unreg entity failed.

**Explanation** The RFS ISSU client unregister entity has failed.

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

## RFS\_ISSU Messages

This section contains remote file system in-service software upgrade (ISSU) messages.

### RFS\_ISSU-3

**Error Message** %RF\_ISSU-3-INVALID\_SESSION: RF ISSU client does not have a valid registered session.

**Explanation** The redundancy facility (RF) 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %RF\_ISSU-3-RF\_CAP\_INVALID\_SIZE: RF ISSU client capability list is empty.

**Explanation** The RF ISSU capability list is empty, which is an invalid 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,



open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 issu capability entries** commands and your pertinent troubleshooting logs.

**Error Message** %RF\_ISSU-3-RF\_CAP\_RESULT\_INCOMP: RF ISSU client capability exchange result incompatible.

**Explanation** Based on the results of the capability exchange, the RF ISSU client is not compatible with the peer.

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

## RIP-3-

**Error Message** %RIP-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.

## RITE Messages

This sections contains IP traffic export messages.

## RITE-5

**Error Message** %RITE-5-ACTIVATE: Activated IP traffic export on interface [chars]

**Explanation** IP traffic export has been enabled on the specified interface.

**Recommended Action** No action is required.



**Error Message** %RITE-5-DEACTIVATE: Deactivated IP traffic export on interface [chars]

**Explanation** IP traffic export has been disabled on the specified interface.

**Recommended Action** No action is required.

**Error Message** %RITE-5-MODIFIED: Changed IP traffic export outbound interface from [chars] to [chars]

**Explanation** The outbound interface for IP traffic export has been changed.

**Recommended Action** No action is required.

## RLM-3

**Error Message** %RLM-3-UNAVAILABLE: rlm %d: %s%s.

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

## RLM-4

**Error Message** %RLM-4-UNAVAILABLE: rlm %d: %s%s.

**Explanation** A warning is given out for a particular RLM link.

**Recommended Action** LOG\_STD\_DBG\_ACTION

## RM-3

**Error Message** %RM-3-UNAVAILABLE: %s: RG-info conversion failed (%u).

**Explanation** An internal software error.

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

**Error Message** %RM-3-UNAVAILABLE: Bad state rg %s: %d

**Explanation** An internal software error.

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

**Error Message** %RM-3-UNAVAILABLE: Memory boundary violation

**Explanation** An internal software error.

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

**Error Message** %RM-3-UNAVAILABLE: No response-code from local RM

**Explanation** An internal software error.

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

**Error Message** %RM-3-UNAVAILABLE: Out of buffers in RM event buffer queue

**Explanation** An internal software error.

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

**Error Message** %RM-3-UNAVAILABLE: Unexpected Call on %s. Current state is %d.

**Explanation** A call came in on a line where we think we still have an active call.

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

**Error Message** %RM-3-UNAVAILABLE: Uninitialized value being used

**Explanation** An internal software error.

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

**Error Message** %RM-3-UNAVAILABLE: Unknown Accounting type (%d), flag (%d).

**Explanation** Get either invalid accounting type or flag

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

**Error Message** %RM-3-UNAVAILABLE: Wavl error

**Explanation** An internal software error.

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

# RLC Messages

**Error Message** %RLC\_ISSU\_PROCESS-3-NULL\_RED\_CONFIG: Redundancy configuration can not be NULL.

**Explanation** Redundancy configuration can not be NULL.

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why redundancy configuration is NULL

**Error Message** %RLC\_ISSU\_PROCESS-3-NULL\_RED\_CONFIG: Redundancy configuration can not be NULL.

**Explanation** Redundancy configuration can not be NULL.

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why redundancy configuration is NULL

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_ERR: %s

**Explanation** An error occurred while running the Redundant LC ISSU process

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_ERR: %s

**Explanation** An error occurred while running the Redundant LC ISSU process

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_MLC\_FSM\_ERR: error processing %s event in %s state for LC %s, terminating process

**Explanation** internal error in RLC ISSU event processing

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_MLC\_FSM\_ERR: error processing %s event in %s state for LC %s, terminating process

**Explanation** internal error in RLC ISSU event processing

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_N1\_PLC\_FSM\_ERR: error processing %s event in %s state for LC %s, terminating process

**Explanation** internal error in RLC ISSU event processing

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_N1\_PLC\_FSM\_ERR: error processing %s event in %s state for LC %s, terminating process

**Explanation** internal error in RLC ISSU event processing

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_N1\_PLC\_PSLC\_ERR: prepareversion error, secondary LC not standby ready for LC %s

**Explanation** the secondary LC failed to become standby ready

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_N1\_PLC\_PSLC\_ERR: prepareversion error, secondary LC not standby ready for LC %s

**Explanation** the secondary LC failed to become standby ready

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_N1\_PLC\_WPLC\_ERR: runversion error, primary LC %s not standby ready

**Explanation** the primary LC is not ready for switchover

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_N1\_PLC\_WPLC\_ERR: runversion error, primary LC %s not standby ready

**Explanation** the primary LC is not ready for switchover

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_RLD\_PLF\_FSM\_ERR: error processing %s event in %s state for LC idx %s, terminating process

**Explanation** internal error in RLC ISSU event processing

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_RLD\_PLF\_FSM\_ERR: error processing %s event in %s state for LC idx %s, terminating process

**Explanation** internal error in RLC ISSU event processing

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-4-LCRPVERSION: Linecard %s and RP have different image versions

**Explanation** Linecard has different version of image than RP

**Recommended Action** Use RLC ISSU commands to change these LCs' images to same version as RP

**Error Message** %RLC\_ISSU\_PROCESS-4-RLC\_ISSU\_IMAGE\_ERR: error loading LC image for LC %s

**Explanation** internal error in loading linecard image

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-4-RLC\_ISSU\_IMAGE\_ERR: error loading LC image for LC %s

**Explanation** internal error in loading linecard image

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-4-RLC\_ISSU\_NOT\_COMPLETED\_WARNING: LC ISSU is not finished, please issue the next commands to complete LC ISSU

**Explanation** The steps to complete LC ISSU has not been fully carried out by the operator. The system is left in an intermediate state where some linecards have been upgraded and others have not. This message is to remind the operator that a significant amount of time has passed waiting for the operator to enter the next LC ISSU command.

**Recommended Action** Enter the next LC ISSU command to continue with LC ISSU, which includes commands to perform the operations of prepareversion, loadversion, runversion, acceptversion, commitversion, or abortversion

**Error Message** %RLC\_ISSU\_PROCESS\_CLI-3-NULL\_RED\_CONFIG: Redundancy configuration can not be NULL.

**Explanation** Redundancy configuration can not be NULL.

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why redundancy configuration is NULL

**Error Message** %RLC\_ISSU\_PROCESS\_CLI-3-NULL\_SLOTINDEX: slotindex can not be NULL.

**Explanation** slotindex can not be NULL.

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why slotindex is NULL

**Error Message** %RLC\_ISSU\_PROCESS\_CLI-3-NULL\_SLOTINDEX: slotindex can not be NULL.

**Explanation** slotindex can not be NULL.

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why slotindex is NULL

**Error Message** %RLC\_ISSU\_PROCESS\_CLI-3-RLC\_ISSU\_ERR: %s

**Explanation** An error occurred while executing Redundant LC ISSU CLI

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS\_CLI-3-RLC\_ISSU\_ERR: %s

**Explanation** An error occurred while executing Redundant LC ISSU CLI

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs



## RMON Messages

This section contains Remote Monitoring (RMON) messages.

### RMON-5

**Error Message** %RMON-5-HCFALLINGTRAP: Falling trap is generated because the value of %s has fallen below the falling-threshold hc value %llu

**Explanation** A falling trap was generated. The value of the specified MIB object fell below the falling threshold value as configured by the **rmon hc-alarms** command for the specified object.

**Recommended Action** Take the appropriate action on the specified MIB object.

**Error Message** %RMON-5-HCRISINGTRAP: Rising trap is generated because the value of %s exceeded the rising-threshold hc value %llu

**Explanation** A rising trap was generated. The value of the specified MIB object exceeded the rising threshold value as configured by the **rmon hc-alarms** command for the specified object.

**Recommended Action** Take the appropriate action on the specified MIB object.

## ROLLBACK-ISSU Messages

### ROLLBACK-ISSU-2

**Error Message** %ROLLBACK\_ISSU-2-GET\_BUFFER: Rollback ISSU client failed to get buffer for message. Error: [dec] ([chars])

**Explanation** The Rollback 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** Issue the **show logging and show checkpoint client** command to gather data that may help identify the nature of the error. 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>. 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** %ROLLBACK\_ISSU-2-INIT: Rollback ISSU client initialization failed to [chars]. Error: [dec] ([chars])

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

**Recommended Action** Copy the 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** %ROLLBACK\_ISSU-2-SEND\_NEGO\_FAILED: Rollback ISSU client failed to send negotiation message. Error: [dec] ([chars])

**Explanation** The Rollback 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** Issue the **show logging and show checkpoint client** command to gather data that may help identify the nature of the error. 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>. 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** %ROLLBACK\_ISSU-2-SESSION\_NEGO\_FAIL\_START: Failed to start Rollback ISSU session negotiation. Error: [dec] ([chars])

**Explanation** The Rollback ISSU client failed to start session negotiation. If a problem occurs with the ISSU session start, the standby device cannot be brought up properly.

**Recommended Action** 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** %ROLLBACK\_ISSU-2-SESSION\_REGISTRY: Rollback ISSU client failed to register session information. Error: [dec] ([chars])

**Explanation** The Rollback 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** Issue the **show issu capability entries and show issu session and show issu negotiated capability** command to gather data that may help identify the nature of the error. 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>. 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.

## ROLLBACK-ISSU-3

**Error Message** %ROLLBACK\_ISSU-3-INVALID\_SESSION: Rollback ISSU client does not have a valid registered session.

**Explanation** The Rollback ISSU client does not have a valid registered session.

**Recommended Action** Issue the **show issu capability entries and show issu session and show issu negotiated capability** command to gather data that may help identify the nature of the error. 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>. 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** %ROLLBACK\_ISSU-3-MSG\_NOT\_OK: Rollback ISSU client 'Message Type [dec]' is not compatible

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

**Recommended Action** Issue the **show issu message group and show issu session and show issu negotiated version** command to gather data that may help identify the nature of the error. 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>. 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** %ROLLBACK\_ISSU-3-MSG\_SIZE: Rollback ISSU client failed to get the MTU for Message Type [dec].Error: [dec] ([chars])

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

**Recommended Action** Issue the **show issu message group** and **show issu session** and **show issu negotiated version** command to gather data that may help identify the nature of the error. 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>. 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** %ROLLBACK\_ISSU-3-SESSION\_UNREGISTRY: Rollback ISSU client failed to unregister session information. Error: [dec] ([chars])

**Explanation** The Rollback ISSU client failed to unregister session information.

**Recommended Action** Issue the **show issu capability entries** and **show issu session** and **show issu negotiated capability** command to gather data that may help identify the nature of the error. 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>. 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** %ROLLBACK\_ISSU-3-TRANSFORM\_FAIL: Rollback ISSU client [chars] transform failed for 'Message Type [dec]'. Error: [dec] ([chars])

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

**Recommended Action** Issue the **show issu session** and **show issu negotiated version** command to gather data that may help identify the nature of the error. 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>. 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.

## ROUTEMAP Messages

This section contains route map messages.

## ROUTE MAP-4

**Error Message** %ROUTE MAP-4-BADTRACKOBJECTTYPE: can't track this type of object

**Explanation** Route maps only support STATE type track objects. This object is not a STATE object.

**Recommended Action** Reconfigure the track object to make it a STATE object.

## ROUTE MAP\_IPC-2

**Error Message** %ROUTE MAP\_IPC-2-UNAVAILABLE: Alloc fail for route-map ipc buffer

**Explanation** Unable to malloc a buffer to send route-map configuration down to linecards.

**Recommended Action** Enter a show chunks command and report the output, along with this error message, to your technical support representative.

**Error Message** %ROUTE MAP\_IPC-2-UNAVAILABLE: The length of route map name tag is too long

**Explanation** The length of route map name tag is too long for IPC. The receiver has a 256 character long limit on route map name tag

**Recommended Action** Use a route map name tag with the length of 256 or less characters

## RPA-3-

**Error Message** %RPA-3-UNAVAILABLE: %s

**Explanation** This message type is created for all those messages which have simple ASCII text and does not take any parameter. Message tells what the problem is.

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

**Error Message** %RPA-3-UNAVAILABLE: CAS Entry does not exist for slot: %d, ctrl:%d, channel:%d

**Explanation** CAS entry does not exist for the given controller and channel.

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

**Error Message** %RPA-3-UNAVAILABLE: Unknown message type %d enqueued to RPA CAS Process

**Explanation** A message type which is not known to RPA CAS process is enqueued to it's queue.

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

## RPF-4

**Error Message** %RPF-4-UNAVAILABLE: Error deleting an rpf entry from the multicast rpf tree

**Explanation** An internal software error occurred.

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

**Error Message** %RPF-4-UNAVAILABLE: Error inserting a new rpf entry into the multicast rpf tree

**Explanation** An internal software error occurred.

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

## RPM-3

**Error Message** %RPM-3-UNAVAILABLE: Can't allocate MAC address for interface %u/%u

**Explanation** MAC address allocation failed because of an incorrect slot and port combination, which exceeds the maximum available hardware.

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

## RPM-4

**Error Message** %RPM-4-UNAVAILABLE: Corrupt or missing MAC address cookie using random base %e

**Explanation** The contents of MAC address EEPROM are invalid. The system is providing random MAC addresses

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

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

**Error Message** %RPM-4-UNAVAILABLE: Invalid CPU ID, assuming revision 1

**Explanation** The CPU ID could not be read from the EEPROM. This is probably due to 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RPM-4-UNAVAILABLE: PCI activation failed, bay %d, 0x%x

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

## RPM\_VIRTUAL\_PORT-3

**Error Message** %RPM\_VIRTUAL\_PORT-3-UNAVAILABLE: %s

**Explanation** This error indicates that the delete request to PXM has failed, timed out, or been rejected by PXM.

**Recommended Action** In the case of the failure or time-out the connection's state will be set to TIMEOUT and the resync process will periodically attempt to update PXM. In the case where the request is rejected by PXM (which should never occur) Copy the error message exactly as it appears, and report it to your technical support representative.



**Error Message** %RPM\_VIRTUAL\_PORT-3-UNAVAILABLE: %s Error String = %s. Error Code = %d

**Explanation** The rpc/ipc request to PXM has failed or been rejected by PXM.

**Recommended Action** If the error message indicates rpc-timeout, the last command must be retried later. For other error cases copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %RPM\_VIRTUAL\_PORT-3-UNAVAILABLE: %s Message size = %d

**Explanation** The error message indicates that the size of the message which is supposed to be sent to PXM or is received from PXM is too big.

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

**Error Message** %RPM\_VIRTUAL\_PORT-3-UNAVAILABLE: %s Message size = %d

**Explanation** The ipc\_get\_pak\_message failed. This could be due to the insufficient memory.

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

**Error Message** %RPM\_VIRTUAL\_PORT-3-UNAVAILABLE: %s request\_type = %d

**Explanation** The rpc request from Virtual-Port or Resync process is not valid. This error should never occur

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

**Error Message** %RPM\_VIRTUAL\_PORT-3-UNAVAILABLE: An unexpected FW error has occurred.  
%s

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

**Error Message** %RPM\_VIRTUAL\_PORT-3-UNAVAILABLE: ERROR: clrAllCnf --- Fail to delete clrAllCnf file on PXM C: disk ... Please delete file manually by doing delete c:auto\_config\_slot%d.

**Explanation** This error indicates that the re-configuration request to PXM has failed, timed out, or been rejected by PXM.

**Recommended Action** In the case of the failure or time-out the connection's state will be set to TIMEOUT and the resync process will periodically attempt to update PXM. In the case where the request is rejected by PXM the connection state will be set to FAILED until the connection is deleted or re-configured.

**Error Message** %RPM\_VIRTUAL\_PORT-3-UNAVAILABLE: ERROR: clrAllCnf --- Fail to write to NVRAM. NOTE: Configuration in NVRAM is not cleaned up.

## RPS-3

**Error Message** %RPS-3-UNAVAILABLE: Redundant Power System DC Output Voltage condition is now normal

**Explanation** The Redundant Power System DC Output Voltage is normal.

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

**Error Message** %RPS-3-UNAVAILABLE: Redundant Power System FAN condition is now normal.

**Explanation** The Redundant Power System FAN is now normal.

**Recommended Action** The Redundant Power Supply previously detected fan failure condition which has now cleared.

**Error Message** %RPS-3-UNAVAILABLE: Redundant Power System Input Voltage condition is now normal

**Explanation** The Redundant Power System Input Voltage is normal.

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

**Error Message** %RPS-3-UNAVAILABLE: Redundant Power System THERMAL condition is now normal.

**Explanation** The Redundant Power System THERMAL is now normal.

**Recommended Action** The Redundant Power Supply previously detected an over temperature condition which has now cleared. This is most likely due to high ambient temperature where the Redundant Power Supply is located. A Redundant Power System thermal failure can also be caused by a fan failure in the Redundant Power Supply.

**Error Message** %RPS-3-UNAVAILABLE: Redundant Power System VOLTAGE is now normal.

**Explanation** The Redundant Power System voltage is now normal.

**Recommended Action** The Redundant Power System previously detected an over voltage condition which has now cleared.

**Error Message** %RPS-3-UNAVAILABLE: Redundant Power System detected OVERVOLTAGE condition.

**Explanation** The Redundant Power System detected OVERVOLTAGE condition.

**Recommended Action** The Redundant Power System detected an over voltage condition.

**Error Message** %RPS-3-UNAVAILABLE: Redundant Power System is now normal

**Explanation** The Redundant Power System is operating normally.

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

**Error Message** %RPS-3-UNAVAILABLE: System detected Redundant Power System DC Output Voltage failure condition.

**Explanation** The Redundant Power System experienced a DC Output Voltage failure condition in one of the power supplies.

**Recommended Action** One of the DC outputs has failed on the Redundant Power Supply. For 3600 and 2600 Redundant Power supplies, DC Status LED on the front of the Power Supply will identify which DC output has failed. For 5300 Redundant Power Supply, DC OK LED on the front of the Power Supply will identify which DC output has failed. When there is a DC failure, you need to replace the Redundant Power Supply.

**Error Message** %RPS-3-UNAVAILABLE: System detected Redundant Power System FAN FAIL condition.

**Explanation** The Redundant Power System experienced a Fan failure condition.

**Recommended Action** One of the fans has failed and you should replace the Redundant Power Supply.

**Error Message** %RPS-3-UNAVAILABLE: System detected Redundant Power System Input Voltage failure condition.

**Explanation** The Redundant Power System experienced an Input Voltage failure in one of the power supplies.

**Recommended Action** One of the AC or DC inputs has failed on the Redundant Power Supply. For 3600 and 2600 Redundant Power supplies, AC Input LED on the front of the Power Supply will identify which AC input has failed. For 5300 ACDC Redundant Power Supply, AC OK LED on the front of the Power Supply will identify which AC input has failed. For 5300 DCDC Redundant

Power Supply, DC Input LED on the front of the Power Supply will identify which DC input has failed. Make sure that the AC/DC circuit in your building is operational, verify that the power cord is plugged into the Redundant Power Supply, and make sure that the AC/DC power switch on the Redundant Power Supply is on.

**Error Message** %RPS-3-UNAVAILABLE: System detected Redundant Power System THERMAL FAIL condition.

**Explanation** The Redundant Power System experienced either a Fan failure or an Over Temperature condition.

**Recommended Action** For 3600 and 2600 Redundant Power supplies, look at the FAN and TEMP LEDs on the front of Power Supply. If the FAN LED is amber, one of the fans has failed and you should replace the Redundant Power Supply. If the TEMP LED is amber, the ambient temperature is too high. For 5300 RPS unit, this message is displayed when the ambient temperature is too high.

**Error Message** %RPS-3-UNAVAILABLE: System temperature is now normal.

**Explanation** The system is operating at a normal temperature.

**Recommended Action** The system previously detected an over temperature condition which has now cleared. This is most likely due to high ambient temperature where the router is located.

**Error Message** %RPS-3-UNAVAILABLE: There is more than one failure with the Redundant Power System; please resolve problems immediately

**Explanation** The Redundant Power System experienced multiple failures. This is a critical condition

**Recommended Action** There are multiple failures on the Redundant Power Supply. Examine the LEDs on the front of the Redundant Power Supply to find out which failures it has.

## RP Messages

**Error Message** %RP\_MLP-4-BADLINKDECONFIG: Bad way of removing member link, now perform 'no shut' on both sides of Multilink

**Explanation** If member link has to be removed from multilink bundle, first remove the multilink configuration from the member link and then perform no channel-group command on the controller.

**Recommended Action** If the member link is removed from the multilink bundle using no channel-group command, perform no shut on both sides of the multilink interface to make it work.

**Error Message** %RP\_MLP-4-DLFIONELINKSUPPORT: Only ONE link should be configured for dLFI bundle!!

**Explanation** Trying to configure more than ONE link for dLFI bundle interface, which is not supported by dLFioFR and dLFioATM.

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

**Error Message** %RP\_MLP-4-MISCONFIGLINK: Links across linecards or dCEF disabled, giving control to RP

**Explanation** Trying to add links to a bundle which are spread across linecards DMLP cant support this, so giving control of bundle to RP.

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

**Error Message** %RP\_MLP-4-NODISTMLP: Failure downloading MLP bundle %s to the LC %d

**Explanation** The bundle is configured to be distributed, but for some reasons we cannot download the MLP config to the LCd.

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

**Error Message** %RP\_MLP-4-PANOTSUPPORTED: Adding Link from unsupported PA, cant add, giving control to RP

**Explanation** Trying to add links to a bundle from a PA which is not supported by DMLP, so giving control of bundle to RP.

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

## RPC Messages

This section contains Remote Procedure Call (RPC) messages.

### RPC-2

**Error Message** %RPC-2-6: Recovered from RPC send failure for request [chars]. Resending request.

**Explanation** A communication error occurred during an RPC request. RPC will retry.

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

**Error Message** %RPC-2-APPNOTREG: Remote application '%s' not registered

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

**Error Message** %RPC-2-CORE\_SAT\_RPC\_FAIL: RPC between Core and Remote Switch - [chars] failed (non-fatal)Expected when VSL goes down

**Explanation** A nonfatal communication error occurred during an RPC request between the core and a remote switch or vice versa. This error message is not considered a failure when the virtual switch link (VSL) goes down.

**Recommended Action** No action is required.

**Error Message** %RPC-2-FAILED: Failed to send RPC request [chars] (fatal)

**Explanation** A fatal communication error occurred during an RPC request.

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

**Error Message** %RPC-2-FAILED\_RETRY: Failed to send RPC request [chars] (will try again)

**Explanation** A communication error occurred during an RPC request. The system will attempt the RPC request again.

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

**Error Message** %RPC-2-FAILED\_USERHANDLE: Failed to send RPC request [chars]

**Explanation** A communication error occurred during an RPC request.

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

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

**Error Message** %RPC-2-NOMEM: No memory available for %s

**Explanation** The RPC subsystem could not obtain the memory it needed.

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

**Error Message** %RPC-2-NOSUCH: The referenced RPC application (%d) does not exist

**Explanation** A message was received for a non-existent RPC application.

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

**Error Message** %RPC-2-NOTREADY: The referenced RPC application (%d,%s) is not ready

**Explanation** A message was received for an RPC application that is not ready.

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



**Error Message** %RPC-2-RETRY: Recovered from RPC send failure for request [chars]. Resending request.

**Explanation** A communication error occurred during an RPC request.

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

## RPC-4

**Error Message** %RPC-4-BADID: Application ID %d is invalid

**Explanation** The application ID used by the RPC subsystem is invalid.

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

**Error Message** %RPC-4-DUPREG: Application '%s' is already registered

**Explanation** The application has already registered itself with the RPC subsystem.

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

**Error Message** %RPC-4-TOOMANY: Too many RPC applications, '%s' not registered

**Explanation** There are too many applications registered with the RPC subsystem.

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

## RPF Messages

This section contains multicast Reverse Path Forwarding (RPF) messages.

### RPF-3

**Error Message** %RPF-3-RTAVLDELETE: Error deleting an rpf entry from the multicast rpf tree

**Explanation** An internal software error occurred.

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

**Error Message** %RPF-3-RTAVLINSERT: Error inserting a new rpf entry into the multicast rpf tree

**Explanation** An internal software error occurred.

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

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

## RPF-4

**Error Message** %RPF-4-AVLDELETE: Error deleting an rpf entry from the multicast rpf tree

**Explanation** An internal software error occurred.

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

**Error Message** %RPF-4-AVLINSERT: Error inserting a new rpf entry into the multicast rpf tree

**Explanation** An internal software error occurred.

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

**Error Message** %RPF-4-SNMP\_RADIX\_ERR: Failed to [chars] snmp node [chars] snmp radix tree for multicast group (\*, [IP\_address]).

**Explanation** An error occurred while adding or deleting snmp node in snmp radix tree when mroute is created or deleted.

**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.

## RP\_MLP Messages

This section contains route processor Multilink Point-to-Point Protocol (RP\_MLP) messages.

### RP\_MLP-3

**Error Message** %RP\_MLP-3-ADJ\_FAIL: Adjacency walk for [chars] failed

**Explanation** An adjacency update for the specified multilink interface failed.

**Recommended Action** Reset the multilink interface by entering the **shutdown** command followed by the **no shutdown** command on the interface. If traffic does not resume, collect the output of the **show adjacency internal** and **show cef interface internal** commands. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RP\_MLP-3-INCOMPATIBLELINK: The current config cannot be supported as link([chars]) [chars] for bundle ([chars])

**Explanation** When using multilink, the following restrictions must be met:

- All the links should be from the same port.
- Non-channelized T3 interfaces are not supported on multilink.
- Any added link should be compatible with the existing links in the bundle.
- All the links should be distributed.

**Recommended Action** Modify the configuration so that the restrictions are not violated.

**Error Message** %RP\_MLP-3-UNSUPPORTEDCONFIG: The current config cannot be supported as [chars] for [chars]

**Explanation** When using multilink on hardware-assisted SPAs, the maximum number of links in the bundle and number of bundles should not exceed the maximum permissible by device. Refer to the product documentation for restrictions.

**Recommended Action** Modify the configuration so that it does not violate the restrictions.

## RP\_MLP-4

**Error Message** %RP\_MLP-4-DLFIONELINKSUPPORT: Only ONE link should be configured for dLFI bundle!!

**Explanation** The system attempted to configure more than one link for the Distributed Link Fragmentation and Interleaving (dLFI) bundle interface. The dLFioFR and the dLFioATM do not support configuring more than one link.

**Recommended Action** No action is required.

## RP\_MLP-5

**Error Message** %RP\_MLP-5-SPAWARNING: Feature support switching to LC based software for [chars] as [chars]

**Explanation** A link was added to the bundle, but it is not on the same bay as other member links of the bundle. The specified link that is not on the same bay has become active, and the bundle has been switched to line card-based software support instead of the hardware mode that is supported on FREEDM.

**Recommended Action** When a link is added to a bundle, ensure that it is on the same bay as the other member links of the bundle, in order to have the MLP bundle in hardware mode supported on FREEDM.

**Error Message**

## RSP Messages

This section contains Route Switch Processor (RSP) messages.

## RSP-2

**Error Message** %RSP-2-UNAVAILABLE: Overrun detected. End of MEMD buffer : 0x%x End of datagram : 0x%x bufhdr %x: %08x %08x %08x %08x Flushing Processor Cache

**Explanation** A packet was processed that was greater in size than the maximum possible MTU size, or an illegal buffer header data area was found.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, enter the show tech-support and show logging commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %RSP-2-UNAVAILABLE: %s error, %s at addr %04x (%s) log %08x, data %08x %08x

**Explanation** While the system was attempting to process a hardware queue, an error was detected by the QA ASIC. The error could be either a zero link error or a reuse error. A zero link error is caused by an attempt to place in the hardware queue a buffer header with an address of 0x0. A reuse error occurs when the QA ASIC detects or attempts to place in the hardware queue a buffer header that is the same as another buffer header in another hardware queue. Either of these errors can occur because of a software or hardware problem with the RSP or a line card.

**Recommended Action** Run the show logging command and see that whether any parity errors were recorded just before the QAERROR error message was received. If any parity error was recorded before the QAERROR, a hardware error has occurred. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. If no parity error was recorded, and the problem recurs, enter the show tech-support and show logging commands, contact your Cisco technical support representative, and provide the representative with the output of the commands.

**Error Message** %RSP-2-UNAVAILABLE: No memory available for %s

**Explanation** An attempt at memory allocation failed.

**Recommended Action** Try these actions to remedy the problem: Add memory. Disable some features. Apply filtering to decrease the size of system data structures - the routing table, for example. In general, reduce other system activities to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %RSP-2-UNAVAILABLE: QA Diagnostic %s error at %#08x

**Explanation** An error occurred during an attempt to access the RSP.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, enter the show tech-support and show logging commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %RSP-2-UNAVAILABLE: partially inserted or removed IPs on cyBus%u

**Explanation** The RSP detected a stall condition of cbus. Most likely, a board is not fully seated in the chassis. A less likely possibility is a hardware problem with the RSP or backplane.

**Recommended Action** Try reseating the boards. Call your technical support representative for assistance if this message persists.

## RSP-3

**Error Message** %RSP-3-UNAVAILABLE: %s %s

**Explanation** An IPC error has occurred. The exact nature of the problem is described in the error message.

**Recommended Action** Copy the router configuration, along with any other relevant information. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %RSP-3-UNAVAILABLE: %s (slot %u) has wrong hardware revision %u.%u

**Explanation** The hardware in the indicated slot needs to be upgraded for operation with the RSP.

**Recommended Action** Upgrade the board.

**Error Message** %RSP-3-UNAVAILABLE: %s acc %08x had bad value %d

**Explanation** An incorrect value has been written on an accumulator.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. A micro reload can correct the error condition as a workaround.

**Error Message** %RSP-3-UNAVAILABLE: %s, address %x

**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** %RSP-3-UNAVAILABLE: %s: unable to schedule restart for output queue

**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** %RSP-3-UNAVAILABLE: %x corrupt: %08x %08x %08x %08x

**Explanation** The event handler at the RSP has detected a status update message from an interface processor, but the field in the status message that identifies the associated interface processor is not valid. This condition indicates that the status message is corrupted. This error could occur because of a hardware or a software problem. The address of the status message buffer and the first four words of the message will be displayed for diagnostic purposes.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, enter the show tech-support and show logging commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %RSP-3-UNAVAILABLE: Bad Turbo IPC msg (%s): msg=%#x lastmsg=%#x  
hdrsize=%#x size=%#x

**Explanation** An error was discovered in an IPC message.

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

**Error Message** %RSP-3-UNAVAILABLE: Bad or missing ID EEPROM, controller type %u

**Explanation** The ID EEPROM on the RSP is missing or bad.

**Recommended Action** This message indicates a manufacturing error. Report this error to your technical support representative.

**Error Message** %RSP-3-UNAVAILABLE: Bengal error. %s

**Explanation** System controller Bengal has reported an error/event

**Recommended Action** Read error reports. SBE are generally not fatal. Most others are

**Error Message** %RSP-3-UNAVAILABLE: Can't allocate MAC address for interface %u/%u

**Explanation** No MAC address was available for allocation to the specified interface.

**Recommended Action** Report this error to your technical support representative.



**Error Message** %RSP-3-UNAVAILABLE: Card %s wants %d byte love letters, but only got %d bytes

**Explanation** An inconsistency between the microcode and the system code was detected.

**Recommended Action** Report this error to your technical support representative.

**Error Message** %RSP-3-UNAVAILABLE: Fixing %s by setting to default %s

**Explanation** The characters shown can be either on the slave RSP setting or on the master RSP setting. The ROM monitor default slave RSP setting is not synchronized with the system configuration file specifications. During bootup, the system image detects the mismatch and modifies the ROM monitor setting to conform with these specifications. This mismatch most likely occurred because a new RSP was being installed and booted in a high system availability (HSA) environment (dual RSPs) for the first time. Alternatively, in established HSA configurations, this message may result from a previous Interprocess Communication (IPC) error occurring while the HSA environment is reconfigured.

**Recommended Action** Using the show version or show boot command, determine which slot contains the current slave RSP. Using the show config command, determine which slot has been specified as the default slave RSP. If there is no slave default-slot n command in the configuration file, the value defaults to the highest numbered CPU slot (slot 3 on a Cisco 7507, and slot 7 on a Cisco 7513). If the slot number obtained in Step 1 is the same as the number obtained in Step 2, then no further action is required. You have configured HSA in simple hardware backup mode, and both RSPs are identical. However, if the two slot numbers differ, you have configured HSA in software error protection mode, and will have different images running, depending on which RSP is currently the slave RSP. If the slot numbers discovered in Steps 1 and 2 differ, reload your router to ensure that the desired system image is running. After the reload, the actual slave RSP will match the default slave RSP specified in (or inferred from) the system configuration file. For details of various HSA configuration modes consult the Cisco IOS Configuration Fundamentals Configuration Guide. See the Loading System Images and Configuration Files chapter (Cisco 7500 series only).

**Error Message** %RSP-3-UNAVAILABLE: Invalid return queue bcast\_id=%d bufhdr %x: %08x %08x %08x %08x

**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** %RSP-3-UNAVAILABLE: Invalid return queue next=%#x, hwidb=%#x, type=%#x queue\_ptr=%#x, bufhdr\_offset=%#x, id=%d, bcast\_id=%d bufhdr %x: %08x %08x %08x %08x

**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** %RSP-3-UNAVAILABLE: Malloc to %s failed for slot %d bay %d

**Explanation** The information structure for the port adapter could not be created. The interfaces on the specified port adapter might no longer be functional. A possible reason for this is a memory allocation failure involving the port adapter. This can occur as a result of insufficient hardware memory or a memory leak.

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

**Error Message** %RSP-3-UNAVAILABLE: Master has m/s version %d, slave has m/s version %d

**Explanation** The master and slave are running incompatible software versions with regards to the master/slave exchange process.

**Recommended Action** If the slave image global configuration is used to override the default slave image from the bundle, then the slave image is incompatible. Update either the master or slave image to ensure the two are compatible. If the slave is running the image from the bundle, execute and record the output of show version, show running-config, and show controller cbus commands. Report this information and the error message to your technical support representative.

**Error Message** %RSP-3-UNAVAILABLE: Master/slave watchdog timed out

**Explanation** While handling the interrupts from the DBUS FPGA, the RSP has detected that the timeout bit in the interrupt status register has been set. This condition indicates that the master RSP no longer controls the CBUS and DBUS. The slave may become active during this time. So, the rest of the interrupt handler will not be processed. This behavior could be the result of either a hardware or a software problem.

**Recommended Action** Copy the error message exactly as it appears. If this problem recurs, copy down the router's configuration along with any other relevant information, such as the output of show tech-support and show logging commands. Contact your Cisco technical support representative for assistance, and provide him with all the gathered information.

**Error Message** %RSP-3-UNAVAILABLE: NULL

**Explanation** An internal software error has occurred. The exact nature of the problem is described in the error message.

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

**Error Message** %RSP-3-UNAVAILABLE: NULL

**Explanation** The cBus buffer memory has been reset and reallocated. The exact nature of the problem is described in the error message.

**Recommended Action** Reset the memory manually (by changing the MTU on an interface, for example). If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %RSP-3-UNAVAILABLE: No microcode for %s card, slot %u

**Explanation** No microcode is defined or available for the specified card.

**Recommended Action** Reconfigure the card to specify an existing microcode file.

**Error Message** %RSP-3-UNAVAILABLE: Panic: %s %08x %08x %08x %08x

**Explanation** The status message handler for the interface processor has detected that the firmware for the interface processor has experienced a critical condition. The name of the affected interface and the first four words of the status message buffer will be displayed along with the message for diagnostics

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, enter the show tech-support and show logging commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %RSP-3-UNAVAILABLE: Slave NVRAM is temporarily busy

**Explanation** Another process is temporarily locking the slave config.

**Recommended Action** Retry the command that caused the error message. If the error message recurs, check for other execs via the show users command. If you know that there are no other users locking the slave nvram, then contact your technical support representative for assistance.

**Error Message** %RSP-3-UNAVAILABLE: Slave changed state from %s to %s

**Explanation** The slave RSP has undergone a hardware state change. Both the old state and new state are shown. Possible states are nonparticipant slave master unplugged Possible state changes indicated by the above message are any to unplugged unplugged to nonparticipant or slave nonparticipant to slave slave to nonparticipant Any other combination is unexpected.

**Recommended Action** The slave RSP has been removed. Consider reinstalling it if continued high system availability (HSA) operation is required. If the slave RSP is present, ensure that it is properly seated in the card cage. A slave RSP has been installed. Configure the router for HSA. See the Configuration Fundamentals Configuration Guide, in the Loading System Images and Configuration Files chapter (Cisco 7500 series only) for more details. In particular, use the slave sync config command to ensure that the new slave RSP is configured consistently with the current master RSP. CAUTION: Failure to ensure a consistent configuration on a freshly installed slave RSP might result in undefined behavior if the router reloads. A previously crashed slave RSP has been reset, or a newly installed slave RSP is in transition from unplugged to nonparticipant, and finally to slave

state. No action is required. The slave RSP image has crashed. Log in to the slave RSP's console using the if-console slot command. You will now be connected to the ROM monitor prompt on the slave RSP. Diagnose the slave RSP failure. For example, capture the output from the stack and context ROM monitor commands. Provide that information to your technical support representative, along with the router's configuration and any other relevant information, so that the problem can be investigated. Log out from the slave RSP's console port using Ctrl-c or Ctrl-z, and enter the slave reload global configuration command on the master RSP to bring the slave RSP back online. All other state changes indicate a software or hardware error. Provide the router's configuration and any other relevant information to customer support so that the problem can be investigated.

**Error Message** %RSP-3-UNAVAILABLE: Slave stole mastership

**Explanation** The master RSP has detected that the slave RSP configuration was changed from slave to master. The old master RSP will reload and become the slave RSP, allowing the new master RSP take over. This behavior indicates a software or hardware error.

**Recommended Action** Copy the router configuration, along with any other relevant information. Copy the error message exactly as it appears on the console or in the system log, enter the show tech-support and show logging commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %RSP-3-UNAVAILABLE: bad vc %u on %s

**Explanation** A chennelized interface driver received a packet on an unconfigured channel.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative, along with the output of 'show tech-support'.

**Error Message** %RSP-3-UNAVAILABLE: cmd %u to %s (slot %u) took %u usecs, done %x

**Explanation** A command from the RSP to an IP took longer for the system to process than expected. This condition may be caused by a heavily loaded CPU.

**Recommended Action** If this error recurs, copy the error message exactly as it appears on the console or in the system log, enter the show tech-support and show logging commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %RSP-3-UNAVAILABLE: corrupt bufhdr %x: %08x %08x %08x %08x

**Explanation** A miscommunication occurred between the RSP and an IP.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, enter the show tech-support and show logging commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %RSP-3-UNAVAILABLE: queue=%#x, bufhdr %x: %08x %08x %08x %08x

**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** %RSP-3-UNAVAILABLE: reload command not allowed on standby RSP

**Explanation** The **reload** command in exec mode is not allowed on the standby RSP

**Recommended Action** Enter the **slave reload** command in exec mode.

## RSP-4

**Error Message** %RSP-4-UNAVAILABLE: %s

**Explanation** Report this error to your technical support representative.

**Error Message** %RSP-4-UNAVAILABLE: %uMB required for HSA

**Explanation** HSA requires a minimum of 24mb of memory.

**Recommended Action** Upgrade your system to meet minimum memory requirements for HSA.

**Error Message** %RSP-4-UNAVAILABLE: Corrupt or missing MAC address cookie using random base %e

**Explanation** This message indicates the part containing the MAC addresses allocated to this chassis could not be accessed or was found to be corrupt, either due to a hardware problem or manufacturing problem.

**Recommended Action** Report this error to your technical support representative.

**Error Message** %RSP-4-UNAVAILABLE: DCEF switching should be enabled on member links of %s

**Explanation** DCEF should be enabled for Multilink interfaces if required.

**Recommended Action** Go to the multilink interface configuration mode using the **interface multilink multilink#** command, and then enable DCEF on the interface using **ip route-cache distributed** as per your requirement

**Error Message** %RSP-4-UNAVAILABLE: Error saving crashinfo for slot %d. Reason: %s

**Explanation** A VIP crashinfo file has not been saved due to the indicated reason.

**Recommended Action** If the reason indicates **Out of space**, the bootflash may not have sufficient memory to save the crashinfo file. Otherwise, open a case with the Technical Assistance Center via the Internet at [www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl), or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RSP-4-UNAVAILABLE: Insufficient DRAM to adequately run this IOS version. %dM is recommended.

**Explanation** The quantity of RSP DRAM is below the recommended amount.

**Recommended Action** Add DRAM.

**Error Message** %RSP-4-UNAVAILABLE: Slave configuration not updated for %s.

**Explanation** The configuration on the slave cannot be synced with the master.

**Recommended Action** Ensure that 'slave auto-sync config' is configured, and that the slave is active

**Error Message** %RSP-4-UNAVAILABLE: VIP in slot %d was empty and was disabled

**Explanation** The system failed to copy the specified file to the standbyRSP.

**Recommended Action** Ensure that the standby RSP exists and has enough memory for the file.

**Error Message** %RSP-4-UNAVAILABLE: size mismatch, master %uMB, slave %uMB

**Explanation** Memory size mismatch between Master & Slave RSP.

**Recommended Action** Configure both Master and Slave RSPs to have an equal amount of memory.

## RSP-5

**Error Message** %RSP-5-UNAVAILABLE: Slave changed to state Running, Buffer memory state : %s

**Explanation** This is an informational message to indicate that the slave RSP has started running the slave RSP image. This message after the router boots or after the slave reload global configuration command is issued on the master RSP.

**Recommended Action** No action required.

## RSP-6

**Error Message** %RSP-6-TXSTUCK: Txacc of Interface [chars] is at [dec]% of its txlimit

**Explanation** The specified interface has a low TXACC value. This might be a transient condition and might be harmless if it occurs during periods of high packet traffic. If this condition is detected more than once during periods of relatively moderate traffic, it could indicate a problem. Distributed packet switching might be disrupted as a result of this condition.

**Recommended Action** If the message recurs during periods of relatively moderate traffic, this might indicate a disruption in distributed packet switching. If such a disruption occurs, enter the **microcode reload** command to recover. Open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RSRB-3

**Error Message** %RSRB-3-UNAVAILABLE: %s: %d/%i: version mismatch, mine %d, theirs %d

**Explanation** The remote end of a TCP remote peer is running the wrong version of the system software. Either the local end, the remote end, or both are not up to date.

**Recommended Action** Call your technical support representative for an update.

**Error Message** %RSRB-3-UNAVAILABLE: %s: %s: %i, op %x, len %d, trn %d

**Explanation** The remote end of a direct serial RSRB connection detected a configuration problem or traffic that is not recognized by the configuration.

**Recommended Action** Examine the configuration on both sides of the serial connection for possible problems. Examine the traffic being offered for propagation with respect to the configuration. The destination target ring is denoted by the value of trn.

**Error Message** %RSRB-3-UNAVAILABLE: %s: %s: %s, op %x, len %d, trn %d

**Explanation** The remote end of a direct serial RSRB connection detected a configuration problem or traffic that is not recognized by the configuration.

**Recommended Action** Examine the configuration on both sides of the serial connection for possible problems. Examine the traffic being offered for propagation with respect to the configuration. The destination target ring is denoted by the value of trn.

**Error Message** %RSRB-3-UNAVAILABLE: %s: sent %s to %s

**Explanation** The local end of a direct serial RSRB connection detected a configuration problem or traffic that is not recognized by the configuration.

**Recommended Action** Examine the configuration on both sides of the serial connection for possible problems. Examine the traffic being offered for propagation with respect to the configuration.

**Error Message** %RSRB-3-UNAVAILABLE: FSTin: %s: version mismatch, mine %d, theirs %d

**Explanation** The remote end of a direct serial peer is running the wrong version of the system software. Either the local end, the remote end, or both are not up to date.

**Recommended Action** Call your technical support representative for an update.

**Error Message** %RSRB-3-UNAVAILABLE: IFin: %s: version mismatch, mine %d, theirs %d

**Explanation** The remote end of a direct serial peer is running the wrong version of the system software. Either the local end, the remote end, or both are not up to date.

**Recommended Action** Call your technical support representative for an update.

**Error Message** %RSRB-3-UNAVAILABLE: Null idb and not remote

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %RSRB-3-UNAVAILABLE: Peer %d/%i, HDR, vrp state wrong, %d

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %RSRB-3-UNAVAILABLE: Peer %i, HDR, no vrp

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.



**Error Message** %RSRB-3-UNAVAILABLE: Unit %d, no memory for %s

**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.

## RSRB-4

**Error Message** %RSRB-4-UNAVAILABLE: Bad vre type

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %RSRB-4-UNAVAILABLE: Peer %d/%i, %s, bad length %d, trn %d

**Explanation** An internal software error occurred.

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

**Error Message** %RSRB-4-UNAVAILABLE: Peer %d/%i, CONN, illegal state %d

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %RSRB-4-UNAVAILABLE: Peer %d/%i, HDR, rcv state invalid, not empty %d

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %RSRB-4-UNAVAILABLE: Peer %s [%-08x], illegal state %d

**Explanation** An internal software error occurred.

**Recommended Action** If either of these messages recur, call your technical support representative for assistance.

**Error Message** %RSRB-4-UNAVAILABLE: Peer %s, %s, bad length %d, trn %d

**Explanation** An internal software error occurred.

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

**Error Message** %RSRB-4-UNAVAILABLE: Peer %s, CONN, illegal state %d

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %RSRB-4-UNAVAILABLE: Peer %s, IFin, bad connection state %d

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %RSRB-4-UNAVAILABLE: Peer %s, wrong state %d

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %RSRB-4-UNAVAILABLE: Remopened and t NULL

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %RSRB-4-UNAVAILABLE: Ring exchange failure, resetting peer: %s

**Explanation** The RSRB peer initiation logic failed due to a memory shortage or congestion condition.

**Recommended Action** The problem should clear and the peers should re-open without operator intervention.

**Error Message** %RSRB-4-UNAVAILABLE: Unit %d, local/vring set simultaneously, vrn %d

**Explanation** An internal software error occurred.

**Recommended Action** If either of these messages recur, call your technical support representative for assistance.

# RSVP Messages

This section contains RSVP protocol messages.

## RSVP-1

**Error Message** %RSVP-1-RSVP\_AUTH\_NO\_KEYS\_LEFT: No valid keys left for [IP\_address]

**Explanation** The router attempted to use a key in an RSVP key chain but discovered that all the keys in the chain have expired and no other per-neighbor or per-interface keys are available for the specified neighbor. The router will continue to use the last key in the chain rather than revert to an unauthenticated condition. However, the specified neighbor router may start discarding RSVP messages as a result, and reservations with that neighbor may eventually time out.

**Recommended Action** Update the key chain by updating the text and expiration times for the expired keys.

## RSVP-2

**Error Message** %RSVP-2-RSVP\_AUTH\_KEY\_CHAIN\_EXPIRED: All the keys in chain [chars] have expired - please update the key chain now

**Explanation** The router attempted to use a key in an RSVP key chain but discovered that all the keys in the chain have expired. The router will attempt to find another suitable key. If no other suitable per-neighbor key can be found, the router will attempt to use key (chain) configured for the interface over which the authenticated RSVP message is being sent or received.

**Recommended Action** Update the key chain by updating the text and expiration time(s) for the expired key(s).

## RSVP-3

**Error Message** %RSVP-3-BAD\_RSVP\_MSG\_RCVD\_AUTH\_COOKIE: %s message from %i discarded - challenge failed for key ID %\*s

**Explanation** The router sent an RSVP message to challenge the untrusted source to compute a secure hash on a random piece of data and return the hash with the same data, but the source did not return the expected data. RSVP discarded the response because the untrusted source may be (unsuccessfully) attempting an RSVP challenge response replay attack.

**Recommended Action** If you can verify that the source is trusted, it is possible that the source has malfunctioned; in this case, copy the error message exactly as it appears on the console or in the system log, issue the **show tech-support rsvp** command to gather data which may help identify the nature of the error, and send this information to your Cisco technical support representative. Otherwise, try to find and disable the untrusted source.

**Error Message** %RSVP-3-BAD\_RSVP\_MSG\_RCVD\_AUTH\_DIGEST: %s message from %i discarded - incorrect message digest

**Explanation** The router received an RSVP message that contained a different secure hash from the one computed by the router. RSVP discarded the message because the message may have come from an untrusted source.

**Recommended Action** Check the configuration on the router and the sending system to make sure they are using the correct security key and secure hash algorithm.

**Error Message** %RSVP-3-BAD\_RSVP\_MSG\_RCVD\_AUTH\_DUP: %s message from %i discarded - authentication seq #%llu is a duplicate

**Explanation** The router received an RSVP message with an authentication sequence number that has already been seen. RSVP discarded the message because an untrusted source may be (unsuccessfully) attempting an RSVP message replay attack.

**Recommended Action** If you can verify that the source is trusted, it is possible that the source has rebooted and its clock has gone backward in time; in this case, the source should be configured to synchronize its clock with an NTP server. Otherwise, the sender could be an untrusted source (unsuccessfully) attempting an RSVP message replay attack; try to find and disable the untrusted source.

**Error Message** %RSVP-3-BAD\_RSVP\_MSG\_RCVD\_AUTH\_NO\_SA: %s message from %i discarded: no security association for %i - no RSVP security key configured or no memory left.

**Explanation** The router received an RSVP message that contained a secure hash but dropped the message because the router was not able to create a security association for the sending system.

**Recommended Action** Check the configuration on the router to make sure that RSVP has access to a security key for the sending system. If such a key is configured, then check to see if the router has run out of memory.

**Error Message** %RSVP-3-BAD\_RSVP\_MSG\_RCVD\_AUTH\_WIN: %s message from %i discarded - seq #%llu outside authentication window

**Explanation** The router received an RSVP message whose authentication sequence number is less than the lower limit of the out-of-order window. RSVP discarded the message because an untrusted source may be (unsuccessfully) attempting an RSVP message replay attack.

**Recommended Action** It is possible that a trusted source is sending a burst of reordered RSVP messages that is too large for the authentication window size. If you can verify that the source is trusted and its messages are being sent in large reordered bursts, use the **ip rsvp authentication window-size** command to increase the window size on the receiving router. It is also possible that a trusted source has rebooted and its clock has gone backward in time; in this case, the source should be configured to synchronize its clock with an NTP server. Otherwise, the sender could be an untrusted source (unsuccessfully) attempting an RSVP message replay attack; try to find and disable the untrusted source.

**Error Message** %RSVP-3-RSVP\_MFI\_RECOVERY: RSVP calculated Recovery Time is longer than TE Rewrite Hold-Time registered with LSD. Some LSPs may not be recovered.

**Explanation** TE registered a maximum cutover time with the LSD that is less than the time it may actually take to recover all LSPs. As a result, more than usual traffic loss may occur on some LSPs during recovery

**Recommended Action** Make note of the number of Checkpointed LSPs in the RSVP HA database by issuing the command **show ip rsvp high-availability database internal** . This number likely exceeds the hard defined limit of the number of recoverable LSPs. Provide this information to Cisco technical support representative.

**Error Message** %RSVP-3-RSVP\_MSG\_AUTH\_CHALLENGE\_TIMEOUT: No response to challenge issued to %i for key ID %\*s

**Explanation** The router sent an RSVP message to challenge the untrusted source to compute a secure hash on a random piece of data and return the hash with the same data, but the source did not reply. The source may have crashed or lost its network connection. However, it is also possible that the source was (unsuccessfully) attempting to replay an RSVP message before the challenge and gave up when it saw the challenge from the router

**Recommended Action** If you can verify that the source is trusted, try to determine if it has crashed or lost its network connection and then restore network connectivity to it. If the source repeatedly crashes when challenged, a temporary workaround might be to disable challenges on the router by issuing a **no ip rsvp authentication challenge** command until the problem on the source is resolved. Otherwise, assume the source is untrusted; try to find and disable it.

**Error Message** %RSVP-3-RSVP\_MSG\_AUTH\_TYPE\_MISMATCH: %s message from %i discarded - authentication algorithm mismatch

**Explanation** The router received an RSVP message from a source that required authentication but the received message was using the wrong authentication algorithm.

**Recommended Action** Issue a **show ip rsvp authentication detail** command on the router to display the expected algorithm type. Then find the source and change its configuration to match.

**Error Message** %RSVP-3-UNAVAILABLE: %08x %08x %08x %08x %08x %08x %08x %08x

**Explanation** This is an auxiliary message to several packet-related messages. It provides a raw display of the information in the header of a corrupted data block.

**Recommended Action** This message provides additional information only. Copy the error message exactly as it appears, and report it to your technical support representative as part of the previously printed error message.

**Error Message** %RSVP-3-UNAVAILABLE: %08x %08x %08x %08x %08x %08x %08x %08x

**Explanation** This is an auxiliary message to several packet-related messages. It provides a raw display of the information in the header of a corrupted data block.

**Recommended Action** This message provides additional information only. Copy the error message exactly as it appears, and report it to your technical support representative as part of the previously printed error message.

**Error Message** %RSVP-3-UNAVAILABLE: %s message from %i discarded - authentication algorithm mismatch

**Explanation** The router received an RSVP message from a source that required authentication but the received message was using the wrong authentication algorithm.

**Recommended Action** Issue a **show ip rsvp authentication detail** command on the router to display the expected algorithm type. Then find the source and change its configuration to match.

**Error Message** %RSVP-3-UNAVAILABLE: %s message from %i discarded - authentication seq #%llu is a duplicate

**Explanation** The router received an RSVP message with an authentication sequence number that has already been seen. RSVP discarded the message because an untrusted source may be (unsuccessfully) attempting an RSVP message replay attack.

**Recommended Action** If you can verify that the source is trusted, it is possible that the source has rebooted and its clock has gone backward in time; in this case, the source should be configured to synchronize its clock with an NTP server. Otherwise, the sender could be an untrusted source (unsuccessfully) attempting an RSVP message replay attack; try to find and disable the untrusted source.

**Error Message** %RSVP-3-UNAVAILABLE: %s message from %i discarded - challenge failed for key ID %\*s

**Explanation** The router sent an RSVP message to challenge the untrusted source to compute a secure hash on a random piece of data and return the hash with the same data, but the source did not return the expected data. RSVP discarded the response because the untrusted source may be (unsuccessfully) attempting an RSVP challenge response replay attack.

**Recommended Action** If you can verify that the source is trusted, it is possible that the source has malfunctioned; in this case, copy the error message exactly as it appears on the console or in the system log, issue the **show tech-support rsvp** command to gather data which may help identify the nature of the error, and send this information to your Cisco technical support representative. Otherwise, try to find and disable the untrusted source.

**Error Message** %RSVP-3-UNAVAILABLE: %s message from %i discarded - incorrect message digest

**Explanation** The router received an RSVP message that contained a different secure hash from the one computed by the router. RSVP discarded the message because the message may have come from an untrusted source.

**Recommended Action** Check the configuration on the router and the sending system to make sure they are using the correct security key and secure hash algorithm.

**Error Message** %RSVP-3-UNAVAILABLE: %s message from %i discarded - seq #%llu outside authentication window

**Explanation** The router received an RSVP message whose authentication sequence number is less than the lower limit of the out-of-order window. RSVP discarded the message because an untrusted source may be (unsuccessfully) attempting an RSVP message replay attack.

**Recommended Action** It is possible that a trusted source is sending a burst of reordered RSVP messages that is too large for the authentication window size. If you can verify that the source is trusted and its messages are being sent in large reordered bursts, use the **ip rsvp authentication window-size** command to increase the window size on the receiving router. It is also possible that a trusted source has rebooted and its clock has gone backward in time; in this case, the source should be configured to synchronize its clock with an NTP server. Otherwise, the sender could be an untrusted source (unsuccessfully) attempting an RSVP message replay attack; try to find and disable the untrusted source.

**Error Message** %RSVP-3-UNAVAILABLE: %s message from %i discarded: no security association for %i - no RSVP security key configured or no memory left.

**Explanation** The router received an RSVP message that contained a secure hash but dropped the message because the router was not able to create a security association for the sending system.

**Recommended Action** Check the configuration on the router to make sure that RSVP has access to a security key for the sending system. If such a key is configured, then check to see if the router has run out of memory.

**Error Message** %RSVP-3-UNAVAILABLE: %s: %s %s %s

**Explanation** An action attempted by the rsvp implementation encountered an unexpected condition

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support rsvp** command to gather data which may help identify the nature of the error. Then send this information to your Cisco technical support representative.

**Error Message** %RSVP-3-UNAVAILABLE: Inconsistent rsvp reliable message timer

**Explanation** The summary refresh timer may be blocked.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support rsvp** command to gather data which may help identify the nature of the error. Then send this information to your Cisco technical support representative.

**Error Message** %RSVP-3-UNAVAILABLE: No response to challenge issued to %i for key ID %\*s

**Explanation** The router sent an RSVP message to challenge the untrusted source to compute a secure hash on a random piece of data and return the hash with the same data, but the source did not reply. The source may have crashed or lost its network connection. However, it is also possible that the source was (unsuccessfully) attempting to replay an RSVP message before the challenge and gave up when it saw the challenge from the router

**Recommended Action** If you can verify that the source is trusted, try to determine if it has crashed or lost its network connection and then restore network connectivity to it. If the source repeatedly crashes when challenged, a temporary workaround might be to disable challenges on the router by issuing a **no ip rsvp authentication challenge** command until the problem on the source is resolved. Otherwise, assume the source is untrusted; try to find and disable it.

**Error Message** %RSVP-3-UNAVAILABLE: RSVP Message had a bad checksum: %d foo: %d

**Explanation** The router received an incorrect RSVP message.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support rsvp** command to gather data which may help identify the nature of the error. Then send this information to your Cisco technical support representative.

**Error Message** %RSVP-3-UNAVAILABLE: RSVP Message had a bad length; ip data len: %d rsvp len: %d

**Explanation** The router received an incorrect RSVP message.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support rsvp** command to gather data which may help identify the nature of the error. Then send this information to your Cisco technical support representative.

**Error Message** %RSVP-3-UNAVAILABLE: RSVP Message had a bad type: %d

**Explanation** The router received an incorrect RSVP message.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support rsvp** command to gather data which may help identify the nature of the error. Then send this information to your Cisco technical support representative.

**Error Message** %RSVP-3-UNAVAILABLE: RSVP Message had a bad version: %d

**Explanation** The router received an incorrect RSVP message.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support rsvp** command to gather data which may help identify the nature of the error. Then send this information to your Cisco technical support representative.



**Error Message** %RSVP-3-UNAVAILABLE: RSVP Message was malformed; traversed objects len: %d rsvp msg len: %d

**Explanation** The router received an incorrect RSVP message.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support rsvp** command to gather data which may help identify the nature of the error. Then send this information to your Cisco technical support representative.

**Error Message** %RSVP-3-UNAVAILABLE: RSVP calculated Recovery Time is longer than TE Rewrite Hold-Time registered with LSD. Some LSPs may not be recovered.

**Explanation** TE registered a maximum cutover time with the LSD that is less than the time it may actually take to recover all LSPs. As a result, more than usual traffic loss may occur on some LSPs during recovery

**Recommended Action** Make note of the number of Checkpointed LSPs in the RSVP HA database by issuing the command **show ip rsvp high-availability database internal** . This number likely exceeds the hard defined limit of the number of recoverable LSPs. Provide this information to Cisco technical support representative.

**Error Message** %RSVP-3-UNAVAILABLE: Received a bad RSVP message, num objs: %d obj len: %d msg\_len: %d

**Explanation** The router received an incorrect RSVP message.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support rsvp** command to gather data which may help identify the nature of the error. Then send this information to your Cisco technical support representative.

## RSVP-4

**Error Message** %RSVP-4-RSVP\_AUTH\_DUPLICATE\_KEY\_ID: Key chains [chars] and [chars] contain duplicate key ID [int]

**Explanation** An attempt is being made to add a new key identifier to a key chain in the router configuration but RSVP detected that this identifier is found in another key chain already assigned to RSVP. Because key identifiers must be unique across all the key chains used by RSVP, RSVP will not use the keys with this identifier in all such key chains. This could cause RSVP authentication to fail in some cases.

**Recommended Action** Update the listed key chain(s) so they use different key identifiers.

## RSVP-5

**Error Message** %RSVP-5-RSVP\_AUTH\_KEY\_ACL\_CHANGE: Key chain [chars] [chars] for [IP\_address] because ACL "[chars]" [chars]

**Explanation** The ACL specified in the message text associates the key chain specified in the message text with a set of RSVP neighbors. RSVP uses the specified key chain to authenticate each RSVP message exchanged with that set of RSVP neighbors after the association is configured. Subsequently, the specified ACL has been reconfigured such that the key chain association is no longer valid for one or more RSVP neighbors in the set. This causes RSVP to search the configuration for another suitable key chain to use with those neighbors. If no such key chain is found, RSVP will no longer be able to provide authentication for messages exchanged with those RSVP neighbors. This causes RSVP to discard RSVP messages from that set of neighbors. Because this may ultimately lead to loss of RSVP functionality with those neighbors, RSVP generates this system message. This system message may also be generated if the ACL is subsequently changed so that it reassociates RSVP neighbors with the specified key chain. If RSVP is not using another key chain for the set of RSVP neighbors specified by the ACL, RSVP will begin using the specified key chain to exchange authenticated RSVP messages with that set of RSVP neighbors, potentially restoring RSVP functionality with those neighbors.

**Recommended Action** If the ACL change unexpectedly caused authentication to be disabled or enabled for one or more RSVP neighbors, undo the ACL change so that RSVP authentication is not impacted.

**Error Message** %RSVP-5-RSVP\_AUTH\_ONE\_KEY\_EXPIRED: Key (ID) [int] in chain [chars] has expired

**Explanation** The router has detected that one key in a RSVP key chain has expired and that RSVP has switched to the next unexpired key in that chain.

**Recommended Action** Update the key chain by changing the text and expiration time(s) for the expired key.

## RSVP\_HA Messages

This section contains RSVP high availability (HA) protocol messages.

### RSVP\_HA-3

**Error Message** %RSVP\_HA-3-CF\_REGISTER\_FAILED: Failed to register with CF

**Explanation** The system may be low on memory.

**Recommended Action** Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process and reregister with compact flash (CF).

**Error Message** %RSVP\_HA-3-CLI\_ADD\_FAILED: Failed to add RSVP HA to CLI

**Explanation** The system may be low on memory.

**Recommended Action** Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process and reregister with compact flash (CF).

**Error Message** %RSVP\_HA-3-DB\_INIT\_FAILED: Database init failed

**Explanation** The system may be low on memory.

**Recommended Action** Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process and reregister with compact flash (CF).

**Error Message** %RSVP\_HA-3-ENTRY\_MOVE\_FAILED: Failed to move a database entry to [chars] tree

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

**Error Message** %RSVP\_HA-3-ISSU\_INIT\_FAILED: In Service Software Upgrade (ISSU) Init failed

**Explanation** The system may be low on memory.

**Recommended Action** Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process and reregister with compact flash (CF).

**Error Message** %RSVP\_HA-3-ITEM\_SIZE\_TOO\_BIG: Item size ([int]) bigger than default CF buffer ([int])

**Explanation** An 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

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

**Error Message** %RSVP\_HA-3-MAIN\_INIT\_FAILED: Main init failed

**Explanation** The system may be low on memory.

**Recommended Action** Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process and reregister with compact flash (CF).

**Error Message** %RSVP\_HA-3-MSG\_MGR\_INIT\_FAILED: Message Manager init failed

**Explanation** The system may be low on memory.

**Recommended Action** Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process and reregister with compact flash (CF).

**Error Message** %RSVP\_HA-3-PROCESS\_CREATE\_FAILED: Failed to create RSVP HA process

**Explanation** The system may be low on memory.

**Recommended Action** Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process.

**Error Message** %RSVP\_HA-3-PROCESS\_KILL: Killing RSVP HA process

**Explanation** The RSVP HA process is terminating.

**Recommended Action** No action is required.

**Error Message** %RSVP\_HA-3-RF\_REGISTER\_FAILED: Failed to register with RF

**Explanation** The system may be low on memory.

**Recommended Action** Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process and reregister with compact flash (CF).

**Error Message** %RSVP\_HA-3-RF\_UNREGISTER\_FAILED: Failed to unregister with RF

**Explanation** The RSVP HA client may not have registered with RF.

**Recommended Action** No action is required.

## RS\_TDM-3

**Error Message** %RS\_TDM-3-UNAVAILABLE: A TDM function is used with a bad argument: %s

**Explanation** An internal software error has occurred. A TDM function was called with invalid arguments and could not be processed. The invalid arguments are specified at the end of this error message, along with any other useful data.

**Recommended Action** Enter the **debug tdm** command. If the problem recurs, copy the error message, the trace message, and surrounding debug text exactly as they appear on the console or in the system log, call your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %RS\_TDM-3-UNAVAILABLE: Clash in usage for TDM backplane timeslot %d

**Explanation** The TDM backplane timeslot to be allocated is already in use

**Recommended Action** Check the split dial-shelf settings on both router shelves for conflicting setting

**Error Message** %RS\_TDM-3-UNAVAILABLE: TDM backplane timeslot %d is in an unknown state

**Explanation** The TDM backplane timeslot specified is in an unknown state

**Recommended Action** Check the split dial-shelf settings on both router shelves for conflicting setting

**Error Message** %RS\_TDM-3-UNAVAILABLE: TDM extended split on Router shelf Clashes to my %s other %s extended backplane ds0

**Explanation** The number of extended backplane ds0 for this router clashes with the other router shelf

**Error Message** %RS\_TDM-3-UNAVAILABLE: TDM legacy split on Router shelf Clashes to my %d other %d legacy backplane ds0

**Explanation** The number of legacy backplane ds0 for this router clashes with the other router shelf

**Error Message** %RS\_TDM-3-UNAVAILABLE: TDM split on %s Router shelf Reduced to %d backplane ds0

**Explanation** The number of backplane ds0 for this router has been forced lower

**Error Message** %RS\_TDM-3-UNAVAILABLE: TDM split user setting are in conflict: my RS %s = %d, other RS %s = %d

**Explanation** The user setting for tdm split on this router shelf is in conflict with the setting on the other router, More backplane DS0 are in use than 2048 DS0

**Recommended Action** Set the other router dial-shelf split backplane-ds0 to non conflicting setting

**Error Message** %RS\_TDM-3-UNAVAILABLE: TDM split user setting are not matched pairs my RS %s = %d ds0, expected other RS %s = %d ds0, actual other RS %s = %d ds0

**Explanation** The user setting for tdm split on this router shelf is not compatible with the setting on the other router

**Recommended Action** Set the other router dial-shelf split backplane-ds0 to above setting

## RTT Messages

This section contains round-trip time monitor messages.

### RTT-3

**Error Message** %RTT-3-PathSetupFailed: %RTR Probe [int]: Error in setting current Path. Probe will be stopped

**Explanation** An internal software error has occurred.

**Recommended Action** Reschedule the probe operation that was stopped. Copy the message exactly as it appears on the console or in the system log. Enter the **show rtr configuration** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools

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

**Error Message** %RTT-3-SAAMPLS: IP SLA Monitor([dec]): SAA MPLS [chars] Probe [chars] [chars] for destination-address [IP\_address] lsp-selector [IP\_address]

**Explanation** This informational message logs violations in the Service Assurance Agent probes. This message appears after the **rtr logging trap** command has been entered.

**Recommended Action** If this message is not necessary, enter the **no rtr logging trap** command to disable logging. Otherwise, no action is required.

**Error Message** %RTT-3-SAANEGATIVEVALUE: IP SLA Monitor([dec]): Negative Value for [chars]

**Explanation** The IP SLA monitor statistics generated an error message.

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

**Error Message** %RTT-3-SAANOPROCESS: IP SLA Monitor: Cannot create a new process

**Explanation** The IP SLA monitor is unable to start a new process, and may not be running.

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

**Error Message** %RTT-3-SAAPROBENOTFOUND: IP SLA Monitor: Error deleting the probe

**Explanation** A deletion attempt was performed on a probe that does not exist.

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

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

**Error Message** %RTT-3-SAARESPTWINITFAIL: IP SLAs responder initialization failed

**Explanation** The IP Service Level Agreement (IP SLA) responder initialization process was unable to initialize the timer wheel. As a result, the IP SLA probes on other routers for which this router acts as responder will not work.

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

**Error Message** %RTT-3-SAATWINITFAIL: IP SLAs: Generic Timer wheel timer functionality failed to initialize

**Explanation** IP SLAs could not initialize the timer wheel.

**Recommended Action** Search for resolved software issues using the Bug Toolkit at Active

**Explanation** This message is generated only when SGBP errors or events debugging is enabled. This indicates that a link to another SGBP member has completed the interactions to set it up and is now entering the active state.

**Recommended Action** No action is required.

## RTT-4

**Error Message** %RTT-4-DuplicateEvent: IP SLA Monitor [dec]: Duplicate event received. Event number [dec]

**Explanation** The IP SLA monitor process has received a duplicate event.

**Recommended Action** This is only a warning message. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show rtr configuration** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support



representative and provide the representative with the information you have gathered along with information about the application that is configuring and polling the Service Assurance Agent probes. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RTT-4-OPER\_CLOSS: condition %s, entry number = %d

**Explanation** This message displays connection loss conditions in the IP Service Level Agreement (IP SLA) operations. This message is enabled when the **ip sla monitor logging trap** command is entered.

**Recommended Action** Ensure that the destination for the IP SLA operation is reachable and that the IP SLA responder operation is configured on the destination. To disable these messages for IP SLA operations, enter the **no ip sla monitor logging trap** command.

**Error Message** %RTT-4-OPER\_TIMEOUT: condition %s, entry number = %d

**Explanation** The timeout condition is displayed for the IP SLA operations. This message is enabled when the **ip sla monitor logging trap** command is entered.

**Recommended Action** Ensure that the destination for the IP SLA operation is reachable. To disable these messages for IP SLA operations, enter the **no ip sla monitor logging trap** command.

**Error Message** %RTT-4-SAACLOCKNOTSET: IP SLA Monitor Probe(s) could not be scheduled because clock is not set.

**Explanation** One or more IP SLA monitor probes could not be scheduled because the system clock is not set.

**Recommended Action** Ensure that the system clock is functional by using Network Time Protocol or another mechanism.

**Error Message** %RTT-4-SAAGRPSCHEDCONFIGFAIL: Group Schedule Entry [dec]: [chars]

**Explanation** The probes could not be group scheduled. Either the configured starting time has already occurred, or the starting time is invalid.

**Recommended Action** Reschedule the group scheduling entry with a valid start time.

**Error Message** %RTT-4-SAASCHEDCONFIGFAIL: IP SLA Monitor Probe [dec]: [chars]

**Explanation** The IP SLA Monitor probe could not be scheduled. Either the configured starting time has already occurred, or the starting time is invalid.

**Recommended Action** Reschedule the failed probe with a valid start time.

## RTT-6

**Error Message** %RTT-6-SAATHRESHOLD: IP SLA Monitor([dec]): Threshold [chars] for [chars]

**Explanation** This informational message logs threshold violations in the Service Assurance Agent probes. This messages appears after the **rtr logging trap** command has been entered.

**Recommended Action** If this message is not necessary, enter the **no rtr logging trap** command to disable logging. Otherwise, no action is required.

## RUDP-3

**Error Message** %RUDP-3-UNAVAILABLE: rudp %d: %s%s.

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

## RUDP-4

**Error Message** %RUDP-4-UNAVAILABLE: rudp %d: %s%s.

**Explanation** A warning is given out for a particular RUDP link.

**Recommended Action** LOG\_STD\_DBG\_ACTION

## Regen-1

**Error Message** %Regen-1-UNAVAILABLE: System detected OVERTEMPERATURE condition. Putting the system in Power save mode and going to rommon. Please resolve cooling problem and restart system!

**Explanation** The environmental monitor detected a high-temperature condition.

**Recommended Action** Make sure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## Regen-3

**Error Message** %Regen-3-UNAVAILABLE: Can't allocate MAC address for interface %u/%u

**Explanation** All the available MAC addresses for the system have been allocated.

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

**Error Message** %Regen-3-UNAVAILABLE: Detected invalid NVRAM size: %d bytes

**Explanation** The detected size of NVRAM is not one of the supported sizes. The NVRAM may be bad.

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

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

**Error Message** %Regen-3-UNAVAILABLE: Failed to erase config due to internal error

**Explanation** Password protection feature failed to erase config due to internal error

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

**Error Message** %Regen-3-UNAVAILABLE: Invalid Port Adaptor type (%d) reported for mainboard

**Explanation** The 'virtual' port adaptor type derived from the mainboard type is not one of the supported types. It may be that this mainboard is a newmainboard type and the software release you are running does not support the new mainboard type.

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

**Error Message** %Regen-3-UNAVAILABLE: PCI Configuration Read Cycle Failed for bus %d, Device %d, function %d, register %d

**Explanation** A PCI Bus Configuration Read cycle failed. The mainboard needs to be replaced.

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

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

**Error Message** %Regen-3-UNAVAILABLE: PCI Configuration Write Cycle Failed for bus %d, Device %d, function %d, register %d

**Explanation** A PCI Bus Configuration Write cycle failed. The mainboard needs to be replaced.

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

**Error Message** %Regen-3-UNAVAILABLE: get\_pci\_dev\_num: Invalid bay (%d) or device number offset (%D)

**Explanation** A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

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

**Error Message** %Regen-3-UNAVAILABLE: pas\_get\_device\_subunit: Invalid PCI device number: %d

**Explanation** A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

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

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

**Error Message** %Regen-3-UNAVAILABLE: regen\_big\_endian\_addr: Attempted conversion of invalid address (0x%x)

**Explanation** A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

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

**Error Message** %Regen-3-UNAVAILABLE: regen\_little\_endian\_addr: Attempted conversion of invalid address (0x%x)

**Explanation** A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

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

## Regen\_MAINBOARD\_ASYNC\_PQUICC-3

**Error Message** %Regen\_MAINBOARD\_ASYNC\_PQUICC-3-UNAVAILABLE: No memory for %s of unit %d

**Explanation** The router does not have enough memory to perform the function

**Recommended Action** Consider adding more shared memory. Copy the error message exactly as it appears, and report it to your technical support representative.

# RUNCFGSYNC Messages

This section contains Auto-Running Configuration Synchronization (RUNCFGSYNC) messages.

## RUNCFGSYNC-6

**Error Message** RUNCFGSYNC-6-HASRMSTATE: [chars]

**Explanation** HA single router mode has changed state. Additional details are provided in the error message text.

**Recommended Action** No action is required.

## SASL Messages

This section contains Simple Authentication and Security Layer (SASL) messages.

### SASL-2

**Error Message** %SASL-2-FORKFAIL: Cannot fork process [chars]

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

**Error Message** %SASL-2-INITFAIL: Initialization failed - [chars]

**Explanation** SASL component initialization failed.

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

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

## SBETH-1

**Error Message** %SBETH-1-UNAVAILABLE: %s - Cannot create IDB subblock due to insufficient memory

**Explanation** There was insufficient system memory to create the subblock.

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

**Error Message** %SBETH-1-UNAVAILABLE: %s - Could not install or use IDB subblock

**Explanation** An internal IOS error prevented the IDB subblock from being installed or used.

**Recommended Action** Software bug - open a case with Development Engineering. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to 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** %SBETH-1-UNAVAILABLE: %s, initialization failed, no buffer memory

**Explanation** The Ethernet port initialization failed due to insufficient memory

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



**Error Message** %SBETH-1-UNAVAILABLE: Could not init buffer pools

**Explanation** The driver failed to get a pool of buffers from IOS

**Recommended Action** Software bug - open a case with Development Engineering. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to 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** %SBETH-1-UNAVAILABLE: Could not initialize structure

**Explanation** The driver failed to initialize a structure

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

**Error Message** %SBETH-1-UNAVAILABLE: Invalid Interface Descriptor Block

**Explanation** The driver tried to fetch the interface's IDB and failed

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

**Error Message** %SBETH-1-UNAVAILABLE: MAC Still in Reset

**Explanation** An attempt was made to access the MAC while it was in reset

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

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

**Error Message** %SBETH-1-UNAVAILABLE: Plugin function table incomplete or missing

**Explanation** The driver could not access the PA's specific function 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SBETH-1-UNAVAILABLE: Problem getting particle size

**Explanation** The driver was unable to get the particle size for this interface

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

**Error Message** %SBETH-1-UNAVAILABLE: Unknown IDBTYPE while starting driver

**Explanation** The IDBTYPE in the interface's instance structure is undefined for this driver

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

**Error Message** %SBETH-1-UNAVAILABLE: Unknown media-type in subblock

**Explanation** The media-type specified in the driver subblock is invalid

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

**Error Message** %SBETH-1-UNAVAILABLE: Unknown or invalid chip mode (MII/TBI)

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

## SBETH-2

**Error Message** %SBETH-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

## SBETH-3

**Error Message** %SBETH-3-UNAVAILABLE: %s - GBIC contains a bad EEPROM

**Explanation** Interface contains a GBIC with a bad EEPROM. This causes the link to be down.

**Recommended Action** Please make sure the GBIC type is compatible with the interface. Verify that the GBIC was obtained from Cisco or a supported vendor

**Error Message** %SBETH-3-UNAVAILABLE: %s - Unknown GBIC type

**Explanation** Interface contains a GBIC of unknown type. This causes the link to be down.

**Recommended Action** Please make sure the GBIC type is compatible with the interface. Verify that the GBIC was obtained from Cisco or a supported vendor

**Error Message** %SBETH-3-UNAVAILABLE: %s, error interrupt, mac\_status = 0x%016llx

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

**Error Message** %SBETH-3-UNAVAILABLE: %s, packet too big (%d), from %e

**Explanation** The interface detects a packet larger than what is defined by MTU

**Recommended Action** Check the other station's MTU setting LOG\_STD\_NO\_ACTION

## SATVS\_DNLD Messages

This section contains satellite switch virtual switch (VS) download messages.

### S4T68360-1

**Error Message** %S4T68360-1-UNAVAILABLE: %s %s

**Explanation** A software or hardware error occurred. The S4T interface is not responding to commands used to initialize it.

**Recommended Action** This failure will happen due to S4T port initialization or reset failure. Collect the 'show tech' and 'show log' information at the time of problem and send it to the technical support representative

**Error Message** %S4T68360-1-UNAVAILABLE: %s %s

**Explanation** The S4T port adaptor failed to respond to a request to disable an interface.

**Recommended Action** This failure will happen due to S4T port initialization or reset failure. Collect the 'show tech' and 'show log' information at the time of problem and send it to the technical support representative

**Error Message** %S4T68360-1-UNAVAILABLE: Bay %d for microcode download

**Explanation** The S4T port adaptor hardware failed. The S4T port adaptor would not begin to download the operational microcode.

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

**Error Message** %S4T68360-1-UNAVAILABLE: Bay %d port adaptor

**Explanation** The S4T port adaptor hardware failed. The periodic check routine detected the failure and restarted it.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %S4T68360-1-UNAVAILABLE: Bay %d: %s

**Explanation** The S4T port adaptor failed to complete hardware initialization.

**Recommended Action** Try to reseal the PA properly in the system slots. If the error still happens, then verify for the hardware failure including the 7200 chassis in case of 7200 or vip in case of RSP and the PA as this error will come only if there is failure in hardware.

**Error Message** %S4T68360-1-UNAVAILABLE: Failed for bay %d, sent = 0x%x, received = 0x%x

**Explanation** The download of the internal firmware to the S4T failed to checksum correctly. This usually indicates a hardware failure of the S4T or the Versatile Interface Processor (VIP).

**Recommended Action** Perform a power cycle. If the problem persists, the S4T hardware may have a problem.

**Error Message** %S4T68360-1-UNAVAILABLE: Microcode download to bay %d failed

**Explanation** The S4T port adaptor hardware failed. It did not acknowledge the completion of the operational microcode download.

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

**Error Message** %S4T68360-1-UNAVAILABLE: Microcode to port adaptor in bay %d

**Explanation** The S4T hardware has failed. It could not download its operational microcode.

**Recommended Action** Try to reseal the PA properly in the system slots. If the error still happens, then verify for the hardware failure including the 7200 chassis in case of 7200 or vip in case of RSP and the PA as this error will come only if there is failure in hardware.

## S4T68360-3

**Error Message** %S4T68360-3-UNAVAILABLE: %s packet buffer, pak=0x%x

**Explanation** A software or hardware error occurred. The S4T driver detected that the transmit ring is an inconsistent state.

**Recommended Action** Do shut/no shut on the interface and if still this problem happens, then do OIR of the PA. If this also doesn't solve the problem then there may be a hardware failure. Please verify for it. send the 'show tech' and 'show log' information collected at the time of problem to the technical support representative

**Error Message** %S4T68360-3-UNAVAILABLE: Bay %d device ID seen as %#x, expected %#x

**Explanation** The S4T hardware failed. A non-S4T device pointed at the software for the S4T.

**Recommended Action** Check the system configuration for the failure in the bay number that is reported. If it is not a M4T PA, contact the appropriate component to which that PA in that slot belongs. If it is a M4T PA, then try to reseal the PA once again and if the error still happens, then send the 'show tech' and 'show log' information to the technical support representative.

**Error Message** %S4T68360-3-UNAVAILABLE: Bay %d stale msg %s- mbx0:%lx, mbx1:%lx, mbx2:%lx

**Explanation** The S4T has not responded to a message from the Versatile Interface Processor (VIP) within a specified time.

**Recommended Action** Perform a microcode reload of the VIP. If the problem persists, it indicates that the S4T or VIP hardware failed.

**Error Message** %S4T68360-3-UNAVAILABLE: Bay %d, Exception %d, trace %d

**Explanation** The S4T firmware detected an illegal or unexpected CPU exception or condition. This may be caused by a software error or by a hardware failure.

**Recommended Action** Perform a microcode reload of the Versatile Interface Processor (VIP). If the problem persists, it indicates that the S4T hardware failed.

## S4T68360-5

**Error Message** %S4T68360-5-UNAVAILABLE: %s TX packet dropped; particle count (%d) exceeds %d

**Explanation** The TX packet got dropped since the TX ring was full.

**Recommended Action** This is normal when the port adapter gets overdriven.  
LOG\_STD\_NO\_ACTION

## SARMGR-1

**Error Message** %SARMGR-1-UNAVAILABLE: The 1575 device analysis failed

**Explanation** The SAR Manager failed its initialization

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

## SARMGR-3

**Error Message** %SARMGR-3-UNAVAILABLE: Device reported %08x

**Explanation** PCI device ID was not correct.

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

## SATVS\_DNLD-3

**Error Message** %SATVS\_DNLD-3-RS\_BOOT\_RDY\_MEM\_FAIL: Unable to allocate space for BOOT\_READY msg

**Explanation** The remote switch failed to allocate memory for a BOOT READY message to the virtual switch.

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

**Error Message** %SATVS\_DNLD-3-RS\_BOOT\_RDY\_SEND\_FAIL: Unable to send BOOT\_READY message

**Explanation** The Remote Switch failed in sending a BOOT READY message to the Virtual Switch.

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

**Error Message** %SATVS\_DNLD-3-RS\_DNLD\_BAD\_EVENT: Got invalid event [hex]:[hex]

**Explanation** An invalid event was received.

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



**Error Message** %SATVS\_DNLD-3-RS\_DNLD\_BAD\_QUEUE\_EVENT: Event on bad queue [hex]

**Explanation** An unknown message queue event was received.

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

**Error Message** %SATVS\_DNLD-3-RS\_DNLD\_BAD\_TIMER\_EVENT: Invalid timer [hex]

**Explanation** An invalid event was received or the message queue was unknown.

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

**Error Message** %SATVS\_DNLD-3-RS\_DNLD\_CREATE\_PROC\_FAIL: Failed to create image download process

**Explanation** Failed to create a message queue on the remote switch for downloading related messages from the virtual switch.

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

**Error Message** %SATVS\_DNLD-3-RS\_DNLD\_CREATE\_QUEUE\_FAIL: Failed to created watched queue for download messages

**Explanation** Failed to create a message queue on the remote switch for downloading related messages from the virtual switch.

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

**Error Message** %SATVS\_DNLD-3-RS\_DNLD\_FAILED: Failed to start download from the Virtual Switch ([chars])

**Explanation** The remote switch was unable to initiate a download from the virtual switch. This could be because of problems in the RSL.

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

**Error Message** %SATVS\_DNLD-3-RS\_DNLD\_PROC\_FAIL: Download rocess killed. So dropping dnld data

**Explanation** The download process is not running on the remote switch.

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

**Error Message** %SATVS\_DNLD-3-RS\_MSG\_ENQUEUE\_FAIL: Unable to enqueue message

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

**Error Message** %SATVS\_DNLD-3-VS\_BOOT\_MSG\_INVALID\_SWITCH: Invalid switch\_id (Internal) [dec] (switch number [dec])! Dropping BOOT\_READY msg

**Explanation** An invalid BOOT RDY message was received at the virtual switch.

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

**Error Message** %SATVS\_DNLD-3-VS\_BOOT\_RDY\_RESP\_MEM\_FAIL: Unable to allocate memory for BOOT\_READY response for [chars] [dec]

**Explanation** The virtual switch failed to allocate memory to send a BOOT READY response message to the remote switch.

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

**Error Message** %SATVS\_DNLD-3-VS\_BOOT\_RDY\_RESP\_SEND\_FAIL: Unable to send BOOT\_READY response to [chars] [dec]

**Explanation** The virtual switch was unable to send a BOOT READY response message to the remote switch.

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

**Error Message** %SATVS\_DNLD-3-VS\_BOOT\_RDY\_SCP\_RESP\_FAIL: scp\_send\_pak() returned 0 for BOOT\_READY resp for [chars] [dec]

**Explanation** The virtual switch was unable to send a valid BOOT READY response message to the remote switch.

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

**Error Message** %SATVS\_DNLD-3-VS\_CREATE\_DNLD\_INSTANCE\_FAIL: Failed to create a download instance for [chars] [dec]

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

**Error Message** %SATVS\_DNLD-3-VS\_CREATE\_DNLD\_PROC\_FAIL: Failed to create a download process for [chars] [dec]

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

**Error Message** %SATVS\_DNLD-3-VS\_DNLD\_IMAGE\_INFO\_FAIL: Unable to get image info for [chars] [dec]

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

**Error Message** %SATVS\_DNLD-3-VS\_DNLD\_IMAGE\_VER\_INFO\_FAIL: Unable to get version for [chars] [dec]

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

**Error Message** %SATVS\_DNLD-3-VS\_DNLD\_UNKNOWN\_RS: Unknown RS type [dec] for [chars]  
sup [dec]

**Explanation** An unknown type of hardware was detected on the remote switch.

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

**Error Message** %SATVS\_DNLD-3-VS\_GET\_DNLD\_IMAGE\_FAIL: Unable to get image for [chars]  
[dec]

**Explanation** Failed to get image information to be downloaded to the remote switch from the internal database.

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

**Error Message** %SATVS\_DNLD-3-VS\_GET\_DNLD\_INSTANCE\_FAIL: Failed to get the download  
process instance for Remote Switch

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

**Error Message** %SATVS\_DNLD-3-VS\_GET\_PSlot\_FAIL: Unable to get the physical slot for the Remote Switch in virtual slot [dec]

**Explanation** Failed to get physical slot for the remote switch.

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

**Error Message** %SATVS\_DNLD-3-VS\_IMAGE\_DNLD\_FAIL: Image download of size ([dec]) failed for [chars] [dec]

**Explanation** The virtual switch failed to download the image to the remote switch.

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

**Error Message** %SATVS\_DNLD-3-VS\_INVALID\_BOOT\_MSG: BOOT\_READY message in ONLINE state for [chars] [dec]. NAKing

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



**Error Message** %SATVS\_DNLD-3-VS\_RS\_REGISTRY\_ADD\_FAIL: [chars] registry addition failed.

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

**Error Message** %SATVS\_DNLD-3-VS\_SET\_DNLD\_INSTANCE\_FAIL: Failed to set the download process instance for [chars] [dec]

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

**Error Message** %SATVS\_DNLD-3-VS\_VLSOT\_ALLOC\_FAIL: Unable to allocate vslot for [chars] [dec] slot [dec]

**Explanation** Failed to allocate a virtual slot to the remote switch.

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

## SATVS\_IBC Messages

This section contains satellite switch virtual switch (VS) interboard communications messages.



## SATVS\_IBC-3

**Error Message** %SATVS\_IBC-3-VS\_IBC\_PVTPOOL\_PAKALLOC\_FAIL: Unable to allocate Pak from VS Inband Private buffer Pool: [chars] Allocating from Public Buffer Pool

**Explanation** Inband packet allocation could not be done from the virtual switch link (VSL) inband private buffer pool due to the reason stated.

**Recommended Action** No action is required.

**Error Message** %SATVS\_IBC-3-VSL\_DOWN\_IP\_DROP: VSL inactive - dropping cached IP-over-EoBC packet: (SA/DA:[hex]/[hex], eSA/eDA:[enet]/[enet])

**Explanation** The VSL is no longer active. The other virtual switch to which the VSL was attached had one or more IP-over-EoBC packets remaining in the cache after the VSL became inactive (down). The cached IP-over-EoBC packets are being dropped. This condition indicates normal system operation.

**Recommended Action** No action is required.

**Error Message** %SATVS\_IBC-3-VSL\_DOWN\_SCP\_DROP: VSL inactive - dropping cached SCP packet: (SA/DA:[hex]/[hex], SSAP/DSAP:[hex]/[hex], OP/SEQ:[hex]/[hex], SIG/INFO:[hex]/[hex], eSA:[enet])

**Explanation** The VSL is no longer active. The other virtual switch to which the VSL was attached had one or more SCP packets remaining in the cache after the VSL became inactive (down). The cached SCP packets are being dropped.

**Recommended Action** No action is required.

## SATVS\_IBC-5

**Error Message** %SATVS\_IBC-5-VSL\_DOWN\_IPC\_DROP: VSL inactive - dropping cached IPC packet: (SA/DA:[hex]/[hex], SEQ:[hex], Pak\_pointer:[hex])

**Explanation** The VSL is no longer active. The other virtual switch to which the VSL was attached had one or more IPC packets remaining in the cache after the VSL became inactive (down). The cached IPC packets are being dropped.

**Recommended Action** This condition does not affect normal system processing. No action is required.

**Error Message** %SATVS\_IBC-5-VSL\_DOWN\_SCP\_DROP: VSL inactive - dropping cached SCP packet: (SA/DA: [hex] / [hex], SSAP/DSAP: [hex] / [hex], OP/SEQ: [hex] / [hex], SIG/INFO: [hex] / [hex], eSA: [enet])

**Explanation** The VSL is no longer active. The other virtual switch to which the VSL was attached had one or more SCP packets remaining in the cache after the VSL became inactive (down). The cached SCP packets are being dropped.

**Recommended Action** This condition does not affect normal system processing. No action is required.

## SATVS\_UL\_MGMT Messages

This section contains satellite switch virtual switch (VS) messages.

### SATVS\_UL\_MGMT-3

**Error Message** %SATVS\_UL\_MGMT-3-RS\_DNLD\_ABORT: Image download aborted because RSL went down

**Explanation** An ongoing remote switch image download was aborted because the remote switch link (RSL) went down. This condition can be caused by any of the following:

- The port channel forming the RSL was shutdown.
- All members of the port channel have been shutdown.
- The cables hooking to all members have been removed.
- The remote switch was deconfigured.
- The remote switch detected another virtual switch with a better priority value.

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

**Error Message** %SATVS\_UL\_MGMT-3-RS\_HW\_PROG\_TIMEOUT: H/w programming timed out.

**Explanation** An internal error has occurred.

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

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

**Error Message** %SATVS\_UL\_MGMT-3-RS\_INVALID\_BNDL\_EVENT: Bundle event on already bundled port [chars]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-RS\_INVALID\_BOOL\_EVENT: Invalid boolean event [hex]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-RS\_INVALID\_EVENT: [chars]: Invalid event [hex]: [hex]

**Explanation** An internal error has occurred.

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

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

**Error Message** %SATVS\_UL\_MGMT-3-RS\_INVALID\_UNBNDL\_EVENT: Unbundle event on already unbundled port [chars]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-RS\_INV\_FAILED: Failed to send inventory data to Virtual Switch. Will keep trying

**Explanation** The remote switch failed to send inventory data to the virtual switch even though the RSL is up. It will keep trying forever.

**Recommended Action** Wait 10 minutes for the system to recover from this condition. If the system does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-RS\_NO\_PORT\_BNDL\_NUMBER: No bundle port number in RSL  
-- SI set to BIT BUCKET

**Explanation** An internal error has occurred.

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

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

**Error Message** %SATVS\_UL\_MGMT-3-RS\_NO\_UPLINK: No uplink to master core -- SI set to BIT BUCKET

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_DEALLOC\_VSLOT\_MSG\_FAIL: [chars] for VS UL dealloc vslot msg [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_DROP\_INV\_MSG: Dropping Inventory message from unknown Remote Switch number [dec] switch-id(Internal) [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_DUP\_INV\_MSG: NAKing duplicate inventory from Remote Switch number [dec] switch-id(Internal) [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_GET\_PSLLOT\_FAIL: Unable to get the physical slot of supervisor for [chars] [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_GET\_SWITCH\_NUMBER\_FAIL: Unable to get switch number for switch-id(internal) [dec]

**Explanation** Failed to get switch number from internal switch ID. An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_ICC\_REQ\_FAIL: Unable to alloc memory for status update message for [chars] [chars]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_ICC\_RESP\_FAIL: icc\_get\_resp\_pak failed

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_ICC\_RESP\_UPLINK\_STATUS\_FAIL: icc\_req\_resp\_pak to SP failed for [chars] [chars]

**Explanation** An internal error has occurred.

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



**Error Message** %SATVS\_UL\_MGMT-3-VS\_INVALID\_BNDL\_EVENT: Bundle event on already bundled port [chars] for switch number [dec] switch-id(Internal) [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_INVALID\_UNBNDL\_EVENT: Unbundle event on already unbundled port [chars] for switch number [dec] switch-id(Internal) [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_INV\_FAILED: Failed to process inventory data for Remote Switch [dec]. Will remain OFFLINE

**Explanation** The virtual switch is unable to process the inventory data received from the remote switch even though the RSL is up. This switch will be held offline.

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



**Error Message** %SATVS\_UL\_MGMT-3-VS\_INV\_VER\_MISMATCH: Versin of INVENTORY message mismatch. Forcing download to switch number [dec] switch-id(internal) [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_NO\_INFO\_EM\_RECOVERY: No PM info on EM recovery for port [chars]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_NON\_INV\_MSG: Dropping non-INVENTORY message.

**Explanation** A non-inventory message was received from the remote switch.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_NON\_RSL\_EM\_AGE: EM aging event on non-RSL port [chars]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_NO\_SWIDB\_EM\_AGE: No swidb for EM aging event (gp\_id = [dec])

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_NO\_SWIDB\_EM\_RECOVERY: No swidb for EM recovery event (gp\_id = [dec])

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_ADD\_PORT\_AGPORT\_FAIL: Unable to add port [chars] to RSL.

**Explanation** A failure occurred while attempting to add the port to the RSL.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_ADD\_TLV\_FAIL: Too few bytes for [chars] TLV in PAgP (reqd. [dec], got [dec]) on port [chars]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_BAD\_SUB\_OPCODE: Dropping bad sub opcode ([hex]) from [chars] [dec]

**Explanation** An invalid message was received from the remote switch. The message could be corrupted.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_BAD\_VER\_STR: Bad version string - inventory failed

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_CF\_CLIENT\_ADD\_FAIL: CF: Failed to create client (err\_code = [hex])

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_CF\_INVALID\_SYNC: CF: TLV sync for unconfigured port ([chars])

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_CHKPT\_INVALID\_SYNC: CF: Received invalid sync type [hex]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_CHKPT\_MSG\_FAIL: CF: Send FAIL status

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_CHKPT\_MSG\_MEM\_FAIL: CF: Unable to get chkpt buffer for sync type [hex] (retval [hex])

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_CHKPT\_MSG\_SEND\_FAIL: CF: Unable to sync type [hex] to standby (retval [hex])

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_CLEAR\_LTL\_INDEX: Unable to clear LTL index [hex] (retval [hex])

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_CREATE\_BOOL\_FAIL: Failed to create watched boolean to monitor uplink comm up

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_CREATE\_PROC\_FAIL: Failed to create the [chars] process

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_CREATE\_QUEUE\_FAIL: Failed to create watched queue for [chars]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_ENQUEUE\_FAIL: Unable to enqueue unsolicited message

**Explanation** An internal error has occurred.

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



**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_GET\_LTL\_PORT\_INDEX: Unable to get LTL index for port [chars] (retval [hex])

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_GET\_OID\_FAIL: Failed to get OID - inventory failed

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_GET\_UPLINK\_INFO\_FAIL: Failed to get uplink info for port [chars]

**Explanation** An internal error has occurred.

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



**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_ICC\_REQ\_FAIL: RP-SP sync: Unable to get memory for RP-SP sync type [hex]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_IGNORE\_ICS\_TLV: Ignore ICS TLV on non-uplink port [chars]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_IMAGE\_NOT\_FOUND: The system failed to find an image to download to Remote Switch [dec]. Will remain OFFLINE

**Explanation** The virtual switch failed to find an image for the remote switch. The remote switch will remain offline.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_IMAGE\_NOT\_FOUND\_INV\_RESP: Remote Switch image NOT found in Virtual Switch

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_ARGS: Both [chars] [dec] and idb for port ([chars]) specified

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_BOOL\_EVENT: Invalid [chars] boolean event [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_EVENT: Invalid [chars] event [dec] : [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_ICS\_TLV: Invalid ICS TLVs from port [chars]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_QUEUE\_EVENT: Event on invalid [chars] queue [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_SW\_ID: Invalid switch-id(Internal) [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_SWITCH\_INFO: switch number [dec] has no switch\_info

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_TIMER\_ID: Invalid [chars] timer [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_TLV: Received [chars] TLV on non-uplink port [chars]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_TLV\_RS: Received Remote Switch side UL mgmt TLV on Remote Switch on port [chars]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_TLV\_VS: Received Virtual Switch side UL mgmt TLV on Virtual Switch on port [chars] for [chars] [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVENTORY\_FAIL: Out of memory - inventory failed

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INV\_RESP\_FAIL: Failed sending INVENTORY response [chars]to [chars] [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INV\_RESP\_MEM\_FAIL: Alloc failure for INVENTORY response to switch number [dec] switch-id(Internal) [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INV\_SEND\_FAIL: Inventory:scp send failed - session [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RSL\_BOUNCE: Remote switch [dec] OFFLINE since RSL bounced

**Explanation** The remote switch is now offline because the remote switch link (RSL) was bounced. This condition can be caused by any of the following:

- An SSO switchover resulted in failures on the RSL line cards that required the RSL to be bounced.
- The remote switch failed to respond to a sanity check request after an SSO switchover.

**Recommended Action** Check for the above conditions. Note that the first condition can occur when the switchover happens during a critical operation on the RSL line card. If this is not the case, or if the second condition occurred, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_LTL\_ALLOC\_FAIL: Dynamic allocation also failed for Remote Switch private indices (retval [hex])

**Explanation** An internal error has occurred.

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



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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_MAX\_INV\_OID\_SIZE: OID too long ([dec]) - inventory failed

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_NAK\_INV\_RESP: Virtual Switch NAKed Inventory.

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_NON\_RSL\_CONN\_INFO\_REQ: Dropping non-RSL connect info request message

**Explanation** An internal error has occurred.

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



**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_NON\_UPLINK\_PORT\_RM: Attempt to remove port [chars] that is not an uplink of [chars] [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_NO\_RS\_INFO\_INV\_SYNC: CF: No Remote Switch info for inventory sync for [chars] [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_NO\_RS\_INFO\_STATE\_SYNC: CF: No Remote Switch info for state sync for [chars] [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_NOT\_ENOUGH\_PRIVATE\_INDICES: Not enough private indices (reqd [dec], got [dec])

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_NULL\_RP\_SP\_SYNC\_MSG: RP-SP sync: Received NULL sync msg

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_NULL\_SWIDB: Unable to get swidb for port [dec] : [dec] .

**Explanation** The specified port has a null software interface descriptor block.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_PO\_AGG\_RS\_OFFLINE: Port [chars] aggregated but switch-id(Internal) [dec] OFFLINE

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_PORT\_ADD\_REMOVE\_ERR: Port ([chars]) add/remove from unconfigured [chars] [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_REGISTRY\_ADD\_FAIL: [chars] registry addition failed

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_RF\_CLIENT\_ADD\_FAIL: RF: Failed to create client (retcode = [hex])

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_RSL\_CONN\_INFO\_RESP\_FAIL: No RSL connect info info response received from [chars] [dec]

**Explanation** The RSL connect information response was not heard from the remote switch. This could be due to an invalid switch number, or the virtual switch may not be actively connected to the remote switch at this 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_RSL\_CONN\_INFO\_RESP\_MSG\_FAIL: Unable to alloc memory for RSL connect info response

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_RSL\_CONN\_REQ\_MEM\_FAIL: Unable to allocate memory for sending RSL connect info request to [chars] [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_RSL\_CONN\_RESP\_SEND\_FAIL: Sending RSL connect info response failed.

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_RSL\_LTL\_INDEX\_FAIL: Unable to get the local RSL LTL index

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_SET\_LTL\_INDEX: Unable to [chars] index [hex] on supervisor [chars] [chars] (retval [hex])

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_SET\_PORT\_LTL\_INDEX: Unable to set LTL index for port [chars] to [hex]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_SET\_RSH\_MODE: Unable to set RSH mode on port [chars].

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_SET\_SRC\_INDICES\_FAIL: Failed to [chars] SCP msg to set src indices.

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_SSO\_EVENT: SSO switchover event in oir\_online (slot [dec])-- not supported in Remote Switch

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_TLV\_INVALID\_METRIC: ICS TLV on [dec] with invalid metric on port [chars]

**Explanation** An internal error has occurred.

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



**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_VSLOT\_ALLOC\_FAIL: Unable to alloc vslot for switch number [dec] switch-id(Internali) [dec] slot [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-3-VS\_UNKNOWN\_MSG: Unknown message type [dec]

**Explanation** An internal error has occurred.

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

## SATVS\_UL\_MGMT-4

**Error Message** %SATVS\_UL\_MGMT-4-RS\_RS\_MISMATCH: Virtual switch indicates software mismatch. Requesting download

**Explanation** Because the software running on the remote switch does not match that in the virtual switch, the proper image will be downloaded.

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



**Error Message** %SATVS\_UL\_MGMT-4-RS\_RS\_OFFLINE: Remote switch OFFLINE since RSL went down

**Explanation** The remote switch is now offline because the remote switch link (RSL) went down. This condition can be caused by any of the following:

- The port channel forming the RSL was shutdown.
- All members of the port channel have been shutdown.
- The cables hooking to all members have been removed.
- The remote switch was deconfigured.
- The remote switch detected another virtual switch with a better priority value.

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

**Error Message** %SATVS\_UL\_MGMT-4-VS\_GET\_PM\_COOKIE\_FAIL: RF: Unable to get cookie for port [chars]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-4-VS\_RS\_MAX\_UPLINKS\_CONF: Attempt to add port [chars] to [chars] [dec] that already has [dec] uplinks to it

**Explanation** An internal error has occurred.

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

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

**Error Message** %SATVS\_UL\_MGMT-4-VS\_RS\_MISMATCH: Remote switch [dec] software version mismatch. Forcing download

**Explanation** Because the software that is running on the remote switch does not match the software that is running on the virtual switch, matching software will be downloaded to the remote switch.

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

**Error Message** %SATVS\_UL\_MGMT-4-VS\_RS\_OFFLINE: Remote switch [dec] OFFLINE since RSL went down

**Explanation** The remote switch is now offline because the remote switch link (RSL) went down. This condition can be caused by any of the following:

- The port channel forming the RSL was shutdown.
- All members of the port channel have been shutdown.
- The cables hooking to all members have been removed.
- The remote switch was deconfigured.
- The remote switch detected another virtual switch with a better priority value.
- The remote switch was powered off.
- The remote switch rebooted.

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

**Error Message** %SATVS\_UL\_MGMT-4-VS\_RS\_REG\_READ\_FAIL: Unable to read register [hex] of port [chars]

**Explanation** The virtual switch failed to read the port adapter registers to verify that RSH is enabled on them.

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

**Error Message** %SATVS\_UL\_MGMT-4-VS\_RS\_RS\_CONF: Attempt to [chars]-configure [chars] [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_UL\_MGMT-4-VS\_RS\_VLAN\_BLOCK: Unable to [chars] VLANs [hex] - [hex] for [chars]

**Explanation** The system could not block or unblock a range of VLANs.

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

## SATVS\_UL\_MGMT-5

**Error Message** %SATVS\_UL\_MGMT-5-RS\_ICS\_SWITCHOVER: ICS swtichover due to priority change on RSL member [chars] from Virtual Switch [enet]

**Explanation** The remote switch has detected a priority change at the virtual switches and will do an ICS switchover to a new virtual switch. All RSL members, except the one from which the priority change was detected, will be bounced to allow faster detection of this situation at the virtual switches.

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

**Error Message** %SATVS\_UL\_MGMT-5-RS\_RSL\_DOWN: RSL is DOWN

**Explanation** The remote switch link is down.

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

**Error Message** %SATVS\_UL\_MGMT-5-RS\_RSL\_UP: RSL is UP

**Explanation** The remote switch link is up.

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

**Error Message** %SATVS\_UL\_MGMT-5-RS\_RSL\_UP\_INV: RSL is UP. Sending inventory data

**Explanation** The remote switch link is up. The remote switch is sending inventory data to the virtual switch.

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

**Error Message** %SATVS\_UL\_MGMT-5-RS\_RS\_ONLINE: Remote switch is ONLINE. Exporting line card data to Virtual Switch

**Explanation** The remote switch is now online. The virtual switch will now look for line cards on the remote switch and try to bring them online.

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

**Error Message** %SATVS\_UL\_MGMT-5-VS\_RSL\_UP: RSL to Remote Switch [dec] is UP. Waiting for inventory data

**Explanation** The remote switch link is up and waiting for inventory from the remote switch.

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

**Error Message** %SATVS\_UL\_MGMT-5-VS\_RS\_ONLINE: Remote switch [dec] ONLINE. Looking for line cards on it

**Explanation** The remote switch is now online. The virtual switch will now look for line cards on the remote switch and try to bring them online.

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

## SATVS\_UL\_MGMT-6

**Error Message** %SATVS\_UL\_MGMT-6-RS\_RSL\_MEMBER\_BOUNCE: RSL member [chars] bounced due to unbundle action

**Explanation** The RSL member was bounced after it became unbundled.

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

**Error Message** %SATVS\_UL\_MGMT-6-RS\_VS\_RSL\_BOUNCE: RSL members to the active Virtual Switch bounced as RSL went down

**Explanation** Because the remote switch link (RSL) is down, all members to the same virtual switch are bounced to allow the virtual switch to recognize the RSL down condition.

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

**Error Message** %SATVS\_UL\_MGMT-6-VS\_RS\_INVALID\_RP\_SP\_SYNC\_TYPE: RP-SP sync: Received invalid sync type [hex]

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

**Error Message** %SATVS\_UL\_MGMT-6-VS\_RSL\_MEMBER\_BOUNCE: RSL member [chars] bounced due to unbundle action

**Explanation** The remote switch link (RSL) member was bounced after it became unbundled.

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

# SATVS\_WARM\_UPGRADE Messages

This section contains satellite switch virtual switch (VS) warm upgrade messages.

## SATVS\_WARM\_UPGRADE-3

**Error Message** %SATVS\_WARM\_UPGRADE-3-VS\_RS\_BAD\_SUB\_OPCODE: (WUG) Dropping bad sub opcode ([hex]) from [chars] [dec]

**Explanation** Received an invalid message from the remote switch. The message could be corrupted.

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

**Error Message** %SATVS\_WARM\_UPGRADE-3-VS\_RS\_INVALID\_EVENT: Invalid [chars] event [dec] : [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_WARM\_UPGRADE-3-VS\_RS\_INVALID\_QUEUE\_EVENT: Event on invalid [chars] queue [dec]

**Explanation** An internal error has occurred.

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

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

**Error Message** %SATVS\_WARM\_UPGRADE-3-VS\_RS\_WUG\_RESP\_FAIL: Failed sending WARM\_UPGRADE response [chars]to [chars] [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_WARM\_UPGRADE-3-VS\_RS\_WUG\_RESP\_MEM\_FAIL: Alloc failure for WARM\_UPGRADE\_RESP to switch-id(Internal) [dec]

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_WARM\_UPGRADE-3-VS\_RS\_WUG\_SEND\_FAIL: WUG start:scp send failed

**Explanation** An internal error has occurred.

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

**Error Message** %SATVS\_WARM\_UPGRADE-3-VS\_RS\_WUG\_TEST: Test msg\_satvs\_warm\_upgrade

**Explanation** An internal error has occurred.

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

## SBFIFO Messages

This section contains packet first-in, first-out (FIFO) MAC controller messages.

### SBFIFO-1

**Error Message** %SBFIFO-1-BAD\_IDB: Invalid Interface Descriptor Block

**Explanation** The driver failed to get the interface descriptor block (IDB).

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

**Error Message** %%SBFIFO-1-BAD\_PARTICLE: Problem getting particle size

**Explanation** The driver was unable to obtain the particle size for this interface.

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



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

**Error Message** %SBFIFO-1-BAD\_POOL: Could not init buffer pools

**Explanation** The driver failed to obtain a pool of buffers from the Cisco IOS software.

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

**Error Message** %SBFIFO-1-BAD\_SB\_NOMEM: [chars] - Cannot create IDB subblock due to insufficient memory

**Explanation** There was insufficient system memory to create the subblock.

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

**Error Message** %SBFIFO-1-BAD\_STRUCT: Could not initialize structure

**Explanation** The driver failed to initialize a structure.

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

**Error Message** %SBFIFO-1-BAD\_SUBBLOCK: [chars] - Could not install or use IDB subblock

**Explanation** An internal Cisco IOS error prevented the IDB subblock from being installed or used.

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

**Error Message** %SBFIFO-1-IDBTYPE\_UNK: Unknown IDBTYPE while starting driver

**Explanation** The IDBTYPE in the interface's instance structure is undefined for this driver.

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

**Error Message** %SBFIFO-1-INITFAIL\_NOMEM: [chars], initialization failed, no buffer memory

**Explanation** The Ethernet port initialization failed due to insufficient memory. The router requires more packet memory.

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

**Error Message** %SBFIFO-1-MODE\_INVALID: Unknown or invalid chip mode (MII/TBI)

**Explanation** The driver subblock contains an invalid or undefined chip operating mode (MII or TBI mode).

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

**Error Message** %SBFIFO-1-RESET: MAC-FIFO Still in Reset

**Explanation** An attempt was made to access the MAC-FIFO while it was in reset.

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

## SBFIFO-3

**Error Message** %SBFIFO-3-ERRINT: [chars], error interrupt, mac\_status = [hex]

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

**Error Message** %SBFIFO-3-TOOBIG: [chars], packet too big ([dec]), from [enet]

**Explanation** The interface detects a packet larger than the value that is defined by MTU.

**Recommended Action** Determine the MTU setting of the other station. No action is required.

## SCCP-0

**Error Message** %SCCP-0-UNAVAILABLE: %s

**Explanation** Unrecoverable Internal Panic

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

## SCCP-2

**Error Message** %SCCP-2-UNAVAILABLE: %s

**Explanation** Critical Conditions

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

## SCCP-3

**Error Message** %SCCP-3-UNAVAILABLE: %s

**Explanation** Errors

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

## SCCP-4

**Error Message** %SCCP-4-UNAVAILABLE: %s

**Explanation** Warning

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

## SCCP-5

**Error Message** %SCCP-5-UNAVAILABLE: %s

**Explanation** Notice

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

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

## SCCP-6

**Error Message** %SCCP-6-UNAVAILABLE: %s

**Explanation** Informational

**Recommended Action** LOG\_STD\_NO\_ACTION

# SCHEM Messages

This section contains scheduler messages.

## SCHEM-0

**Error Message** %SCHEM-0-UNAVAILABLE: Interrupt of level %ld running for a long time.%s

**Explanation** The indicated Interrupt Service Routine ran for more than 2 minutes without relinquishing control and so caused the system to reset

**Recommended Action** When reporting this message, copy the message text exactly as it appears; include the stack trace; and report it to your technical support representative.

**Error Message** %SCHEM-0-UNAVAILABLE: Scheduler running for a long time, more than the maximum configured (%ld) secs.%s

**Explanation** Scheduler was running for a long time and so caused the system to reset

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

## SCHED-2

**Error Message** %SCHED-2-UNAVAILABLE: %s attempted to unlock an unlocked semaphore

**Explanation** Some sections of code use semaphores to protect critical sections of software. This message indicates that an attempt was made to unlock a semaphore that was not locked.

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

**Error Message** %SCHED-2-UNAVAILABLE: %s attempted to unlock semaphore owned by %s.

**Explanation** Some sections of code use semaphores to protect critical sections of software. This message indicates that an attempt was made to unlock a semaphore that was not owned by the process attempting to unlock it.

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

**Error Message** %SCHED-2-UNAVAILABLE: %s timer %x not being watched.

**Explanation** A process can register to be notified when various events occur in the router. This message indicates that an attempt was made to deregister a timer expiration event that is not currently registered.

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

**Error Message** %SCHED-2-UNAVAILABLE: Attempt to %s attribute %s on process %d.

**Explanation** Each process has various public and private attributes associated with it. This message indicates that an attempt was made to set or get a private attribute belonging to another 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SCHED-2-UNAVAILABLE: Attempt to %s unknown process attribute %d.

**Explanation** Each process has various attributes associated with it. This message indicates that an attempt was made to set or get a nonexistent process attribute.

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

**Error Message** %SCHED-2-UNAVAILABLE: Attempt to delete non-empty watched queue %s (address %x) .

**Explanation** A process can register to be notified when various events occur in the router. This message indicates that an attempt was made to destroy a queue that still contained items. These items are lost and not returned to free memory.

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

**Error Message** %SCHED-2-UNAVAILABLE: Attempt to set %s priority on process %d (%s)

**Explanation** Each process executes at a specified priority level. Higher priority processes must use the new scheduler primitives, while lower priority processes can use primitives from either the new or old scheduler. This message indicates that an attempt was made to set the specified priority too high for a process using old scheduler primitives.

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

**Error Message** %SCHED-2-UNAVAILABLE: Attempt to set bad %s value (%x) on process %d

**Explanation** Each process has various attributes associated with it. This message indicates that an attempt was made to set the specified attribute to an invalid value.

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



**Error Message** %SCHED-2-UNAVAILABLE: Critical/high priority process %s may not dismiss.

**Explanation** Each process executes at a specified priority level. Higher priority processes must use the new scheduler primitives, while lower priority processes can use primitives from either the new or old scheduler. This message indicates that a higher priority process attempted to use an old scheduler primitive.

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

**Error Message** %SCHED-2-UNAVAILABLE: Key (%s) does not match key (%s) of process (%d) in process\_send\_message request

**Explanation** An attempt was made to send a message to a process. The key associated with that process did not match the key in the message. This usually means an incorrect process id was used in the send message request.

**Recommended Action** Copy the error message exactly as it appears; include the stack trace; and report it to your technical support representative. If this message recurs, revert to an IOS image that did not exhibit this behavior.

## SCHED-3

**Error Message** %SCHED-3-UNAVAILABLE: %s attempted to lock a semaphore, already locked by itself

**Explanation** Some sections of code use semaphores to protect critical sections of software. This message indicates that an attempt was made to lock a semaphore that was already locked.

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

**Error Message** %SCHED-3-UNAVAILABLE: Illegal priority (%d) specified for process %s.

**Explanation** Each process executes at a specified priority level. Higher priority processes must use the new scheduler primitives, while lower priority processes can use primitives from either the new or old scheduler. This message indicates that an attempt was made to set the specified process to a priority level that is not allowed for the type of scheduler primitives used.

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

**Error Message** %SCHED-3-UNAVAILABLE: Illegal stack size (%d) specified for process %s.

**Explanation** Each process has its own stack space, which must be one of several predefined sizes. This message indicates that an attempt was made to specify an illegal stack size.

**Recommended Action** Copy the error message exactly as it appears; include the stack trace; and report it to your technical support representative. If this message recurs, revert to a previous IOS image that did not exhibit the problem.

**Error Message** %SCHED-3-UNAVAILABLE: Invalid scheduler action (%s) at interrupt level

**Explanation** This message indicates that a process\_set\_wakeup\_reasons was attempted from an interrupt handler.

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

**Error Message** %SCHED-3-UNAVAILABLE: Low memory modified by %s (%#x = %#x)

**Explanation** In all Cisco products, the first 256 bytes of memory are unused and are off limits. Newer platforms have hardware to immediately trap reads or writes to this area. Older platforms periodically check this memory. This message appears only on older platforms and indicates that this off-limits memory area was modified.

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

**Error Message** %SCHED-3-UNAVAILABLE: Process received unknown event (maj %x, min %x).

**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 error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SCHED-3-UNAVAILABLE: Process still watching %s %s

**Explanation** A process can register to be notified when various events occur in the router. This message indicates that a process destroyed a set of events without first individually removing each event in the set.

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

**Error Message** %SCHED-3-UNAVAILABLE: Process still watching %s timer %x

**Explanation** A process can register to be notified when various events occur in the router. This message indicates that a process destroyed a set of events without first individually removing each event in the set.

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

**Error Message** %SCHED-3-UNAVAILABLE: Process thrashing on watched %s.

**Explanation** A process can register to be notified when various events occur. This message indicates that the indicated process relinquished control 50 consecutive times and there were still outstanding events to be processed.

**Recommended Action** Copy the error message exactly as it appears, include the stack trace; and report it to your technical support representative.

**Error Message** %SCHED-3-UNAVAILABLE: Queue event for unknown queue (index %d).

**Explanation** A process can register to be notified when various events occur in the router. This message indicates that a process received a queuing event for an unknown queue.

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

**Error Message** %SCHED-3-UNAVAILABLE: Scheduler '%s' corrupted by process %s (expected %x, found %x)

**Explanation** The scheduler has determined that its data structures were corrupted during the execution of the current process. This corruption is the result of either the actions of the process (multiple errors reported against the same process) or an interrupt driver (multiple errors reported against different processes).

**Recommended Action** This message is a sign of memory corruption. Copy the error message text exactly as it appears; include the stack trace; and report it to your technical support representative. Reset the system. If this message re-occurs, revert to a previous release of IOS.

**Error Message** %SCHED-3-UNAVAILABLE: Sleep with expired managed timer %x, time %#Ta (%TE ago).

**Explanation** A process can register to be notified when various events occur. This message indicates that a registered timer has expired and its value is unchanged after the process has received control twice.

**Recommended Action** Copy the error message exactly as it appears, include the stacktrace; and report it to your technical support representative. Reset the system. If the error recurs, revert to a previous IOS image that did not exhibit the problem.

**Error Message** %SCHED-3-UNAVAILABLE: Sleep with expired timer %x, time %#Ta (%TE ago).

**Explanation** A process can register to be notified when various events occur. This message indicates that a registered timer has expired and its value is unchanged after the process has received control twice.

**Recommended Action** Copy the error message exactly as it appears; include the stack trace; and report it to your technical support representative.

**Error Message** %SCHED-3-UNAVAILABLE: Unknown message %x received (ptr arg %x, num arg %x).

**Explanation** A process can register to be notified when various events occur in the router. This message indicates that a process received a message from another process that it does not know how to handle.

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

**Error Message** %SCHED-3-UNAVAILABLE: Unknown timer expiration, timer = %x, type %d.

**Explanation** A process can register to be notified when various events occur in the router. This message indicates that a process received a timer expiration event for an unknown timer.

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

**Error Message** %SCHED-3-UNAVAILABLE: Wakeup information for process %s lost (maj %x, min %x).

**Explanation** A process can register to be notified when various events occur in the router. This message indicates that an event for the specified process was lost and that the system might not be functioning correctly.

**Recommended Action** Copy the error message text exactly as it appears; include the stack trace; and report it to your technical support representative. Reset the system.

## SCHED-4

**Error Message** %SCHED-4-UNAVAILABLE: Invalid argument (%d msec) for process\_set\_schedtime

**Explanation** This message indicates that there was an attempt to change the maximum time a process can run per scheduling to an invalid value. The value should range between 20msec to 200msec

**Recommended Action** Copy the error message exactly as it appears; include the stack trace; and report it to your technical support representative. If this message recurs, revert to an IOS image that did not exhibit this behavior.

## SCHED-7

**Error Message** %SCHED-7-UNAVAILABLE: Attempt to %s uninitialized watched %s (address %x) .

**Explanation** A processes can register to be notified when various events occur. This message indicates that an attempt was made to register for an event without first creating the data structure for that event.

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

## SCP Messages

This section contains Switch Module Configuration Protocol (SCP) messages.

### SCP-1

**Error Message** %SCP-1-TASK\_CREATE\_FAIL: Failed to create SCP Generic Unsolicited message handler task

**Explanation** The system could not spawn a process that handles certain types of incoming SCP packets. This could be due to low memory on the switch, in which case other related errors may appear.

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

## SCP-2

**Error Message** %SCP-2-NOMEM: No memory available for %s

**Explanation** The SCP protocol subsystem could not obtain the memory it needed.

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

**Error Message** %SCP-2-NOTREG: Process %d(%s) not registered for SCP

**Explanation** The SCP application cannot send an SCP message because it has not registered for a SAP.

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

**Error Message** %SCP-2-TOO\_MANY\_SAP: Not enough space to register process %d(%s) for SCP

**Explanation** The SCP application cannot register for a SAP because all possible numbers have been assigned.

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

## SCP-3

**Error Message** %SCP-3-ETHERTYPE\_FAIL: EtherType configuration on module [dec], port [dec], failed with return code [hex]

**Explanation** The EtherType configuration failed on the specified port. This usually means that the module hardware does not support the EtherType configuration. The return error code provides more 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 or resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SCP-3-SCP\_FAILURE: SCP Opcode:%d Module: %d returned error 0x%x

**Explanation** Serial Control/Communications Protocol (SCP) operation performed by RP/SP to communicate with the module 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 or resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SCP-3-SCP\_HA\_FAIL: SCP HA Seq Set - Module: [dec] failed [dec] times

**Explanation** The system did not receive the SCP HA sequence set acknowledgment.

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

## SCP-4

**Error Message** %SCP-4-DACK\_TIMEOUT\_MSG: SCP delivery ack timeout for opcode=%x

**Explanation** RP didn't receive SCP delivery acks from SP even after 2 retries.

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

**Error Message** %SCP-4-GET\_PAK\_MSG: Failed for message size=%d

**Explanation** System is out of pak type buffers of required size.

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

**Error Message** %SCP-4-UNK\_OPCODE: Received unknown unsolicited message from src\_addr [hex], dest\_addr [hex], length [dec], dsap [dec], ssap [dec], opcode [hex]

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



## SCP-5

**Error Message** %SCP-5-ASYNC\_WATERMARK: [dec] messages pending in [chars]

**Explanation** The specified number of SCP messages are waiting in the specified local queue. This condition might indicate that the SP is generating many messages, that the SP is too busy to send them, or that the module cannot process them at a faster pace. In most cases, this condition occurs when there is heavy control plane activity, such as the formation of Layer 2 trunks, the addition of new VLANs, or the toggling of links.

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

**Error Message** %SCP-5-ENABLE: Module enabled [chars]

**Explanation** The supervisor engine sent a message to the router to indicate that a module has been enabled.

**Recommended Action** No action is required.

## SCPLIB Messages

**Error Message** %SCPLIB-2-NO\_JID: Could not get my job id. pid %d

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

**Error Message** %SCPLIB-2-SCPP\_NOT\_READY: The SCP proxy in the ios-base process is not ready. my jid/pid %d/%d

**Explanation** The SCP Proxy in the ios-base process is not ready.

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

## SDLC Messages

This section contains Synchronous Data Link Control (SDLC) protocol messages.

### SDLC-2

**Error Message** %SDLC-2-UNAVAILABLE: %s, illegal state for addr %02x, %s(%d)

**Explanation** An internal SDLC state violation was detected.

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

**Error Message** %SDLC-2-UNAVAILABLE: AW\_SDLC\_SEC with no sdllc\_llc pointer.

**Explanation** An error condition occurred during SDLLC initiation.

**Recommended Action** No action is required. The SDLLC session will restart without operator intervention.

**Error Message** %SDLC-2-UNAVAILABLE: No memory available: %s

**Explanation** The requested operation failed because of a low memory condition.

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

## SDLC-3

**Error Message** %SDLC-3-UNAVAILABLE: %s, DLU failed to close station %02x before re-opening, %s/%s

**Explanation** A hardware or software error occurred.

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

**Error Message** %SDLC-3-UNAVAILABLE: %s, addr %02x, Sent SNRM, received SNRM. Check link station roles.

**Explanation** A hardware or software error occurred.

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

**Error Message** %SDLC-3-UNAVAILABLE: Input idb not set

**Explanation** This is a software error. A frame was given to the SDLC handler to process, but the interface on which the frame arrived is not known.

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

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

**Error Message** %SDLC-3-UNAVAILABLE: Interface %s, NULL packet ptr, rvr %d, vs %d, vr %d

**Explanation** An internal software error occurred in the router's SDLC processing system.

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

## SDLC-4

**Error Message** %SDLC-4-UNAVAILABLE: %s, XID mismatch for %02x. CONNECTION REJECTED

**Explanation** An inbound exchange identification (XID) from a PU 2.0/PU 2.1 node was rejected. The targeted SDLC address is displayed. The XID information is displayed in a subsequent message = SDLLC-6-XID\_DISPLAY or SDLLC-6-FORMAT.

**Recommended Action** This is a security feature. Additional information is displayed to help trace the source of the rejected XID. If the message is undesirable, simply remove the XID statement from the router configuration.

**Error Message** %SDLC-4-UNAVAILABLE: %s, Received bad SDLC %sframe, address %02x, control %2X

**Explanation** A hardware or software error occurred.

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

**Error Message** %SDLC-4-UNAVAILABLE: %s, addr %02x received command %02x in response to SNRM, expected UA

**Explanation** The router received a frame other than a UA in response to a SNRM.

**Recommended Action** Check the end station to see if the SNA stack is up and running.

**Error Message** %SDLC-4-UNAVAILABLE: Dropped SDLC packet from SDLC hold queue

**Explanation** An SDLC frame had to be dropped from the output hold queue, usually because of excessive congestion on the output link.

**Recommended Action** If this message occurs frequently, determine why your SDLC link is being overloaded with data and resolve the cause (typically by either increasing bandwidth to your SDLC line or reducing the load on your link).

**Error Message** %SDLC-4-UNAVAILABLE: Interface %s, Frame error: CF %#x, VS %d %c VR %d, Reason %#x

**Explanation** A FRMR frame was received. This can be due to a noisy serial line, an overloaded SDLC device, or corrupted data.

**Recommended Action** If this message recurs, service the serial line and the devices attached to it.

**Error Message** %SDLC-4-UNAVAILABLE: Interface %s, Info field not permitted

**Explanation** A bad SDLC frame was received.

**Recommended Action** If this message recurs, check the SDLC serial line and the devices attached to it.

**Error Message** %SDLC-4-UNAVAILABLE: Interface %s, Invalid NR value

**Explanation** A bad SDLC frame was received.

**Recommended Action** If this message recurs, check the SDLC serial line and the devices attached to it.

**Error Message** %SDLC-4-UNAVAILABLE: Interface %s, Invalid control field

**Explanation** A bad SDLC frame was received.

**Recommended Action** If this message recurs, check the SDLC serial line and the devices attached to it.

**Error Message** %SDLC-4-UNAVAILABLE: Interface %s, N1 too large

**Explanation** An information frame was received from the other end of the SDLC link that was larger than allowed with the N1 parameter on this link.

**Recommended Action** Either increase the value of the N1 parameter for this interface on the router or reduce the size of the maximum information frame sent by the other end of the link.

**Error Message** %SDLC-4-UNAVAILABLE: Interface %s, ignoring group-poll mismatch, UPOLL %02x

**Explanation** A hardware or software error occurred.

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

**Error Message** %SDLC-4-UNAVAILABLE: SDLC\_ERROR with no poll

**Explanation** A protocol error was detected on a secondary station, but FRMR could not be sent because the station did not own the poll bit. This message indicates either poor line conditions or a faulty SDLC implementation.

**Recommended Action** If this message recurs, run traces on the SDLC line. Copy the error message exactly as it appears, and report it to your technical support representative.

## SDLC-5

**Error Message** %SDLC-5-UNAVAILABLE: Interface %s, not configured for group-poll frame, received %02x

**Explanation** An unnumbered poll (UP) was received with the wrong group poll address.

**Recommended Action** Make sure the group poll address configured on the router matches the one configured in the physical unit macro (GP3174=XX) in the Network Control Program (NCP) generate file.

## SDLC-6

**Error Message** %SDLC-6-UNAVAILABLE: sa %e da %e ss %x ds %x [%02x%02x%02x%02x]

**Explanation** This message supplies the information for the received and rejected XID.

**Recommended Action** See the SDLC-6-XID\_NOMATCH error message.

**Error Message** %SDLC-6-UNAVAILABLE: Unsupported XID format received, format %d

**Explanation** An inappropriate exchange identification (XID) format was received for this mode of SDLLC operation. Review the type of devices you are connecting with SDLLC to make sure they are supported.

**Recommended Action** See the SDLLC-6-XID\_NOMATCH error message.

## SDLLC-5

**Error Message** %SDLLC-5-UNAVAILABLE: SDLLC: %s LINK address %02x ACTIVATED: %s

**Explanation** An SDLLC media conversion session was activated.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SDLLC-5-UNAVAILABLE: SDLLC: %s LINK address %02x DEACTIVATED: %s

**Explanation** An SDLLC media conversion session was deactivated. If deactivation is a result of an error condition, this message will include a reason.

**Recommended Action** If the message does not include a description of an error, the deactivation was normal and the message is for information only. If the message does include a description of an error, begin problem analysis. Determine whether session loss is related to LLC2 timers by issuing the debug llc2-err command. If the problem is related to LLC2 timers, consider using SDLLC with the local acknowledgment feature. Copy the error message exactly as it appears, and report it to your technical support representative.

## SDM Messages

This section contains Security Device Manager (SDM) template messages.

## SDM-6

**Error Message** %SDM-6-MISMATCH\_ADVISE: [chars]

**Explanation** This message provides information regarding an SDM mismatch.

**Recommended Action** No action is required.

## SEC\_LOGIN Messages

This section contains Secure Login messages.

### SEC\_LOGIN-1

**Error Message** %SEC\_LOGIN-1-QUIET\_MODE\_ON: Still timeleft for watching failures is [int] secs, [user: [chars]] [Source: [IP\_address]] [localport: [int]] [Reason: [chars]] [ACL: [chars]] at [chars]

**Explanation** Quiet mode is now on. No request for connections are now accepted other than those allowed by the ACL, if the ACL is configured for the blocking period. An implicit deny all of any logins will be in effect.

**Recommended Action** Because all requests from other sources are blocked, check the ACL and add any source addresses as necessary.

### SEC-2

**Error Message** %SEC-2-UNAVAILABLE: Box secured, no option on internal packet

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



**Error Message** %SEC-2-UNAVAILABLE: First opt in tcb not BASIC security

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message** %SEC-2-UNAVAILABLE: Security opt in tcb not SECINSERT

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

## SEC\_LOGIN-3

**Error Message** %SEC-3-UNAVAILABLE: No default for NLESO defined

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

## SEC\_LOGIN-4

**Error Message** %SEC\_LOGIN-4-25: Login failed [user: [chars]] [Source: [IP\_address]] [localport: [int]] [Reason: [chars]] at [chars]

**Explanation** A user name or password is invalid.

**Recommended Action** Specify a valid user name or password.

## SEC\_LOGIN-5

**Error Message** %SEC\_LOGIN-5-LOGIN\_SUCCESS: Login Success [user: [chars]] [Source: [IP\_address]] [localport: [int]] at [chars]

**Explanation** Login has succeeded.

**Recommended Action** No action is required.

**Error Message** %SEC\_LOGIN-5-QUIET\_MODE\_OFF: Quiet Mode is OFF, because [chars] at [chars]

**Explanation** Quiet mode is now off. The router is now operating in normal connection processing mode. The reason for the change is specified in the message text.

**Recommended Action** No action is required.

## SEC-6

**Error Message** %SEC-6-UNAVAILABLE: access-list logging rate-limited or missed %d packet%s

**Explanation** Some packet matching logs were missed because the access list log messages were rate-limited or no access list log buffers were available.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SEC-6-UNAVAILABLE: list %s %s %d %i %s- %i, %d packet%s

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SEC-6-UNAVAILABLE: list %s %s %i %d packet%s

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SEC-6-UNAVAILABLE: list %s %s %s %i %s- %i (%d/%d), %d packet%s

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SEC-6-UNAVAILABLE: list %s %s %s %i %s- %i, %d packet%s

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SEC-6-UNAVAILABLE: list %s %s %s %i(%d) %s- %i(%d), %d packet%s

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** LOG\_STD\_NO\_ACTION

## SEP-3

**Error Message** %SEP-3-UNAVAILABLE: %s

**Explanation** Sep subsystem has experienced a problem getting the required memory to complete this operation.

**Recommended Action** Check system memory for other memory allocation errors and contact Technical support for problem resolution. In the absence of IOS errors upgrading the memory in the network device may be required.

## SERIAL-0

**Error Message** %SERIAL-0-UNAVAILABLE: %s (slot %d) %s %d

**Explanation** A very high rate of bad packets were received on the specified port. This can happen due to port mis-configuration - specially for mis-matched DSU subrates (most common with Kentrox). The port is shutdown for this reason so that the line card is not overwhelmed with these bad packets.

**Recommended Action** Verify that the configuration is correct and matching on both ends of the connection. These include clock source (one end line, other internal), DSU (mode and subrate), encapsulation. Also verify the physical condition on the line (run BERT or other tests), signal strength, cable length.

**Error Message** %SERIAL-0-UNAVAILABLE: %s HW DLLS failed to lock in linecard at slot %d

**Explanation** The DS3 line card could not initialize. The line card is deactivated

**Recommended Action** Try to reactivate the line card using the hw-module slot slot-number start command. If the error persists, copy the error message exactly as it appears on the console or in the system log. Enter the show diag slot-number command to gather additional data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support output, contact your Cisco technical support representative with the gathered information

**Error Message** %SERIAL-0-UNAVAILABLE: %s Linecard local processor at slot %d failed to boot

**Explanation** The DS3 line card local processor boot code did not initialize properly. The line card will be deactivated. This error indicates a line card hardware failure

**Recommended Action** Enter the hw-module slot slot-number start command to try and reactivate the card. If the line card does not recover from the error, copy the error message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather additional data, and contact your Cisco technical support representative with the gathered information

**Error Message** %SERIAL-0-UNAVAILABLE: %s initialization failure for slot %d, %s

**Explanation** The DS3 line card driver has failed to initialize properly. This indicates a software initialization issue. The line card is deactivated

**Recommended Action** Try to reactivate the line card using the hw-module slot slot-number start command. If the error persists, copy the error message exactly as it appears on the console or in the system log. Enter the show diag slot-number command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show diag slot-number output, contact your Cisco technical support representative with the gathered information.

## SERIAL-1

**Error Message** %SERIAL-1-UNAVAILABLE: %s (slot %d) %s Allocation failure.

**Explanation** The DS3 driver data structure could not be allocated during line card initialization. This condition occurs when the system is running low on memory because of a misconfiguration or because the memory installed in the system is not large enough to meet the demands of different applications in high traffic conditions. The line card is deactivated on this error.

**Recommended Action** Try to reactivate the line card using the hw-module slot slot-number start command. If the error recurs, check the system configuration for the amount of Route Processor-switched traffic. A large amount of Route Processor switched traffic can cause this error, so reconfigure the system for less Route Process switched traffic if possible. If the amount of installed memory can be upgraded, consider upgrading main memory by removing and replacing the SDRAM SODIMM. If the problem persists, collect the show tech-support command output and the error message exactly as it appears on the console and contact your Cisco technical support representative

**Error Message** %SERIAL-1-UNAVAILABLE: %s line card firmware in slot %d crashed

**Explanation** DS3 linecard firmware crashed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

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

## SERIAL-3

**Error Message** %SERIAL-3-UNAVAILABLE: %s %d/%d%s hardware IDB is missing

**Explanation** DS3 port hardware IDB is missing

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

**Error Message** %SERIAL-3-UNAVAILABLE: %s (slot %d) %s HDLC, %s %s%s. (src=0x%x, det1=0x%x, det2=0x%x)

**Explanation** A hardware race condition, which occurs when access to shared memory is not properly synchronized, has occurred. The linecard has been deactivated and an automatic recovery has been initiated. If the error occurs more than five times within an hour, the line card will not be reactivated

**Recommended Action** The linecard can be reactivated manually using the hw-module slot slot-number start command if it has been deactivated after five failures. If the error persists, copy the error message exactly as it appears on the console or in the system log. Enter the show diag slot-number command to gather additional data, and contact your Cisco technical support representative with the gathered information.

**Error Message** %SERIAL-3-UNAVAILABLE: %s (slot %d) %s HDLC, %s. %s, port %d (src=0x%x, det1=0x%x, det2=0x%x)

**Explanation** The High-Level Data Link Control (HDLC) engine inside the HDLC ASIC on the line card detected unrecoverable errors. The line card is deactivated and then an automatic recovery is initiated. If this error occurs more than five times within an hour, the line card is deactivated

**Recommended Action** If the line card is no longer automatically reactivating, copy the error message exactly as it appears on the console or in the system log, enter the show version and show diag slot-number commands to gather additional data, and contact your Cisco technical support representative with the gathered information to determine whether to replace the line card or upgrade the IOS version.

**Error Message** %SERIAL-3-UNAVAILABLE: %s (slot %d) %s HDLC, %s. %s=0x%x%s. (src=0x%x, det1=0x%x, det2=0x%x)

**Explanation** A parity error occurred in the HDLC engine SRAM memory. The source of the problem is a hardware failure. The line card has been deactivated and automatically reactivated. If this error occurs more than five times in an hour, the automatic reactivation will not occur after the fifth reactivation and the line card will remain deactivated

**Recommended Action** If the line card is no longer automatically reactivating, copy the error message exactly as it appears on the console or in the system log, enter the show diag slot-number command to gather additional data, and contact your Cisco technical support representative with the gathered information for a replacement of the line card.

**Error Message** %SERIAL-3-UNAVAILABLE: %s (slot %d) %s HDLC, %s. BMA\_DATA[3:0]=0x%x. (src=0x%x, det1=0x%x, det2=0x%x)

**Explanation** A parity error occurred on the High-Level Data Link Control Broadcast Multi-Access (HDLC BMA) engine data bus. The line card has been deactivated and subsequently reactivated. If the error occurs more than five times within an hour, the line card will not be reactivated. This message is likely due to a hardware failure

**Recommended Action** If the line card has been deactivated, copy the error message exactly as it appears on the console or in the system log, enter the show diag slot-number command to gather additional data that may help identify the nature of the error, and contact your Cisco technical support representative with the gathered information

**Error Message** %SERIAL-3-UNAVAILABLE: %s Corrupt configuration, unsupported %s (%u) encountered

**Explanation** The running configuration for the DS3 line card is corrupted. The DS3 driver data structures which store snapshots of interface configurations are corrupted or are not correctly updated with the corresponding interface configurations in NVRAM. This problem is caused by a software caveat

**Recommended Action** Attempt a graceful OIR of the line card by removing and reinserting the line card into the same slot or into another slot. A graceful OIR can also be performed by entering the hw-module slot slot-number stop command followed by the hw-module slot slot-number start command. If the problem persists, copy the error message exactly as it appears on the console or in the system log, enter the show tech-support command to gather additional data, and contact your Cisco technical support representative with the gathered information.

**Error Message** %SERIAL-3-UNAVAILABLE: %s DS3 LC(slot %d), %s

**Explanation** An informational message has been sent from the DS3 line card firmware to the system main processor on the NSE

**Recommended Action** None. Just an informational message from firmware.

**Error Message** %SERIAL-3-UNAVAILABLE: %s Interface %s received an unknown far end request (%u)

**Explanation** The DS3 driver received an unknown FEAC code from the far end of the link. The request has been ignored. This is not a catastrophic condition

**Recommended Action** Check the configurations at both ends of the connection. If the configuration appears correct, copy the error message exactly as it appears on the console or in the system log. Enter the show controller serial slot-number/port-number command to gather additional data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show controller serial slot-number/port-number output, contact your Cisco technical support representative with the gathered information.

**Error Message** %SERIAL-3-UNAVAILABLE: %s Loss of keepalives from linecard in slot %d

**Explanation** The system main processor is not receiving keepalive messages from the line card local processor. The source of the problem could be a line card hardware failure or a software failure. The line card has been deactivated and will be automatically reactivated. If this error occurs more than five times in an hour, the automatic reactivation will not occur and the line card will remain deactivated.

**Recommended Action** If the line card is no longer automatically reactivating, copy the error message exactly as it appears on the console or in the system log, enter the show version and show diag slot-number commands to gather additional data, and contact your Cisco technical support representative with the gathered information to determine whether to replace the line card or upgrade the IOS version

**Error Message** %SERIAL-3-UNAVAILABLE: %s Slot %d: %s

**Explanation** A daughter card was detected in the line card in the specified slot. The line card has been disabled since the daughter card is not supported. If the message appears even though no daughter card is present on the line card, an I2C bus access failure has occurred on the line card

**Recommended Action** Remove the line card and inspect it for any daughter card. If present, unmount the daughter card from the line card. After removing the daughter card, or if no daughter card was found, reinsert the line card. If the error persists, copy the error message exactly as it appears on the console or in the system log, enter the show tech-support command to gather additional data, and contact your Cisco technical support representative with the gathered information

**Error Message** %SERIAL-3-UNAVAILABLE: %s linecard boot code in slot %d crashed, reason: %s (0x%x)

**Explanation** The DS3 line card local processor boot code crashed. This error message indicates a line card hardware failure. The line card will be deactivated.

**Recommended Action** Manually attempt to activate the line card using the hw-module slot slot-number start command and check if the linecard recovers from the error. If the error persists, copy the error message exactly as it appears on the console or in the system log, enter the show diag slot-number command to gather additional data, and contact your Cisco technical support representative with the gathered information

**Error Message** %SERIAL-3-UNAVAILABLE: %s linecard boot code in slot %d not ready for firmware download, boot code status 0x%x

**Explanation** The DS3 line card boot code did not initialize properly. This error message indicates a line card hardware failure. The line card will be deactivated

**Recommended Action** Manually attempt to initialize the line card using the hw-module slot slot-number start command and check if the linecard recovers from the error. If the error persists, copy the error message exactly as it appears on the console or in the system log, enter the show diag slot-number command to gather additional data, and contact your Cisco technical support representative with the gathered information

**Error Message** %SERIAL-3-UNAVAILABLE: %s linecard in slot %d firmware download failed

**Explanation** The DS3 firmware download from the system main processor on the NSE to the line card local processor memory failed

**Recommended Action** This error, if not preceded by a firmware checksum failed error, indicates a software failure. Copy the error message exactly as it appears on the console or in the system log. Enter the show diag slot-number command to gather additional data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show diag slot-number output, contact your Cisco technical support representative with the gathered information

**Error Message** %SERIAL-3-UNAVAILABLE: %s linecard in slot %d firmware integrity check failed. (section: %d, expected checksum: 0x%x, calculated checksum: 0x%x)

**Explanation** The DS3 line card local processor firmware crashed. The line card will be restarted after the firmware crash. If the firmware crashes more than five times consecutively, the line card will not reactivate after the fifth crash.

**Recommended Action** A line card firmware failure has occurred. Copy the error message exactly as it appears on the console or in the system log. Enter the show diag slot-number command to gather additional data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show diag slot-number output, contact your Cisco technical support representative with the gathered information.

**Error Message** %SERIAL-3-UNAVAILABLE: %s linecard in slot %d firmware ipc initialization failed

**Explanation** The Cisco IPC module in the DS3 linecard local processor firmware failed to complete a successful initialization. The source of the problem could be a line card hardware failure or a software failure. The line card has been deactivated and will be automatically reactivated. If this error occurs more than five times in an hour, the automatic reactivation will not occur and the line card will remain deactivated.

**Recommended Action** If the line card is no longer automatically reactivating, copy the error message exactly as it appears on the console or in the system log and enter the show version, show diag slot-number, show ipc status, and show ipc port commands to gather additional data. Contact your Cisco technical support representative with the gathered information to determine whether to replace the line card or upgrade the IOS.



## SERIAL-4

**Error Message** %SERIAL-4-UNAVAILABLE: %s %d/%d%s parameter value is unknown

**Explanation** The IPC command parameter is unknown and the corresponding IPC message has been dropped. This is an informational message.

**Recommended Action** Check the release notes for your IOS version to see if this is associated with a documented caveat. If not, copy the error message exactly as it appears on the console or in the system log, gather the show tech-support command output, and contact your Cisco technical support representative with the gathered information.

## SERIAL-5

**Error Message** %SERIAL-5-UNAVAILABLE: %s Interface %s %s far end request of type (%s)

**Explanation** The DS3 driver received and processed a known far end request.

**Recommended Action** None. The purpose of this message is to provide notification that a known request was received from the far end of the link and was processed successfully.

**Error Message** %SERIAL-5-UNAVAILABLE: Interface %s, BERT %s

**Explanation** The DS3 driver processed a BERT task.

**Recommended Action** None, this is just a notification upon completion of a BERT task.

## SERIAL\_12IN1-1

**Error Message** %SERIAL\_12IN1-1-UNAVAILABLE: %s:Link has been brought %s due to clock rate change, threshold configured = %u, received clock rate = %u

**Explanation** The received clock rate is changed from below the threshold configured to above or vice versa..

**Recommended Action** Check the received clock rate from the provider end and the clockrate threshold configuration, if the clock rate goes below the threshold configured, interface is brought down

**Recommended Action**

## SERIAL\_12IN-3

**Error Message** %SERIAL\_12IN1-3-UNAVAILABLE: %s: A software error was encountered at %s: %s

**Explanation** The SPA driver detected a software error condition on the SPA card. This might result in improper operation.

**Recommended Action** The SPA driver has encountered a software error. Please power down and reseal the indicated SPA card. Copy the error message exactly as it appears and open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl) or contact your Cisco technical support representative. Be sure to provide the information you have gathered and a 'show tech-support' to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

**Error Message** %SERIAL\_12IN1-3-UNAVAILABLE: %s: A software error was encountered at %s: %s 0x%x

**Explanation** The SPA driver detected a software error condition on the SPA card. This might result in improper operation.

**Recommended Action** The SPA driver has encountered a software error. Please power down and reseal the indicated SPA card. Copy the error message exactly as it appears and open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl) or contact your Cisco technical support representative. Be sure to provide the information you have gathered and a 'show tech-support' to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

**Error Message** %SERIAL\_12IN1-3-UNAVAILABLE: SPA %d/%d: %s was encountered.

**Explanation** The SPA driver detected a Hardware error condition on the SPA card. This might result in improper operation.

**Recommended Action** The SPA driver has encountered a Hardware error on the SPA's SPI4 bus. Please power down and reseal the indicated SPA card. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl) or contact your Cisco technical support representative. Be sure to provide the information you have gathered and a 'show tech-support' to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

## SERVER\_CLOCK\_SYNC-3

**Error Message** %SERVER\_CLOCK\_SYNC-3-UNAVAILABLE: bad request - %s - from client - %s

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SERVER\_CLOCK\_SYNC-3-UNAVAILABLE: cannot create port %s due to %s

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SERVER\_CLOCK\_SYNC-3-UNAVAILABLE: cannot open port %s due to %s

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SERVER\_CLOCK\_SYNC-3-UNAVAILABLE: cannot register port %s due to %s

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SERVER\_CLOCK\_SYNC-3-UNAVAILABLE: could not locate port %s

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SERVER\_CLOCK\_SYNC-3-UNAVAILABLE: list creation failure

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SERVER\_CLOCK\_SYNC-3-UNAVAILABLE: watched boolean creation failure.  
bool %s

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it exactly as it appears and report it to your technical support representative.

## SERVICE\_MODULE-0

**Error Message** %SERVICE\_MODULE-0-UNAVAILABLE: Unit %s - failed to create data structures used for module-access

**Explanation** The CSU/DSU driver failed to allocate memory for its data structures. This is a catastrophic error. The system has crashed.

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

**Error Message** %SERVICE\_MODULE-0-UNAVAILABLE: Unit %s - failed to download properly

**Explanation** The CSU/DSU driver detected a checksum error while downloading WIC firmware.

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

## SERVICE\_MODULE-3

**Error Message** %SERVICE\_MODULE-3-UNAVAILABLE: Unit %s - WARNING - Loopdown of remote unit failed

**Explanation** A remote CSU is looping pings/test patterns back to the system. This error could be triggered if the user disabled loopbacks on the remote CSU after placing the remote CSU into remote loopback.

**Recommended Action** Execute a clear command on the remote CSU.

## SERVICE\_MODULE-4

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s - Could not access alarm status - disabling alarm processing

**Explanation** The system issued an alarm interrupt, but could not read the alarm status register from the module. This caused the system to disable alarm processing.

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

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s - failed to create reset process - non-default module configuration may be lost

**Explanation** To execute a reset, the Cisco IOS software needs to initiate a separate process. The Cisco IOS software did not have sufficient memory to create this separate process. The module came up in an initialized state with the default configuration. The user defined configuration may have been lost.

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

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s - giving up after %d repeated resets couldn't bring module up again

**Explanation** The software issued several clear service-module requests to the module. The module did not respond to these requests.

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

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s - module request overload - lock access timeout

**Explanation** The system employs a Cisco IOS scheduler semaphore object to ensure mutually exclusive access across software threads to the CSU/DSU. This message indicates that a thread had to wait for more than 5 seconds on this semaphore.

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

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s - reports incompatible module type %d against router hw detect

**Explanation** A register read request returned an identity for a module which was not the same as the identity reported by the router hardware pinout.

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

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s - router image older than module version - access errors may be seen

**Explanation** The Cisco IOS software image does not recognize the PROM software version number on the module. The system displays this message if the PROM has been upgraded to a new version but the Cisco IOS software image has not been upgraded.

**Recommended Action** Upgrade the Cisco IOS software image.

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s - timed out while %s byte %d of %d length register %d

**Explanation** The module took more than two seconds to respond between bytes.

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

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s not ready for next command

**Explanation** The module was waiting for the current request to be processed before sending the next request. The current request has been in progress for more than 3 seconds.

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

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s not ready for register access

**Explanation** The module was waiting for a ready status before executing a read/write request. The system reported a not ready status for 5 seconds. This caused the module to terminate the read/write request.

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

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s not ready/responding after register %d access command issued

**Explanation** The system did not receive a ready signal within the allotted time after writing to the command register.

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

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s reports register access error - %s

**Explanation** This message indicates that the T1 module supplied a bad register address. It might be due to having a new version of the module operating with an old Cisco IOS software image.

**Recommended Action** Update the Cisco IOS software image on the system. If this does not solve the problem, copy the error message exactly as it appears and report it to your technical support representative.

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s reports unknown network alarms - alarm status reg = %x

**Explanation** A recent version of the module operating with an old Cisco IOS software image did not recognize an alarm condition.

**Recommended Action** Update the Cisco IOS software image on the system. If this does not solve the problem, copy the error message exactly as it appears and report it to your technical support representative.

## SERVICE\_MODULE-5

**Error Message** %SERVICE\_MODULE-5-UNAVAILABLE: Reset of Unit %s issued

**Explanation** This message indicates that the module was reset.

**Recommended Action** No action is required.

**Error Message** %SERVICE\_MODULE-5-UNAVAILABLE: Unit %s - Loopup of remote unit failed

**Explanation** This notification message indicates that the loopback on the remote unit failed. The failure may indicate that the network connection is broken or that loopbacks are disabled at the other side.

**Recommended Action** Check that the router is connected to the network. Enable loopbacks on the remote unit. If the problem persists, copy the error message exactly as it appears and report it to your technical support representative.

**Error Message** %SERVICE\_MODULE-5-UNAVAILABLE: Unit %s - Remote loopback test cancelled

**Explanation** A hardware or software error occurred.

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

**Error Message** %SERVICE\_MODULE-5-UNAVAILABLE: Unit %s - Remote unit placed in loopback

**Explanation** This notification message indicates that the user executed a loopback command on the remote unit. The remote unit is now in loopback.

**Recommended Action** No action is required.

# SFF8472 Messages

This section contains floating-point subsystem (SFF8472) messages.

## SFF8472-2

**Error Message** %SFF8472-2-NOMEM: Not enough memory available for [chars]

**Explanation** The SFF8472 subsystem could not obtain the memory it needed.

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

## SFF8472-3

**Error Message** %SFF8472-3-INTERNAL\_ERROR: [chars]

**Explanation** The SFF8472 subsystem encountered an internal software error. The error message contains text that can be used to help identify the nature of the problem.

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

**Error Message** %%SFF8472-3-READ\_ERROR: [chars]

**Explanation** There was an error reading digital optical monitoring information from the transceiver at the specified interface.

**Recommended Action** Try removing and reinserting the transceiver. If the error remains, replace the transceiver.



**Error Message** %SFF8472-3-THRESHOLD\_VIOLATION: [chars]: [chars]; Operating value: [chars], Threshold value: [chars].

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

**Error Message** %SFF8472-3-UNEXPECTEDEVENT: Process received unknown event (maj [hex], min [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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SFP Messages

This section contains Small Form-Factor Pluggable (SFP) module messages.

### SFP-3

**Error Message** %SFP-3-EEPROM\_DUP\_ERR: SFP on ports [chars] and [chars] have duplicate serial numbers

**Explanation** The GBIC or SFP was identified as a Cisco GBIC, but its vendor ID and serial number match those of another GBIC on the system.

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

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

## SFP-4

**Error Message** %SFP-4-EEPROM\_CRC\_ERR: EEPROM checksum error for SFP in [chars]

**Explanation** The SFP in the port specified in the message text contains invalid EEPROM data.

**Recommended Action** Remove the SFP from the specified port.

**Error Message** %SFP-4-EEPROM\_READ\_ERR: Error in reading SFP serial ID in [chars]

**Explanation** An error occurred while the SFP type was being read from the EEPROM.

**Recommended Action** Remove the SFP from the port that reported the error.

**Error Message** %SFP-4-EEPROM\_SECURITY\_ERR: SFP in [chars] failed security check

**Explanation** The SFP in the port specified in the message text contains invalid EEPROM data.

**Recommended Action** Remove the SFP from the port that reported the error.

## SFP\_SECURITY Messages

This section contains Small Form-Factor Pluggable (SFP) module security check messages.

### SFP\_SECURITY-4

**Error Message** %SFP\_SECURITY-4-DUPLICATE\_SN: SFP interface [chars] has the same serial number as another SFP interface

**Explanation** The SFP was identified as a Cisco SFP, but its serial number matches that of another interface on the system. Cisco SFPs are assigned unique serial numbers.

**Recommended Action** Verify that the SFP was obtained from Cisco or from a supported vendor.

**Error Message** %SFP\_SECURITY-4-ID\_MISMATCH: Identification check failed for SFP interface [chars]

**Explanation** The SFP was identified as a Cisco SFP, but the system was unable to verify its identity.

**Recommended Action** Check the list of supported SFPs for this version of the system software. An upgrade may be required for newer SFPs. If this does not fix the problem, verify that the SFP was obtained from Cisco or from a supported vendor.

**Error Message** %SFP\_SECURITY-4-SFP\_INTERR: Internal error occurred in setup for SFP interface [chars]

**Explanation** The system was unable to allocate resources or encountered some other problem while attempting to set up the specified SFP interface.

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

**Error Message** %SFP\_SECURITY-4-UNRECOGNIZED\_VENDOR: SFP interface [chars] manufactured by an unrecognized vendor

**Explanation** The SFP was identified as a Cisco SFP, but the system was unable to match its manufacturer with one on the known list of Cisco SFP vendors.

**Recommended Action** Check the list of supported SFPs for this version of the system software. A software upgrade may be required for newer SFPs.

**Error Message** %SFP\_SECURITY-4-VN\_DATA\_CRC\_ERROR: SFP interface [chars] has bad crc

**Explanation** The SFP was identified as a Cisco SFP, but it does not have a valid CRC in the EEPROM data.

**Recommended Action** Check the list of supported SFPs for this version of the system software. A software upgrade may be required for newer SFPs. Even if the system could not recognize the SFP, it may still operate properly, but might perform with limited functionality.

# SFF Messages

**Error Message** %SFF8472-2-NOMEM: Not enough memory available for %s

**Explanation** The sff8472 subsystem could not obtain the memory it needed.

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

**Error Message** %SFF8472-3-INTERNAL\_ERROR: %s

**Explanation** The SFF8472 subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

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

**Error Message** %SFF8472-3-READ\_ERROR: %s

**Explanation** There was an error reading digital optical monitoring information from the transceiver at the specified interface.

**Recommended Action** Please try removing and reinserting the transceiver. If it still does not work, please replace the transceiver.

**Error Message** %SFF8472-3-THRESHOLD\_VIOLATION: %s: %s; Operating value: %s, Threshold value: %s.

**Explanation** There has been a threshold violation as specified in the message.

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

**Error Message** %SFF8472-3-UNEXPECTEDEVENT: Process received unknown event (maj %x, min %x).

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

## SGBP Messages

This section contains Stack Group Bidding Protocol (SGBP) messages.

### SGBP-1

**Error Message** %SGBP-1-AUTHFAILED: Member [chars] failed authentication

**Explanation** This message is generated only when SGBP hellos or errors debugging is enabled. This indicates that an attempted peer connection ended in authentication failure. A peer may be misconfigured, or this could indicate an attempted security breach.

**Recommended Action** Check if the peer is correctly configured. If there is a chance your network is under attack, obtain knowledgeable assistance. 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>. 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** %SGBP-1-DIFFERENT: Rcv [chars]'s addr [IP\_address] is different from the hello's addr [IP\_address]

**Explanation** The internally-configured address for an SGBP member does not match the address of the host that tried to authenticate as that member. The configuration is incorrect on either this system or the other member - they must agree.

**Recommended Action** Determine which configuration is in error and fix it.

**Error Message** %SGBP-1-DUPLICATE: Rcv Duplicate bundle [chars] is found on member [chars]

**Explanation** This message is generated only when SGBP hellos or errors debugging is enabled. This indicates that a duplicate bundle was received from the same peer more than once. The duplicate was discarded.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support

**Error Message** %SGBP-1-MISSCONF: Possible misconfigured member [chars] using [IP\_address]

**Explanation** This message is generated only when SGBP hellos or error debugging is enabled. This indicates a configuration error. Either this router has an incorrect IP address listed for the peer or the peer is using an incorrect IP address.

**Recommended Action** Find and correct the configuraton error.

**Error Message** %SGBP-1-UNKNOWNHELLO: Rcv Hello message from non-group member using [IP\_address]

**Explanation** This message is generated only when SGBP hellos or error debugging is enabled. An SGBP Hello message was received from a host that is not a member of the SGBP group, and discarded.

**Recommended Action** This is a configuration error. Either that host should be listed in this router's configuration as a member (if that is actually true) or the other host is misconfigured to attempt to join this group.

## SGBP-3

**Error Message** %SGBP-3-INVALID: MQ message with [chars]

**Explanation** This message is generated only when SGBP error debugging is enabled. An invalid message was received and discarded.

**Recommended Action** This probably indicates an error in network media or a peer which is generating erroneous packets.

**Error Message** %SGBP-3-INVALIDADDR: Stack group [chars] IP address [IP\_address]

**Explanation** The current configuration does not allow a local IP address to be configured using **sgbp member** . Any local address is automatically removed from the SGBP group.

**Recommended Action** Do not configure **sgbp member** using a local IP address.

**Error Message** %SGBP-3-INVALIDB: [chars] for bundle '[chars]' -- [chars]

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

**Error Message** %SGBP-3-INVFIELD: [chars] field type [hex] has [chars] [dec] (expected [dec])

**Explanation** This message indicates that an SGBP request from a peer contained invalid or corrupt data.

**Recommended Action** Check the peer equipment or network media for any problems.

**Error Message** %SGBP-3-PEERERROR: Peer [IP\_address] [chars] during 'PB [chars]' state for bundle [chars]

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

**Error Message** %SGBP-3-TIMEOUT: Peer [IP\_address] bidding; state 'PB [chars]' deleted

**Explanation** This message is generated only when SGBP event debugging is enabled. It indicates that a peer timed out while closing a query. The connection has been dropped.

**Recommended Action** Check the peer equipment and network media for problems.

**Error Message** %SGBP-3-UNEXP: MQ [chars] from [IP\_address] for query [dec]:[dec], bundle [chars], bid [dec], state [chars]

**Explanation** This message is generated only when SGBP error debugging is enabled. The SGBP connection has entered an unexpected state, possibly due to 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** %SGBP-3-UNKNOWN: [IP\_address] not known

**Explanation** This message is generated only when SGBP error debugging is enabled. An SGBP connection was attempted by a host which was not recognized as a peer. The connection was not accepted.

**Recommended Action** Depending on the network topology and firewalling, SGBP connection attempts from a non-peer host could indicate probing and attempts to breach security. If there is a chance your network is under attack, obtain knowledgeable assistance. 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>. 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** %SGBP-3-UNKNOWNEVENT: Event [hex] from peer at [IP\_address]

**Explanation** This message is generated only when SGBP error debugging is enabled. An invalid event occurred, which probably indicates an internal software error.

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

**Error Message** %SGBP-3-UNKNOWNPEER: Event [hex] from peer at [IP\_address]

**Explanation** This message is generated only when SGBP error debugging is enabled. An SGBP event came from a network host which was not recognizable as an SGBP peer. The event was discarded.

**Recommended Action** Check if a network media error could have corrupted the address, or if peer equipment is malfunctioning to generate corrupted packets. Depending on the network topology and firewalling, SGBP packets from a non-peer host could indicate probing and attempts to breach security. If there is a chance your network is under attack, obtain knowledgeable assistance. 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>. 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.

## SGBP-5

**Error Message** %SGBP-5-ARRIVING: New peer event for member [chars]

**Explanation** This message is generated only when SGBP event debugging is enabled. An SGBP peer joined the group.

**Recommended Action** No action is required.

**Error Message** %SGBP-5-LEAVING: Member [chars] leaving group [chars]

**Explanation** This message is generated only when SGBP event debugging is enabled. An SGBP peer has left the group.

**Recommended Action** No action is required.

**Error Message** %SGBP-5-SHUTDOWN: [chars]

**Explanation** This message is generated only when SGBP event debugging is enabled. A process involved in SGBP was terminated upon completion of its work.

**Recommended Action** No action is required.

**Error Message** %SGBP-5-STARTUP: [chars]

**Explanation** This message is generated only when SGBP event debugging is enabled. An process involved in SGBP was started.

**Recommended Action** No action is required.

## SGBP-7

**Error Message** %SGBP-7-ACTIVE: Member [chars] State - Active

**Explanation** This message is generated only when SGBP errors or events debugging is enabled. This indicates that a link to another SGBP member has completed the interactions to set it up and is now entering the active state.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-AUTHOK: Member [chars] State - AuthOK

**Explanation** This message is generated only when SGBP errors or events debugging is enabled. A message was received from another SGBP member indicating that an authentication attempt to that member succeeded.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-CANCEL: Local query #[dec]:[dec] for bundle [chars]

**Explanation** This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-CHALLENGE: Send Hello Challenge to [chars] group [chars]

**Explanation** This message is generated only when SGBP hellos debugging is enabled. This indicates that an authentication challenge was sent to a peer.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-CHALLENGED: Rcv Hello Challenge message from member [chars] using [IP\_address]

**Explanation** This message is generated only when SGBP hellos debugging is enabled. This indicates that an authentication challenge was received from a peer.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-CLOSE: Closing pipe for member [chars]

**Explanation** This message is generated only when SGBP event debugging is enabled. An interprocess communication link was closed.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-DONE: Query #[dec] for bundle [chars], count [dec], master is [chars]

**Explanation** This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-DUPL: Duplicate local query #[dec] for [chars], count [dec], ourbid [dec]

**Explanation** This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-EQUAL: [dec] equal highest bids, randomly select bid# [dec]

**Explanation** This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-HANGUP: I am a forward-only member, can't forward bundle [chars], hangup

**Explanation** This message is generated only when SGBP query, event and/or error debugging is enabled. This indicates a routine change of role for the router in its SGBP interactions with its peers.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-KEEPALIVE: Sending Keepalive to [chars], retry=[dec]

**Explanation** This message is generated only when SGBP hellos debugging is enabled. It indicates that a keepalive message was sent to an SGBP member.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-KEEPALIVE\_TIMEOUT: Keepalive timeout on [chars]

**Explanation** This message is generated only when SGBP hellos debugging is enabled. It indicates that keepalive messages were not answered so the pipe to an SGBP member has been closed.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-MQ: [chars] ([hex]) for query [dec]:[dec], bundle [chars], bid [dec], len [dec]

**Explanation** This message is generated only when SGBP error debugging is enabled. This message indicates that an SGBP query has been received.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-MQB: Bundle: [chars]State: [chars]OurBid: [dec]

**Explanation** This message is part of a list of debug states displayed at the request of the operator.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-NEWL: Local query #[dec] for [chars], count [dec], ourbid [dec]

**Explanation** This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-NEWP: Peer query #[dec] for [chars], count [dec], peerbid [dec], ourbid [dec]

**Explanation** This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-NORESP: Failed to respond to [chars] group [chars], may not have password

**Explanation** An authentication challenge was received but there was no information available to respond to it. This probably indicates a configuration error, a missing password.

**Recommended Action** Refer to the documentation to configure a username with the same name as the SGBP group.

**Error Message** %SGBP-7-PB: [IP\_address]State: [chars]Bid: [dec] Retry: [dec]

**Explanation** This message is part of a list of debug states displayed at the request of the operator.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-RCVD: MQ [chars] from [IP\_address] for query [dec]:[dec], bundle [chars], bid [dec], prot[chars]

**Explanation** This message is generated only when SGBP message debugging is enabled. It indicates that an SGBP packet was received.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-RCVINFO: Received Info Addr = [IP\_address] Reference = [hex]

**Explanation** This message is generated only when SGBP hellos debugging is enabled. It indicates that data was received by a listener process.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-RESPONSE: Send Hello Response to [chars] group [chars]

**Explanation** This message is generated only when SGBP hellos debugging is enabled. This indicates that a response to an authentication challenge was sent to a peer.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-RESPONSED: Rcv Hello Response message from member [chars] using [IP\_address]

**Explanation** This message is generated only when SGBP hellos debugging is enabled. This indicates that a response to an authentication challenge was received from a peer.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-SENDAUTHOK: Send Hello Authentication OK to member [chars] using [IP\_address]

**Explanation** This message is generated only when SGBP hellos debugging is enabled. A message was sent or re-sent to another SGBP member indicating that an authentication attempt from that member succeeded.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-SENDINFO: Send Info Addr to [chars]

**Explanation** This message is generated only when SGBP hellos debugging is enabled. It indicates that data was sent by the listener process in response to received data.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-SENT: MQ [chars] to [IP\_address] for query [dec]:[dec], bundle [chars], bid [dec], prot[chars], len [dec]

**Explanation** This message is generated only when SGBP message debugging is enabled. It indicates that an SGBP packet was sent.

**Recommended Action** No action is required.

## SGCP-2

**Error Message** %SGCP-2-UNAVAILABLE: %s

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

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

## SGCP-3

**Error Message** %SGCP-3-UNAVAILABLE: %s

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

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

## SGCP-4

**Error Message** %SGCP-4-UNAVAILABLE: %s

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

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

## SGCP\_APP-6

**Error Message** %SGCP\_APP-6-UNAVAILABLE: Cannot create SGCP application process

**Explanation** Failed to create the SGCP application process.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %SGCP\_APP-6-UNAVAILABLE: Failed to create DNS message watched queue

**Explanation** Failed to create DNS message watched queue.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %SGCP\_APP-6-UNAVAILABLE: Failed to create call record database

**Explanation** Failed to create call record database.

**Error Message** %SGCP\_APP-6-UNAVAILABLE: Failed to create digit map database

**Explanation** Failed to create endpoint database.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %SGCP\_APP-6-UNAVAILABLE: Failed to open UDP port for SGCP. IP Address is not configured or UDP port (2427) already in use.

**Explanation** Failed to open UDP port for the SGCP process. IP Address not configured or UDP port (2427) already in use.

**Recommended Action** Check if IP Address is configured and if any other application use the same UDP port number (2427).

## SGPM Messages

This section contains SG Policy Manager messages.

### SGPM-3

**Error Message** %SGPM-3-POLICY\_CTX\_POISONED: Policy context %X has bad magic, %X.

**Explanation** The magic number in the policy context is wrong.

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



**Error Message** %SGPM-3-POLICY\_INCOMPLETE\_RULE: Subscriber policy rule (%s), event (%s) is missing a mandatory action for service (%s); automatically adding.

**Explanation** The subscriber policy rule was missing a mandatory action. The missing action will be automatically added.

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

## SHELF-3

**Error Message** %SHELF-3-UNAVAILABLE: socket open failed

**Explanation** An internal software error occurred.

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

## SHELF-5

**Error Message** %SHELF-5-UNAVAILABLE: MD5 digest does not match, SDP packet received from, %i rejected

**Explanation** A SDP hello packet was received from shelf, which is not trusted.

**Recommended Action** Either specify the correct SDP password and/or destination on the shelf from which this message was received

## SHELF-6

**Error Message** %SHELF-6-UNAVAILABLE: Configured via system controller located at %i

**Explanation** This is an informational message only. Configuration information was received from a system controller.

**Recommended Action** Informational messages can be disabled by changing logging level.

**Error Message** %SHELF-6-UNAVAILABLE: Shelf hello process has been stopped.

**Explanation** This is an informational message only. An internal system controller process completed its work.

**Recommended Action** Informational messages can be disabled by changing logging level.

**Error Message** %SHELF-6-UNAVAILABLE: Shelf hello process has started.

**Explanation** This is an informational message only. An internal system controller process was started.

**Recommended Action** Informational messages can be disabled by changing logging level.

## SHMINFO-3

**Error Message** %SHMINFO-3-UNAVAILABLE: API called illegally from interrupt context.

**Explanation** An application has made a Shared Information Utility API call from interrupt context and this is not supported

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

**Error Message** %SHMINFO-3-UNAVAILABLE: Attempting to access shared resource without mutex

**Explanation** An internal data structure was accessed without obtaining the required mutex lock. This is a code defect with no workaround.

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

**Error Message** %SHMINFO-3-UNAVAILABLE: Data commit failed, %s

**Explanation** A commit of a new view of a dataset was attempted but failed.

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

**Error Message** %SHMINFO-3-UNAVAILABLE: Group commit enable failed since not previously disabled

**Explanation** An attempt was made to enable commit for a group but failed since it was not previously disabled.

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

**Error Message** %SHMINFO-3-UNAVAILABLE: Invalid %s parameter passed into API call

**Explanation** An application has made a Shared Information Utility API call with an invalid input parameter.

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

**Error Message** %SHMINFO-3-UNAVAILABLE: Lock of latest version of dataset %s failed due to %s, error %d

**Explanation** A failed attempt was made by infrastructure to lock on to the latest available version of data for this dataset. There is no known workaround

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

**Error Message** %SHMINFO-3-UNAVAILABLE: Unlock of latest version of dataset %s failed, addr %#x, error %d

**Explanation** A failed attempt was made by infrastructure to unlock the latest available version of data for this dataset. There is no known workaround

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

**Error Message** %SHMINFO-3-UNAVAILABLE: Write operation denied due to read only access

**Explanation** An application has made a Shared Information Utility API call which required write access, but the dataset has been registered for read only access.

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

## SHMWIN Messages

This section contains shared memory messages.

### SHMWIN-6

**Error Message** %SHMWIN-6-ALLOC\_FAILURE: Insufficient memory

**Explanation** There was a failure while returning physical memory to the system.

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

**Error Message** %SHMWIN-6-CORE\_NOT\_ENABLED: In function [chars] The core has not been enabled to get more physical memory

**Explanation** The core has not been 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

**Error Message** %SHMWIN-6-EXCEEDED\_MAX\_SIZE: In function [chars] The requested memory size exceeded the window size

**Explanation** The memory requested in this window exceeded the window size.

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

**Error Message** %SHMWIN-6-EXCEEDED\_MAX\_USERS: In function [chars] The maximum number of users for a shared window has been exceeded

**Explanation** The maximum number of users for a shared window has been exceeded.

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

**Error Message** %SHMWIN-3-FREE\_FAILURE: Failure while freeing memory in function [chars]

**Explanation** An attempt was made to free memory that has already been freed or is not within the address space of the current 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

**Error Message** %SHMWIN-6-INCONSISTENCY: Inconsistent state in window

**Explanation** Inconsistent state in window.

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

**Error Message** %SHMWIN-6-INVALID\_ARGS: One or more invalid arguments have been passed to the function [chars]

**Explanation** One or more invalid arguments have been passed to the shared memory APIs.

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

**Error Message** %SHMWIN-6-INVALID\_PARAM: An invalid parameter has been passed to the function [chars]

**Explanation** One or more invalid parameters have been passed to the shared memory APIs.

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



**Error Message** %SHMWIN-6-MAX\_WINDOWS\_EXCEEDED: In function [chars] process has exceeded the maximum number of windows that can be opened by it

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

**Error Message** %SHMWIN-6-MEM\_COLLISION: In function [chars] the requested memory space collides with the memory space of other windows

**Explanation** There is a memory space collision.

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

**Error Message** %SHMWIN-6-MUTEX\_ERROR: An internal mutex error has occurred in the function [chars]

**Explanation** An error has been encountered in the locking or unlocking of the shared memory mutual exclusivity lock (mutex).

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



**Error Message** %SHMWIN-6-MUTEX\_MONITOR\_FAILURE: Registration failed with mutex monitor in [chars]

**Explanation** An error occurred while trying to monitor a shared memory mutual exclusivity lock (mutex).

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

**Error Message** %SHMWIN-6-NOT\_SUPPORTED: The option passed to function [chars] is not supported

**Explanation** This option is not supported.

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

**Error Message** %SHMWIN-7-PHYS\_MAP\_FAILURE: In function [chars] Failed to map physical memory

**Explanation** Failed to map physical memory in the specified function.

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

**Error Message** %SHMWIN-6-PTHREAD\_MUTEX\_LOCK\_FAILED: An internal mutex error has been encountered in function [chars]

**Explanation** A process that has obtained the access mutex has not released it.

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

**Error Message** %SHMWIN-6-PTHREAD\_MUTEX\_UNLOCK\_FAILED: An internal mutex error has been encountered in function [chars]

**Explanation** An internal mutex error has been encountered.

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

**Error Message** %SHMWIN-6-SHMEM\_FAILURE: The function [chars] Could not access shared memory

**Explanation** Could not access shared memory.

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

**Error Message** %SHMWIN-6-SYS\_LOCK\_CREATE\_FAILED: The lock creation for the shared memory failed in function [chars]

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

**Error Message** SHMWIN-6-SYS\_LOCK\_CREATE\_SUCCEEDED: The lock creation for the shared memory succeeded in function [chars]

**Explanation** Lock creation for the shared memory succeeded.

**Recommended Action** No action is required.

**Error Message** %SHMWIN-6-SYS\_LOCK\_FAILED: In function [chars] The process was unable to lock the shared memory against other processes

**Explanation** The process was unable to lock the shared memory against other users.

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

**Error Message** %SHMWIN-6-SYS\_LOCK\_MMAP\_FAILED: The mmap for the shared memory lock creation failed in function [chars]

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

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

**Error Message** %SHMWIN-6-SYS\_UNLOCK\_FAILED: In function [chars] The process was unable to unlock the shared memory

**Explanation** The shared memory could not be unlocked due to an internal error.

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

**Error Message** %SHMWIN-7-UNLINK\_ERROR: An internal error occurred while unlinking in function [chars]

**Explanation** An internal error occurred while unlinking.

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

**Error Message** %SHMWIN-6-VIRT\_MAP\_FAILURE: In function [chars] Could not reserve virtual memory

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

**Error Message** %SHMWIN-6-WINDOW\_EXCEEDED\_MAX\_POOLS: The maximum number of pools has been exceeded in function [chars]

**Explanation** The maximum number of pools has been exceeded.

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

## SIA\_INFRA-3

**Error Message** %SIA\_INFRA-3-BAD\_LISTENER: %i is not a configured SIA TCP control-plane IP address

**Explanation** SIA uses Authenticated TCP as the control-plane of choice. In SIAarchitecture, both service-broker and the SVE component can be listeners. The incoming connect request is not using one of the configured SIA TCPlistener IP addresses as the destination IP address for the control plane connectivity with peer SIA component.

**Recommended Action** If this syslog is seen, verify the configuration of the broker/sve/scl and service to ensure they are using the correct IP address for control plane connectivity **show run service-insertion**, and corresponding **show at service**. If problem still persists, collect the following information **debug service-insertion tcp control**, and **show tech-support**. Contact your Cisco technical support representative and provide the representative with the gathered information

**Error Message** %SIA\_INFRA-3-UNAVAILABLE: %s failed to send message %s to %s

**Explanation** An SIA control-plane message could not be sent. This could be because the receiving component is not reachable, not active or has not been configured

**Recommended Action** Ensure that the receiving component has been configured and is reachable. If reachability and configuration issues have been resolved and the message is still seen, collect the outputs from the following commands **debug service-insertion errors**, and **show tech-support**. Contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %SIA\_INFRA-3-UNAVAILABLE: %s received an invalid message %s %s

**Explanation** A message received from an SIA component could not be processed correctly because of an error in the message. The specific error in the message is provided in the Syslog message when available. Since the messages exchanged between components are for control-plane communication, this error could result in failures in control-plane activity like component registration and service-path creation

**Recommended Action** If these messages persist, collect the outputs from the following commands **debug service-insertion errors**, and **show tech-support**. Contact your Cisco technical support representative and provide the representative with the gathered information

**Error Message** %SIA\_INFRA-3-UNAVAILABLE: Message parsing failed at line %d, column %d, byte index %d (Reason: %s)

**Explanation** An SIA control-plane message was received with incorrectly formatted XML and could not be processed. Since these messages are used for control-plane communication between SIA components, this error could result in failures in control-plane activity like component registration and service-path creation

**Recommended Action** If these messages persist, collect the outputs from the following commands **debug service-insertion errors**, **debug service-insertion tcp error**, and **show tech-support**. Contact your Cisco technical support representative and provide the representative with the gathered information

**Error Message** %SIA\_INFRA-3-UNAVAILABLE: Message received from SIA peer %i is invalid (Reason: %s)

**Explanation** An SIA control-plane message received in XML format could not be processed because of errors in the message. The specific error encountered is provided in the message when available. The TCP Peer IP address of the component that sent the message is also provided. Since these messages are used for control-plane communication between SIA components, this error could result in failures in control-plane activity like component registration and service-path creation

**Recommended Action** If these messages persist, collect the outputs from the following commands **debug service-insertion errors**, **debug service-insertion tcp error**, and **show tech-support**. Contact your Cisco technical support representative and provide the representative with the gathered information

**Error Message** %SIA\_INFRA-3-UNAVAILABLE: TCP session setup with peer %i using key %s failed for SIA %s to SIA %s communication

**Explanation** This message indicates an error during the setting up of the TCP session with peer in Service-Insertion Infrastructure (SIA) code. SIA uses TCP for control-plane communication between its components. During initialization, a failure was detected while attempting to setup a TCP session with peer. This could be because of peer being not reachable, because it did not respond to session request or because of low available memory

**Recommended Action** Copy the error message exactly as it appears and provide it to your technical support along with the outputs of the following commands **show service-insertion tcp peer all**, **show ip route**, and **show tech-support**

**Error Message** %SIA\_INFRA-3-UNAVAILABLE: Two listeners (%i) with different MD5 not supported on the same box

**Explanation** SIA uses Authenticated TCP as the control-plane of choice. In SIA architecture, both service-broker and the SVE component can be listeners. In the current implementation, if both SB and SVE components are co-located on the same box and using the same IP address in the control plane, they also should use the same authentication key.

**Recommended Action** If this syslog is seen, verify the configuration of the broker and sve to ensure they are using the same authentication key. **show run service-insertion broker**, and **show run service-insertion sve**. If the problem still persists, collect the following information: **debug service-insertion tcp control**, and **show tech-support**. Contact your Cisco technical support representative and provide the representative with the gathered information.

## SIA\_INFRA-4

**Error Message** %SIA\_INFRA-4-UNAVAILABLE: %s keepalive timed out for %s

**Explanation** Keepalive timed out between the two SIA components mentioned. On the Service Broker, this will result in removal of information related to the component that timed out. Status of service-paths associated with the component could change. Service-path data paths that have already been set up will remain up for the data-plane active-time configured.

**Recommended Action** Check the reachability of the component that timed out to/from the Service Broker.

**Error Message** %SIA\_INFRA-4-UNAVAILABLE: Message %s with version %d received from %s on %s running version %d

**Recommended Action** LOG\_STD\_NO\_ACTION

## SIA\_INFRA-6

**Error Message** %SIA\_INFRA-6-UNAVAILABLE: %s control-plane is %s

**Explanation** SIA control-plane connectivity between two components has been established (up) or has been disrupted (down) as specified in the message. If the control-plane communication has been disrupted, it could be because of a component being de-configured or becoming unreachable. This can result in the removal of control-plane information related to SIA service-paths in the component.

**Recommended Action** If the control-plane status has changed to up, no action is required. If control-plane status has changed to down, check the reachability of the Service Broker from the component.

**Error Message** %SIA\_INFRA-6-UNAVAILABLE: %s deregistered from %s

**Explanation** Control-plane de-registration between two SIA components was successful

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SIA\_INFRA-6-UNAVAILABLE: %s registered successfully with %s

**Explanation** Control-plane registration between two SIA components was successful

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SIA\_INFRA-6-UNAVAILABLE: %s service path segment created for ID %d between %s and %s

**Explanation** A service-path data path segment was created for the path ID and sequence number mentioned in the message

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SIA\_INFRA-6-UNAVAILABLE: %s service path segment removed for ID %d between %s and %s

**Explanation** The data-path for a service-path segment with the path ID and sequence number mentioned in the message was removed and data traffic is no longer flowing through this service-path. This could be because the service-path's configuration was removed or changed. It could also be because one of the components participating in the service-path is no longer reachable. If that is the case, other Syslog messages will be generated to indicate the disruption of control-plane communication

**Recommended Action** If the removal of datapath resulted from a configuration change no action is required. If the datapath removal was because of disruption in the control-plane communication between components, check the reachability between components

**Error Message** %SIA\_INFRA-6-UNAVAILABLE: TCP session setup with peer %i terminated for SIA %s to SIA %s communication

**Explanation** This message indicates the TCP session with peer in Service-Insertion Infrastructure went down. SIA uses TCP for control-plane communication between its components. The session can do down due to various reasons including for receiving a reset by the peer

**Recommended Action** Copy the error message exactly as it appears and provide it to your technical support along with the outputs of the following commands **show service-insertion tcp peer all**, **show ip route**, **show tech-support**.



## SIA\_SB-3

**Error Message** %SIA\_SB-3-UNAVAILABLE: %s

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

**Error Message** %SIA\_SB-3-UNAVAILABLE: %s failed to register with Broker%s

**Explanation** Service Broker component of SIA received a registration message from another component participating in SIA. But because of a software error, the registration has failed. The reason for the failure may be displayed in the error message.

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

**Error Message** %SIA\_SB-3-UNAVAILABLE: Cannot associate service type %s to service ID %s in service path %s%s

**Explanation** An associate cli provided for a static service path in Service Broker component has become inconsistent. The reasons for inconsistency will be mentioned in the message. These could be service type mismatch between cli command and service template at a particular position, service type mismatch between cli command and actual service and service class mismatch between service and service path

**Recommended Action** Look for the reason in the message and take appropriate action to resolve the inconsistency in the cli.

## SIA\_SB-6

**Error Message** %SIA\_SB-6-UNAVAILABLE: %s from service path %s%s

**Explanation** A Classifier has sent a request to detach a service policy from a service path created by Service Broker. The result of the operation will be mentioned in the message.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SIA\_SB-6-UNAVAILABLE: %s to service path %s%s

**Explanation** A Classifier has sent a request to attach a service policy to a service path created by Service Broker. The result of the operation will be mentioned in the message and may be reason as well for failures.

**Recommended Action** If the attach operation fails and the reason specified is - failed to find a set up service path to attach to or there is no reason specified then copy the error message exactly as it appears on the console, collect the output of **show tech-support** and **show service-insertion broker service-path**, and contact Technical Assistance Center(TAC) with the gathered information.

**Error Message** %SIA\_SB-6-UNAVAILABLE: Data plane of %s has become active

**Explanation** The data plane interface of a SCI/SVE has become active. The interface has been brought up.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SIA\_SB-6-UNAVAILABLE: Data plane of %s has become inactive

**Explanation** The data plane interface of a SCI/SVE has become inactive. Either the interface has been shut down or erased.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SIA\_SB-6-UNAVAILABLE: Service path %s - state changed from %s to %s

**Explanation** A service path in SIA has changed state. This state change will be visible only in the Service Broker component of SIA. The event leading to this state change may have been indicated in an earlier message

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SIA\_SB-6-UNAVAILABLE: Service template %s

**Explanation** A service template had been updated in Service Broker. The update has been triggered by a message pushed from Service Directory. The type of update will be shown in the message too

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SIA\_SB-6-UNAVAILABLE: TCP Transport is not setup

**Explanation** TCP Transport listener is not running for broker.

**Recommended Action** No action is required.

## SIA\_SCL-3

**Error Message** %SIA\_SCL-3-DP\_ERROR: %s

**Explanation** Data path setup error.

**Recommended Action** Service Classifier tried to setup a data path with its peers after receiving a service path segment update from Service Broker. However, there was an error during the data path setup. The specific error condition should be displayed in the error message. Please capture the error message. Copy the error message exactly as it appears on the console or in the system log. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIA\_SCL-3-REGISTRATION\_FAILURE: %s failed to register with %s %s

**Explanation** Service Classifier failed to register with Service Broker.

**Recommended Action** Registration with Service Broker could fail due to multiple reasons. 1) Service Broker failed to add the Service Classifier to the internal database. This could be due to memory allocation failure or inconsistent internal state. Turn on the command **debug service-insertion broker error** on Service Broker and capture the logs. 2) Check if another Service Classifier with same name is already registered with Service Broker. If this is the case, try using a different Service Classifier name before registering with Service Broker. 3) Service Classifier is running a different control plane version than Service Broker. Service Classifier should automatically retry registration with Service Broker using a correct version based on the supported versions sent by Service Broker. Copy the error message exactly as it appears on the console or in the system log. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIA\_SCL-3-UNAVAILABLE: %s

**Explanation** Data path setup error.

**Recommended Action** Service Classifier tried to setup a data path with its peers after receiving a service path segment update from Service Broker. However, there was an error during the data path setup. The specific error condition should be displayed in the error message. Please capture the error message. Copy the error message exactly as it appears on the console or in the system log. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIA\_SCL-3-UNAVAILABLE: %s failed to register with %s %s

**Explanation** Service Classifier failed to register with Service Broker.

**Recommended Action** Registration with Service Broker could fail due to multiple reasons. 1) Service Broker failed to add the Service Classifier to the internal database. This could be due to memory allocation failure or inconsistent internal state. Turn on the command **debug service-insertion broker error** on Service Broker and capture the logs. 2) Check if another Service Classifier with same name is already registered with Service Broker. If this is the case, try using a different Service Classifier name before registering with Service Broker. 3) Service Classifier is running a different control plane version than Service Broker. Service Classifier should automatically retry registration with Service Broker using a correct version based on the supported versions sent by Service Broker. Copy the error message exactly as it appears on the console or in the system log. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIA\_SCL-3-UNAVAILABLE: Failed to configure SCL data plane

**Explanation** Not able to obtain data path information from the SCL 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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

## SIA\_SD-3

**Error Message** %SIA\_SD-3-UNAVAILABLE: %s %d

**Explanation** Unknown message type received.

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

## SIA\_SD\_HA\_API-3

**Error Message** %SIA\_SD\_HA\_API-3-UNAVAILABLE: %s

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

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

## SIA\_SVE-3

**Error Message** %SIA\_SVE-3-UNAVAILABLE: Failed to configure interface SVE data plane

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

## SIBYTE Messages

This section contains SiByte processor complex messages.

### SIBYTE-0

**Error Message** %SIBYTE-0-ADDRESS\_TRAP: Address trap: [dec] occurred on physical address: [hex] at EPC: [hex], ERR\_EPC: [hex]

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

**Error Message** %SIBYTE-0-MISDIRECTED\_INTERRUPT: A misdirected interrupt occurred with int\_mask: [hex]

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

**Error Message** %SIBYTE-0-UNCORRECTABLE\_ECC\_ERR: An uncorrectable ECC error has occurred, A\_BUS\_L2\_ERRORS: [hex], A\_BUS\_MEMIO\_ERRORS: [hex], A\_SCD\_BUS\_ERR\_STATUS: [hex]

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

## SIBYTE-3

**Error Message** %SIBYTE-3-CORRECTABLE\_ECC\_ERR: A correctable ECC error has occurred, A\_BUS\_L2\_ERRORS: [hex], A\_BUS\_MEMIO\_ERRORS: [hex], A\_SCD\_BUS\_ERR\_STATUS: [hex]

**Explanation** The card detected and corrected a single-bit parity error using the error correction code (ECC) functionality. There was no interruption of service. Transient parity errors are typically caused by RF radiation.

**Recommended Action** No action is necessary if the message occurs infrequently. If errors become frequent, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIBYTE-6

**Error Message** %SIBYTE-6-SB\_RMON\_OVRFL: RMON register [dec] overflow on mac [dec]

**Explanation** The indicated RMON register has overflowed (wrapped around), meaning that the counter reached its maximum value and restarted from zero. The affected register is in the RMON statistical information associated with the specified MAC interface of the Sibyte ethernet controller located on the linecard.

**Recommended Action** This message is informational, and is normal when the service internal command is enabled. The service internal command should be enabled only for troubleshooting. To disable service internal messages, enter the global configuration command no service internal.

## SIBYTE\_ION

This section contains Sibyte Ion messages.

### SIBYTE\_ION-3

**Error Message** %SIBYTE\_ION-3-SB\_THREAD\_CTL\_ERR: Call to ThreadCTL() failed: function = [chars], line number = [dec], return\_code = [dec], errno = [dec]

**Explanation** A QNX call to ThreadCTL() failed. [chars] is the function, the first [dec] is the line number, the second [dec] is the return code, and the third [dec] is the error number.

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

## SIGNATURE-3

**Error Message** %SIGNATURE-3-UNAVAILABLE: %%ERROR: Aborting %s.

**Explanation** The system is aborting the specified operation because it failed to verify a valid signature in the image file.

**Recommended Action** Attempt to restart the operation by using an image file with a valid signature. A valid signature ensures the integrity of the image.



**Error Message** %SIGNATURE-3-UNAVAILABLE: %%ERROR: Continuing Operation %s in spite of failure.

**Explanation** Although the system failed to verify a valid signature in the image file, the user decided to continue the specified operation. A valid signature ensures the integrity of the image.

**Recommended Action** If you decide to continue the operation without a valid signature in the image file, no action is required. If you want to cancel the operation after choosing to continue it, perform one of the following: - If the **copy** command was used, delete the copied file by using the **delete** command; - If the **reload** command was used, cancel the operation at the **Proceed with reload [confirm]** prompt.

**Error Message** %SIGNATURE-3-UNAVAILABLE: %%ERROR: Not able to process Signature in %s.

**Explanation** An unknown error occurred when the system attempted to process the signature in the specified image file. A valid signature ensures the integrity of the image.

**Recommended Action** Do not use this file. The file might be corrupted or modified. 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](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl), contact your Cisco technical support representative with the information you have gathered.

**Error Message** %SIGNATURE-3-UNAVAILABLE: %%ERROR: Signature not valid for file %s.

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

**Recommended Action** Do not use this file. The file might be corrupted or modified. 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](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl), contact your Cisco technical support representative with the information you have gathered.

**Error Message** %SIGNATURE-3-UNAVAILABLE: %%ERROR: Unable to auto delete file %s.  
Remove file manually

**Explanation** The specified Cisco IOS Software image file contains an invalid signature, but automatic deletion of the file has failed. A valid signature ensures the integrity of the image.

**Recommended Action** Delete the file by entering the **delete** command.

## SIGNATURE-4

**Error Message** %SIGNATURE-4-UNAVAILABLE: %%WARNING: Found unknown signature type 0x%x, in file %s Skipping the signature.

**Explanation** If the desired image belongs to a later release than the running image, the desired image might have a newer signature type. A valid signature ensures the integrity of the image.

**Recommended Action** If the specified file is a Cisco IOS software image in executable and linkable format, be cautious when deciding whether or not to use this file. Check the release notes, or check the Feature Navigator at <http://tools.cisco.com/ITDIT/CFN/jsp/index.jsp> and search for Image Verification, to see if a signature of the type specified was added.

**Error Message** %SIGNATURE-4-UNAVAILABLE: %%WARNING: Signature not found in file %s.

**Explanation** The specified image file does not have a signature. Only Cisco IOS Software images in Executable and Linkable format are signed. Releases that do not support the image verification feature do not contain a signature in the image file. If you enter **verify**, **copy**, or **reload** command, and the specified file is not a Cisco IOS Software image in Executable and Linkable format or of an earlier release, the system displays this warning message because the file does not have a signature. A valid signature ensures the integrity of the image.

**Recommended Action** If the specified file is a Cisco IOS Software image in Executable and Linkable Format, be cautious when deciding whether or not to use this file. Check the release notes, or check the Feature Navigator at <http://tools.cisco.com/ITDIT/CFN/jsp/index.jsp> and search for Image Verification, to see if the image that you are using supports the image verification feature.

## SIGSM-1

**Error Message** %SIGSM-1-UNAVAILABLE: No static template found for slot %d port %d with parameters provided

**Explanation** The sigsm could not find a matching static template with the same parameters as the controller being 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIGSM-1-UNAVAILABLE: Out of range variable index %d %s

**Explanation** There is a fault in a default template or the user has provided a custom template that refers to a variable that is outside the range of cas-custom variables

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

**Error Message** %SIGSM-1-UNAVAILABLE: Unexpected event

**Explanation** An error in the signalling state machine

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

**Error Message** %SIGSM-3-UNAVAILABLE: Failed to allocate memory for the %s

**Explanation** An attempt to allocate memory has failed.

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

## SIP10G MESSAGES

**Error Message** %SIP10G\_QM-2-CONFORM\_ACTION\_NE: Different aggregate and microflow conform-action in class %s[policy %s]

**Explanation** Conform actions in 'police' and 'police flow' commands must be the same for the same class in a service-policy applied to MLS interfaces.

**Recommended Action** Change the conform-action in 'police' or 'police flow' command to make both actions the same, or remove one of two commands.

**Error Message** %SIP10G\_QM-2-DSCP\_NE: Different aggregate and microflow DSCP in class %s [policy %s]

**Explanation** Conform actions in 'police' and 'police flow' commands must be the same for the same class in a service-policy applied to MLS interfaces.

**Recommended Action** Change the conform-action in 'police' or 'police flow' command to make both actions the same, or remove one of two commands.

**Error Message** %SIP10G\_QM-2-NO\_AGGREG\_PLC: Hardware aggregate policer resources exceeded

**Explanation** The hardware doesn't have the capacity to handle aggregate policers required by configuration.

**Recommended Action** Reduce the total number of aggregate policers required by all service-policies installed in the device. For example, use shared aggregate policers, as defined by 'mls qos aggregate-policer' command, instead of default per-interface policers

**Error Message** %SIP10G\_QM-2-NO\_AGGREG\_PLC: Hardware aggregate policer resources exceeded

**Explanation** The hardware doesn't have the capacity to handle aggregate policers required by configuration.

**Recommended Action** Reduce the total number of aggregate policers required by all service-policies installed in the device. For example, use shared aggregate policers, as defined by 'mls qos aggregate-policer' command, instead of default per-interface policers

**Error Message** %SIP10G\_QM-2-NO\_FLOW\_PLC: Hardware microflow policer resources exceeded

**Explanation** The hardware doesn't have the capacity to handle microflow policers required by the policy-map.

**Recommended Action** Adjust microflow policing rate/burst parameters so that the total number of different rate/burst combinations in the device is reduced.

**Error Message** %SIP10G\_QM-2-TCAM\_ENTRIES\_EXCEEDED: ACL merge failed, ACES exceed TCAM capacity or 0 ACES, %d ACES for interface %s in %s direction

**Explanation** ACL merge results in number of ACES exceeding TCAM capacity or zero ACES, so merge has been 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

**Error Message** %SIP10G\_QM-4-TCAM\_CAPMAP: Interface %s hardware TCAM LOU usage capability exceeded

**Explanation** The hardware TCAM doesn't have the capacity to handle the number of logical operations used with the configured ACLs on this specific interface.

**Recommended Action** The hardware TCAM can only handle up to 9 logical operations per interface and up to 64 logical operations in total. Reduce the use of logical operations in the ACLs.

**Error Message** %SIP10G\_QM-4-TCAM\_ENTRY: Hardware TCAM entry capacity exceeded

**Explanation** The hardware TCAM doesn't have the capacity to handle all of the configured ACLs.

**Recommended Action** The configured ACLs are too large to all fit in the hardware TCAM. Try and share the same ACLs across multiple interfaces in order to reduce TCAM resource contention.

**Error Message** %SIP10G\_QM-4-TCAM\_LABEL: Hardware TCAM label capacity exceeded

**Explanation** The hardware TCAM doesn't have the capacity to handle the number of interfaces configured with ACLs.

**Recommended Action** The hardware TCAM can only handle 500 interfaces configured with ACLs. Deconfigure ACLs from some of the interfaces.

**Error Message** %SIP10G\_QM-4-TCAM\_LOU: Hardware TCAM LOU capacity exceeded. The policy-map might not work as expected

**Explanation** The hardware TCAM doesn't have the capacity to handle the number of logical operations used with the configured ACLs.

**Recommended Action** The hardware TCAM can only handle up to 9 logical operations per interface and up to 64 logical operations in total. Reduce the use of logical operations in the ACLs and then remove the policy-map and apply it again on the interface.

**Error Message** %SIP10G\_QM-4-TCAM\_MASK: Hardware TCAM mask entry capacity exceeded

**Explanation** The hardware TCAM doesn't have the mask capacity to handle all of the configured ACLs.

**Recommended Action** The configured ACLs are too large to all fit in the hardware TCAM. Try and share the same ACLs across multiple interfaces in order to reduce TCAM resource contention.

**Error Message** %SIP10G\_QM-6-SET\_AND\_POLICE: 'set' and 'police' commands cannot co-exist in classmap %s of policymap %s

**Explanation** set' and 'police' commands cannot co-exist in a classmap for a QM supported interface

**Recommended Action** Chose between one of the commands or use the set-dscp-transmit | set-precedence-transmit | set-exp option for the conform action of the police command

**Error Message** %SIP10G\_QM-6-SHAREDAG\_AND\_POLICE: 'police aggregate' and regular 'police' commands cannot co-exist in classmap %s of policymap %s

**Explanation** set' and 'police' commands cannot co-exist in a classmap for a QM supported interface

**Recommended Action** Chose between one of the commands or use the set-dscp-transmit | set-precedence-transmit | set-exp option for the conform action of the police command

## SISF Messages

### SISF-3

**Error Message** %SISF-3-UNAVAILABLE: Internal error, %s

**Explanation** An internal software error occurred.

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

### SISF-4

**Error Message** %SISF-4-UNAVAILABLE: Entry blocked %s

**Explanation** An attempt to install an entry in the IPv6 binding table was blocked. This can be due to a conflicting entry or maximum number of entries reached

**Recommended Action** If the maximum table size is reached, consider increasing it. If a conflicting entry already exist, this maybe an attempt to steal address ownership. You should investigate which host is connected on the interface and wether it should be disconnected

**Error Message** %SISF-4-UNAVAILABLE: Message dropped %s

**Explanation** A message was dropped because one of the IPv6 first-hop security features said so

**Recommended Action** Look at the reason. It can either be a valid drop and the could go up to disconnect the host attached to the interface, or the policy configured on this interface is too severd and should be amended

## SISF-6

**Error Message** %SISF-6-UNAVAILABLE: Entry changed %s

**Explanation** An entry was changed in the binding table

**Recommended Action** This is an informationnal message

**Error Message** %SISF-6-UNAVAILABLE: Entry created %s

**Explanation** An entry was created in the binding table

**Recommended Action** This is an informationnal message

**Error Message** %SISF-6-UNAVAILABLE: Entry deleted %s

**Explanation** An entry was created in the binding table

**Recommended Action** This is an informationnal message.

## SISF\_ISSU-2

**Error Message** %SISF\_ISSU-2-UNAVAILABLE: Sif ISSU client encountered unexpected client nego\_done. Error: %d (%s)

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

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

**Error Message** %SISF\_ISSU-2-UNAVAILABLE: Sif ISSU client failed to get buffer for message. Error: %d (%s)

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

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

**Error Message** %SISF\_ISSU-2-UNAVAILABLE: Sif ISSU client failed to register session information. Error: %d (%s)

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

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

**Error Message** %SISF\_ISSU-2-UNAVAILABLE: Sif ISSU client failed to send negotiation message. Error: %d (%s)

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

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



**Error Message** %SISF\_ISSU-2-UNAVAILABLE: Ssf ISSU client initialization failed to %s. Error: %d (%s)

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

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

## SISF\_ISSU\_3

**Error Message** %SISF\_ISSU-3-UNAVAILABLE: SISF ISSU client capability list is empty.

**Explanation** The SISF ISSU client capability exchange list size is invalid.

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

**Error Message** %SISF\_ISSU-3-UNAVAILABLE: Ssf ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

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

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

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

**Error Message** %SISF\_ISSU-3-UNAVAILABLE: Ssf ISSU client 'Message Type %d' is not compatible

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

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

**Error Message** %SISF\_ISSU-3-UNAVAILABLE: Ssf ISSU client capability exchange result incompatible.

**Explanation** The Ssf ISSU client capability exchange have negotiated as incompatible with the peer.

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

**Error Message** %SISF\_ISSU-3-UNAVAILABLE: Ssf ISSU client does not have a valid registered session.

**Explanation** The Ssf ISSU client does not have a valid registered session.

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

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

**Error Message** %SISF\_ISSU-3-UNAVAILABLE: Sif ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)

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

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

**Error Message** %SISF\_ISSU-3-UNAVAILABLE: Sif ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The Sif ISSU client failed to unregister session information.

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

## SISF\_TRACKING\_HA-4

**Error Message** %SISF\_TRACKING\_HA-4-UNAVAILABLE: Host mac-address %e ip-address %i interface %s

**Explanation** An inconsistency has been detected in the IP device tracking table for this host between active and standby

**Recommended Action** LOG\_STD\_NO\_ACTION.

## SK-0

**Error Message** %SK-0-UNAVAILABLE: %s

**Explanation** Unrecoverable Internal Panic

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

## SK-1

**Error Message** %SK-1-UNAVAILABLE: %s

**Explanation** A condition that should be corrected immediately.

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

## SK-2

**Error Message** %SK-2-UNAVAILABLE: %s

**Explanation** Critical Conditions

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

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

## SK-3

**Error Message** %SK-3-UNAVAILABLE: %s

**Explanation** Errors

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

## SK-4

**Error Message** %SK-4-UNAVAILABLE: %s

**Explanation** Warning

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

**Error Message** %SK-4-UNAVAILABLE: Slot %d: Could not %s memory ( %d bytes ) to receive IPC

**Explanation** IOS was not able to allocate memory to receive IPC from Switch Kernel. Some IPCs between IOS and 8PG linecard in that slot may be lost.

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

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

**Error Message** %SK-4-UNAVAILABLE: Slot %d: Could not send IPC for %d seconds. Still trying...

**Explanation** IOS was not able to send an IPC to Switch Kernel running in the CPU in the 8PG card. IOS will retry to send the IPC

**Recommended Action** The message may occur occasionally depending on the load on the system. If the condition persists, the line card on the slot will be reset. In that case, please contact your Cisco technical support representative and provide information about events that led to the reset

**Error Message** %SK-4-UNAVAILABLE: Traffic may be locally switched between %s & %s. Routing over these interfaces may not be fully functional

**Explanation** The subinterfaces specified have the same encapsulation configured. Since 8PG has a local-switching ASIC, traffic with that encapsulation will be bridged among those interfaces even though they may not be in the same bridge-group. In addition, if the subinterfaces have different configuration, routing over these subinterfaces may not work since there is only one backend portchannel that represents both the subinterfaces.

**Recommended Action** Re-evaluate the implications of local-switching between the interfaces specified. If local-switching among the subinterfaces is not desired, change the encapsulation on one of the subinterfaces.

## SK-5

**Error Message** %SK-5-UNAVAILABLE: %s

**Explanation** Notice

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

## SK-6

**Error Message** %SK-6-UNAVAILABLE: %s

**Explanation** Informational

**Recommended Action** LOG\_STD\_NO\_ACTION

## SK-7

**Error Message** %SK-7-UNAVAILABLE: Assertion Failure ( %s @%s:%d ) : %s

**Explanation** Assertion

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

## SIP10G\_QM Messages

This section contains 10Gigabit Ethernet SPA Interface Processor (SIP10G) QoS manager (QM) messages.

### SIP10G\_QM-2

**Error Message** %SIP10G\_QM-2-ACL\_MERGE\_NO\_MEM: Memory low: ACL merge failed for interface %s in %s direction

**Explanation** An ACL merge failed due to insufficient system 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support



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

**Error Message** %SIP10G\_QM-2-BAD\_TLV: Error in internal messaging - bad tlv %d

**Explanation** A software error occurred during the programming of ACLs into the TCAM.

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

**Error Message** %SIP10G\_QM-2-CONFORM\_ACTION\_NE: Different aggregate and microflow conform-action in class %s[policy %s]

**Explanation** The conform actions must be identical in both the **police** and **police flow** commands for the same class in a service policy applied to MLS interfaces.

**Recommended Action** Change the conform action in the **police** or the **police flow** command to make both actions the same, or remove one of two commands.

**Error Message** %SIP10G\_QM-2-DSCP\_NE: Different aggregate and microflow DSCP in class %s[policy %s]

**Explanation** The conform actions must be identical in both the **police** and **police flow** commands for the same class in a service policy applied to MLS interfaces.

**Recommended Action** Change the conform action in the **police** or the **police flow** command to make both actions the same, or remove one of two commands.

**Error Message** %SIP10G\_QM-2-MERGE\_ERROR: ACL merge error for Interface %s in %s direction status %d

**Explanation** An ACL merge failed before programming the ACLs into the TCAM.

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



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

**Error Message** %SIP10G\_QM-2-NO\_AGGREG\_PLC: Hardware aggregate policer resources exceeded

**Explanation** The hardware cannot support the number of aggregate policers required by configuration.

**Recommended Action** Reduce the total number of aggregate policers required by all service policies installed in the device. For example, use shared aggregate policers, as defined by the **mls qos aggregate-policer** command, instead of default per-interface policers.

**Error Message** %SIP10G\_QM-2-NO\_FLOW\_PLC: Hardware microflow policer resources exceeded

**Explanation** The hardware cannot support the microflow policers required by the policy map.

**Recommended Action** Adjust the microflow policing rate and burst parameters to reduce the total number of different rate and burst combinations in the device.

**Error Message** %SIP10G\_QM-2-P10G\_PLC\_ATTACH\_REJECT\_ARP\_UFLOW: Command rejected: (policy-map %s class %s interface %s dir %s) flow policer is not supported for traffic classes matching ARP ACL.

**Explanation** In a policy map, a flow policer is not supported if the traffic class matches an ARP ACL.

**Recommended Action** Remove the flow policer from the traffic class matching the ARP ACL and reattach the policy, or change the traffic class to match a non-ARP ACL and configure the flow policer.

**Error Message** %SIP10G\_QM-2-TCAM\_BAD\_LOU: Bad TCAM LOU operation in ACL

**Explanation** A software error caused a failure in programming ACLs into the TCAM.

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

**Error Message** %SIP10G\_QM-2-TCAM\_ENTRIES\_EXCEEDED: ACL merge failed, ACES exceed TCAM capacity or 0 ACES, %d ACES for interface %s in %s direction

**Explanation** An ACL merge was aborted because the number of ACES exceeded the TCAM capacity or because the number of ACES was zero.

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

**Error Message** %SIP10G\_QM-2-TCAM\_ERROR: TCAM programming error %d

**Explanation** A software error caused a failure in programming ACLs into the TCAM.

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

**Error Message** %SIP10G\_QM-2-TCAM\_MEMORY: NMP processor memory low

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

## SIP10G\_QM-4

**Error Message** %SIP10G\_QM-4-TCAM\_CAPMAP: Interface %s hardware TCAM LOU usage capability exceeded

**Explanation** The hardware TCAM cannot support the number of logical operations used with the configured ACLs on this specific interface. The hardware TCAM can support a maximum of 9 logical operations per interface and a maximum total of 64 logical operations.

**Recommended Action** Reduce the use of logical operations in the ACLs.

**Error Message** %SIP10G\_QM-4-TCAM\_ENTRY: Hardware TCAM entry capacity exceeded

**Explanation** The configured ACLs exceed the capacity of the hardware TCAM.

**Recommended Action** To reduce TCAM resource contention, try to share the same ACLs across multiple interfaces.

**Error Message** %SIP10G\_QM-4-TCAM\_LABEL: Hardware TCAM label capacity exceeded

**Explanation** The hardware TCAM cannot support the number of interfaces configured with ACLs. The hardware TCAM supports 500 interfaces configured with ACLs.

**Recommended Action** Unconfigure ACLs from some of the interfaces.

**Error Message** %SIP10G\_QM-4-TCAM\_LOU: Hardware TCAM LOU capacity exceeded

**Explanation** The hardware TCAM cannot support the number of logical operations used with the configured ACLs. The hardware TCAM can support a maximum of 9 logical operations per interface and a maximum total of 64 logical operations.

**Recommended Action** Reduce the use of logical operations in the ACLs.

**Error Message** %SIP10G\_QM-4-TCAM\_MASK: Hardware TCAM mask entry capacity exceeded

**Explanation** The hardware TCAM does not have the mask capacity to handle the number of configured ACLs.

**Recommended Action** To reduce TCAM resource contention, try to share the same ACLs across multiple interfaces.

## SIP10G\_QM-6

**Error Message** %SIP10G\_QM-6-IOS\_AND\_PS\_FEATURE: %s action cannot be present in classmap %s of policymap %s because this service-policy cannot be executed in Cat6K HW due to the presence of filters which require packets to be processed in IOS SW

**Explanation** Network-Based Application Recognition (NBAR) is required for the match protocol commands used. Because NBAR exists only in software, hardware-specific actions are not supported.

**Recommended Action** Remove the hardware-specific commands or remove the match protocol criteria in the class map.

**Error Message** %SIP10G\_QM-6-SET\_AND\_POLICE: 'set' and 'police' commands cannot co-exist in classmap %s of policymap %s

**Explanation** The **set** and **police** commands cannot coexist in a class map for a QoS manager (QM) supported interface.

**Recommended Action** Remove one of the commands or use the **set-dscp-transmit** | **set-precedence-transmit** | **set-exp** option for the conform action of the **police** command.

**Error Message** %SIP10G\_QM-6-SET\_AND\_TRUST: 'set' and 'trust' commands cannot co-exist in classmap %s of policymap %s

**Explanation** The **set** and **trust** commands cannot coexist in a class map for a QM supported interface.

**Recommended Action** Remove one of the commands.

**Error Message** %SIP10G\_QM-6-SHAREDAG\_AND\_POLICE: 'police aggregate' and regular 'police' commands cannot co-exist in classmap %s of policymap %s

**Explanation** The **police aggregate** and **police** commands cannot coexist in a class map for a QM supported interface.

**Recommended Action** Remove one of the commands or use the **set-dscp-transmit** | **set-precedence-transmit** | **set-exp** option for the conform action of the **police** command.

## SIP200 Messages

This section contains SPA Interface Processor 200 (SIP200) messages.

### SIP200-3

**Error Message** %SIP200-3-BADIFCTRL: Corrupted sip-200 information for interface [chars] [[hex]]

**Explanation** The interface SIP-200 information is not valid. This is an internal software error.

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

### SIP200-4

**Error Message** %SIP200-4-MEM\_MODULE\_MISMATCH: Memory modules are not identical

**Explanation** The memory modules do not have identical parameters. This may impact the performance.

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

## SIP200\_MP Messages

This section contains SPA Interface Processor 200 (SIP200) multiprocessing messages.

## SIP200\_MP-1

**Error Message** %SIP200\_MP-1-UNSAFE: Multiprocessor error on [chars]

**Explanation** The line card CPU contains two CPU cores, one of which is the master CPU. The CPU specified in the error message attempted to perform an operation that is illegal for multiprocessor operation between the two CPU cores.

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

## SIP200\_MP-3

**Error Message** %SIP200\_MP-3-INIT\_FAILURE: Second CPU initialization failed

**Explanation** The line card CPU unit contains two CPU cores. The second CPU core has not initialized successfully. The line card is operating with one CPU core only. You may also see a SYS-2-MALLOCFAIL warning message.

**Recommended Action** If this message appears when a line card boots up, reload the line card by entering the **hw-module module slot reset** command. Also, check how much memory the line card has by entering the **show controller cwan** command.

## SIP200\_MP-4

**Error Message** %SIP200\_MP-4-PAUSE: Non-master CPU is suspended for too long, from [hex]([int]) to [hex] for [int] CPU cycles. [chars]

**Explanation** The line card CPU contains two CPU cores, one of which is the master CPU. The master CPU caused the second, nonmaster CPU to be suspended for too long a time. This condition could cause packet drops on the nonmaster CPU. This warning indicates a transient software problem. The line card should continue to operate normally.

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

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

**Error Message** %SIP200\_MP-4-TIMEOUT: Master CPU request timed out [chars]

**Explanation** The line card CPU contains two CPU cores, one of which is the master CPU. The nonmaster CPU is not responding in time to a request from the master CPU. This warning indicates a transient software problem. The line card should continue to operate normally.

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

## SIP200\_SPIRX Messages

This section contains SPA Interface Processor 200 (SIP200) SPI4.2 bus ingress interface messages.

### SIP200\_SPIRX-3

**Error Message** %SIP200\_SPIRX-3-INITFAIL: Failed to configure the ingress SPI4.2 device. Error = [hex]

**Explanation** The system was unable to program or configure the ingress SPI4.2 device on the line card. This indicates an internal hardware 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPIRX-3-SPA\_INTERRUPT: SPA [int] - [chars], SPA Int status = [hex]

**Explanation** A SPA interrupt occurred from the ingress SPI4.2 device.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPIRX-3-SRAM\_ERROR\_DATA:  
SRAM[dec] Address = [hex] [hex] Data =  
[hex] [hex] [hex]\_[hex] [hex] [hex]\_[hex] [hex] [hex]\_[hex] [hex] [hex]

**Explanation** An SRAM address and data dump is displayed.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPIRX-3-SRAM\_INTERRUPT: [chars], Sram Int status = [hex]

**Explanation** An SRAM interrupt occurred from the ingress SPI4.2 device.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.



**Error Message** %SIP200\_SPIRX-3-STATUS\_INTERRUPT: [chars], Global Int status = [hex]

**Explanation** A status interrupt occurred from the ingress SPI4.2 device.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

## SIP200\_SPITX Messages

This section contains SPA Interface Processor 200 (SIP200) SPI4.2 bus egress interface messages.

### SIP200\_SPITX-3

**Error Message** %SIP200\_SPITX-3-BADDESC: descriptor [hex], tag [hex], global channel [int]

**Explanation** The egress SPI4.2 device on the line card returns a descriptor entry that is corrupted.

**Recommended Action** If this 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-BADPAK: corrupted packet to [chars]

**Explanation** The egress SPI4.2 device on the line card is handling a packet that is corrupted. This indicates an internal software error. The corrupted packet is dropped.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-CHANNEL\_ENABLE\_FAIL: SPI4 Channel [int] for Bay [int], [chars] Failed

**Explanation** The system was unable to enable or disable a given SPI4 channel.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-DESCR\_ERR\_SPA0: SPAstatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

**Explanation** The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a transmit descriptor. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-DESCR\_ERR\_SPA1: SPAsatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

**Explanation** The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a transmit descriptor. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-DESCR\_ERR\_SPA2: SPAsatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

**Explanation** The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a transmit descriptor. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-DESCR\_ERR\_SPA3: SPAsatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

**Explanation** The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a transmit descriptor. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-DMA\_SQERR: Syndrome=[hex], SPA=[int], Ch=[int], RdSz=[int], RdOff=[int] [chars]

**Explanation** The egress SPI4.2 device on the line card detected a sequence error while processing a DMA operation. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-EFC\_ERR\_SPA0: SPAstatus=[hex] [chars]

**Explanation** The egress data path device on the line card detected an error condition with the extended flow control bus interface. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-EFC\_ERR\_SPA1: SPAstatus=[hex] [chars]

**Explanation** The egress data path device on the line card detected an error condition with the extended flow control bus interface. This condition could cause packet drops.

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

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-EFC\_ERR\_SPA2: SPAstatus=[hex] [chars]

**Explanation** The egress data path device on the line card detected an error condition with the extended flow control bus interface. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-EFC\_ERR\_SPA3: SPAstatus=[hex] [chars]

**Explanation** The egress data path device on the line card detected an error condition with the extended flow control bus interface. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-EFCEVNT\_ERR: [chars]

**Explanation** The egress data path device on the line card detected an error while processing internal extended flow-control events. This condition could cause a reduced packet rate.

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

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-EFC\_QUEUE\_STUCK: [chars]

**Explanation** The egress data path device on the line card detected an error condition with the extended flow control bus interface. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-EFCSTAT\_FAIL\_SPA0: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-EFCSTAT\_FAIL\_SPA1: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packet drops.

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



representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-EFCSTAT\_FAIL\_SPA2: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-EFCSTAT\_FAIL\_SPA3: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-FCSTAT\_FAIL\_SPA0: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an SPI4.2 status clock or synchronization failure. This condition could cause packet drops.

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

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-FCSTAT\_FAIL\_SPA1: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an SPI4.2 status clock or synchronization failure. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-FCSTAT\_FAIL\_SPA2: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an SPI4.2 status clock or synchronization failure. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-FCSTAT\_FAIL\_SPA3: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an SPI4.2 status clock or synchronization failure. This condition could cause packet drops.

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



representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-INITFAIL: Failed to configure the egress SPI4.2 device. Error = [hex]

**Explanation** The system was unable to program or configure the egress SPI4.2 device on the line card. This indicates an internal hardware 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-INT\_PERR\_SPA0: IntMemPerr=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-INT\_PERR\_SPA1: IntMemPerr=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packet drops.

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

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-INT\_PERR\_SPA2: IntMemPerr=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-INT\_PERR\_SPA3: IntMemPerr=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-MISMATCH: Descriptor ring mismatch: expects [int] got [int]

**Explanation** The egress SPI4.2 device on the line card returns a descriptor entry that does not match what the line card CPU expects. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-OVERRUN\_DROP: SPI4 overrun drops packet for SPA [int], queue [int], count [int]

**Explanation** While the egress SPI4.2 device on the line card sends an packet on the extended flow controlled channel, it overruns the SPI4 channel but cannot queue it to the internal hold queue. This indicates an internal software error.

**Recommended Action** If this 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-SPI4\_ERR\_SPA0: SPAsatus=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-SPI4\_ERR\_SPA1: SPAsatus=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** SIP200\_SPITX-3-SPI4\_ERR\_SPA2: SPAstatus=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-SPI4\_ERR\_SPA3: SPAstatus=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-SRAM\_ECCERR: EccSynd=[hex], Err1bit=[int], ErrMbit=[int], SecHalf=[int], SPA=[int], Ch=[int], Addr=[hex], DataHi=[hex], DataLo=[hex], DataEcc=[hex]

**Explanation** The egress SPI4.2 device on the line card detected a parity error in the egress packet memory. This condition could cause packet drops.

**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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

## SIP400 Messages

This section contains SPA Interface Processor 400 (SIP400) messages.

### SIP400-2

**Error Message** %SIP400-2-IOBUS\_ERROR: IO bus error occurred: [chars] last addr [hex] data [hex] tran [hex]

**Explanation** There was a communication problem with a device on the I/O bus.

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

**Error Message** %SIP400-2-PCI\_BUS\_ERROR: A PCI Bus Error occurred while trying to access a device (status reg = [hex], addstatus reg = [hex])

**Explanation** There was a problem with a PCI read access to a device that caused a bus error on the host processor.

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

**Error Message** %SIP400-2-PCI\_ERROR\_INT: A PCI Error interrupt occurred while trying to access a device (status reg = [hex], addstatus reg = [hex])

**Explanation** There was a problem with a PCI write access to a device that caused a PCI error interrupt.

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

# SIP600 Messages

This section contains SPA Interface Processor 600 (SIP600) messages.

## SIP600-2

**Error Message** %SIP600-2-DEVMGR\_ASIC\_INIT\_FAILED: SIP-600 ASIC Initialization failed at stage-asic\_init[dec]

**Explanation** The SIP-600 received an error during initialization when attempting to initialize the ASICs that make up the forwarding hardware. A hardware problem has prevented the SIP-600 from fully initializing on the target line card. This will result in packets not being forwarded.

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

**Error Message** %SIP600-2-DEVMGR\_PROC\_CREATE\_FAILED: SIP-600 Initialization failed to create a required IOS process[dec]

**Explanation** The SIP-600 received an error during initialization when attempting to create the ASIC stage2 initialization process. A potential memory or other software resource problem has prevented the SIP-600 from fully initializing on the target line card. This will result in packets not being forwarded.

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



**Error Message** %SIP600-2-INITFAIL: SIP-600 Initialization Failed - [chars]: [chars]  
[dec] [dec]

**Explanation** The SIP-600 could not initialize the memory that is needed for the feature 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-2-NULL\_OBJECT: Missing device object ([chars]) for pending interrupt

**Explanation** A hardware device asserted an interrupt to report an event, but there is no device object for this 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-2-NULL\_SPA\_BAY\_OBJECT: SPA Bay [dec] is missing

**Explanation** A SPA bay object is missing.

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



**Error Message** %SIP600-2-PE\_BUS\_UNRECOVERABLE\_INT: Packet Engine Unrecoverable Bus Interrupt: [chars] = [hex]

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

**Error Message** %SIP600-2-QUPDATE: SIP-600 Update Queue Hardware Failed - [chars]: [chars] [dec] Cause: [hex]

**Explanation** The SIP-600 received an error on the specified hardware queue when attempting the specified action. A hardware problem has prevented system queues from being updated on the target line card. This could result in packets not being forwarded.

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

**Error Message** %SIP600-2-UNRECOVERABLE\_FAILURE: SIP-600 Unrecoverable Failure

**Explanation** An unexpected fatal condition has occurred on the SIP-600. The message that was previously received on the console or in the system log should provide more information on the specific nature of the problem. This message indicates a hardware failure or malfunction. The system will reload to attempt to fix the problem.

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

## SIP600-3

**Error Message** %SIP600-3-IO\_BUS\_ERR\_INT: IO Bus Error Interrupt: [hex] - Deadman Timer = [hex] Trans Status = [hex] Last Address = [hex] Last Data = [hex]

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

**Error Message** %SIP600-3-NMI: NMI Reset Status = [hex]

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

**Error Message** %SIP600-3-NOMEM: [chars]

**Explanation** The SIP-600 card could not obtain statistics due to insufficient memory.

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

**Error Message** %SIP600-3-NO\_STATID: PXF([dec]): no stat\_id is available for statistics collection

**Explanation** The SIP-600 line card has used up all statistics collection resources. No more resources are available for further statistics collection.

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

**Error Message** %SIP600-3-NO\_STAT\_PROCESS: Failed to create statistics process

**Explanation** The SIP-600 card failed to create a statistics process. All statistics counters will be zero.

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

**Error Message** %SIP600-3-PE\_BUS\_ERR\_INT: Packet Engine Bus Error Interrupt: [chars]

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

**Error Message** %SIP600-3-PE\_SPA\_BUS\_ERR\_INT: SPA Bus Error Interrupt: SPA Bus Error Status ([hex]) = [hex], SPA Bus Trans Status ([hex]) = [hex], SPA Bus Last Data ([hex]) = [hex]

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

**Error Message** %SIP600-3-PE\_UNEXPECTED\_INT: Unexpected Packet Engine Interrupt: [chars]

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

**Error Message** %SIP600-3-SIP10G\_GEN\_DEV\_ERR: [chars] unexpected error: [chars]

**Explanation** The software driver for the specified SIP-600 device has detected the specified 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-3-STATID\_INCONSISTENCY: PXF([dec]):Inconsistent stats id([hex]) [int] packets dropped.

**Explanation** A WAN line card has received inconsistent statistics from PXF. PXF reported that one or more packets have been dropped, but no corresponding packet count has been reported.

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

**Error Message** %SIP600-3-UNEXPECTED\_GLOBAL\_INT: Unexpected Global Interrupt: [chars]

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

**Error Message** %SIP600-3-UNSUPPORTED\_LABEL\_RANGE: The maximum label range configured for this system exceeds the [int] limit supported by the OSM module.

**Explanation** The MPLS label range that was configured for this system is not supported. The maximum label range limit is specified in the message.

**Recommended Action** Change the maximum MPLS label range by entering the **mpls label range** command.

## SIP600-4

**Error Message** %SIP600-4-INVALID\_STATID: PXF:Invalid-Statid ([dec]) for vc [int] under interface [int]

**Explanation** The SIP-600 line card has encountered an internal error while setting up the statistics report 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-4-MR\_CFG\_ALL\_PORTS: CFM configuration is global to sip-600 and applies to all ports

**Explanation** An SCP message to configure match register functionality on the specified port will apply to all ports on the MSC-600 card as match register configurations are done on the parsing 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-4-SIP10G\_PXF\_IRAM\_PARITY\_ERROR: Correcting a PXF instruction error.

**Explanation** This is a Parallel Express Forwarding (PXF) error message that indicates a detection and correction of a typically rare event. If the error is persistent, it may indicate faulty hardware.

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

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

## SIP600-6

**Error Message** %SIP600-6-NULLQID: PXF([dec]):Null-QID ([chars]) [int] packets dropped.

**Explanation** The SIP-600 line card has encountered an invalid queue. The packet has been dropped. The packet will be counted in the null queue statistics. Packet traffic should continue normally.

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

## SIP600\_PARSING\_ENGINE Messages

This section contains SIP-600 parsing engine messages.

**Error Message** %SIP600\_PARSING\_ENGINE-3-DROP\_FIFO\_OVERFLOW: Parsing Engine Drop Fifo Overflow

**Explanation** The SIP-600 parsing engine has detected that the drop FIFO queue has exceeded the maximum limit. New updates will be discarded. The parsing engine continues to process data from the interfaces if possible.

**Recommended Action** If traffic has resumed, no action is required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



**Error Message** %SIP600\_PARSING\_ENGINE-3-INTERRUPT\_ERROR: [chars]

**Explanation** The SIP-600 parsing engine has detected the specified interrupt event. The message text on the console or in the system log provides more information on this error. The parsing engine continues to process data from the interfaces, if possible.

**Recommended Action** If traffic has resumed, no action is required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600\_PARSING\_ENGINE-3-MASTER\_ABORT: Parsing Engine CPU Master Abort Error

**Explanation** The SIP-600 parsing engine has detected a CPU Master Abort Interrupt. A read to a write-only register or a write to a read-only register could cause this interrupt. The parsing engine continues to process data from the interfaces, if possible.

**Recommended Action** If traffic has resumed, no action is required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600\_PARSING\_ENGINE-3-PARITY\_ERROR: Parsing Engine CPU Parity Error

**Explanation** The SIP-600 parsing engine has detected a CPU parity error. A hardware fault is suspected on the second occurrence only. Otherwise, the parsing engine continues to process data from the interface if possible.

**Recommended Action** If traffic has resumed, no action is required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



**Error Message** %SIP600\_PARSING\_ENGINE-3-RP\_INT\_WATCHDOG\_TIMEOUT: Parsing Engine RP Interface Watchdog Timeout

**Explanation** The SIP-600 parsing engine has detected an RP interface watchdog timeout. The RP interface process has not relinquished the processor for the watchdog timeout period. The parsing engine continues to process data from the interfaces, if possible.

**Recommended Action** If traffic has resumed, no action is required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIP600\_QOS Messages

This section contains SPA Interface Processor 600 quality of service (SIP600\_QOS) messages.

### SIP600\_QOS-2

**Error Message** %SIP600\_QOS-2-INITFAIL: SIP-600 Initialization Failed [chars]:  
[chars] [dec] [dec]

**Explanation** The SIP-600 could not initialize the memory that is needed for the QoS feature. A hardware problem has occurred on the line card that prevents QoS from functioning.

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

**Error Message** %SIP600\_QOS-2-NOMEM: Memory Allocation Failure - [chars]: [chars]  
[dec] [dec]

**Explanation** SIP-600 could not allocate the memory that is required for the QoS feature. This condition might indicate that more memory must be installed on the affected line card or platform to service all features and related entries that are enabled in the configuration.

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

## SIP600\_QOS-3

**Error Message** %SIP600\_QOS-3-CLASSIFYUPDATE: SIP-600 Update QoS Classify Hardware Failed - [chars]: [chars] [dec] Cause: [hex]

**Explanation** SIP-600 received an error on the specified hardware classify entry when attempting the specified action.

**Recommended Action** If the error occurs on allocating any of the Default Classify Entries, attempt to reload the line card because traffic cannot be forwarded out this line card. If the error occurs in all other cases, remove the QoS action just performed at the user interface, wait a period of time, then reapply the service-policy. 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600\_QOS-3-EXCEEDEXCESSQRATE: SIP-600 Exceeded system maximum excess queue rates - [chars]: [chars] [dec] Cause: [hex]

**Explanation** The SIP-600 received an error on the specified hardware queue when attempting the specified action. This condition is the result of attempting to configure a QoS action. The sum of excess bandwidth for all allocated queues has exceeded the system limit.

**Recommended Action** Remove the service policy that failed and try applying the **shape** command to each of the classes if they are not already configured. Then reapply the service policy. 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600\_QOS-3-EXCEEDGUARTQRATE: SIP-600 Exceeded Guaranteed Rates on interface - [chars]: [chars] [dec] Cause: [hex]

**Explanation** The SIP-600 received an error on the specified hardware queue when attempting the specified action. This condition is the result of attempting to configure a QoS action. The sum of all queue-guaranteed rates has exceeded the maximum that can be configured for the interface to which the queues are applied. This condition could be caused when the **priority** command is configured without the **police** command.

**Recommended Action** Add the **police** command to limit the rate of the priority queue. If this is not the problem, remove the service policy and reapply it. 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600\_QOS-3-INSUFFDFLTBW: SIP-600 Insufficient bandwidth for default processing: port [dec] queue id [dec] Cause: [hex]

**Explanation** The SIP-600 reserves 1 percent of the bandwidth of a port for router control packets. When a service policy is applied, this bandwidth is first deducted from the QoS class default queue. If there is not sufficient bandwidth in the class default queue and the sum of queue-guaranteed bandwidth exceeds the link rate, this message is generated instead of the EXCEEDGUARTQRATE message.

**Recommended Action** Determine if there is any bandwidth available for class default so that space is made available for the port's queue to handle control packets. Reduce the amount of bandwidth configured on user-defined classes so that more bandwidth is available for class default. If necessary, explicitly configure bandwidth for class default by entering the bandwidth command. 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

**Error Message** %SIP600\_QOS-3-NORESOURCE: SIP-600 Out of Resources- [chars]: [chars] [dec] Cause: [hex]

**Explanation** The specified resource has been depleted from the SIP-600.

**Recommended Action** Change the SIP-600 configuration to conserve the specified resource.

**Error Message** %SIP600\_QOS-3-NOTFOUND: SIP-600 Software Element Not Found - [chars]: [chars] [dec]

**Explanation** SIP-600 client could not locate a required software element.

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

**Error Message** %SIP600\_QOS-3-NOTSUP: SIP-600 Feature Not Supported - [chars]: [chars] [chars]

**Explanation** The SIP-600 does not support the specified feature.

**Recommended Action** Change the SIP-600 configuration so that it does not include the specified feature.

**Error Message** %SIP600\_QOS-3-QEXCEEDWREDGRP: SIP-600 Exceeded WRED limit groups for queue [dec]

**Explanation** The SIP-600 depleted available resources when configuring WRED on the specified hardware queue. This condition is a result of attempting to configure a QoS action.

**Recommended Action** For each queue, there is a limited number of unique WRED limits sets that can be configured. The user's configuration action has caused the limits to go beyond the system limit. As a result, WRED is not configured on that queue. The following configuration illustrates three unique sets of WRED min/max limits:

```
random-detect
random-detect prec 0 1000 2000 1
random-detect prec 1 1000 2000 1
random-detect prec 2 2000 3000 1
```

```

random-detect prec 3 2000 3000 1
random-detect prec 4 1000 2000 1
random-detect prec 5 3000 4000 1
random-detect prec 6 2000 3000 1
random-detect prec 7 3000 4000 1

```

Update your configuration so that the WRED configuration is within the limits and reapply the service policy.

**Error Message** %SIP600\_QOS-3-QUPDATE: SIP-600 Update Queue Hardware Failed - [chars]: [chars] [dec] Cause: [hex]

**Explanation** The SIP-600 received an error on the specified hardware queue when attempting the specified action. This condition is the result of attempting to configure a QoS action.

**Recommended Action** There are a variety of reasons that this condition occurs: 1) If the user configuration action was to remove a service policy and then reapply a service policy to the same interface, it is possible that queues are still draining, which prevents new queues from being allocated. You need to remove the service-policy that failed, wait for a period of time, and then reapply the service policy. 2) It is possible that the number of resources has been depleted. You can consolidate your current QoS configuration to free up resources, and then try reapplying your new configuration. 3) If the error was the result of removing queue hardware, then there is a hardware problem that must be reported. 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600\_QOS-3-QWREDGTQLIMIT: SIP-600 WRED maximum threshold exceeds queue-limit for queue [dec]

**Explanation** The WRED maximum threshold values should be greater than the assigned queue limit. This condition is the result of the user attempting to configure WRED or changing bandwidth rates, which changes queue-limit values. If this error has occurred, the queue is allocated but WRED is not enabled.

**Recommended Action** Make sure that the queue-limits configured does not exceed any of the WRED max\_threshold values. If the queue-limit command is not configured, configure one that is greater than WRED max\_threshold values.

## SIP600\_QOS-4

**Error Message** %SIP600\_QOS-4-NOTINSHAPE: Warning - Ingress shaping on [chars] not supported on this interface.

**Explanation** Ingress shaping on the specified precedences or DSCP is not supported on this interface because such packets are control data, which go through a separate high-priority path.

**Recommended Action** Because the specific match statements are ignored, no action is required.

## SIPSPA Messages

This section contains shared port adapter (SPA) on GSR line card messages.

### SIPSPA-3

**Error Message** %SIPSPA-3-BADCMD: [chars]: Unsupported command [dec], arg0=[hex], arg1=[hex], arg2=[hex]

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

**Error Message** %SIPSPA-3-BAD\_IFCOMTYPE: Bad ifcom message type=[int]

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

**Error Message** %SIPSPA-3-BADINT: Attempted to access HWIDB for port [int]

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

**Error Message** %SIPSPA-3-CMDNOINT: HWIDB Null for command [dec], arg=[hex]

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

**Error Message** %SIPSPA-3-DEVICE\_ERROR: subSlot [dec], spatype [hex]. Device error: [chars]

**Explanation** An error related to a device on the SPA has been detected.

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



**Error Message** %SIPSPA-3-EFC\_CHAN\_ERR: EFC error - interface [chars], vc [dec], anyphy [dec], err\_code [dec] : [chars]

**Explanation** There was a failure to configure EFC channel or parameters.

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

**Error Message** %SIPSPA-3-FCI\_NOT\_SET: Bay [dec]: [chars]: FCI type not set

**Explanation** An FCI type of zero was detected.

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

**Error Message** %SIPSPA-3-HWIDB\_FAILURE: Creation: port [dec] vc [dec]

**Explanation** There was a failure to create a hardware interface descriptor block (IDB).

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



**Error Message** %SIPSPA-3-INVALID\_ANYPHY: Bay [dec] - Invalid anyphy number [int] for vc [dec]

**Explanation** The specified interface has an invalid anyphy number.

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

**Error Message** %SIPSPA-3-IPCALLOCFAIL: Failed to allocate IPC buffer [chars]

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

**Error Message** %SIPSPA-3-IPCSENDFAIL: Failed to send IPC message [chars]

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

**Error Message** %SIPSPA-3-ISR\_RC\_ERROR: ISR return code out of range. rc=[dec]

**Explanation** The ISR error return code is out of range.

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

**Error Message** %SIPSPA-3-LINKREC\_ERROR: Link record error - Bay [dec] vc [dec], error code [dec]

**Explanation** There was an error during processing of the link record structure.

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

**Error Message** %SIPSPA-3-MESSAGE\_ERROR: Bay [dec]: [chars]

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

**Error Message** %SIPSPA-3-MSGTOOBIG: Message length exceeds max, [int] bytes

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

**Error Message** %SIPSPA-3-NODISPATCH: Dispatch vector Null, cmd=[dec], dintf=[dec]

**Explanation** No command dispatch vector was found for the specified 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-3-POWER: Bay [dec] 12V power is [chars]

**Explanation** The SPA 12 V power fault indicator is displaying the indicated 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-3-SONET\_CLOCK\_FAILED: SPA Sonet clock has failed (status = [hex])

**Explanation** The SPA SONET clock has failed. SPAs that rely on the SPA SONET clock for proper operation, such as POS and ATM, will be affected.

**Recommended Action** If the SPA SONET clock does not recover, perform an online insertion and removal (OIR).

**Error Message** %SIPSPA-3-SONET\_CLOCK\_RECOVERED: SPA Sonet clock has recovered (status = [hex])

**Explanation** The SPA SONET clock has recovered.

**Recommended Action** No action is required.

**Error Message** %SIPSPA-3-SPI4\_CONFIG\_FAILURE: Bay [dec], spi4 configuration failure, error [dec]

**Explanation** An attempt to configure the SPI4 interface 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-3-SPI4\_INIT\_FAILURE: Bay [dec] initialization failure

**Explanation** An attempt to create a SPI4 subblock 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIPSPA-4

**Error Message** %SIPSPA-4-MAX\_BANDWIDTH: Total SPA bandwidth exceeds line card capacity of [int] Mbps

**Explanation** The total bandwidth of SPAs exceeds the specified rated capacity of this line card.

**Recommended Action** Refer to the line card guidelines for the maximum allowed aggregated SPA bandwidth for the line card.

**Error Message** %SIPSPA-4-MAX\_BANDWIDTH\_NS: Total SPA bandwidth exceeds line card capacity, full utilization of installed SPA interfaces is not supported

**Explanation** The total bandwidth of SPAs exceeds the rated capacity of this line card.

**Recommended Action** Refer to the line card guidelines for the maximum allowed aggregated SPA bandwidth for the line card.

**Error Message** %SIPSPA-4-SPABUS: Bay [dec] [chars] failed. sz=[int] rd\_par=[int] noresp=[int] err\_l=[int] addr=[hex] data=[hex] parity=[hex] deadman=[int]

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

**Error Message** %SIPSPA-4-SPABUS2: Bay [dec] [chars] failed. sz=[int] rd\_par=[int] noresp=[int] absent=[int] err\_l=[int] addr=[hex] data=[hex] parity=[hex] deadman=[int]

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

## SIPSPA-6

**Error Message** %SIPSPA-6-ERRORRECOVER: A Hardware or Software error occurred on [chars]. Reason : [chars] Automatic Error recovery initiated. No further intervention required.

**Explanation** An error occurred in one of the devices. Automatic recovery will be attempted. If recovery succeeds, no further messages will be logged and no action will be required.

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

## SLB Messages

This section contains server load-balancing messages.

**Error Message** %SLB-4-CF: Unexpected error: [chars]

**Explanation** An unexpected error occurred in SLB slave replication.

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

**Error Message** %SLB-4-CF\_BULK: [chars]

**Explanation** An unexpected error has occurred in SLB slave replication and bulk synchronization.

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

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

**Error Message** %SLB-4-CF\_IPC: Slave replication messages are creating a backlog in IPC. Some SLB objects may not be synchronized.

**Explanation** Due to an IPC resource contention, SLB was unable to replicate all objects.

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

**Error Message** %SLB-4-CF\_NUM: Unexpected error: [chars] [dec]

**Explanation** An unexpected error has occurred in SLB slave replication.

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

**Error Message** %SLB-4-CF\_RATE: Overrun of SLB's slave replication rate, some SLB objects may not be synchronized.

**Explanation** Due to a high connection rate, SLB was unable to replicate all objects.

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



**Error Message** %SLB-4-IF\_REMOVED: Access interface removed: [chars] being set to outofservice.

**Explanation** An interface being referenced in SLB access configuration has been removed. The virtual server or firewall farms referencing this interface will be brought out of service.

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

**Error Message** %SLB-4-PROBE: Probe %s for %i:%u %s

**Explanation** An error occurred during SLB probe operation

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

## SLB-6

**Error Message** %SLB-6-REAL: Real %s (%s) has changed state to %s

**Explanation** Informational message whenever a real server changes its state to/from OPERATIONAL: possible causes might be e.g. testing, probe testing, maxconns

**Recommended Action** No action required.

**Error Message** %SLB-6-UNAVAILABLE: Real %s (%s) has changed state to %s

**Explanation** Informational message whenever a real server changes its state to/from OPERATIONAL: possible causes might be e.g. testing, probe testing, maxconns

**Recommended Action** No action required.



## SLBSCPU-3

**Error Message** %SLBSCPU-3-UNAVAILABLE: Cannot create SLB SCPU Process

**Explanation** Error occurred during initialization of SLB process on SLB CPU

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

**Error Message** %SLBSCPU-3-UNAVAILABLE: Did not receive ICC response

**Explanation** Error occurred during communication between SLB CPU

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

**Error Message** %SLBSCPU-3-UNAVAILABLE: Failed to get request packet for ICC

**Explanation** Error occurred during communication between SLB CPU

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

**Error Message** %SLBSCPU-3-UNAVAILABLE: Unable to request initial config download from main CPU.

**Explanation** After initialization, SLB CPU requests main CPU to send configuration readfrom NVRAM. This message is generated when a failure occurs in communication.

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

**Error Message** %SLBSCPU-3-UNAVAILABLE: Unknown type of indication %x

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

## SLBSCPU-6

**Error Message** %SLBSCPU-6-UNAVAILABLE: Request %d initial config download from main CPU.

**Explanation** After initialization, SLB CPU requests main CPU to send configuration readfrom NVRAM. This message is indicates a request was sent.

## SLB\_DFP-4

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Could not parse message

**Explanation** Could not parse message from SLB DFP Agent

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

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

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Have not received keep alive

**Explanation** The system has not received a keepalive message from the SLB DFP Agent.

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

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Invalid message length - %u

**Explanation** Too many errors reading message header from SLB DFP Agent

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

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Message length %u, too big

**Explanation** A message from the SLB DFP Agent exceeds the allowable maximum size.

**Recommended Action** A message exceeding allowable maximum size can be caused by a connection error between DFP Manager and Agent. Try to restart DFP Agent (by unconfiguring and reconfiguring it) to see if it fixes the connection 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Message type %u, vector %u too big

**Explanation** A message from the SLB DFP Agent exceeds the allowable maximum size.

**Recommended Action** A message exceeding allowable maximum size can be caused by a connection error between DFP Manager and Agent. Try to restart DFP Agent (by unconfiguring and reconfiguring it) to see if it fixes the connection 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Send failed

**Explanation** An attempt to send a message to the SLB DFP Agent has failed.

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

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Socket already open

**Explanation** The system tried to open Socket to SLB DFP Agent that is already open.

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

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

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Socket\_connect failed

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

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Socket\_recv error %d

**Explanation** Socket\_recv error receiving message from SLB DFP Agent

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

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Too many read errors

**Explanation** Too many errors reading message header from SLB DFP Agent

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

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Unknown connection state %u

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

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Unknown message type %u

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

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Unknown message type %u, vector %u

**Explanation** An unknown message type received from SLB DFP Agent

**Recommended Action** An unknown message can be caused by a connection error between DFP Manager and Agent. Try to restart DFP Agent (by unconfiguring and reconfiguring it) to see if it fixes the connection 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Manager %i is reconnecting

**Explanation** The SLB Manager is reconnecting without disconnecting

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

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Unexpected error: %s

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

## SLIP-2

**Error Message** %SLIP-2-UNAVAILABLE: Impossible input state %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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



**Error Message** %SLIP-2-UNAVAILABLE: Impossible quoted character %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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SLOTDUMP-3

**Error Message** %SLOTDUMP-3-UNAVAILABLE: Core dump error slot %d: %s

**Explanation** An error occurred during a core dump of slot

**Recommended Action** None.

## SLOT\_FPD-3

**Error Message** %SLOT\_FPD-3-UNAVAILABLE: Failed to %s FPD subblock in Slot %u.

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

**Error Message** %SLOT\_FPD-3-UNAVAILABLE: Failed to get FPD version for FPD=%u in Slot %u: %s.

**Explanation** Failed to get FPD version due to either IPC problem or operation error. The card will be disabled.

**Recommended Action** Check module seating and module status. Ensure compatibility among FPD and IOS by comparing output of command **show hw-module slot fpd** with IOS Release Notes. Obtain IOS version by command **show version**.



**Error Message** %SLOT\_FPD-3-UNAVAILABLE: Failed to get baseboard hardware revision number in Slot %u.

**Explanation** Failed to get the board's revision number.

**Recommended Action** Check module seating and module status. Re-insert the module. Contact TAC if this message is seen again.

**Error Message** %SLOT\_FPD-3-UNAVAILABLE: Failed to upgrade FPD for slot %d, %s.

**Explanation** The FPD image upgrade operation failed. The cause could be a wrong image file, error in accessing fpga storage, physical interrupt such as power failure or card removal. Depending on the slot type and error cause, the card could be in an unusable state. Normally the system automatically reattempts the upgrade and shuts the card after repeated failures.

**Recommended Action** Do not interrupt the system while an FPD upgrade is in progress. Obtain the matching FPD package. Refer to IOS Release Notes for more information on obtaining the correct FPD package for the card. Review the output of the RP FPD logs.

## SLOT\_FPD-4

**Error Message** %SLOT\_FPD-4-UNAVAILABLE: %s on slot %u.

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

## SLOT\_SYNC-2

**Error Message** %SLOT\_SYNC-2-UNAVAILABLE: %s

**Explanation** A software error occurred during initialization of the Interface Sync RF subsystem

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

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

## SLOT\_SYNC-3

**Error Message** %SLOT\_SYNC-3-UNAVAILABLE: Incorrectly formatted message (0x%x, 0x%x) received by %s

**Explanation** Inconsistent message data was received from the peer CPU, possibly due to an incompatible image version.

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

**Error Message** %SLOT\_SYNC-3-UNAVAILABLE: Received a slot sync message with subcard count as %d for slot %d

**Explanation** A slot sync message with bad subcard count is being recvd

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

**Error Message** %SLOT\_SYNC-3-UNAVAILABLE: Sending a slot sync message with subcard count as %d for slot %d

**Explanation** A slot sync message with bad subcard count is being sent

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

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

**Error Message** %SLOT\_SYNC-3-UNAVAILABLE: Unable to transmit message type %d from %s

**Explanation** A transmit error occurred while sending msg to other CPU, due to msg translation

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

**Error Message** %SLOT\_SYNC-3-UNAVAILABLE: Unable to transmit message type %d from %s

**Explanation** A transmit error occurred while sending msg to other CPU, due to non-availability of buffer

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

**Error Message** %SLOT\_SYNC-3-UNAVAILABLE: Unknown message type 0x%x received by %s

**Explanation** An unknown message type was received from the peer CPU, possibly due to an incompatible image version.

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

## SLOT\_SYNC-5

**Error Message** %SLOT\_SYNC-5-UNAVAILABLE: Msgtype %s sent by %s unsupported by peer.

**Explanation** Peer responded that it didn't recognize a message sent by this CPU, possibly due to a different image version.

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

## SM-4 Messages

**Error Message** %SM-4-BADEVENT: Event '%s' is invalid for the current state '%s': %s %s

**Explanation** An attempt was made to post an event to a state machine that is invalid for the current state.

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

**Error Message** %SM-4-PERSIST: Persistent event '%s' did not leave the current state '%s': %s %s

**Explanation** An attempt was made to post a persistent event to a state machine that would cause an infinite loop in the current state.

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

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

**Error Message** %SM-4-STOPPED: Event '%s' ignored because the state machine is stopped: %s %s

**Explanation** An attempted was made to post an event to a state machine that has already been stopped.

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

**Error Message** %SM-4-UNAVAILABLE: Event '%s' ignored because the state machine is stopped: %s %s

**Explanation** An attempted was made to post an event to a state machine that has already been stopped.

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

**Error Message** %SM-4-UNAVAILABLE: Event '%s' is invalid for the current state '%s': %s %s

**Explanation** An attempt was made to post an event to a state machine that is invalid for the current 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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**Error Message** %SM-4-UNAVAILABLE: Internal error while initializing state machine '%s', state '%s': %s

**Explanation** An attempt was made to initialize an invalid state machine.

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

**Error Message** %SM-4-UNAVAILABLE: Persistent event '%s' did not leave the current state '%s': %s %s

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

## SMC Messages

This section contains Services Management Channel (SMC) messages.

### SMC-2

**Error Message** %SMC-2-BAD\_ID\_HW: Failed Identification Test in [chars] [[dec]/[dec]]  
The module in [chars] in this router may not be a genuine Cisco product. Cisco warranties and support programs only apply to genuine Cisco products. If Cisco determines that your insertion of non-Cisco memory, WIC cards, AIM cards, Network

Modules, SPA cards, GBICs or other modules into a Cisco product is the cause of a support issue, Cisco may deny support under your warranty or under a Cisco support program such as SmartNet.

**Explanation** The hardware in the specified location could not be identified as a genuine Cisco product.

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

**Error Message** %SMC-2-FAILED\_ID\_HW: Failed Identification Test in [chars]  
[[dec]/[dec]]

**Explanation** An error occurred while identifying the hardware in the specified location.

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

**Error Message** %SMC-2-PROTO\_HW: Module ([chars]) is a registered proto-type for Cisco Lab use only, and not certified for live network operation.

**Explanation** The hardware in the specified location is a prototype module from Cisco and should not be used in a live network.

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



## SMF-4

**Error Message** %SMF-4-UNAVAILABLE: failed to create SMF entry for %e on %s with result %08x

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

## SMI Messages

**Error Message** %SMI-3-IMAGELIST\_FAILED: Default imagelist creation failed.

**Explanation** flash:default\_imagelist creation failed. Possible reasons for this failure is that there is inadequate space in the director flash or new file creation error or default image not configured.

**Recommended Action** Check the Director flash space. Free some space. default\_imagelist would need about 100 bytes of space and configure the Device as director again

**Error Message** %SMI-3-IMG\_CFG\_NOT\_CONFIGURED: %s (IP Address :%i) : The Director does not have a image file or a configuration file configured for this Product-ID

**Explanation** The Director does not have image file or configuration file configured for this SKU. As a result of this the image and configuration upgrade would not take place properly.

**Recommended Action** The user needs to configure a image file and the configuration file for a built in Product-ID or for a custom Product-ID. The cli to under which this can be configured is **vstack group** . Both the image and configuration file should be configured for correct operation.

**Error Message** %SMI-3-INTERNAL\_ERROR: %s - %d

**Explanation** The director encountered an internal software 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at



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

**Error Message** %SMI-3-INVALID\_IMGLIST\_FILE: Device (IP address: %i) %s upgrade failed for invalid imagelist file

**Explanation** The Client Device upgrade failed because the specified image list file was not valid. A valid imagelist file is a text file that contains only the names of the images.

**Recommended Action** Verify that the imagelist file is a text file containing the names of images that are available to be downloaded.

**Error Message** %SMI-3-NOMEMORY: Smart Install memory allocation failure; could not allocate %s

**Explanation** An attempt to allocate memory for Smart Install failed. More RAM may be required to execute this image.

**Recommended Action** Copy the error message exactly as it appears, gather the show tech output and report it to your technical support representative.

**Error Message** %SMI-3-SMI\_CLIENT\_BACKUP\_FAILURE: Client Device startup configuration backup fail on repository

**Explanation** This message is displayed on Client Device when an attempt to backup its startup configuration fails.

**Recommended Action** Please consult the configuration guide for more details. Verify that you can ping from client to the director and vstack backup feature is enabled. Also check the reachability from client to the repository. Check the directory setting on repository is correct especially when the repository is external tftp server.

**Error Message** %SMI-3-SMI\_DIRECTOR\_BACKUP\_FAILURE: Client Device (%i) startup configuration backup fail on repository: %s - reason: %s

**Explanation** This message is displayed on the Director when the Client Device fails to backup its startup configuration to the specified repository.

**Recommended Action** Please consult the configuration guide for more details. Verify that you can ping from client to the director and vstack backup feature is enabled. Also check the reachability from client to the repository. Check the directory setting on repository is correct especially when the repository is external tftp server.

**Error Message** %SMI-3-TAILOR\_FAILED: Legacy switches will not be upgraded

**Explanation** Tailored config creation failed. Possible reasons for this failure is that there is inadequate space in the director flash or new file creation error

**Recommended Action** Check the Director flash space. Free some space. Tailored config would need about 100 bytes of space and configure the Device as director again

**Error Message** %SMI-3-UPGRD\_FAILED: Device (IP address: %i) %s upgrade failed

**Explanation** The Client Device upgrade failed. Possible reasons include network reachability to the Director or tftp server, or a missing or incorrect upgrade file.

**Recommended Action** Verify the configuration on the Director. Check the reachability of the tftp server from the Client. Verify that the image or configuration file exists on the tftp server and is specified correctly.

**Error Message** %SMI-5-DIRECTOR: Director is %s

**Explanation** SMI Director status changed

**Recommended Action** Informational only. No action required.

**Error Message** %SMI-6-AUTOINSTALL: %s AUTOINSTALL

**Explanation** Aborted or continued with AUTOINSTALL

**Recommended Action** Informational only. No action required.

**Error Message** %SMI-6-CLIENT\_CONN\_FAILED: Device (IP address: %i) failed to connect to Director (IP address : %i)

**Explanation** Client Device has failed to connect to the Director. This could be because of reachability issue. This could be also because the Client does not have Director's IP address.

**Recommended Action** Verify that the IP address of the Director is configured properly in the Client.

**Error Message** %SMI-6-INCORRECT\_CFG: No image and config configured for this %s %s

**Explanation** No configuration present for the Switch stack on Director.

**Recommended Action** Configure a group for this Switch stack. Please consult the configuration guide for more details.

**Error Message** %SMI-6-INVALID\_PKT\_SIZE: Received invalid packet from %s (IP Address : %i), SMI Version : %d, Message Type : %d

**Explanation** The Client/Director has received an invalid packet size during exchange of smart install messages. This is because of a newer version of smart install protocol is trying to interoperate with a older version of smart install. The new message type may not be supported by the older version.

**Recommended Action** The network Administrator needs to see that the Director has the latest version of the smart install running. A new version of Director can interoperate with a older version of Client

**Error Message** %SMI-6-SMI\_CLIENT\_BACKUP\_SUCCESS: Client Device startup configuration backup successful on repository

**Explanation** This message is displayed on the Client to indicate that the Client Device has successfully backed up its startup-configuration to the repository specified by the director.

**Recommended Action** Please consult the configuration guide for more details.

**Error Message** %SMI-6-SMI\_DHCP\_ERR: Device failed to %s DHCP %s

**Explanation** The Director failed to configure or remove a DHCP parameter, such as a DHCP pool, subnet, or pool options.

**Recommended Action** Verify that the configuration setting is a permitted value.

**Error Message** %SMI-6-SMI\_DHCP\_SUCCESS: Device to %s DHCP %s

**Explanation** The Director succeeded in configuring a DHCP parameter, such as a DHCP pool, subnet, or pool options.

**Recommended Action** Informational only. No action required.

**Error Message** %SMI-6-SMI\_DIRECTOR\_BACKUP\_SUCCESS: Client Device (%i) startup configuration backup successful on repository: %s

**Explanation** This message is displayed on the Director to indicate that the Client Device has successfully backed up its startup-configuration to the repository specified by the director.

**Recommended Action** Please consult the configuration guide for more details.

**Error Message** %SMI-6-SMI\_INVALID\_MESSAGE: Received invalid message from %s (IP Address : %i), SMI Version : %d, Message Type : %d

**Explanation** The Client/Director has received an invalid message type during exchange of smart install messages. This is because of a newer version of smart install protocol is trying to interoperate with a older version of smart install. The new message type may not be supported by the older version.

**Recommended Action** The network Administrator needs to see that the Director has the latest version of the smart install running. A new version of Director can interoperate with a older version of Client

**Error Message** %SMI-6-SMI\_JOIN\_WINDOW\_MESSAGE: SMI Join window %s on IBD(IP address: %i)

**Explanation** This message indicates the Start or End of the Smart Install Join window

**Recommended Action** The Network Administrator needs to knowthat the join window has started or terminated. If the join window feature is enabled then client devices scheduled for upgrade during this period would get the image and configuration file from the Director .

**Error Message** %SMI-6-SMI\_VLAN\_MSG: Make sure that SMI Startup Management Vlan %d exists on IBD

**Explanation** Make sure that SMI Startup Management VLAN exists on IBD.

**Recommended Action** If the startup management VLAN does not exist on the director, create the VLAN on the IBD.

**Error Message** %SMI-6-SWITCH\_ADD: New Device detected by Director with mac address: %e

**Explanation** A new Device has been detected in the network and has been added to the Director database.

**Recommended Action** Informational only. No action required.

**Error Message** %SMI-6-SWITCH\_REMOVE: Device %e removed from the Director Database

**Explanation** A Device has been removed from the Director database because it has stopped communicating. It may have been removed from the network.

**Recommended Action** Informational only. No action required.

**Error Message** %SMI-6-SWITCH\_REPLACE: Device %e is being replaced by %e Device

**Explanation** Device Replaced into the network

**Recommended Action** Informational only. No action required.

**Error Message** %SMI-6-UPGRD\_STARTED: Device (IP address: %i) %s upgrade has started

**Explanation** Client Device image/configuration upgrade started

**Recommended Action** Informational only. No action required.

**Error Message** %SMI-6-UPGRD\_SUCCESS: Device (IP address: %i) %s has upgraded successfully

**Explanation** The Device has been successfully upgraded with a new image or configuration file.

**Recommended Action** Informational only. No action required.

## SMI\_ISSU Messages

**Error Message** %SMI\_ISSU-2-GET\_BUFFER: Smart Install ISSU client failed to get buffer for message. Error: %d (%s)

**Explanation** The Smart Install 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://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that 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 checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %SMI\_ISSU-2-INIT: Smart Install ISSU client initialization failed to %s. Error: %d (%s)

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

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

representative and provide the representative with the information that 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** commands and your pertinent troubleshooting logs.

**Error Message** %SMI\_ISSU-2-SEND\_NEGO\_FAILED: Smart Install ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The Smart Install 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://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that 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 checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %SMI\_ISSU-2-SESSION\_NEGO: Smart Install ISSU client encountered unexpected client nego\_done. Error: %d (%s)

**Explanation** An ISSU-compliant client transitions through a series of internal states. The Smart Install 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://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu sessions**, **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %SMI\_ISSU-2-SESSION\_REGISTRY: Smart Install ISSU client failed to register session information. Error: %d (%s)

**Explanation** The Smart Install 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://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu sessions**, **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %SMI\_ISSU-3-INVALID\_SESSION: Smart Install ISSU client does not have a valid registered session.

**Explanation** The Smart Install 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://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu sessions**, **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %SMI\_ISSU-3-MSG\_NOT\_OK: Smart Install ISSU client Message Type %d is not compatible

**Explanation** The Smart Install 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://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu sessions**, **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %SMI\_ISSU-3-MSG\_SIZE: Smart Install ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)

**Explanation** The Smart Install ISSU client failed to calculate the MTU for the specified message. The Smart Install 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://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu sessions**, **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %SMI\_ISSU-3-SESSION\_UNREGISTRY: Smart Install ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The Smart Install 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://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu sessions**, **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %SMI\_ISSU-3-TRANSFORM\_FAIL: Smart Install ISSU client %s transform failed for Message Type %d. Error: %d (%s)

**Explanation** The Smart Install ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the Smart Install 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://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach



the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu sessions**, **show issu negotiated capability** commands and your pertinent troubleshooting logs.

## SMSC\_RP Messages

This section contains short message service center route processor messages.

### SMSC\_RP-2

**Error Message** %SMRP-2-UNAVAILABLE: SMRP assertion failed: %s

**Explanation** The software detected an inconsistency. This is considered a serious error. The router attempts to continue, but SMRP processing may be impaired.

**Recommended Action** Copy the error message exactly as it appears, noting any SMRP problems that you are experiencing, and report it to your technical support representative.

### SMSC\_RP-3

**Error Message** %SMSC\_RP-3-GETHWVER\_FAILED: Unable to set 7600-SSC-400 in slot [dec] in single-spa-mode because of error in obtaining its hardware revision.

**Explanation** The 7600-SSC-400 could not be set to single-SPA 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SMSC\_RP-3-NO\_SCP\_BUFFER: Unable to set 7600-SSC-400 in slot [dec] in single-spa-mode because of insufficient scp buffers.

**Explanation** The 7600-SSC-400 could not be set to single-SPA 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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

**Error Message** %SMSC\_RP-3-SSC\_SSPA\_RETRY: 7600-SSC-400 in slot [dec] is reset as a [dec] try to set it in single-spa-mode.

**Explanation** The specified slot has reset in an attempt to set it to single-SPA mode. A maximum of three retries are performed.

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

**Error Message** %SMSC\_RP-3-SSC\_SSPA\_SHUT: 7600-SSC-400 in slot [dec] is shutdown because it cannot be set in single-spa-mode

**Explanation** The specified slot has been shut down because it cannot be set to single-SPA 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SMRP-5

**Error Message** %SMRP-5-UNAVAILABLE: %s: SMRP neighbor down - %s

**Explanation** A neighboring SMRP router is now down.

**Recommended Action** Notification message only. No action required.

**Error Message** %SMRP-5-UNAVAILABLE: %s: SMRP port down - %s

**Explanation** An SMRP port is down and is no longer operational.

**Recommended Action** Notification message only. No action required.

## SMRP-6

**Recommended Action** Notification message only. No action required.

**Error Message** %SMRP-6-UNAVAILABLE: %s: SMRP neighbor up - %s

**Explanation** A neighboring SMRP router has appeared.

**Recommended Action** Notification message only. No action required.

**Error Message** %SMRP-6-UNAVAILABLE: %s: SMRP port up - %s

**Explanation** An SMRP port has come up.

**Recommended Action** Notification message only. No action required.

## SMRP-7

**Error Message** %SMRP-7-UNAVAILABLE: SMRP Debug: %s

**Explanation** This message is generated by some debug commands to provide additional information about conditions in SMRP.

**Recommended Action** If you are experiencing problems in SMRP, these messages should be provided, along with any other information, in a report to your technical support representative.

## SMSC\_RP-6

**Error Message** %SMSC\_RP-6-INVALID\_HW\_VERSION: Single-spa-mode is not allowed for 7600-SSC-400 hardware version [dec].[dec].

**Explanation** Only 7600-SSC-400 versions greater than 0.3 can be set in single-SPA mode.

**Recommended Action** To use single-SPA mode, use 7600-SSC-400 versions greater than 0.3.

## SNAPSHOT-2

**Error Message** %SNAPSHOT-2-UNAVAILABLE: Bad state for Snapshot block %s[%d], location %d

**Explanation** An internal software error occurred.

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

**Error Message** %SNAPSHOT-2-UNAVAILABLE: Exceeded maximum dialer interfaces to watch. Ignoring %s

**Explanation** Snapshot is being used over more than 100 DDR interfaces.

**Recommended Action** Do not use snapshot over more than 100 DDR interfaces.

## SNASW Messages

This section contains Systems Network Architecture (SNA) Switching Services messages.

## SNASW-3

**Error Message** %SNASW-3-CLS\_LOG\_0: PROBLEM - [int] - Could not validate process handle [chars]

**Explanation** CLS has passed the SNA switch a DLC packet, but the SNA switch does not have a valid handle to invoke the correct SNA process. The CLS message has been discarded.

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

**Error Message** %SNASW-3-HPR\_LOG\_20: PROBLEM - [int] - Remote node supplied a corrupted RSCV: the next hop is the local CP [chars]

**Explanation** A high performance routing (HPR) route setup request or response unit (RU) has been received with a Route Selection Control Vector (RSCV) that gives the local node as the next ANR hop, which is an invalid vector. The remote node is sending invalid protocol data.

**Recommended Action** Report the error to the remote end administrator.

## SNASW-4

**Error Message** %SNASW-4-RTP\_LOG\_10: EXCEPTION - [int] - LFSID in use, moving on to next one. [chars]

**Explanation** An LFSID was found to be in use. The SNA switch will use another one.

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

**Error Message** %SNASW-3-UNAVAILABLE: DLC unrecognized message, 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SNASW-3-UNAVAILABLE: Diagnostic trace record too large for configured buffer. Buffer ID %x

**Explanation** A trace record could not be written to one of the cyclic trace buffers, because it was bigger than the whole of the available buffer space. The buffer will be cleared.

**Recommended Action** Increase the size of the relevant cyclic trace buffer or, if diagnostics are not currently necessary, disable the tracing.

**Error Message** %SNASW-3-UNAVAILABLE: Invalid Input=%s to SNASW %s %x with OldState=%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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SNASW-3-UNAVAILABLE: Invalid message name specified for snasw msg-trap

**Explanation** An invalid message name was supplied on a snasw msg-trap command.

**Recommended Action** Reissue the command with a valid message name.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - A BIND request received by an LU type 0,1,2 or 3 was rejected by SNA Switch because it failed parameter checks %s

**Explanation** A BIND request was received by an LU type 0,1,2, or 3 that failed parameter checks. The sense codes that apply to this condition are 08210004 - Cryptography required by SLU, not supported by PLU 08210005 - Session key missing 0835xxxx - parameter error at offset xxxx in BIND RU. The offsets that apply to this sense code are 0002 - invalid FM profile 0003 - invalid TS profile 0004 - invalid primary FM usage 0005 - invalid secondary FM usage 0006 - invalid common FM usage 0007 - invalid common FM usage 0008 - invalid secondary send pacing 0009 - invalid secondary receive pacing 000A - invalid secondary send RU size 000B - invalid secondary receive RU size 000E - invalid PS profile (ie. invalid session type) 000F - invalid PS usage (applies to RJE BIND only) 0010 - invalid primary half-session PS usage (applies to RJE BIND only) 0014 - invalid default screen size: rows (applies to 3270 display BIND only) - invalid default buffer size: rows (applies to 3270 printer BIND only) 0015 - invalid default screen size: columns (applies to 3270 display BIND only) - invalid default buffer size: columns (applies to 3270 printer BIND only) 0016 - invalid alternate screen size: rows (applies to 3270 display BIND only) - invalid alternate buffer size: rows (applies to 3270 printer BIND only) 0017 - invalid alternate screen size: columns (applies to 3270 display BIND only) - invalid alternate buffer size: columns (applies to 3270 printer BIND only) 001A - invalid cryptography 001B - invalid cryptography method BIND request will be rejected with the specified sense code. PLU-SLU session is not activated.

**Recommended Action** If possible investigate the configuration of the system that sent the BIND request. If a configuration error is found then correct it, otherwise contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - A BIND request received by an LU type 0,1,2 or 3 was rejected by SNA Switch because the application connection was not open %s

**Explanation** A BIND request received by an LU type 0,1,2 or 3 was rejected because the application connection was not open. This may be caused by a normal window condition or it may indicate that the system that sent the BIND request is incorrectly configured or is defective. BIND request will be rejected with the specified sense code. PLU-SLU session is not activated.

**Recommended Action** Investigate the cause of the problem. If it indicates that the system that sent the BIND request is incorrectly configured then correct the configuration error. If it appears that the system is defective then contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - A BIND request received by an LU type 0,1,2 or 3 was rejected by an application connected to SNA Switch %s

**Explanation** A BIND request received by an LU type 0,1,2 or 3 was rejected by an application connected to SNA Switch. BIND request will be rejected with the specified sense code. PLU-SLU session is not activated.

**Recommended Action** Investigate why the application rejected the BIND request (the sense code should help with this). It may be necessary to investigate the configuration of the system that sent the BIND request (if this is possible). If a configuration error is found then correct it, otherwise contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - A new DSPU has activated with the same node ID and CP name as an existing DSPU %s

**Explanation** A new DSPU has activated with the same node ID/CP name or link address as an existing (active) DSPU. The new link will be deactivated.

**Recommended Action** Change the node ID or CP name on one of the DSPUs.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - ACTLU received for LU which is not defined locally, and implicit LU definition is not supported %s

**Explanation** ACTLU received for LU which is not defined locally, and implicit LU definition is not supported. This typically indicates a mismatch between this node and the host configuration. LU-SSCP session is not activated (ACTLU is rejected with the specified sense code).

**Recommended Action** Remove the LU from the host configuration.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - ACTPU, ACTLU, DACTPU or DACTLU received on link on which dependent LUs are not supported %s

**Explanation** ACTPU, ACTLU, DACTPU or DACTLU received over a link on which dependent LUs are not supported. This may indicate an interoperability problem. Request will be rejected with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Adjacent node sent a TG number that was already in use by another LS %s

**Explanation** Adjacent node has attempted to use a TG number for this link which is already in use by another link station. This may indicate an interoperability problem. Link activation will fail.

**Recommended Action** Run a trace on the link station or port to get more diagnostic information on the problem, and contact support with the log and trace.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Adjacent node sent a TG number that was pre-assigned to another LS %s

**Explanation** Adjacent node has attempted to use a TG number for this link which is already pre-defined on another link station. Link activation will fail.

**Recommended Action** Correct mismatched TG number configuration at this node (using snasw link) or at adjacent node.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - An UNBIND RSP was received at a secondary LU %s

**Explanation** An UNBIND RSP was received at a secondary LU. This is illegal SNA as no UNBIND RQ was sent. The UNBIND RSP is dropped.

**Recommended Action** The session may not be coming down properly. Check that dependent LU applications are correctly replying to all signals. Otherwise, contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - An active link station has failed %s

**Explanation** An active link station has failed. The link and any sessions using it will be deactivated

**Recommended Action** Attempt to restart the link. If the problem persists, inspect the log for problems or exceptions logged by the DLC which give more specific reasons for the failure, and follow the actions specified by those logs. Otherwise, run a trace on the specified port or link station to find the reason for the failure.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Attach protocol error %s

**Explanation** Attach protocol error. This may indicate a problem in the partner LU. The sense codes are as follows 080F6051 - Attach security protocol violation 10086011 - LUW identifier format error, or LUW identifier not specified when sync level is syncpt 10086040 - sync level not supported by session, or already-verified not accepted from partner LU 10086031 - PIP not allowed by TP The session will be deactivated with the specified sense code.

**Recommended Action** Contact support with details of the problem.



**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Attach rejected because requested TP is permanently disabled %s

**Explanation** Attach rejected because the specified TP is permanently disabled. This should only occur if an application has explicitly disabled the transaction program. The Attach will be rejected.

**Recommended Action** Collect trace and contact support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Attach rejected because requested TP is temporarily disabled %s

**Explanation** Attach rejected because the specified TP is temporarily disabled. The Attach will be rejected.

**Recommended Action** This condition is not currently supported by SNA Switch, so this log should not occur.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Attach rejected because requested conversation duplex type not supported by requested transaction program %s

**Explanation** Attach rejected because the specified conversation duplex type is not supported by the specified transaction program. This may be a mismatch in the capabilities of the originating transaction program and the destination transaction program, or it may simply be a configuration error. Possible sense codes are as follows. 10086034 Half-duplex Attach, not supported by TP 08640003 Full-duplex Attach, not supported by TP The Attach will be rejected.

**Recommended Action** Check the conversation duplex type or types supported by the specified transaction program, and check that this matches the conversation type supported defined for the transaction program. If they match, or the transaction program is not defined, there is a mismatch between the originating and destination transaction programs.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Attach rejected because requested conversation type not supported by requested transaction program %s

**Explanation** Attach rejected because the specified conversation type is not supported by the specified transaction program. This may be a mismatch in the capabilities of the originating transaction program and the destination transaction program, or it may simply be a configuration error. The Attach will be rejected.

**Recommended Action** Check the conversation type or types supported by the specified transaction program, and check that this matches the conversation type supported defined for the transaction program. If they match, or the transaction program is not defined, there is a mismatch between the originating and destination transaction programs.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Attach rejected because requested sync level not supported by requested transaction program %s

**Explanation** Attach rejected because the specified sync level is not supported by the specified transaction program. This may be a mismatch in the capabilities of the originating transaction program and the destination transaction program, or it may simply be a configuration error. The Attach will be rejected.

**Recommended Action** Check the sync level supported by the specified transaction program, and check that it matches the sync\_level defined for the transaction program. If they match, or the transaction program is not defined, there is a mismatch between the originating and destination transaction programs.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Attach rejected because security information invalid %s

**Explanation** Attach rejected because security information invalid. This indicates an attempt to access a secure TP by an unknown user, or a known user who has specified an incorrect password. The Attach will be rejected.

**Recommended Action** Use the information in the log to locate the attempted security violation.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Attach rejected because security information not specified %s

**Explanation** Attach rejected because security information not specified. This indicates an attempt to access a secure TP without specifying a user ID or password. The Attach will be rejected.

**Recommended Action** Use the information in the log to locate the security mismatch

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - BIND or +RSP(BIND) specifies duplex support which is different from that for existing sessions %s

**Explanation** An incoming BIND or +RSP(BIND) has specified a duplex support for the remote LU which is inconsistent with that for existing sessions between the partner LUs. The BIND or +RSP(BIND) is rejected.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - BIND received with the next hop in the RSCV set to the local node again %s

**Explanation** SNA Switch received a BIND request with a badly formatted RSCV. The CP name for the next hop in the RSCV is this local node again. Session activation will fail.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - BIND(-RSP) request received in response to a BIND request %s

**Explanation** BIND(-RSP) received in response to a BIND request. This may indicate a configuration error, or a protocol error. Common sense codes which typically indicate a configuration error or a normal race condition include 0805xxxx - the session could not be activated as session activation limits have been reached 08060014 - the partner LU is not known 0806xxxx - the BIND specified a resource which is not known 080Fxxxx - security authorization failed 0821xxxx - the BIND supplied an invalid session parameter 0835xxxx - parameter error in BIND RU at offset xxxx Other sense codes include 0812xxxx - session activation failed due to resource shortage at the remote node 083Bxxxx - invalid PCID in BIND RU 0852xxxx - duplicate session activation request 0861xxxx - invalid COS name in BIND RU 088Cxxxx - control vector or subfield missing from BIND RU 0895xxxx - BIND RU contained a control vector that was in error 0896xxxx - BIND RU contained a control vector that was too long Session activation will fail with the specified sense code.

**Recommended Action** If the sense code indicates a configuration error, check for inconsistencies between the configuration at the local LU and the configuration at the partner LU. If the configuration is consistent and the problem persists, contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Badly formed partner LU name in received BIND request %s

**Explanation** Partner LU name on received BIND request is badly formed. Session activation will fail with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Badly-formed BIND request rejected by SNA Switch %s

**Explanation** SNA Switch received and rejected a badly-formed BIND request. This may indicate an interoperability problem. Session activation will fail.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Both sent and received XIDs indicate the same, non-negotiable, link station role %s

**Explanation** Both sent and received XIDs indicate the same, non-negotiable, link station role. The link activation will fail.

**Recommended Action** Either correct the local port definition, or the remote definition, so that the link station roles are complementary, or at least one link station is negotiable.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Bracket protocol error %s

**Explanation** BIS protocol error. This may indicate a problem in the partner LU. The sense code is always set to 20100000. The session will be deactivated with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Bracket protocol error %s

**Explanation** Bracket protocol error. This may indicate a problem in the partner LU. The sense codes are as follows. 20080000 - partner LU attempted to start bracket after sending BIS 20030000 - partner LU attempted to start bracket after local LU had BID for session successfully, or unexpected RTR request received 20100000 - Received negative response to BID with sense code 088B0000 from a partner LU who supports parallel sessions, or BIS protocol error The session will be deactivated with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Branch Network Node received BIND request with badly formed RSCV %s

**Explanation** A Branch Network Node has received a BIND request with a badly formed RSCV. This may indicate an interoperability problem. Session activation will fail.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - CP capabilities exchange failed because of contention loser CP-CP session failure %s

**Explanation** CP capabilities exchange failed because of contention loser CP-CP session failure. Contention winner CP-CP session will be deactivated. SNA Switch will attempt to reactivate CP-CP sessions with this adjacent CP.

**Recommended Action** This log flags the fact that a CP-CP session failed. Other logs give more details on the reason for the session failure (eg. insufficient resources, link failure).

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - CP capabilities exchange failed because of contention winner CP-CP session failure %s

**Explanation** CP capabilities exchange failed because of contention winner CP-CP session failure. Contention loser CP-CP session will be deactivated. SNA Switch will attempt to reactivate CP-CP sessions with this adjacent CP.

**Recommended Action** This log flags the fact that a CP-CP session failed. Other logs give more details on the reason for the session failure (eg. insufficient resources, link failure).

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - CP capabilities exchange failed because of protocol error %s

**Explanation** CP capabilities exchange has failed because of protocol error. This may indicate an interoperability problem. Sense codes are as follows. 08060030 - CP capabilities requested by unknown CP 08210002 - CP capabilities requested on other than CPSVCMG mode 08150007 - CP capabilities requested when CP-CP session already established 08B60000 - CP-CP sessions not supported by adjacent node 08090039 - CP transaction error CP-CP sessions with the specified adjacent node will be deactivated. SNA Switch will not attempt to reactivate CP-CP sessions with this adjacent CP.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - CP-CP session deactivated because of excessive delay %s

**Explanation** An adjacent node has not responded within a reasonable period to a request on a CP-CP session. SNA Switch will deactivate CP-CP sessions with this adjacent node. CP-CP sessions are deactivated with the sense code 08640002.

**Recommended Action** Contact the supplier of the adjacent node.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - CP-CP sessions deactivated while directed Locate outstanding %s

**Explanation** CP-CP sessions deactivated while directed Locate in process. Session activation may fail.

**Recommended Action** This log simply flags the fact that a session failure impacted a pending directed Locate. Other, more specific, logs give reasons for the session failure and appropriate actions.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Conflicting requirements for error recovery, link is not HPR-capable %s

**Explanation** Conflicting requirements for error recovery between the local node and a partner node when attempting to activate a link that is HPR-capable. Link will activate but will not be HPR-capable.

**Recommended Action** To allow HPR protocols to be used on the link the local and partner nodes must be able to accommodate the other's error recovery requirement. At the minimum this will require reconfiguration but may not always be possible.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Conversation ended by protocol error %s

**Explanation** The session being used by a conversation has been deactivated because of a protocol error, causing the conversation to fail. The conversation will be terminated, either by an APPC primary\_rc of NAP\_CONV\_FAILURE\_NO\_RETRY, or a CPI-C return\_code of CM\_RESOURCE\_FAILURE\_NO\_RETRY.

**Recommended Action** This log gives information on which TPs and conversation have been affected by a protocol error on a session. Other, more specific problem or exception logs give more information on the protocol error. Use the Session identifier to correlate this log with other related logs.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Conversation ended by session outage %s

**Explanation** The session being used by a conversation has been deactivated because of a session outage, causing the conversation to fail. The conversation will be terminated, either by an APPC primary\_rc of NAP\_CONV\_FAILURE\_RETRY, or a CPI-C return\_code of CM\_RESOURCE\_FAILURE\_RETRY.

**Recommended Action** This log gives information on which TPs and conversation have been affected by a session outage. Other, more specific, problem or exception logs give more information on the reason for the session outage. Use the Session identifier to correlate this log with other related logs.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Could not validate process handle %s

**Explanation** CLS has passed SNA Switch a DLC packet, but SNA Switch does not have a valid handle to invoke the correct SNA process. The CLS message has been discarded.

**Recommended Action** Dump traces and contact the Cisco TAC.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - DLC failed %s

**Explanation** A DLC has ended abnormally. All ports and link stations defined on the DLC will be inoperative.

**Recommended Action** Restart the DLC (using snasw start port). If the problem is persistent, look for DLC specific logs giving more information on the reason for the failure.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - DLC failure during creation %s

**Explanation** The DLC has returned inconsistent data during creation. The DLC will be destroyed, and all ports and link stations defined on the DLC will be inoperative.

**Recommended Action** Run a trace on the DLC and contact support with the log and trace information.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Deactivating session because of insufficient storage %s

**Explanation** Deactivating session because of insufficient storage. SNA Switch will deactivate the session.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Delete failure reply received with sense code that is unrecoverable %s

**Explanation** Delete reply received with a sense code that is unrecoverable. CP-CP sessions to node will be deactivated.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Detected consistency errors in received BIND request %s

**Explanation** Detected consistency errors in received BIND request. This may indicate an interoperability problem. Sense codes are as follows. 0835xxxx - parameter error at offset xxxx in BIND RU 080F6051 - security error Session activation will fail with specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Detected consistency errors in received BIND response %s

**Explanation** Detected consistency errors in received BIND response. This may indicate an interoperability problem. Sense codes are as follows 0835xxxx - parameter error at offset xxxx in BIND RU 080F6051 - security error Session will be deactivated with specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Detected fatal BIND or UNBIND protocol error %s

**Explanation** Detected fatal BIND or UNBIND protocol error. This may indicate an interoperability problem. Sense codes are as follows. 20110000 - BIND pacing window overrun, or PI not set when expected 20110001 - unexpected solicited BIND IPM 20110002 - PI set when not expected 20110003 - pacing response not IPM 10020000 - RU (BIND, UNBIND or BIND IPM) length error 10010003 - BIND IPM format error 80070000 - BIND or RSP(BIND) segment out of sequence, or segmented UNBIND or RSP(UNBIND) 80070002 - BIND or RSP(BIND) segments interleaved 800F0000 - LFSID incorrect for SC request 800F0001 - ODAI incorrect Link will be deactivated.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - EXPD RU received while previous expedited data remains to be processed %s

**Explanation** An EXPD RU has been received while previous expedited data remains to be processed. The session will be deactivated with the specified sense code. (200F0000)

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Error message received reporting invalid format of our MDS\_MUs %s

**Explanation** MS Capabilities received an error message reporting a format error on an MDS\_MU our node supposedly sent. The error message will be logged, however, no further action can be taken. Ignoring the message may lead to further unexpected occurrences.

**Recommended Action** Contact support with details of the problem

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - FQPCID collision on received BIND request %s

**Explanation** FQPCID collision. The FQPCID specified on a received BIND request matches the FQPCID being used for an existing active session. This can be caused by a collision in the hashing algorithm used to generate an FQPCID, or it may indicate a problem in the node generating the FQPCID. Session activation will fail with specified sense code.

**Recommended Action** If problem is persistent or occurs often, contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Failed to activate a new session, because mode name was not recognized %s

**Explanation** SNA Switch was unable to activate a new session because the mode name specified was not recognized. ALLOCATE, MC\_ALLOCATE or CMALLC verbs will fail.

**Recommended Action** Check the mode name.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Failed to activate a new session, since this would exceed LU or mode session limit %s

**Explanation** SNA Switch was unable to activate a new session because the maximum session limit specified for the mode or the local LU would be exceeded. ALLOCATE, MC\_ALLOCATE or CMALLC verbs will either fail or hang waiting for a session to become free.

**Recommended Action** Wait for a session to become free and retry, or use a different mode.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Failed to create DLC %s

**Explanation** A DLC could not be started either because of insufficient resources, or because the specified DLC type is not supported. The DLC is inoperative.

**Recommended Action** If the DLC type is supported, then either decrease the system load (for example, by reducing the number of active sessions, or make more storage available to SNA Switch.



**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Failed to dynamically load TP %s

**Explanation** Failed to dynamically load an APPC transaction program or CPI-C application. The received Attach will be failed with the specified sense code.

**Recommended Action** Collect trace and report the problem to support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Failed to initialize address space instance %s

**Explanation** Insufficient storage to create a local form session identifier routing table for a link station. Link activation will fail.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Failed to send alert due to insufficient memory %s

**Explanation** Insufficient Memory was available to send an Alert. The Host will not see an Alert. The alert number below identifies the alert 1 - CPDB001 2 - CPDB002 3 - CPDB003 4,6 - CPDB004 5,7 - CPDB005 The alerts are detailed in the Management Services Reference (C30-3346) No other symptoms will be seen.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Fatal error detected in ISR session %s

**Explanation** ISR detected a fatal error in an intermediate session. The ISR session will be deactivated with the specified sense code.

**Recommended Action** This log should be preceded by a log 536 or 537. Follow the actions given in those logs.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Fatal error detected on LU6.2 session %s

**Explanation** Fatal error detected on LU6.2 session. Session will be deactivated with specified sense code.

**Recommended Action** This log gives additional information on the failed session, but is preceded by an exception log (150, 151, 153, 154, 155 156 or 157) giving more specific information about the fatal error.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Format error in received LU6.2 BIND request %s

**Explanation** Format error in received LU6.2 BIND request. Sense codes are as follows. 0835xxxx - parameter error at offset xxxx in BIND RU 088C6000 - FQPCID not included in extended BIND 083B0000 - invalid FQPCID format Session activation will fail with specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Format error in received LU6.2 BIND response %s

**Explanation** Format error in received LU6.2 BIND response. Sense codes are as follows. 0835xxxx - parameter error at offset xxxx in BIND RU Session activation will fail with specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Format error in received UNBIND request %s

**Explanation** Format error in received UNBIND request. This may indicate an interoperability problem. Sense codes are as follows. 0835xxxx - parameter error at offset xxxx in UNBIND RU 0895xyyy - format error in control vector, where xx is key of control vector, and yy is offset into control vector of byte in error 10020000 - RU length error None (session will still be deactivated).

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - ISR is unable to support requested RU size %s

**Explanation** ISR is unable to support RU size requested on non-negotiable BIND request or response. Sense codes are as follows. 0835000A - maximum secondary send RU size is larger than that supported by ISR 0835000B - maximum primary send RU size is larger than that supported by ISR ISR session activation will fail with the specified sense code.

**Recommended Action** Collect trace and report the problem to support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - ISR is unable to support requested pacing window size %s

**Explanation** ISR is unable to support fixed receive pacing window requested on non-negotiable BIND request or response. Sense codes are as follows. 08350009 - maximum primary send window size is larger than that supported by ISR 0835000D - maximum secondary send window size is larger than that supported by ISR ISR session activation will fail with the specified sense code.

**Recommended Action** Collect trace and report the problem to support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - ISR session activation failed - ISR session limit reached %s

**Explanation** Intermediate session activation failed because SNA Switch is not configured to support any more intermediate sessions. This is usually caused by a normal network race condition (since SNA Switch will inform other network nodes that it has reached its limit on intermediate sessions via topology). ISR session activation will fail with the specified sense code (0805000D).

**Recommended Action** Collect trace and report the problem to support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - ISR session failure because of link outage or error %s

**Explanation** ISR session failed because of link outage or error. The ISR session will be deactivated with the specified sense code.

**Recommended Action** This log gives information on which ISR sessions are affected by a link outage or error. Preceding logs give more specific information about the reason for the link outage or error.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Inaccurate directory entry held for this LU %s

**Explanation** A directed locate for this LU has been tried, but the LU was not recognised at the end node stored in the directory. The directory entry is removed and a broadcast locate is sent instead.

**Recommended Action** None.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Incoming call rejected because port link-activation limits exceeded %s

**Explanation** An incoming call was rejected because the port link-activation limits would be exceeded. The link activation will fail.

**Recommended Action** If possible, increase the port link-activation limits.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to dynamically define dependent LU with host %s

**Explanation** Insufficient storage to dynamically define dependent LU with host. LU-SSCP session will not be activated.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage for CP-CP sessions %s

**Explanation** Insufficient storage for CP-CP sessions. CP-CP sessions will be deactivated with the specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to BIND LU type 0,1,2 or 3 PLU-SLU session (as PLU) %s

**Explanation** Insufficient storage to BIND LU type 0,1,2 or 3 PLU-SLU session. BIND request will not be sent.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to activate ISR session %s

**Explanation** Insufficient storage to activate ISR session. ISR session activation will fail with the specified sense code (08120014).

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to activate LU type 0,1,2 or 3 PLU-SLU session (as SLU) %s

**Explanation** Insufficient storage to activate LU type 0,1,2 or 3 PLU-SLU session. BIND request will be rejected with the specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to activate LU-SSCP session %s

**Explanation** Insufficient storage to activate LU-SSCP session. ACTLU will be rejected with specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to activate LU-SSCP session for LU type 0,1,2 or 3 (as LU) %s

**Explanation** Insufficient storage to activate LU-SSCP session for LU type 0,1,2 or 3. ACTLU request will not be rejected with the specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to activate LU-SSCP session for LU type 0,1,2 or 3 (as SSCP) %s

**Explanation** Insufficient storage to activate LU-SSCP session for LU type 0,1,2 or 3. ACTLU request will not be sent.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to activate LU6.2 session %s

**Explanation** Insufficient storage to activate LU6.2 session. Session activation will fail with the specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to activate link %s

**Explanation** Insufficient storage to activate link. Link activation will fail.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to define LU type 6.2 %s

**Explanation** Insufficient storage to define a new LU type 6.2.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to enable intra-node sessions %s

**Explanation** Insufficient storage to enable intra-node sessions. Intra-node session cannot be activated.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to generate Alert CPSS003 %s

**Explanation** Insufficient storage to generate Alert CPSS003 (protocol error in received BIND or LOCATE). Alert will not be sent.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to generate an Alert %s

**Explanation** Insufficient storage to generate Alert to report a BIND segmentation or pacing error. The Alert will not be sent.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to generate link Alert %s

**Explanation** Insufficient storage to generate link Alert. Alert will not be sent.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to initiate automatic session activation %s

**Explanation** Insufficient storage to initiate automatic session activation. Fewer active sessions will be available on the specified mode, which may cause application delays or failures.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to initiate session activation requested by ACTIVATE\_SESSION %s

**Explanation** Insufficient storage to initiate session activation requested by ACTIVATE\_SESSION verb. ACTIVATE\_SESSION will fail with NAP\_ACTIVATION\_FAIL\_NO\_RETRY

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to initiate session activation requested by [MC\_]ALLOCATE or CMALLC %s

**Explanation** Insufficient storage to initiate session activation requested by ALLOCATE, MC\_ALLOCATE or CMALLC. [MC\_]ALLOCATE will fail with primary\_rc of NAP\_ALLOCATION\_ERROR and secondary\_rc of NAP\_ALLOCATION\_FAILURE\_NO\_RETRY. CMALLC will fail with return\_code of CM\_ALLOCATION\_FAILURE\_NO\_RETRY

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to process ACTLU %s

**Explanation** Insufficient storage to process received ACTLU LU-SSCP session will not be started (an ACTLU -ve response with the specified sense code is sent).

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to process Locate received from adjacent node %s

**Explanation** Insufficient storage to process Locate received from adjacent node. CP-CP sessions with the adjacent node will be deactivated (this avoids possible deadlocks).

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to process received BIND request %s

**Explanation** Insufficient storage to process received BIND request. The BIND will be rejected with the specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to reassemble received BIND response %s

**Explanation** Insufficient storage to reassemble received BIND response. Session will be deactivated with the specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to register ANR label %s

**Explanation** Insufficient storage to register ANR label. HPR traffic using this ANR label will not be routed correctly, which may cause RTP connections to path-switch, or fail altogether.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to register resources owned by a served end node %s

**Explanation** Insufficient storage to register resources owned by a served end node. The specified resource will not be registered (and the registration request rejected). Network searches for the resource may fail if the end node is unable to register it.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to start SNA Switch %s

**Explanation** Insufficient storage to start SNA Switch. SNA Switch was not started.

**Recommended Action** Make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to start TP instance and conversation requested by received Attach %s

**Explanation** Insufficient storage to start the transaction program instance and conversation requested by a received Attach (FMH5). If other instances of the same transaction program are active, SNA Switch will queue the Attach waiting for one of them to become free. Otherwise, the session will be deactivated (with a sense code of 08640000).

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to start TP instance requested by TP\_STARTED %s

**Explanation** Insufficient storage to start the transaction program instance requested by TP\_STARTED. If other instances of the same transaction program are active, SNA Switch will queue the TP\_STARTED waiting for one of them to become free. Otherwise, the TP\_STARTED verb will fail with primary\_rc of NAP\_UNEXPECTED\_SYSTEM\_ERROR.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.



**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to start a network search %s

**Explanation** Insufficient storage to start a network search. Session activation will fail with the specified sense code.

**Recommended Action** Make more resource available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to start conversation requested by [MC\_]ALLOCATE or CMALLC %s

**Explanation** Insufficient storage to start a new conversation requested by ALLOCATE, MC\_ALLOCATE or CMALLC. [MC\_]ALLOCATE will fail with primary\_rc of NAP\_UNEXPECTED\_SYSTEM\_ERROR, or CMALLC with fail with return\_code of CM\_PRODUCT\_SPECIFIC\_ERROR

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to start link inactivity timer %s

**Explanation** Insufficient storage to start link-inactivity timer. Limited resource link will not be automatically deactivated.

**Recommended Action** If the link is idle (that is, not being used by any sessions), deactivate it using snasw stop link.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to update topology database with connection network %s

**Explanation** Insufficient storage to update topology database with connection network information. Topology will be inconsistent, which may result in unexpected session activation failures (typically with sense codes 8014xxxx, 0806002B, or 08500001).

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch. Cycling the specified port (ie. either activating then deactivating, or deactivating then activating) may clear the condition.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to update topology database with link station %s

**Explanation** Insufficient storage to update topology database with link station information. Topology will be inconsistent, which may result in unexpected session activation failures (typically with sense codes 8014xxxx, 0806002B, or 08500001).

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch. Cycling the specified link station (ie. either activating then deactivating, or deactivating then activating) may clear the condition.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Intra-node session support ended abnormally %s

**Explanation** Intra-node session support ended abnormally. This should only occur because of a shortage of available storage. Any active intranode sessions will fail, and no more intra-node sessions will be activatable.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Invalid internal state detected %s

**Explanation** A software error has caused a bad internal state to be detected. Potential loss of function - refer to other problem logs for actual effect.

**Recommended Action** Shut down and restart

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - LEN LU registration failed because the LU name is already registered as the child of a different CP %s

**Explanation** Node is configured to register LEN LU names when BINDs from LEN nodes are passed through us. In this case registration failed due to a resource name conflict. The LU name is already registered as the child of a different CP. Registration of the resource in question will fail, so sessions to the LEN LU cannot be started except by the LEN itself. Other resources should still be registered correctly.

**Recommended Action** Check the network node's directory for the duplicate entry. If it is a home entry, then remove the home entry from the directory. If it is a registered entry owned by a different end node, redefine the LU to use a different name.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - LU-LU verification failed. %s

**Explanation** LU-LU verification failed. The partner LU has sent an incorrect response to a challenge sent by a local LU. This is either a mismatch in configuration or a security attack. Session activation will fail.

**Recommended Action** Check the identity of the partner LU. If this is a mismatch in configuration then reconfigure the password either at the local LU or at the partner LU (or at both LUs), so that both LUs have the same password.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - LU-LU verification failed. %s

**Explanation** LU-LU verification failed. The partner LU has sent an incorrect response to a challenge sent by a local LU. This is either a security attack or a defect in the software at the partner LU location. The session will be deactivated.

**Recommended Action** Check the identity of the partner LU. If this is a defect in the software at the partner LU location then contact support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - LU-LU verification protocol error %s

**Explanation** LU-LU verification protocol error. This may indicate an interoperability problem. The session will be deactivated with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - LU-LU verification protocol failed. %s

**Explanation** Duplicate random data received. A list is kept of all random data sent as challenges by the local LU. Receiving duplicate random data from a partner LU should be a rare event, and is evidence of a security attack. Session activation will fail.

**Recommended Action** Check the identity of the partner LU. Check that the random number generators available to the local and partner LUs are good quality (and therefore unlikely to generate matching data). Investigate recurrences of this problem as security attacks.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - LU-LU verification protocol mismatch. %s

**Explanation** LU-LU verification protocol mismatch. The partner LU has requested that the basic protocol is used when the local LU runs only the enhanced protocol with the partner LU. The local LU may be configured to run only the enhanced protocol with the partner LU or it may be configured to run either protocol with the partner LU and has determined that the partner LU can run the enhanced protocol. This is either (i) a mismatch in configuration (ii) a migration problem (iii) a security attack. Session activation will fail.

**Recommended Action** Check the identity of the partner LU. If the problem is (i) reconfigure the verification protocol that the partner LU uses at the partner LU's location (ii) upgrade the software at the partner LU's location (iii) investigate the security attack.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - LU-mode session limit exceeded %s

**Explanation** LU-mode session limit exceeded. This problem normally should not occur, since the session limits are negotiated with a CNOS exchange prior to sessions being activated. However, this log can also be caused by a normal race condition when the session limits are reset, or when this node has been restarted after having previously had sessions with this partner LU. Session activation will fail with specified sense code.

**Recommended Action** If problem persists, check the session limits and active session counts on the specified local LU, partner LU.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Link to back-level LEN node not configured %s

**Explanation** An XID3 from an adjacent back-level LEN node (ie. not carrying a network name control vector) was received and there was not a link configured to that back-level LEN node. An implicit link cannot be activated because the adjacent node's CP name is not known. Inbound link activation will fail.

**Recommended Action** Define a link station (using snasw link) with adj\_cp\_type set to NAP\_BACK\_LEVEL\_LEN\_NODE.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Link to host not configured %s

**Explanation** An unexpected SET\_MODE (ie. received before XID exchange had completed) was received from an adjacent host and there was not a link configured to that host. An implicit link cannot be activated because there is not a local PU defined to use the link. Inbound link activation will fail.

**Recommended Action** Define a link station (using snasw link) with adj\_cp\_type set to NAP\_HOST\_XID3 or NAP\_HOST\_XID0.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Link to host not configured correctly (host is not a DSPU) %s

**Explanation** Link to host not configured correctly (that is, configured as a link to a DSPU). Link activation will fail.

**Recommended Action** Redefine (or define) link station (using snasw link) with adj\_cp\_type set to NAP\_HOST\_XID3 or NAP\_HOST\_XID0.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Link to host not configured correctly (host is not a Type 2.1 node) %s

**Explanation** Link to host not configured correctly (that is, configured as a link to a Type 2.1 node). Link activation will fail.

**Recommended Action** Redefine (or define) link station (using snasw link) with adj\_cp\_type set to NAP\_HOST\_XID3 or NAP\_HOST\_XID0.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Link/session failure while registering resources with network node server %s

**Explanation** Link or session failure while registering resources with the network node server. CP-CP sessions to node will be deactivated.

**Recommended Action** This log flags the fact that a registration request was disrupted by the link or session failure. Other, more specific logs give details on the reasons for the failure, and the appropriate actions.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Locate received from adjacent node exceeded the maximum number of concurrent locates supported by this node %s

**Explanation** Locate received from adjacent node exceeded the maximum number of concurrent locates supported by this node. CP-CP sessions with the adjacent node will be deactivated (this avoids possible deadlocks).

**Recommended Action** The network will recover from this problem (that is, the CP-CP sessions will be reactivated). If the problem persists, collect trace and report it to support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Network search not started because it would exceed the maximum number of concurrent locates supported by this node %s

**Explanation** Network search not started because it would exceed the maximum number of concurrent locates supported by this node. Session activation will fail with the specified sense code.

**Recommended Action** Collect trace and report the problem to support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - No free TG numbers %s

**Explanation** No free TG numbers between this node and the specified adjacent node. This should only occur if there are already 236 parallel TGs between this node and the adjacent node. Link activation will fail.

**Recommended Action** Re-configuring the network to reduce the number of parallel TGs between this node and the specified adjacent node.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Parallel TGs not supported to this adjacent node %s

**Explanation** Attempted to activate more than one TG to an adjacent node that does not support parallel TGs. Link activation will fail.

**Recommended Action** Modify the configuration so that there is only one link station defined to the specified adjacent node. (Alternatively, several links to the adjacent node can be defined, but only one can be active concurrently.)

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Pre-defined TG number does not match that sent by adjacent node %s

**Explanation** The specified link station is configured with a pre-defined TG number but the adjacent node has sent a different non-zero TG number. Link activation will fail.

**Recommended Action** Correct mismatched TG number configuration at this node (using snasw link) or at adjacent node.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Protocol error in CP capabilities exchange %s

**Explanation** CP capabilities exchange has failed because of badly formatted CP CAPS GDS variable. Sense codes are as follows. 10101000 - CP capabilities length error 10101002 - Unexpected GDS identifier (not CP capabilities) CP-CP sessions with the specified adjacent node will be deactivated. SNA Switch will not attempt to reactivate CP-CP sessions with this adjacent CP.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Protocol error in received ISR BIND request %s

**Explanation** Protocol error in received ISR BIND request. This may indicate an interoperability problem. Sense codes are as follows. 08350008 - secondary-to-primary staging indicator incorrect 0835000C - primary-to-secondary staging indicator incorrect 10010024 - unextended non-LU6.2 BIND 10020000 - BIND RU length error ISR session activation will fail with the specified sense code.

**Recommended Action** Report the problem to support (running a trace on the specified link if more diagnostics are required).

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Protocol error in received ISR BIND response %s

**Explanation** Protocol error in received ISR BIND response. This may indicate an interoperability problem. Sense codes are as follows. 08350007 - control vectors included indicator incorrect 08350008 - secondary-to-primary staging indicator incorrect 0835000C - primary-to-secondary staging indicator incorrect 086F0000 - BIND response length inconsistent 10010024 - unextended non-LU6.2 BIND response 10020000 - BIND RU length error ISR session activation will fail with the specified sense code.

**Recommended Action** Report the problem to support (running a trace on the specified link if more diagnostics are required).

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Protocol error while registering resources with network node server %s

**Explanation** Protocol error while registering resources with the network node server. CP-CP sessions to node will be deactivated.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - REQACTPU rejected %s

**Explanation** DLUS rejects REQACTPU with given sense code. An SSCP-PU session with the given DLUS will not be activated. If a backup DLUS is configured for the PU, DLUR will attempt to activate the PU via the backup DLUS.

**Recommended Action** Examine sense code and retry activation if appropriate.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Received BIND IPM on link where adaptive BIND pacing not supported %s

**Explanation** Received BIND IPM on link where adaptive BIND pacing is not supported. This may indicate an interoperability problem. BIND IPM will be discarded.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Received BIND request directed at this node with unrecognized secondary LU name %s

**Explanation** Received BIND request directed at this node (that is, either without an RSCV, or at the last hop on the RSCV) with an unrecognized secondary LU name. This usually indicates a configuration error at the primary LU. Session activation will fail with the specified sense code.

**Recommended Action** Correct primary LU configuration.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Received BIND request where network ID of secondary LU does not match local network ID %s

**Explanation** Received BIND request where network identifier of secondary LU does not match local network identifier. Session activation will fail with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Received BIND request with badly formed secondary LU name %s

**Explanation** Received BIND request with badly formed secondary LU name. This may indicate an interoperability problem. Session activation will fail with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Received BIND using LFSID that is already in use %s

**Explanation** Received BIND using LFSID that is already in use. This is usually caused by a race condition (a BIND, UNBIND, BIND sequence all using the same LFSID, where the second BIND overtakes the UNBIND). Nodes at the current level of APPN contain 'LFSID ageing' processing to minimise the changes of this race condition, but some older implementations may not support this processing. BIND will be rejected with specified sense code.

**Recommended Action** If problem is persistent, or occurs frequently, contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Received ISR BIND request with duplicate FQPCID %s

**Explanation** Received ISR BIND request with duplicate FQPCID. ISR session activation will fail with the specified sense code. (083B0002)

**Recommended Action** Report the problem to support (running a trace on the specified link if more diagnostics are required).

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Received PLU-SLU BIND request with duplicate FQPCID %s

**Explanation** Received PLU-SLU BIND request with duplicate FQPCID. Session activation will fail with the specified sense code. (083B0002)

**Recommended Action** Report the problem to support (running a trace on the specified link if more diagnostics are required).

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Received Register/Delete GDS variable containing format errors %s

**Explanation** Received a Register or Delete GDS variable from a served end node which contained format errors. Sense codes are as follows. 08950000 - GDS variable or control vector length error. 10140080 - invalid control vector Register or delete attempt is rejected. The resources specified will not be registered

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Received badly formed Locate from an adjacent node %s

**Explanation** Received badly formed Locate from an adjacent node. This may indicate an interoperability problem. Sense codes are as follows. 1010B080 - missing command parameters control vector in Found GDS variable 10140080 - GDS variable or control vector length error 1014A082 - missing search argument directory entry in Find GDS variable CP-CP sessions with adjacent node will be deactivated with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Received registration or deletion request from an unknown end node %s

**Explanation** Received a registration or deletion request from an unknown end node. This may indicate an interoperability problem, but is not considered fatal. The registration request is discarded.

**Recommended Action** None.



**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Registration failure notification received from network node server is badly formed %s

**Explanation** Registration failure GDS variable received from the network node server is badly formed. This may indicate an interoperability problem. CP-CP sessions to node will be deactivated.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Remote node supplied a corrupted RSCV: the next hop is the local CP %s

**Explanation** An HPR Route Setup RU has been received with an RSCV that gives the local node as the next ANR hop. This is invalid. Therefore the remote node is sending invalid protocol data.

**Recommended Action** Report error to remote end.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Resource registration failed because network node server detected a protocol error in the Register request %s

**Explanation** A resource registration failed because the network node server detected a protocol error in the Register request. This may indicate an interoperability problem. Registration of the resource in question will fail, other resources should still be registered correctly.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Resource registration failed because the resource conflicted with an existing entry in the network node's directory %s

**Explanation** A resource registration failed because the resource conflicted with existing resources in the network node server's directory. This most commonly occurs when two LUs with the same name are defined on two different end nodes being served by the same network node. It may also occur if the network node has a home directory entry defined for the same resource. Registration of the resource in question will fail, other resources should still be registered correctly.

**Recommended Action** Check the network node's directory for the duplicate entry. If it is a home entry, then remove the home entry from the directory. If it is a registered entry owned by a different end node, redefine the LU to use a different name.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Resource registration failed with an unknown sense code %s

**Explanation** A resource registration failed with an unknown sense code. This may indicate an interoperability problem. No further resource registration will occur until CP-CP sessions are deactivated and reestablished.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Resource registration failure: resource already registered %s

**Explanation** Failed to register resource for a served end node because the resource is already registered but with a different parent resource. This typically occurs when the same LU is defined on two or more end nodes. The registration request is rejected, which may result in other resources not being registered, and subsequent network search failures.

**Recommended Action** Remove or rename the LU on one of the end nodes.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - SNA Switch DEBUG log %s

**Explanation** SNA Switch Debug log.

**Recommended Action** Report to SNA Switch technical support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - SNA Switch could not allocate necessary storage %s

**Explanation** SNA Switch could not allocate necessary storage. Some operation will fail. See other logs/verbs.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Served end node attempted to delete a home directory entry %s

**Explanation** A served end node attempted to delete a directory entry that is defined as a home entry at this node. This normally occurs when snasw location has been used to define LUs owned by served end or LEN nodes. The Delete request is rejected with the specified sense code.

**Recommended Action** Use no snasw location to remove the home entry from the directory.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Served end node attempted to delete a resource it doesn't own %s

**Explanation** Served end node attempted to delete a resource, when it was not registered as the owner of the resource. This may indicate an interoperability problem. The Delete request is rejected with the specified sense code. This may cause the end node to deactivate CP-CP sessions.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Session control request received with invalid LFSID %s

**Explanation** Session control request received with invalid local form session identifier (that is, the LFSID is not in a range appropriate for the request). This may indicate an interoperability problem. Request will be rejected with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Session identifier collision on received BIND request %s

**Explanation** Session identifier collision. The session identifier specified on a received BIND request matches the session identifier being an existing active session. Session activation will fail with specified sense code.

**Recommended Action** If problem is persistent or occurs often, contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - The CP name on an XID3 received from adjacent node is different to that expected %s

**Explanation** The CP name on an XID3 received from an adjacent node is different to that expected. The link activation will fail.

**Recommended Action** If the received adjacent CP name is correct, correct the link station configuration using snasw link. Depending on other aspects of the link station definition, the CP name check can be disabled by issuing snasw link with the adj\_cp\_name field set to all zeros.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - The IPDLC UDP stub process has abended - SNAP IPDLC will abend %s

**Explanation** The UDP stub process has abended. IPDLC will abend itself. All links using SNAP-IPDLC will fail. SNAP-IPDLC will fail.

**Recommended Action** Check for the UDP/IP problem that caused the UDP stub to abend. If the reason cannot be determined, gather full trace and contact support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - The node ID on an XID3 received from a back-level node is different to that expected %s

**Explanation** The node ID on an XID3 received from a back level node is different to that expected. The link activation will fail.

**Recommended Action** If the received node ID is correct, correct the link station configuration using snasw link. Depending on other aspects of the link station definition, the node ID check can be disabled by issuing snasw link with the adj\_node\_id field set to all zeros.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - The node type indicated on an XID3 received from an adjacent node is different to that expected %s

**Explanation** The node type indicated on an XID3 received from an adjacent node is different to that expected. The link activation will fail.

**Recommended Action** If the received node type is correct, correct the link station configuration using snasw link. Depending on other aspects of the link station definition, the node type check can be disabled by issuing snasw link with the adj\_node\_type field set to NAP\_LEARN\_NODE.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unable to activate RTP connection %s

**Explanation** Unable to activate RTP Connection In certain situations, the origin may retry activation.

**Recommended Action** Examine sense code and retry activation if appropriate.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unable to activate session to single session partner LU, because there is an active session on another mode %s

**Explanation** Unable to activate session to single session partner LU, because there is already an active session on another mode. This usually indicates contention between two or more APPC transaction programs or CPI-C applications for the same dependent LU6.2. Session activation will fail with specified sense code (which may cause ALLOCATE, MC\_ALLOCATE or CMALLC requests to fail).

**Recommended Action** Collect trace and report the problem to support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unable to assign LFSID to secondary stage of ISR session %s

**Explanation** Unable to assign a local-form session identifier (LFSID) to the secondary stage of an ISR session. This problem is probably caused by insufficient storage to extend the appropriate LFSID routing table, although it could also indicate that the table is full (each link can route a maximum of 64770 ISR sessions). ISR session activation will fail with the specified sense code.

**Recommended Action** This log gives information on which ISR session is affected by a failure in the LFSID table management. Preceding logs give more detail on the reason for the failure.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unable to correlate received Register or Delete reply to a directory entry %s

**Explanation** Directory Error Correlator returned on a Register or Delete reply cannot be correlated to a directory entry. This is considered a protocol error and may indicate an interoperability problem. CP-CP sessions to node will be deactivated.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unable to deactivate port %s

**Explanation** Unable to deactivate port. snasw stop port will fail, port may not restart successfully.

**Recommended Action** If required, attempt to restart the port. If this fails, look for DLC specific logs giving more information on the reason for the failure.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unable to delete resources because this node is not authorised at the network node server %s

**Explanation** The network node server has rejected a Delete request with a sense code indicating this node is not authorised to register resources at the network node. This usually indicates a mismatch between the network node server's configuration (to consider this end node unauthorised) and this node's configuration (to register resources). No further resource registration or deletion will occur until CP-CP sessions are deactivated and reestablished.

**Recommended Action** Modify the network node server configuration to consider this node authorised.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unable to forward an HPR NLP - insufficient storage %s

**Explanation** Insufficient storage to forward HPR Network Layer Packet. NLP will be discarded. If this error occurs frequently, it may cause RTP connections to path-switch or fail altogether.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unable to identify or activate the next hop of an ISR session %s

**Explanation** Unable to identify or activate the next hop of an ISR session. ISR session activation will fail with the specified sense code.

**Recommended Action** This log is preceded by other logs giving more specific reasons for the failure. Follow the actions given in those logs.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unable to register resources because the network node server's directory is full %s

**Explanation** A resource registration failed because the network node server's directory is full. This may indicate a shortage of storage at the network node, or a configured upper bound on the size of its directory. No further resource registration will occur until CP-CP sessions are deactivated and reestablished.

**Recommended Action** Increase the size of the directory at the network server. This may be a simple configuration change, or it may require freeing up storage by reducing the load at the server.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unable to register resources because this node is not authorised at the network node server %s

**Explanation** The network node server has rejected a Register request with a sense code indicating this node is not authorised to register resources at the network node. This usually indicates a mismatch between the network node server's configuration (to consider this end node unauthorised) and this node's configuration (to register resources). No further resource registration will occur until CP-CP sessions are deactivated and reestablished.

**Recommended Action** Modify the network node server configuration to consider this node authorised.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unrecognized mode name in received BIND request %s

**Explanation** Mode name on received BIND request is unrecognized. Session activation will fail with the specified sense code.

**Recommended Action** Modify the partner LU configuration so it does not attempt to use the unrecognized mode.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unrecoverable DLC failure %s

**Explanation** Unrecoverable DLC failure. The DLC will be destroyed, and all ports and link stations defined on the DLC will be inoperative.

**Recommended Action** Restart the DLC and ports (using snasw start port). If these operations fail, or this problem is persistent, run a trace on the DLC and contact support with the log and trace information.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - XID exchange count exceeds activation limit %s

**Explanation** The number of XIDs received during link activation exceeded the limit defined for the port. This could indicate an XID protocol error, or an excessively unreliable physical media. The sense data gives more information about the error. 083E0001 - the limit was exceeded while exchanging prenegotiation or negotiation XIDs 0809003A - the limit was exceeded while exchanging NULL XIDs. Link activation will fail.

**Recommended Action** Retry the activation. If SNA Switch is still unable to activate the link station, run a trace on the link station or port to diagnose the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - XID exchange count exceeds nonactivation limit %s

**Explanation** The number of XIDs received during non-activation exchange exceeded the limit defined for the port. This could indicate an XID protocol error, or an excessively unreliable physical media. Non-activation XID exchange will fail and the link will be deactivated.

**Recommended Action** Run a trace on the link station or port to diagnose the problem, and contact support with trace information.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - XID protocol error during activation exchange %s

**Explanation** XID protocol error during activation exchange. This may indicate an interoperability problem between this node and the adjacent node, or it may be caused by the adjacent node resetting and restarting the exchange without sending a DISC or DM frame. The sense codes are as follows. 0806002C - the adjacent node has changed its network name during the course of an XID exchange 0809003A - received a null XID when an XID format 3 was expected 0809003C - prenegotiation XID received when not expected (had already received a negotiation proceeding XID3) 0809003D - nonactivation XID received when a null XID or activation XID was expected 08090040 - received an unexpected or invalid mode-setting command (eg. SNRM or SABME) 08090045 - the adjacent node has stopped supporting exchange state indicators in the middle of an XID exchange 08090046 - the adjacent node had previously indicated it did not support exchange state indicators, but has sent a XID with exchange state indicators set 08090047 - received XID after receiving mode-setting command (eg. SNRM or SABME) 08090048 - received unsolicited XID from NRM secondary link station 08090049 - the adjacent node sent an XID error control vector (x'22') 08090055 - invalid VRN in TG descriptor CV of XID3 086F0000 - XID3 control vector length error 088C1000 - the adjacent node is a network node, but did not include a product set identifier control vector in the XID3 088C0EF1 - the adjacent node is type 4 or 5, but did not include a PU name control vector 088C0EF4 - the adjacent node has not been inconsistent in including a network name control vector 088C4680 - an XID was received on an ATM port, but did not include a TG identifier TG descriptor subfield 08910004 - the network name control vector does not contain a valid network identifier 08910005 - the network name control vector does not contain a valid CP name 0895xyyy - XID3 control vector error (xx indicates key of first control vector in error, yy indicates offset of error within control vector) 08960000 - control vector too long 08960001 - network name control vector is too long 10150001 - received XID3 is too short (less than 29 bytes) 10150002 - length of received XID3 does not match length indicated in XID3 10160000 - the adjacent node indicated an invalid BIND pacing setting 10160001 - the maximum number of I-frames that the adjacent node can receive before sending an acknowledgement is set to zero 10160003 - the maximum BTU size the adjacent node can receive is set to less than 99 bytes 10160004 - unexpected XID format 10160005 - the adjacent end node supports receipt of BIND segments, but does not support BIND segment generation 10160006 - the adjacent end node does not support receipt of BIND segments and has a maximum BTU size less than 265 bytes 10160007 - the adjacent network node does not support receipt of BIND segments and has a maximum BTU size less than 521 bytes 10160008 - adjacent node has been inconsistent in its setting of networking capabilities 10160009 - the adjacent network node supports CP-CP sessions but does not provide CP services 1016000B - the adjacent node has selected zero as the TG number (which is invalid) 1016000C - the adjacent network node does not support BIND segment generation and has a maximum BTU size less than 521 bytes 1016000D - the adjacent node does not support the SDLC

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - XID protocol error during non-activation exchange %s

**Explanation** XID protocol error during non-activation exchange. This may indicate an interoperability problem between this node and the adjacent node. The sense codes are as follows. 0809003A - received a null XID when an activation XID format 3 was expected 0809003B - received a null XID when a nonactivation XID format 3 was expected 0809003E - activation XID received when non-activation XID expected 0809003F - adjacent node initiated a secondary-initiated non-activation XID exchange on a link that does not support secondary-initiated non-activation XID exchanges 08090042 - nonactivation exchange initiation indicator not set when expected 0809004E - received a non-null XID from a secondary NRM link station, when a null XID was expected

10160002 - adjacent node has been inconsistent in its setting of ACTPU suppression indicator  
 10160008 - adjacent node has been inconsistent in its setting of networking capabilities 1016000B  
 - adjacent node attempted to change TG number during nonactivation exchange to a TG number that  
 was already in use 10160019 - adjacent node has attempted to change its CP name when CP-CP  
 sessions supported on link station, or link station not quiesced The link will be deactivated.

**Recommended Action** Run a trace on the link station or port to obtain more diagnostic information on the problem. Contact support with details of the log and trace.

**Error Message** %SNASW-3-UNAVAILABLE: Port %s activation failed: %s

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

**Error Message** %SNASW-3-UNAVAILABLE: Query %s failed. NOF primary rc=%x secondary rc=%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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SNASW-3-UNAVAILABLE: Resizing of %s buffer failed due to insufficient memory; using buffer-size of %d KB.

**Explanation** A cyclic trace buffer could not be resized due to insufficient memory. The previously allocated buffer, if any, will continue to be used.

**Recommended Action** Reconfigure a smaller buffer-size for the specified buffer type.



**Error Message** %SNASW-3-UNAVAILABLE: SNASW failed to process CLSI message, 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SNASW-3-UNAVAILABLE: SNASW failed to process DLC message, 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SNASW-3-UNAVAILABLE: Trap failed. %s MIB OID=%s index OID=%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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SNASW-4

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A DLUS has sent an ACTPU with a PU name different from the name in the last ACTPU received for the same DSPU. %s

**Explanation** A DLUS has sent an ACTPU with a PU name that is different to the PU name in the last ACTPU received for the same DSPU. The PU name of this implicit or DLUS-defined DSPU will change its name to the name from this new ACTPU.

**Recommended Action** Reconfigure the DLUS(es) in the network to use the same PU name when referring to the same PU.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A DLUS has sent an ACTPU with a PU name that is already in use %s

**Explanation** A DLUS has sent an ACTPU with a PU name that is already in use. The ACTPU will be rejected with the specified sense code. PU activation will not continue.

**Recommended Action** Reconfigure the DLUS or the DLUR to use different PU names. If the DLUS and the DLUR use the same PU name, then they must apply the name to the same PU.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A DLUS has sent an ACTPU without a PU name %s

**Explanation** A DLUS has sent an ACTPU without a PU name. The ACTPU will be rejected with the specified sense code. PU activation will not continue.

**Recommended Action** Check the status of the named DLUS. Check that it is correctly configured. Optionally, reconfigure SNA Switch to use a different DLUS.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A DLUS-defined downstream DLUR-served link could not be defined %s

**Explanation** A DLUS-defined downstream DLUR-served link could not be defined because either:  
- the specified port does not exist - there is an existing link station to the same destination address.  
The PU will not be activated.

**Recommended Action** Correct the configuration.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A DLUS-defined downstream DLUR-served link failed to activate %s

**Explanation** A DLUS-defined downstream link failed to activate. The PU will not be activated.

**Recommended Action** Check that the named port is active. Check that the downstream node at the given address is powered on. Check surrounding logs for reasons that the named LS has not activated. Check the configuration of the DLUS.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A REQACTPU RSP has not been received. Possible hung PU problem %s

**Explanation** A REQACTPU RSP has not been received for this PU and it appears the PU is hung. There will be no further action taken

**Recommended Action** If this is an internal PU then contact support with details of this log. If this is a downstream PU then contact the supplier of the downstream node.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A Route Setup Reply has been received with the backout sense code HPR will not be used for this session %s

**Explanation** The local node has received an HPR Route Setup Reply with the backout sense code. The Route Setup has failed because the destination node does not support RTP. No intermediate node supports RTP and was able to become the new destination. The Route Setup has failed and HPR will not be used for the session that is being activated. This is a normal event when a node in the route has an auto-activateable link to a node that does not support RTP or HPR.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A Route Setup has been backed out from the original destination to the new destination %s

**Explanation** The local node has received an HPR Route Setup Reply in which the destination node is not the same as the destination node that was in the corresponding Route Setup Request. The Route Setup has successfully backed out. The Route Setup is between the origin node and the new destination. RTP Connections will be activated between these two nodes. This is a normal event when a node in the route has an auto-activateable link to a node that does not support RTP or HPR. Sessions that originate at (or beyond) the local node will use HPR from the local node to the new destination and use ISR from new destination and beyond it.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A conventional half-session has aborted. %s

**Explanation** Critical buffer shortage or protocol error or CRV exchange protocol error. This indicates a possible interoperability problem. Sense codes for CRV exchange errors are as follows. 20090000 - CRV request received from secondary LU, or CRV response received from primary LU, or CRV not received when expected 10020000 - CRV RU too short 400F0000 - CRV with FI not set 400B0000 - CRV chain indicators not set to BC, EC 40140000 - CRV not RQD1 40110000 - CRV not expedited 40150000 - CRV with QRI not set 40080000 - CRV with PI set 400C0000 - CRV request with BBI, EBI or CEBI set 400D0000 - CRV request with CDI set 40100000 - CRV request with CSI set to CODE1 40160000 - CRV request with EDI set 40170000 - CRV request with PDI set 40130000 - CRV response RTI and SDI inconsistent Session will be deactivated with specified sense code.

**Recommended Action** If surrounding logs indicate critical congestion, decrease the system load or make more resources available to SNA Switch. Otherwise, contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A request to activate a connection network TG was rejected because a defined link was already active between the local and destination address and multiple links are not supported %s

**Explanation** SNA Switch cannot start a link to an adjacent node over a connection network TG because the DLC does not support multiple links between the local and destination addresses. The session will fail, with the specified sense code.

**Recommended Action** Check the local and destination link addresses.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A request to activate a connection network TG was rejected because the local and destination link addresses were incompatible %s

**Explanation** SNA Switch cannot start a link to an adjacent node over a connection network TG because the link address on the local node is not compatible with the link address on the adjacent node. The session will fail, with the specified sense code.

**Recommended Action** Check the local and destination link addresses.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - APPC Transaction Program or CPI-C application has ended abnormally with active conversations %s

**Explanation** An APPC transaction program or CPI-C application has ended abnormally with active conversations. This usually indicates an error in the application. SNA Switch will deactivate all sessions currently being used by the application.

**Recommended Action** Run a trace on the APPC API or the CPI-C API to see the sequence of verbs causing the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Abnormal UNBIND request received %s

**Explanation** Abnormal UNBIND request received. This may indicate a configuration error, or a protocol error. The session will fail with the specified sense code.

**Recommended Action** If the sense code indicates a configuration error, check for inconsistencies between the configuration at the local LU and the configuration at the partner LU. If the configuration is consistent and the problem persists, contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Adjacent node registered an Associated Resource which was not an ENCP %s

**Explanation** The local node is a Branch Network Node or Network Node and a downstream node registered an Associated Resource that was not an ENCP resource.

**Recommended Action** None, the node will force the resource type to be ENCP.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Alert/Resolution received and cannot be sent %s

**Explanation** Memory failure in trying to allocate space to route a back-level alert or resolution to the parent MS process. The alert or resolution will not be sent. It is logged here.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - An LU received an aping with data size greater than the maximum allowed %s

**Explanation** An LU received an aping with data length greater than the maximum allowed. The conversation will be terminated with primary\_rc of DEALLOC\_ABEND.

**Recommended Action** Report the error. SNA Switch LUs should not be apinged with a data size greater than the defined maximum.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - An LU-SSCP session activation attempt failed because the SSCP was not suitable %s

**Explanation** An ACTLU was received for an LU from the wrong SSCP. The ACTLU is rejected with sense code 084B0000 (i.e. the LU activation attempt fails).

**Recommended Action** If it is required that the LU accepts the ACTLU (i.e. that the activation attempt succeeds) then the LU definition must be changed so that either i) the LU requires the particular SSCP Identifier that is actually received from the SSCP ii) the LU accepts any SSCP Identifier.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - An attempt to activate a persistent pipe to a DLUS has failed %s

**Explanation** DLUR has requested a persistent pipe to a DLUS but the DLUS does not support persistent pipes. The sense codes are as follows. 088E0009 - the DLUR has failed the pipe activation because it requires all pipes to be persistent. 08A0000C - the DLUS has failed the pipe activation because there is no PU needing service. The attempt to activate a persistent pipe to the DLUS will fail.

**Recommended Action** If the DLUR is unable to contact a different DLUS that does support persistent pipes then the following should be considered. If the sense code is 088E0009 then DLUR requirement for persistent pipes could be removed. Otherwise, the DLUS must be upgraded to support persistent pipes.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Application sent invalid Acknowledgment or Status message %s

**Explanation** LU type 0,1,2 or 3 application sent invalid Acknowledgment or Status message. Status Error sent to application.

**Recommended Action** Investigate the error in the application.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Application sent invalid Data message %s

**Explanation** LU type 0,1,2 or 3 application sent invalid Data message. Status Acknowledge (NACK-2) sent to application.

**Recommended Action** Investigate the error in the application.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Application sent invalid Status Control message %s

**Explanation** LU type 0,1,2 or 3 application sent invalid Status Control message. Status Control (NACK-2) sent to application.

**Recommended Action** Investigate the error in the application.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Automatic retry of CP-CP sessions on a timer has failed %s

**Explanation** The node failed to start a timer in order to retry CP-CP sessions to a Network Node Server. The node will not automatically attempt to activate CP-CP sessions and so may be left with no CP-CP sessions at all or CP-CP sessions with a node that is not the best available. CP-CP sessions will however be retried in the normal way when a local application needs them or a new link activates.

**Recommended Action** None if CP-CP sessions are not required or if the administrator is happy with the existing Network Node Server. If the administrator wants to start CP-CP sessions they can be started manually.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - BIND race with single-session partner LU - partner LU has lost race %s

**Explanation** BIND race with single-session partner LU. This is a normal network race condition. The race is resolved in favour of the LU with the higher name. In this case the partner LU lost the race. Session activation will fail with specified sense code.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Buffer congestion relieved %s

**Explanation** Buffer congestion relieved. SNA Switch will stop throttling back session traffic. If the congestion eases further SNA Switch will start to increase pacing windows on adaptively paced sessions.

**Recommended Action** None

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - CP-CP sessions deactivated while broadcast Locate outstanding %s

**Explanation** CP-CP sessions deactivated while broadcast Locate in process. Session activation may fail.

**Recommended Action** This log simply flags the fact that a session failure impacted a pending broadcast Locate. Other, more specific, logs give reasons for the session failure and appropriate actions.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - CP-CP sessions established between network nodes in different networks %s

**Explanation** CP-CP sessions established between two network nodes in different networks. CP-CP sessions will be deactivated with the specified sense code.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - CP-CP sessions established with end node: invalid directory entry removed %s

**Explanation** CP-CP sessions have been established with an adjacent end node which was previously defined using snasw location. The invalid directory definitions for the end node and any of its LUs will be removed.

**Recommended Action** Do not configure the invalid entries in future.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - CPSVRMGR pipe session failure %s

**Explanation** CPSVRMGR pipe failed to specified DLUS. Any PUs using the specified DLUS are deactivated (that is, DACTPU(cold) is sent. DLUR may attempt to contact one or more backup DLUS's, if configured.

**Recommended Action** If a pipe with backup DLUS is not initiated automatically manually restart any required PUs

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - CRV exchange failed %s

**Explanation** CRV exchange failed. This indicates the cryptography keys configured at this LU and the partner LU are inconsistent. Session will be deactivated with the specified sense code (08350001).

**Recommended Action** Use information on the session deactivated problem log (log 271) to identify the local LU and partner LU, and correct the mismatch in cryptography keys.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - CRV exchange failed on a PLU-SLU session. The session will fail %s

**Explanation** CRV exchange failed. This indicates the cryptography keys configured at this LU and the partner LU are inconsistent. Session will be deactivated with the specified sense code (08350001).

**Recommended Action** Use information on the session deactivated problem log (log 271) to identify the local LU and partner LU, and correct the mismatch in cryptography keys.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - CRV exchange failed on a PLU-SLU session. The session will fail. %s

**Explanation** CRV exchange failed. This indicates the cryptography keys configured at this LU and the partner LU are inconsistent. Session will be deactivated with the specified sense code (08350001).

**Recommended Action** Correct the mismatch in cryptography keys.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Central Resource Registration failure %s

**Explanation** Central Resource Registration failure. Network performance may degrade because of additional broadcast Locate searches.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Central Resource Registration failure: invalid correlator received %s

**Explanation** Central Resource Registration failure and invalid correlator received. Network performance may degrade because of additional broadcast Locate searches.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Connection Setup NLP received for previous NCE instance %s

**Explanation** A connection setup NLP has been received, specifying a previous instance of this NCE. The NCE must have been shut down and restarted since processing the Route Setup request No RTP connection can be started, so the NLP will be discarded.

**Recommended Action** Report error to remote end.



**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Connection Setup NLP rejected because it specified unsupported Topic ID %s

**Explanation** A Connection Setup NLP was rejected because it specified the CP-CP session or Route Setup Topic ID, but was received on a TG which does not support the Control Flows over RTP Tower. The CP-CP session or Route Setup RTP Connection will fail with sense code HA0010017.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Correlator clash detected in MDS\_MU processing %s

**Explanation** A correlation error was detected while processing an MDS\_MU. The MDS\_MU will not be processed. If the MDS\_MU originated at the local node the SEND\_MDS\_MU verb containing the MDS\_MU will be returned to the sending application noting the error. If the MDS\_MU did not originate from the local node, an error message will be returned to the originating application. An error message may also be sent to other applications if they are affected by the correlation clash.

**Recommended Action** User should reissue the SEND\_MDS\_MU but with a correct correlator value.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Critical buffer congestion %s

**Explanation** The Buffer Manager Monitor detected critical buffer congestion SNA Switch will throttle back session traffic by withholding pacing responses or resetting pacing windows on adaptive-paced sessions until the congestion has reduced.

**Recommended Action** This condition can occur if the node receives a large, sudden burst of data traffic on several sessions. The condition should clear itself automatically, but if it occurs frequently, it may indicate the node is routing more sessions than it can handle efficiently with the available buffer storage. Reduce the number of sessions through the router.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Critical buffer congestion detected while attempting to relieve congestion %s

**Explanation** The Buffer Manager detected critical buffer congestion while attempting to relieve a previous congestion condition. SNA Switch will throttle back session traffic by withholding pacing responses or resetting pacing windows on adaptive-paced sessions until the congestion has reduced.

**Recommended Action** This condition can occur if the node receives a large, sudden burst of data traffic on several sessions. The condition should clear itself automatically, but if it occurs frequently, it may indicate the node is routing more sessions than it can handle efficiently with the available buffer storage. Reduce the number of sessions through the router.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - DLUS-defined DSPU name clashes with locally-defined DSPU name %s

**Explanation** A DLUS-defined DSPU name clashes with the locally-defined DSPU name of a different PU. An implicit link will fail. The ACTPU for the DSPU connected over this link will be rejected.

**Recommended Action** Reconfigure this node, or the DLUS, to remove the clash in the use of this PU name. If the DLUS and the DLUR use the same PU name, then they must apply this name to the same PU.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Deactivating intermediate session because of insufficient storage %s

**Explanation** Deactivating intermediate session because of insufficient storage. The intermediate session will be deactivated.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Delete request failed because the resource was not found or not removable %s

**Explanation** A Delete request failed, either because the entry was defined as a home entry at the network node server, or because the resource was not found. Neither error is severe, and will not affect future registration and deletion, or other aspects of network operation. Delete attempt has failed, further deletion and registration will continue unaffected.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Dependent LU session deactivated because LU deleted %s

**Explanation** A dependent LU-LU session has been deactivated because the LU has been deleted. None.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Different PUs have LUs whose names clash %s

**Explanation** Two LUs of the same name exist under different PUs. One is already activated and DLUS has attempted to activate the other. The second LU will not be activated.

**Recommended Action** Rename one of the LUs with a unique network name.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Duplicate FQPCID prevents start of network search %s

**Explanation** A LOCATE message received with duplicate PCID. This could occur if two LEN nodes send BINDs to SNA Switch at the same time and with the same PCID. Session activation will fail with the specified sense code.

**Recommended Action** None. The downstream box should retry the session activation using a different PCID.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Entry could not be added to signed-on-to list sending PV sign-on Attach. %s

**Explanation** The local LU failed to add an entry into the signed-on-to list when sending a PV sign-on Attach (FMH-5) due to resource shortage. The Attach will be sent, but will not contain the sign-on request.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Error data received from partner LU. %s

**Explanation** The partner TP issued a SEND\_ERROR or DEALLOCATE verb specifying error data. An error state was generated by the partner TP. The specified TP will experience a problem. Subsequent recovery or termination of the conversation will be determined by the applications.

**Recommended Action** Check that both the local TP and the partner TP exist, are correctly named, and are working properly.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Error data sent to partner LU. %s

**Explanation** The local TP issued a SEND\_ERROR or DEALLOCATE verb specifying error data. The specified TP will experience a problem. Subsequent recovery or termination of the conversation will be determined by the applications.

**Recommended Action** Check that both the local TP and the partner TP exist, are correctly named, and are working properly.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Error message received at MS Capabilities (delivery failure) %s

**Explanation** MS Capabilities received an error message. This is assumed to be the result of a send failure. The error message received will be logged so that send failure types can be examined. MS capabilities will take appropriate recovery action if the failed send affects the focal point table.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Error on alert send not correlated with entries on send alert queue %s

**Explanation** The system was unable to correlate an error received on an alert send with the alerts stored in the send alert queue. The send alert queue is either too small and the original alert has been deleted or a previous error prevented the alert from being held on the queue. The alert will not be sent to the focal point.

**Recommended Action** Investigate whether prior memory shortage caused alert not to be held on the queue.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Failed to adjust a buffer pool %s

**Explanation** The desired number of buffers could not be reserved for a buffer pool. The receive pacing window size for the session will not increase as fast as configured.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Failed to contact a DLUS for PU. Retry count exceeded. %s

**Explanation** The DLUR has failed to contact either the DLUS or the backup/ default DLUSs after the configured number of retries. Contact is not made with the DLUS.

**Recommended Action** Check earlier logs for causes of individual failures to contact Host. Resolve any problems or increase the timeout or retry count and try again.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Failed to contact one or both of the default DLUS when attempting to activate a persistent pipe required by a DLUS-dependent port. The retry count is exceeded. %s

**Explanation** The DLUR has failed to contact either the default primary DLUS or the default backup DLUS or both after the configured number of retries when attempting to activate a persistent pipe required to enable a DLUS-dependent port. The DLUS-dependent port is not enabled.

**Recommended Action** Check earlier logs for causes of individual failures to contact Host. Resolve any problems or increase the timeout or retry count and try again.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Failed to register resource with NNS/CDS %s

**Explanation** Failed to allocate memory for storage of resource in the register list. Registration will not take place immediately.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Following alert failed to be sent to focal point %s

**Explanation** The system received a send failure for an alert stored on the send alert queue. No held alert function is available to store the alert until another focal point is established. alert to the alert handler. The alert will not be sent, however, it will be logged.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Following locally originated MSCAPS message failed to be sent %s

**Explanation** The system received a send failure for a local MS capabilities originated message. MS capabilities will treat the send failure as a loss of connectivity to the partner node. If focal point relationships are affected then MS capabilities will take appropriate recovery action.

**Recommended Action** Investigate cause of failed send.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - HPR Route Setup RU received with existing FQPCID %s

**Explanation** An HPR Route Setup RU has been received with an FQPCID that matches an existing route. The message will be rejected and the route not established.

**Recommended Action** Report error to remote end.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - HPR Route Setup RU received with format errors %s

**Explanation** An HPR Route Setup RU has been received with format errors The message cannot be processed, and will be discarded.

**Recommended Action** Report error to remote end.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - HPR manager failed to obtain memory to send indication %s

**Explanation** HPR manager failed to get memory to send an RTP indication. The data\_lost flag will be set in the next indication successfully sent.

**Recommended Action** Investigate memory shortage.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - IPDLC failed to allocate necessary storage %s

**Explanation** IPDLC could not allocate necessary storage. Some operation may fail. See other logs.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active links), or make more storage available to IPDLC.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - IPDLC failed to create a UDP stub %s

**Explanation** IPDLC failed to create a UDP stub. Port activation will fail.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active links), or make more storage available to IPDLC.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - IPDLC failed to grow a link hash table %s

**Explanation** IPDLC failed to grow a link hash table. Data transmission rates may be marginally degraded.

**Recommended Action** If there are few instances of this log, IPDLC has recovered, and no action is required. If this log occurs repeatedly, then either decrease the system load (for example, by reducing the number of active links), or make more storage available to SNAP-IPDLC.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - IPDLC failed to request a posting %s

**Explanation** IPDLC failed to request a posting. Link activation may fail or data transmission may be delayed.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active links), or make more storage available to IPDLC.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - IPDLC's UDP stub has failed to initialise %s

**Explanation** IPDLC has created a UDP stub, but the UDP stub failed to initialise successfully. Port activation will fail.

**Recommended Action** Check surrounding logs and other diagnostics for reports of a failure from a UDP stub process.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Implicit alias space wrapped %s

**Explanation** The space for implicit aliases has wrapped. There is a very slight possibility of duplicate aliases.

**Recommended Action** Shut down and restart to avoid any conflict.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Inconsistent DLUS Names %s

**Explanation** Inconsistent DLUS Names. The Host has requested the activation of a Downstream link to a PU by sending an ACTPU. The link is configured to request a different DLUS. The DLUS initiating the activation is used.

**Recommended Action** None required. If the Host DLUS is the regular DLUS (i.e., not a backup) then adjust the downstream link configuration when convenient.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Independent LU session deactivated because LU deleted %s

**Explanation** An independent LU-LU session has been deactivated because the local LU has been deleted. None.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient buffers to create new buffer pool %s

**Explanation** Insufficient buffers to create a new buffer pool Activation of some resource (eg. session, LS) will fail. See other logs.

**Recommended Action** Investigate buffer shortage and system load.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient information to create a DLUS-defined link to a DLUR DSPU %s

**Explanation** Insufficient information to create a DLUS-defined link. A PU will not be activated. The ACTPU for the named PU will be rejected with the given sense code.

**Recommended Action** Correct the PU definition at the DLUS. The DLUS-defined link could not be created using the information from the DLUS in the TG descriptor (CV x'46') shown below. For example, for a Token-Ring link to be created, SNA Switch requires the x'46' to contain the following subfields. - x'91' Signaling information CV specifying EBCDIC 'TR'. - x'92' Port identifier containing an 8-byte EBCDIC port name. - x'93' LSAP info containing a 1-byte destination SAP address. - x'94' MAC info containing a 6-byte destination MAC address.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient resources to (un)register adjacent LEN %s

**Explanation** Branch Network node has insufficient resources to (un)register an adjacent LEN node. The directory of this node and/or that of its NNS may become inconsistent, in that the LEN CP will still be there when it should not be, or vice versa. Thus session activation to the LEN may fail when a link to it is active, or neighbouring nodes may believe the LEN to be contactable when the link to it is down.

**Recommended Action** Ensure sufficient resources are available to SNA Switch and then re-cycle the link to the required state.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient resources to register LU on adjacent LEN %s

**Explanation** Branch Network node has insufficient resources to register an LU on an adjacent LEN node. The LU resource may not be put into the directory, and may not be accessible to other resources.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient resources to register adjacent LEN LU %s

**Explanation** Branch Network node has insufficient resources to register an adjacent LEN node's LU. The directory of this node and/or that of its NNS may become inconsistent, in that the LEN LU will not be registered when it should be. Thus session activation to the LEN LU may fail when a link to it is active.

**Recommended Action** Ensure sufficient resources are available to SNA Switch and then re-cycle the link to the required state.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to create new buffer pool %s

**Explanation** Insufficient storage to create a new buffer pool. Activation of some resource (eg. session, LS) will fail. See other logs.

**Recommended Action** Investigate memory shortage and system load.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to deactivate limited resource session %s

**Explanation** Insufficient storage to deactivate limited resource session. The limited resource session will not be deactivated (although it may be deactivated later). This could result in limited resource links being kept active while they are not required.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to deactivate link %s

**Explanation** Insufficient storage to deactivate a link. The link will not be deactivated.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.



**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to deliver MDS\_MU to a registered application %s

**Explanation** Insufficient storage to deliver MDS\_MU to a registered application. The MU will be returned to the sender indicating a resource shortage error.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to forward Alert generated by DLC %s

**Explanation** Insufficient storage to forward Alert generated by DLC. Alert will be discarded.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to generate Alert %s

**Explanation** Insufficient storage to generate Alert to report invalid received data. Alert is not generated.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to initialise half session %s

**Explanation** Insufficient storage to initialise the half session. The half session will fail to activate with the specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to pass Alert data to registered Alert handler %s

**Explanation** Insufficient storage to pass Alert to registered Alert Handler. The alert will not be sent, however, it will be logged.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to perform orderly link deactivation (link deactivated immediate instead) %s

**Explanation** Insufficient storage to perform orderly link deactivation, performing immediate deactivation instead. None.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to process received MS Capabilities information %s

**Explanation** Insufficient storage to processed received MS Capabilities information. The category for which this failure occurred will be reset.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to queue Alert/Resolution for error correlation, %s

**Explanation** Insufficient storage to queue alert or resolution for error correlation The alert or resolution will not be queued, and thus, if an error message regarding the failure to send this alert or resolution is received, MDS will be unable to correlate it. If the alert or resolution is sent successfully, no further problems will result.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to report RTM statistics to Host %s

**Explanation** Insufficient storage to report RTM statistics to host. RTM statistics displayed by host will be inconsistent.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to report RTM status to application %s

**Explanation** Insufficient storage to report RTM status to application. RTM statistics reported and displayed by application may be inconsistent.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to request posting %s

**Explanation** Insufficient storage to request posting The component using the Buffer Manager may fail to operate or lock up. See other logs for effects.

**Recommended Action** Investigate memory shortage and system load.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to send RTM statistics to host %s

**Explanation** Insufficient storage to send RTM statistics to host. RTM statistics displayed by host will be inconsistent.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to update ANR routing tables following activation of an HPR-capable link %s

**Explanation** Insufficient storage to update ANR routing tables following activation of an HPR-capable link. HPR traffic using this ANR label will not be routed correctly, which may cause RTP connections to path-switch, or fail altogether.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to update ANR routing tables following deactivation of an HPR-capable link %s

**Explanation** Insufficient storage to update ANR routing tables following deactivation of an HPR-capable link. The node may not be able to free resources that are no longer required but will otherwise operate normally.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Invalid ARB support received from remote node %s

**Explanation** A value for ARB support that the local node does not support has been received in an ARB setup segment. The remote node has not completed the ARB negotiation correctly. This is a protocol error. The connection will be deactivated.

**Recommended Action** Investigate the cause of the error at the adjacent node.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Invalid MU type received by DLUR %s

**Explanation** An invalid MU type has been received by DLUR from an internal or downstream PU. None (the invalid MU will be discarded).

**Recommended Action** If this is an internal PU then contact support with details of this log. If this is a downstream PU then contact the supplier of the downstream node.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Invalid TG descriptor received from DLUS %s

**Explanation** An invalid TG descriptor was received from a DLUS. The PU will not be activated.

**Recommended Action** Check the configuration of the DLUS named by this log. Contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LDLC command frame retry limit exceeded %s

**Explanation** LDLC command frame retry limit exceeded. Link activation will fail, or an active link will be brought down.

**Recommended Action** Check connectivity to remote address

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LDLC link reported inoperative by underlying media %s

**Explanation** LDLC link reported inoperative by underlying media. Link activation will fail, or an active link will be brought down.

**Recommended Action** Check for faults at the supplied destination address. Check for faults and error conditions in the underlying drivers and media. Check for connectivity in the underlying media. Check for outages on the connection path. Check all your wires are still plugged in.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LFSID in use, moving on to next one. %s

**Explanation** An LFSID was found to be in use so SNA Switch is using a different one.

**Recommended Action** If this log appears frequently, inform your support contact.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LU type 0,1,2 or 3 format error %s

**Explanation** LU type 0,1,2 or 3 format error. This may indicate an interoperability problem. The PIU containing the error is discarded.

**Recommended Action** Contact support with details of the problem

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LU type 0,1,2 or 3 session ended abnormally because of insufficient storage %s

**Explanation** LU type 0,1,2 or 3 session ended abnormally because of insufficient storage. Session will be deactivated with the specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LU type 0,1,2 or 3 session ended abnormally because of invalid application data %s

**Explanation** LU type 0,1,2 or 3 session ended abnormally because of invalid data received from application. Session will be deactivated with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LU type 0,1,2 or 3 session ended abnormally while receiving data %s

**Explanation** LU type 0,1,2 or 3 session ended abnormally while receiving data. Session will be deactivated with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LU-mode session limit exceeded - BIND race %s

**Explanation** LU-mode session limit exceeded - BIND race. This is normal race condition caused by both the local LU and partner LU attempting to activate the last session on the mode simultaneously. The race will be resolved in favour of the node with the higher name. In this case the partner LU has lost the race. Session activation will fail with specified sense code.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LU6.2 response correlation error %s

**Explanation** LU6.2 response correlation error. This may indicate an interoperability problem. Sense codes are as follows. 200E0000 - uncorrelated positive response, or uncorrelated RTR response. Session will be deactivated with the specified sense code.

**Recommended Action** Use information on the session deactivated problem log (271) to identify the local LU and partner LU. If required, run a trace on the specified link station and contact support with the log and trace.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LU6.2 session ended abnormally  
- insufficient storage %s

**Explanation** LU6.2 session ended abnormally because of insufficient storage. Session will be deactivated with the specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LU6.2 session state error %s

**Explanation** LU6.2 session state error. This may indicate an interoperability problem. Sense codes are as follows. 20020000 - chaining sequence error 20030000 - bracket state error 20040000 - received normal flow request when half-duplex flip-flop state not receive 200A0000 - immediate request mode violated by partner LU 200B0000 - queued response indicator invalid 200E0000 - unexpected SIGNAL response 200F0000 - received unexpected response or received EXPD RU before previous EXPD RU has been acknowledged 20120000 - unexpected sense code on negative response 40040000 - received RQE, BB, CEB chain from contention loser 40110000 - RU category of response doesn't match request 40120000 - request code of response doesn't match request 40210000 - QRI setting on response doesn't match request The session will be deactivated with the specified sense code.

**Recommended Action** Use information on the session deactivated problem log (271) to identify the local LU and partner LU. If required, run a trace on the specified link station and contact support with the log and trace.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Link activation race detected  
- adjacent node responsible for disconnect %s

**Explanation** A link activation race was detected on an ATM port. The remote node is responsible for resolving this race. The local node will send a negotiation error CV indicating that the remote link activation request should fail. The local node's link activation request will succeed.

**Recommended Action** This is a normal race condition - no action is required.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Link activation race detected  
- local node responsible for disconnect %s

**Explanation** A link activation race was detected on an ATM port. The local node is responsible for resolving this race. The local node will disconnect its link. The remote node's link activation request will succeed.

**Recommended Action** This is a normal race condition - no action is required.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Link activation retry limit reached %s

**Explanation** An automatic retry link station is still inactive after the maximum allowed number of retries. The link station will remain inactive awaiting operator intervention. In the mean time, the activation of any sessions relying on this link station will fail.

**Recommended Action** Check surrounding logs for link activation failures. Check the configuration of the link station. Check the state of the adjacent node. Issue snasw start link to retry activation.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Link failure because too many outgoing packets are queued for transmission %s

**Explanation** A remote node is not processing information fast enough and is causing large queues to form on this node. Link failure.

**Recommended Action** Check the error logs on the remote node that this link is connected to.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Link failure because too many outgoing packets are queued for transmission %s

**Explanation** A remote node is not processing information fast enough and is causing large queues to form on this node. Link failure.

**Recommended Action** Check the error logs on the remote nodes that this MLTG is connected to.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Link failure caused HPR route setup request to be dropped %s

**Explanation** Link failure between this node and source of Route Setup req The route setup request is dropped by this node. The partner node on that link should generate -ve reply.

**Recommended Action** Investigate link failure.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Link not configured for automatic activation or last stopped non-automatically %s

**Explanation** A session or application required SNA Switch to automatically activate a link station, but the link station was not configured to be automatically activated or was last stopped non-automatically. The session or application will fail, with the specified sense code.

**Recommended Action** Either manually activate the link (using snasw start link), or redefine the link to support automatic activation (using snasw link).

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Local node has received a HPR Route Setup RU that it cannot forward because the next hop is not HPR-capable so is acting as the new destination %s

**Explanation** The local node has received an HPR Route Setup RU that it cannot forward because the next hop in the route is not HPR-capable. The local node supports RTP so can act as the destination. The Route Setup will be between the origin node and the local node (the new destination). RTP Connections will be activated between these two nodes. This is a normal event when the local node has an auto-activateable link to a node that does not support RTP. Sessions that originate at (or beyond) the origin node will use HPR from the origin to the new destination and use ISR from the new destination and beyond it.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Local node has received a HPR Route Setup RU that it cannot forward because the next hop is not HPR-capable so is replying with the backout sense code %s

**Explanation** The local node has received an HPR Route Setup RU that it cannot forward because the next hop in the route is not HPR-capable. The local node does not support RTP so it can not act as the destination node and replies with the backout sense code. The Route Setup between the origin node and the destination fail. RTP Connections cannot be activated between these two nodes. This is a normal event when the local node has an auto-activateable link to a node that does not support HPR. It may be possible for an intermediate node in the route that supports RTP to take over the role of the destination node for the Route Setup. If this happens sessions that originate at (or beyond) the origin node will use HPR from the origin to the new destination and use ISR from the new destination to the local node (and beyond it). If no intermediate node is able to act as the destination then HPR will not be used at all by such sessions.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Local node is the destination of a HPR Route Setup RU but does not support RTP so is replying with the backout sense code %s

**Explanation** The local node has received an HPR Route Setup RU as the destination node but cannot accept it because it does not support RTP. The local node replies with the backout sense code. The Route Setup between the origin node and this node will fail. RTP Connections cannot be activated between these two nodes. This is a normal event when another HPR-capable node has an auto-activateable link to this node. It may be possible for an intermediate node in the route that supports RTP to take over the role of the destination node for the Route Setup. If this happens sessions that originate at (or beyond) the origin node will use HPR from the origin to the new destination and use ISR from the new destination to the local node (and beyond it). If no intermediate node is able to act as the destination then HPR will not be used at all by such sessions.

**Recommended Action** None.



**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Locate search failed: search error %s

**Explanation** A network search for which this node was the originator or the network node server has failed. The most common sense codes are as follows (the sense code is an amalgam of sense codes received from the various nodes that took part in the search). 08900060 - insufficient storage to process Locate search 08900010 - routing error on a directed Locate search 08900070 - session outage in the search tree 0812000A - insufficient resources at the CDS These sense codes usually indicate a transient problem in the network (either a resource shortage, or link failure). Session activation will fail with the specified sense code.

**Recommended Action** Retry the session activation. If the problem persists, contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Locate search timed out %s

**Explanation** Local node timed out waiting for a Locate response from the specified adjacent node. This typically indicates a problem in another node in the network not responding to Locates (possibly because only one CP-CP session is active with an adjacent node). The Locate will be failed with the specified sense code, which is one of the following 08120010 - the adjacent CP is short of resources, CP-CP sessions will be deactivated 08900060 - search failure: the adjacent CP does not have sufficient resources (CP-CP sessions will not be deactivated)

**Recommended Action** Verify that there are no nodes in the network with a single CP-CP session active to an adjacent node.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - MDS unable to get memory for SNASVCMG session list entry %s

**Explanation** MDS unable to get memory for a SNASVCMG session control block. The control block will not be obtained.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - MDS unable to get memory to send TP\_ENDED %s

**Explanation** MDS unable to get buffer to send TP\_ENDED for SEND\_TP. TP\_ENDED will not be sent.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - MS Capabilities unable to send request due to memory shortage %s

**Explanation** MS Capabilities failed to get space to send a message. The message will not be sent. If the intended message was a request for focal point services, MS will pursue focal point services alternatively. If the intended message was to revoke a previous focal point, the message will not be sent. The node will still appear in the focal point's sphere of control list.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - MS unable to add time stamp and/or product set id %s

**Explanation** The system was unable to add the product set id or the date time stamp requested due to either memory shortage or the addition causing an NMVT to exceed maximum size. Additions will not be made to the signal.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - MS unable to allocate space for link control block %s

**Explanation** The system was unable to allocate resource to set up a link control block for a received PU\_STATUS message. The active link will be treated as unknown by MS. Any messages received over the link will be returned as undeliverable. Any TRANSFER\_MS\_DATA or SEND\_MDS\_MUs received from applications specifying the link in the PU\_STATUS will be returned with link\_name unknown.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - MU format errors %s

**Explanation** LU6.2 session format error. This may indicate an interoperability problem. Sense codes are as follows. 080F6051 - security error (FMH12 error) 10030000 - function not supported (unrecognised request code) 10050000 - SIGNAL or LUSTAT request too short 10084001 - invalid FM header type (not 5, 7 or 12) 40030000 - BB not allowed 40040000 - CEB or EB not allowed 40070000 - definite response not allowed 40090000 - CD not allowed 400B0000 - chaining error or EC,RQE1/2,CD RU received on full-duplex conversation 400C0000 - bracket error 400F0000 - incorrect use of format indicator (FI) 40100000 - alternate code not supported 40110000 - incorrect specification of RU category 40120000 - incorrect specification of request code 40130000 - incorrect specification of SDI and RTI 40140000 - incorrect use of DR1I, DR2I and ERI 40150000 - incorrect use of QRI 40160000 - incorrect use of EDI 40170000 - incorrect use of PDI 40180000 - incorrect setting of QRI with bidder's BB 40190000 - incorrect indicators with last-in-chain request The session will be deactivated with the specified sense code.

**Recommended Action** Use information on the session deactivated problem log (271) to identify the local LU and partner LU. If required, run a trace on the specified link station and contact support with the log and trace.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Memory Failure in MDS creation sequence %s

**Explanation** MDS failed to get needed memory during the creation sequence. The MDS creation will fail.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Memory shortage in MDS\_MU processing %s

**Explanation** The system was unable to needed memory for processing an MDS\_MU. The MDS\_MU will not be processed. If the MDS\_MU originated at the local node the SEND\_MDS\_MU verb containing the MDS\_MU will be returned to the sending application noting the error. If the MDS\_MU did not originate from the local node, an error message will be returned to the originating application.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Memory shortage in processing signal %s

**Explanation** The system was unable to allocate memory to process an incoming TRANSFER\_MS\_DATA or SEND\_MDS\_MU or register signal. The signal will be returned to the sender noting the resource shortage error.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Memory shortage in trying to send an alert %s

**Explanation** The system was unable to allocate memory needed to send an alert. The alert will not be sent, however, the sense code of the alert will be logged.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Memory shortage in verb processing %s

**Explanation** The system was unable to allocate control block space to process an incoming verb. The verb will not be processed and it will be returned to the sending application with a primary return code of NAP\_UNEXPECTED\_SYSTEM\_ERROR.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Memory shortage preventing data log %s

**Explanation** The system was unable to allocate memory and was thus unable to log data supplied by the user. The data will not be logged.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - NLP received for RTP connection which no longer exists %s

**Explanation** An NLP has been received for an RTP connection which no longer exists The message cannot be processed, and will be discarded.

**Recommended Action** Report error to remote end.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - NLP received with format errors %s

**Explanation** An NLP has been received with format errors The message cannot be processed, and will be discarded.

**Recommended Action** Report error to remote end.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Network Node server not required %s

**Explanation** Network Node server not required. This is logged when a back-level APPN network node (ie. one that does not support function set 1015) attempt to activate CP-CP sessions with SNA Switch (EN) when it already has a network node server. The CP-CP session will be deactivated with the specified sense code. SNA Switch cannot subsequently use this network node as its server unless all links to it are deactivated (and at least one restarted).

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - PORT\_BANDWIDTH\_UPDATE (status = OK) received %s

**Explanation** A PORT\_BANDWIDTH\_UPDATE signal (status = OK) has been received. Any Connection Network TGs on this port which had been advertised as quiescing will be advertised as active. Any auto-activatable TGs which had been advertised as non-operational will be advertised as operational.

**Recommended Action** To avoid future problems with bandwidth shortage, increase the bandwidth available to the local port.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - PORT\_BANDWIDTH\_UPDATE (status = QUIESCING) received %s

**Explanation** A PORT\_BANDWIDTH\_UPDATE signal (status = QUIESCING) has been received. Any Connection Network TGs on this port will be advertised as quiescing. Any auto-activatable TGs will be advertised as non-operational.

**Recommended Action** If possible, increase the bandwidth available to the local port.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - PU not found for REQACTPU RSP or REQDACTPU %s

**Explanation** A REQACTPU RSP or REQDACTPU has been received and the node has not been able to correlate it to a PU\_CB. The REQ(D)ACTPU(RSP) will be discarded.

**Recommended Action** Contact the supplier of the DLUS with details of this log.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Parsing error found in MDS\_MU header %s

**Explanation** MDS received an MDS\_MU that it could not parse correctly. An alert will be raised. If the MDS\_MU originated from a local application, the SEND\_MDS\_MU will be returned with the return codes NAP\_PARAMETER\_CHECK and NAP\_INVALID\_MDS\_MU\_FORMAT.

**Recommended Action** Investigate syntax of MDS\_MU sent, correct syntax, and reissue the SEND\_MDS\_MU.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Path-switch failure %s

**Explanation** RTP connection has failed to path-switch The RTP connection will be disconnected

**Recommended Action** Investigate the cause of the error

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Protocol Error from DLUS Host: RU Size too large for SSCP Session %s

**Explanation** Protocol Error from DLUS. Received an RU too large for SSCP Session. This is typically due to the SSCP sending too large a LOGON Screen. The Data is thrown away.

**Recommended Action** If you are expecting an SSCP LOGON screen, enter your LOGON command as usual.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Protocol error detected in PIU on intermediate session %s

**Explanation** SNA Switch detected a protocol error in an PIU received on an intermediate session. This typically indicates a problem on an adjacent node. The sense codes are as follows. 10010003 - invalid IPM format 10020000 - RU length error 10030000 - CLEAR request on secondary stage, or CLEAR response on primary stage 20110000 - sender has overrun pacing window, or PI not set on

first RU of window 20110001 - unexpected IPM 20110002 - PI set on other than first RU in window 20110003 - invalid pacing response 80070000 - segment error The intermediate session will be deactivated.

**Recommended Action** Report the problem in the adjacent node to support (running a trace on the specified link if more diagnostics are required)

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Protocol error detected on conversation %s

**Explanation** SNA Switch detected a protocol error on an APPC conversation. Sense codes are as follows. 10010000 - invalid GDS logical length 1008201D - FMH7 or log data mismatch (for example, FMH7 not received when expected, or log data truncated, or CEB not set on FMH7 when expected) 10086000 - received FMH but not FMH7 1008200E - FMH7 format error (log data concatenation not valid) 1008200A - FMH7 received with no sense data (sense data is zero) 20040000 - An incoming RU has been received on a full-duplex conversation which is in send-only state The conversation will be terminated, either by an APPC primary\_rc of NAP\_CONV\_FAILURE\_NO\_RETRY, or a CPI-C return\_code of CM\_RESOURCE\_FAILURE\_NO\_RETRY, and the session deactivated.

**Recommended Action** Report the protocol error to partner LU support. If additional diagnostic information is required, run a link trace (the session identifier can be used to correlate this log to other logs which contain the appropriate link station name).

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Protocol error during CRV exchange %s

**Explanation** Protocol error during CRV exchange. This indicates a possible interoperability problem. Sense codes are as follows. 20090000 - CRV request received from secondary LU, or CRV response received from primary LU, or CRV not received when expected 10020000 - CRV RU too short 400F0000 - CRV with FI not set 400B0000 - CRV chain indicators not set to BC, EC 40140000 - CRV not RQD1 40110000 - CRV not expedited 40150000 - CRV with QRI not set 40080000 - CRV with PI set 400C0000 - CRV request with BBI, EBI or CEBI set 400D0000 - CRV request with CDI set 40100000 - CRV request with CSI set to CODE1 40160000 - CRV request with EDI set 40170000 - CRV request with PDI set 40130000 - CRV response RTI and SDI inconsistent Session will be deactivated with specified sense code.

**Recommended Action** Use information on the session deactivated problem log (271) to identify the local LU and partner LU. Run a trace on the specified link station, and contact support with the log and trace.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - RTP Connection has disconnected %s

**Explanation** The RTP Connection has disconnected due to an error Sessions using the connection will fail

**Recommended Action** Investigate the cause of the error

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - RTP Connection is path-switching to a much longer path %s

**Explanation** An RTP connection is path-switching to a much longer path than it started with. Much more room is needed in each packet for routing information than was originally planned. Performance across this RTP connection may degrade, since some packets may have to be segmented.

**Recommended Action** If performance degradation is noticed, reactivate failed links then issue the 'PATH\_SWITCH' verb.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - RTP connection dropped due to local link failure %s

**Explanation** An RTP connection has been dropped by a local link failure (possibly due to operator intervention) The node will attempt to path switch

**Recommended Action** Investigate the cause of the link failure

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - RTP connection has timed-out %s

**Explanation** A Route Setup RTP Connection has timed out waiting for status from the adjacent node. The RTP Connection will be failed.

**Recommended Action** Investigate the cause of the error at the adjacent node.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - RTP connection has timed-out %s

**Explanation** he RTP Connection has timed out The node will attempt to path-switch

**Recommended Action** Investigate the cause of the error

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - RU length error %s

**Explanation** RU length error. This may indicate an interoperability problem. Sense codes are as follows. 10020000 - RU length error The session will be deactivated with the specified sense code.

**Recommended Action** For an LU6.2 session, use information on the session deactivated problem log (271) to identify the local LU and partner LU. If required, run a trace on the specified link station and contact support with the log and trace.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Received ACTLU when LU already active %s

**Explanation** ACTLU received when LU already active. ACTLU will be rejected with specified sense code.

**Recommended Action** Run a trace on the link station corresponding to the specified PU name. Contact host support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Received Locate with no Find GDS variable %s

**Explanation** Received Locate with no Find GDS variable. None (the Locate is discarded).

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Received a Locate reply with an invalid RSCV %s

**Explanation** A locate reply was received that contained an invalid RSCV. The locate request that solicited the reply may be failed.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Received a frame with a badly formed transmission header or a frame that is too small to be a valid SNA frame %s

**Explanation** Received a frame with a badly formed transmission header or a frame that is too small to be a valid SNA frame. The invalid frame will be discarded. An alert is generated.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Register GDS variable received with an invalid resource name %s

**Explanation** Invalid resource name in received register request. Register request will fail.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Remote NCE has restarted, so disconnect this RTP connection with previous instance of that NCE %s

**Explanation** A connection setup NLP has been received from a remote NCE which has shut down and restarted. An RTP connection still exists from that NCE before it shut down. The old RTP connection will be disconnected

**Recommended Action** None.



**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Remote end of RTP Connection has disconnected %s

**Explanation** The RTP Connection has disconnected due to an error Sessions using the connection will fail

**Recommended Action** Investigate the cause of the error

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Retrying CP-CP session activation after failure %s

**Explanation** Retrying CP-CP session establishment after error. None.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - SIGNAL RU received on full-duplex conversation %s

**Explanation** An incoming SIGNAL RU has been received on a full-duplex conversation. The session will be deactivated with the specified sense code. (10030004)

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - SNA Switch could not allocate necessary storage %s

**Explanation** SNA Switch could not allocate necessary storage. Some operation may fail. See other logs.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - SNA Switch cryptography call failed, possibly due to missing password %s

**Explanation** A call from SNA Switch to perform a cryptographic operation failed. Session activation will fail, or an active session will end abnormally with the given sense code, or some other action will fail. More information may appear in subsequent logs.

**Recommended Action** Check following logs for evidence of failed session activation. If this is evident, check MODE, LS, or INTERNAL PU definitions for cryptographic support. Check that any passwords necessary have been defined. If this problem occurs intermittently or with sessions already active with the same PLU, SLU and mode then make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - SNA Switch detected a mapped conversation protocol error on an APPC mapped conversation %s

**Explanation** SNA Switch detected a mapped conversation protocol error on an APPC mapped conversation. The conversation will be terminated, either by an APPC primary\_rc of NAP\_CONV\_FAILURE\_NO\_RETRY, or a CPI-C return\_code of

CM\_RESOURCE\_FAILURE\_NO\_RETRY. The partner TP will fail the conversation with an APPC primary\_rc of NAP\_DEALLOCATE\_ABEND or a CPI-C return\_code of CM\_DEALLOCATE\_ABEND. The session will not be deactivated.

**Recommended Action** Report the protocol error to partner LU support. If additional diagnostic information is required, run a link trace (the session identifier can be used to correlate this log to other logs which contain the appropriate link station name).

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - SNA Switch detected a mapped conversation protocol error on an APPC mapped conversation %s

**Explanation** SNA Switch received an error data GDS variable on an APPC mapped conversation. The conversation will be terminated, either by an APPC primary\_rc of NAP\_CONV\_FAILURE\_NO\_RETRY, or a CPI-C return\_code of CM\_RESOURCE\_FAILURE\_NO\_RETRY. The partner TP will fail the conversation with an APPC primary\_rc of NAP\_DEALLOCATE\_ABEND or a CPI-C return\_code of CM\_DEALLOCATE\_ABEND. The session will not be deactivated.

**Recommended Action** Report the protocol error to partner LU support. If additional diagnostic information is required, run a link trace (the session identifier can be used to correlate this log to other logs which contain the appropriate link station name).

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Segmented NLP received on Route Setup RTP connection %s

**Explanation** A Route Setup RTP Connection RTP process received a segmented NLP. This is an error because all NLPs received should contain Route Setup GDS data, which should never be segmented. The NLP will be dropped.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Served end node attempted to delete a non-existent directory entry %s

**Explanation** A served end node attempted to delete a directory entry that does not exist. This is normally caused by a network race condition, causing the Delete request to arrive when the resource has not been registered. The Delete request is rejected with the specified sense code.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Session pacing error %s

**Explanation** Session pacing error. This may indicate an interoperability problem. Sense codes are as follows. 20110000 - sender has overrun pacing window, or PI not set on first RU of window 20110001 - unexpected IPM 20110002 - PI set on other than first RU in window 20110003 - invalid pacing response 10010003 - invalid IPM format The session will be deactivated with the specified sense code.

**Recommended Action** Use information on the session deactivated problem log (271) to identify the local LU and partner LU. If required, run a trace on the specified link station and contact support with the log and trace.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Session segmentation error %s

**Explanation** Session segmentation error. This may indicate an interoperability problem. Sense codes are as follows. 80070000 - segmenting error 80070001 - segmentation not supported on this link The session will be deactivated with the specified sense code.

**Recommended Action** Use information on the session deactivated problem log (271) to identify the local LU and partner LU. If required, run a trace on the specified link station and contact support with the log and trace.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Standard compression levels used %s

**Explanation** A bind response was received that accepted session compression, but it did not specify the compression levels required (either because the response is from a back-level node or because the bind request was shortened). The compression level negotiation fails and the standard compression levels are used - this means that compression will be used in both directions even though it may have been configured for one direction only.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - The Buffer Manager Monitor could not allocate necessary resource %s

**Explanation** The Buffer Manager Monitor could not allocate necessary resource. The Buffer Manager will fail to operate and detect congestion conditions or relief from congestion, possibly leading to the node locking up.

**Recommended Action** Shutdown and restart the node.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - The local node is acting as the new destination for a backed-out Route Setup %s

**Explanation** The local node has received an HPR Route Setup Reply that contains the backout sense code and is able to act as the new destination for the Route Setup. The Route Setup has been successfully backed out. The Route Setup is between the origin node and the local node (the new destination). RTP Connections will be activated between these two nodes. This is a normal event when a node in the route has an auto-activateable link to a node that does not support RTP or HPR. Sessions that originate at (or beyond) the origin node will use HPR from the origin node to the new destination and use ISR from the new destination and beyond it.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - UNBIND could not be correlated to DLUR-served LU %s

**Explanation** Unable to correlate received UNBIND request to a DLUR-supported session. This is a normal race condition (caused by UNBIND requests crossing). None (will send a +ve response to UNBIND).

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - UNBIND request received in response to a BIND request %s

**Explanation** UNBIND request received in response to a BIND request. This may indicate a configuration error, or a protocol error. Common sense codes which typically indicate a configuration error or a normal race condition include 0805xxxx - the session could not be activated as session activation limits have been reached 08060014 - the partner LU is not known 0806xxxx - the BIND specified a resource which is not known 080Fxxxx - security authorization failed 0821xxxx - the BIND supplied an invalid session parameter 0835xxxx - parameter error in BIND RU at offset xxxx Other sense codes include 0812xxxx - session activation failed due to resource shortage at the remote node 083Bxxxx - invalid PCID in BIND RU 0852xxxx - duplicate session activation request 0861xxxx - invalid COS name in BIND RU 088Cxxxx - control vector or subfield missing from BIND RU 0895xxxx - BIND RU contained a control vector that was in error 0896xxxx - BIND RU contained a control vector that was too long Session activation will fail with the specified sense code.

**Recommended Action** If the sense code indicates a configuration error, check for inconsistencies between the configuration at the local LU and the configuration at the partner LU. If the configuration is consistent and the problem persists, contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to activate IPDLC link %s

**Explanation** Unable to activate an IPDLC link. Link activation cannot continue. This will result in the failure of an outbound link activation attempt or the rejection of an inbound link activation.

**Recommended Action** - Check surrounding logs for evidence of buffer congestion. If buffer congestion is causing this failure, either decrease system load or make more resources available to IPDLC. - Ensure that the necessary facilities are available for the UDP interface to operate correctly. - Check that valid DLC specific configuration data was provided to SNAP-IPDLC at define time.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to activate IPDLC port %s

**Explanation** Unable to activate an IPDLC port. This will result in the failure of a port activation attempt. No further IPDLC operation will be possible until a port is activated successfully.

**Recommended Action** - Check surrounding logs for evidence of buffer congestion. If buffer congestion is causing this failure, either decrease system load or make more resources available to IPDLC. - Ensure that the necessary facilities are available for the UDP interface to operate correctly. - Check that valid DLC specific configuration data was provided to IPDLC at define time.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to activate Route Setup RTP connection %s

**Explanation** Unable to activate a Route Setup RTP Connection, during processing of a Route Setup request. The Route Setup request will fail with the sense code shown. The next Route Setup request will trigger another attempt to activate the Route Setup RTP Connection.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to activate a new session since it would exceed the LU-mode session limit %s

**Explanation** Unable to activate a new session since it would exceed the LU-mode session limits. This problem is a normal race condition, and so should occur infrequently. Session activation will fail with specified sense code (which may cause ALLOCATE, MC\_ALLOCATE or CMALLC requests to fail).

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to activate dynamic link station because owning port is not active %s

**Explanation** A session required SNA Switch to automatically activate a dynamic link station, but the request was failed because the owning port was not active. This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session will fail, with the specified sense code.

**Recommended Action** If possible, increase the port activation limits. Otherwise, check the consistency of the network topology.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to activate dynamic link station because port outbound link-activation limit reached %s

**Explanation** A session required SNA Switch to automatically activate a dynamic link station, but the request was failed because it would have exceeded the maximum number of concurrently active outbound links allowed for the owning port. This number is the total link-activation limit minus the inbound link-activation limit (that part of the total limit reserved for active inbound links). This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session will fail, with the specified sense code.

**Recommended Action** Check the consistency of the network topology.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to activate dynamic link station because port total link-activation limit reached %s

**Explanation** A session required SNA Switch to automatically activate a dynamic link station, but the request was failed because it would have exceeded the port total link-activation limit. This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session will fail, with the specified sense code.

**Recommended Action** Check the consistency of the network topology.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to activate link station because owning port is not active %s

**Explanation** A session or application required SNA Switch to automatically activate a link station, but the request was failed because the owning port was not active. This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session or application will fail, with the specified sense code.

**Recommended Action** If possible, increase the port link-activation limits. Otherwise, check the consistency of the network topology.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to activate link station because port outbound link-activation limit reached %s

**Explanation** A session or application required SNA Switch to automatically activate a link station, but the request was failed because it would have exceeded the maximum number of concurrently active outbound links allowed for the owning port. This number is the total link-activation limit minus the inbound link-activation limit (that part of the total limit reserved for active inbound links). This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session or application will fail, with the specified sense code.

**Recommended Action** Check the consistency of the network topology.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to activate link station because port total link-activation limit reached %s

**Explanation** A session or application required SNA Switch to automatically activate a link station, but the request was failed because it would have exceeded the port total link-activation limit. This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session or application will fail, with the specified sense code.

**Recommended Action** Check the consistency of the network topology.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to correlate BIND response received during ISR session activation %s

**Explanation** Unable to correlate BIND response received during ISR session activation. None. This is a normal race condition (caused by a BIND request being immediately followed by an UNBIND request for the same session).

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to correlate DLC credit for MLTG link %s

**Explanation** Unable to correlate DLC credit for MLTG link. Probably none. This exception will occur during a window condition in normal link deactivation.

**Recommended Action** If several instances of this log appear and also poor RTP connection performance is observed, investigate further by querying link stations which are members of MLTGs. Unexpectedly low quantities of data sent over a link may indicate problems with DLC credit. Contact support with details of the problem, including trace of signals sent to and from the DLCs underlying the affected links.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to correlate HPR Route Setup RU %s

**Explanation** Unable to correlate HPR Route Setup Reply The message cannot be processed, and will be discarded.

**Recommended Action** Report error to remote end.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to correlate UNBIND request received for an ISR session %s

**Explanation** Failed to correlate an UNBIND request received for an ISR session. None (+RSP(UNBIND) is sent in reply). This is a normal race condition (typically caused by UNBIND requests for the same session crossing).

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to correlate received BIND response %s

**Explanation** Unable to correlate received BIND response. This is a normal race condition, caused by a BIND being followed immediately by an UNBIND for the same session. BIND response is discarded.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to correlate received BIND response %s

**Explanation** Unable to correlate received BIND response. This is probably caused by a normal race condition (a BIND request, followed immediately by an UNBIND request and then by another BIND request using the same LFSID - the response to the first BIND request will not be correlated). None (BIND response will be discarded).

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to correlate received INIT-SELF response or NOTIFY request %s

**Explanation** Unable to correlate received INIT-SELF response or NOTIFY request. This is a normal race condition (caused by the session being deactivated before the INIT-SELF response has arrived). None (request or response is discarded).

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to correlate received UNBIND request %s

**Explanation** Unable to correlate received UNBIND request. This is a normal race condition (caused by UNBIND requests crossing). None (will send a +ve response to UNBIND).

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to create a new LDLC\_CTRL instance %s

**Explanation** Unable to create a new LDLC\_CTRL instance. Link activation cannot continue. This will result in the failure of an outbound link activation attempt or the rejection of an inbound link activation.

**Recommended Action** Check surrounding logs for evidence of buffer congestion. If buffer congestion is causing this failure, either decrease the system load or make more resources available to LDLC.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to extend local form session identifier routing table %s

**Explanation** Unable to extend local form session identifier routing table. Session activation will fail with the specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to find requested connection network %s

**Explanation** A session required SNA Switch to automatically activate a dynamic link station, but SNA Switch was unable to identify the requested connection network TG. This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session will fail, with the specified sense code.

**Recommended Action** Check the consistency of the network topology.



**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to find requested connection network %s

**Explanation** A session required SNA Switch to automatically activate a dynamic link station, but SNA Switch was unable to identify the requested connection network. This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session will fail, with the specified sense code.

**Recommended Action** Check the consistency of the network topology.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to find requested link %s

**Explanation** A locally initiated dependent session activation request required SNA Switch to automatically activate a link to a specified PU name, but SNA Switch was unable to identify the a link to the PU. This problem indicates an inconsistent local configuration which is transient and is caused by a recent modification. The session activation request will fail, with the specified sense code.

**Recommended Action** Check the consistency of the local configuration (link definitions can be viewed using show snasw link).

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to find requested link %s

**Explanation** A session required SNA Switch to automatically activate a link station, but SNA Switch was unable to identify the requested link. This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session will fail, with the specified sense code.

**Recommended Action** Check the consistency of the network topology.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to forward an HPR NLP - unknown ANR label %s

**Explanation** Failed to forward an HPR Network Layer Packet because the ANR label could not be matched to an outgoing link. This is usually a normal race condition when an HPR-capable link is deactivated, although it may also be caused by an earlier resource shortage (look for log 192). An RTP connection will attempt to path switch, or may fail.

**Recommended Action** Use show snasw link to look for an active HPR-capable link with the specified ANR label. If there is one, then the problem has been caused by a storage shortage. Either decrease the system load (for example, by reducing the number of active sessions, or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to generate session route - RSCV truncated %s

**Explanation** Route Selection Control Vector generated for route was too long (must be less than 256 bytes long). A session activation will fail with the specified sense code.

**Recommended Action** Reconfigure the network to ensure there is a short enough route between the origin and destination nodes.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to generate session route - no suitable TGs from origin node %s

**Explanation** No suitable TG could be found from the origin end node to the backbone network for the class of service specified for a session activation. This may be caused by a temporary link failure between the origin node and a network node. A session activation will fail with the specified sense code.

**Recommended Action** First check for a link failure at the origin node that explains the route failure. If no link failure is found, either - change the mode-to-COS mapping on the origin node or its network node server to use a different class of service, or - reconfigure the network to ensure there is a usable route from the origin node to the backbone network (for example, by defining and/or activating another link from the origin node to a network node).

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to generate session route - no suitable TGs to destination node %s

**Explanation** No suitable TG could be found from the backbone network to the destination end node for the class of service specified for a session activation. This may be caused by a temporary link failure between the destination node and a network node. A session activation will fail with the specified sense code.

**Recommended Action** First check for a link failure at the destination node that explains the route failure. If no link failure is found, either - change the mode-to-COS mapping on the origin node or its network node server to use a different class of service, or - reconfigure the network to ensure there is a useable route from the destination node to the backbone network (for example, by defining and/or activating another link from the destination node to a network node).

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to generate session route : unknown COS name %s

**Explanation** A Class of Service name specified for a session activation could not be associated with a valid COS. A session activation will fail with the specified sense code.

**Recommended Action** Ensure no mode-to-COS mapping tables at the origin node or its network node server use the unrecognised COS.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to generate session route to adjacent node %s

**Explanation** No suitable TG could be found for a session activation to an adjacent node for the given Class of Service. This may be caused by a link failure. A session activation will fail with the specified sense code.

**Recommended Action** Check for a link failure that explains the failure. If no link failure is found reconfigure the network to ensure there is a useable link between this node and the specified adjacent node.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to grant credit %s

**Explanation** Unable to grant credit LDLC is unable to grant further send credit.

**Recommended Action** Check surrounding logs for evidence of buffer congestion. If buffer congestion is causing this failure, either decrease the system load or make more resources available to LDLC.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to process Sign-Off verb due to resource shortage. %s

**Explanation** The local LU was unable to process a Sign-Off verb issued by a local TP due to resource shortage. The Sign-Off request will fail, and any entries in the signed-on-to and sign-on-from lists will remain valid.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to route inter-node session data %s

**Explanation** Unable to route inter-node session data. This usually indicates a race condition when an inter-node session is deactivating. None.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to route intra-node session data %s

**Explanation** Unable to route intra-node session data. This usually indicates a race condition when an intra-node session is deactivating. None.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to start requested CP-CP sessions with adjacent node %s

**Explanation** The specified link is configured to support CP-CP sessions, but these sessions could not be started. This could either be because the remote node is not configured to support CP-CP sessions on this link, or because both the local and remote nodes are End Nodes, and hence CP-CP sessions are not allowed to be started. CP-CP sessions will not be established.

**Recommended Action** Correct the configuration mismatch, either by removing CP-CP sessions support from the local connection definition, or by adding it to the adjacent node's connection definition.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unexpected what\_received in MDS Transaction Program %s

**Explanation** An MDS Transaction Program received an unexpected what\_received. The transaction program will re-initialize. The MDS\_MU that was being sent will be returned to the originator if the error was detected at the originating node, or the originator will be notified of the send failure via an error message.

**Recommended Action** Investigate cause of unexpected what\_received.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unrecognised LDLC RU identifier %s

**Explanation** Unrecognised LDLC RU identifier. This packet cannot be processed by LDLC and will be discarded. Link activation may fail. Link deactivation may fail. Data may be lost. This may indicate an interoperability problem.

**Recommended Action** Check surrounding logs for other evidence of interoperability problems. If failures or problems occur, gather trace of the protocol flows then report this problem to support.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unrecognised NHDR routing instruction %s

**Explanation** Unrecognised NHDR routing instruction. This packet cannot be routed by LDLC and will be discarded. Data may be lost. This may indicate an interoperability problem.

**Recommended Action** Check surrounding logs for other evidence of interoperability problems. If failures or problems occur, gather trace of the protocol flows then report this problem to support.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unrecognized signal received from application %s

**Explanation** A signal was received which was unrecognized and could not be returned to the sender. The signal memory will be freed.

**Recommended Action** Check that issued signals are acceptable according to the API specification.

**Error Message** %SNASW-4-UNAVAILABLE: SNASw process, type 0x%x ran for %lu ms processing IPS of type 0x%x, address 0x%lx

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

## SNASW-6

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - A PLU-SLU session has been activated for LU type 0,1,2 or 3 %s

**Explanation** A PLU-SLU session has been activated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - A PLU-SLU session has been deactivated for LU type 0,1,2 or 3 %s

**Explanation** A PLU-SLU session has been deactivated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - A PU previously logged as possibly hung is no longer possibly hung %s

**Explanation** A PU that had previously been logged as hung is now not believed to be hung. There will be no further action taken

**Recommended Action** None.

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - A PU-SSCP session has been activated %s

**Explanation** A PU-SSCP session has been activated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - A PU-SSCP session has been deactivated %s

**Explanation** A PU-SSCP session has been deactivated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - A pipe to a DLUS has activated %s

**Explanation** A pipe to a DLUS has activated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - A pipe to a DLUS has deactivated %s

**Explanation** A pipe to a DLUS has deactivated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Adjacent CP contacted %s

**Explanation** Adjacent CP contacted.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Adjacent node has changed its CP name %s

**Explanation** An adjacent node has changed its CP name.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Alert data logged %s

**Explanation** TRANSFER\_MS\_DATA/SEND\_MDS\_MU data has arrived.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - An LU-SSCP session has been activated for LU type 0,1,2 or 3 %s

**Explanation** An LU-SSCP session has been activated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - An LU-SSCP session has been activated for LU type 6.2 %s

**Explanation** An LU-SSCP session has been activated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - An LU-SSCP session has been deactivated for LU type 0,1,2 or 3 %s

**Explanation** An LU-SSCP session has been deactivated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - An LU-SSCP session has been deactivated for LU type 6.2 %s

**Explanation** An LU-SSCP session has been deactivated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - CP-CP sessions deactivated %s

**Explanation** CP-CP sessions to the adjacent node have been deactivated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - CP-CP sessions established %s

**Explanation** CP-CP sessions have been successfully established with the adjacent node.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Central Directory Server located %s

**Explanation** Central Directory Server located.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - DLC started %s

**Explanation** A DLC has been successfully started.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - DLC stopped %s

**Explanation** A DLC has been successfully stopped.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Deactivating a persistent pipe because it is not required %s

**Explanation** The DLUR is deactivating a persistent pipe because it is not required to keep it active.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - HPR-capable SNA Switch link started %s

**Explanation** An SNA Switch link has been successfully started (on a node that supports HPR).

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - ISR Session Activated %s

**Explanation** An ISR Session has been activated

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - ISR Session Deactivated %s

**Explanation** An ISR Session has been deactivated

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Implicit link limit on port reached %s

**Explanation** An implicit, dynamic or discovery link could not be activated because the implicit link limit defined on the port has been reached or exceeded. The link type being activated is: 1 - dynamic 3 - implicit 4 - discovery

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Invalid IP address specified for a IPDLC link %s

**Explanation** Invalid IP address specified for a IPDLC link. The link will fail to start.

**Recommended Action** Correct the configuration. These settings are supplied in the address information passed to SNA Switch on snasw link.



**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - LU6.2 session activated %s

**Explanation** An LU6.2 session has been activated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - LU6.2 session deactivated %s

**Explanation** An LU6.2 session has been deactivated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Link activation race has occurred %s

**Explanation** Link activation race has occurred Link activation will complete, but the routes may be different in each direction. No other effect will be noticeable.

**Recommended Action** None.

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Link station to DSPU started %s

**Explanation** A non-APPN link station to a downstream PU has been successfully started.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Link station to DSPU stopped %s

**Explanation** A non-APPN link station to a downstream PU has been successfully stopped.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Link station to host started %s

**Explanation** A non-APPN link station to an upstream host has been successfully started.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Link station to host stopped %s

**Explanation** A non-APPN link station to an upstream host has been successfully stopped.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Locate search failed: LU not found %s

**Explanation** A network search for which this node was the originator or the network node server failed to locate the target LU. This may be caused by the target LU name being incorrect, the target system being inoperative, or by link errors in the backbone of the network. Session activation will fail with the specified sense code.

**Recommended Action** If the target LU name is correct, check that the system the LU is defined on is active. If the system is active, check the topology of the network to ensure that the target system (or its network node server) is reachable from this node.

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Node started %s

**Explanation** Node has been successfully started.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Node stopped %s

**Explanation** Node has been successfully stopped.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Port started %s

**Explanation** A Port has been successfully started.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Port stopped %s

**Explanation** A Port has been successfully stopped.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Processed APING from partner LU. %s

**Explanation** An APING from the partner LU has been processed successfully.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - RTP Connection has connected %s

**Explanation** The RTP Connection has connected

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - RTP Connection has disconnected %s

**Explanation** The RTP Connection has disconnected normally

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - SNA Switch link started %s

**Explanation** An SNA Switch link has been successfully started.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - SNA Switch link stopped %s

**Explanation** An SNA Switch link has been successfully stopped.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Session limits changed %s

**Explanation** The session limits for a local LU, partner LU and mode have changed. The termination count indicates the number of sessions SNA Switch will deactivate as a result of the change in session limits.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Successful path-switch %s

**Explanation** The RTP Connection has successfully switched paths

**Recommended Action** None

## SNMP Messages

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

### SNMP-3

**Error Message** %SNMP-3-AUTHFAILIPV6: Authentication failure for SNMP request from host %P

**Explanation** An SNMP request sent by this host was not authenticated.

**Recommended Action** Make sure that the community and user name used in the SNMP request has been configured on the router.

**Error Message** %SNMP-3-BADIFINDEXTABLE: The file nvram:ifIndex-table is corrupt.

**Explanation** The file is not in the expected format.

**Recommended Action** Delete the file if possible.

**Error Message** %SNMP-3-DVR\_DUP\_REGN\_ERR: Attempt for dupe regn with SNMP IM by driver having ifIndex [dec] and ifDescr [chars]

**Explanation** A driver is attempting to register an IDB with the interface manager while there is already an interface with the same ifIndex and ifDescr but different IDB registered. A duplicate registration would cause the interface counters shown by SNMP to not work properly for this particular interface.

**Recommended Action** Fix the duplicate registration in the driver level.

**Error Message** %SNMP-3-DVR\_DUP\_REGN\_WARNING: Attempt for dupe regn with SNMP IM by driver having ifIndex [dec] and ifDescr [chars]

**Explanation** A driver is attempting to register an IDB that is already registered with the interface manager. This is just a warning message and handled by SNMP.

**Recommended Action** Fix the duplicate registration in the driver level.

**Error Message** %SNMP-3-DYNSYNCFAIL: Snmp Dynamic Sync Failed for %s %s %s%

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

**Error Message** %SNMP-3-INPUT\_QFULL\_ERR: Packet dropped due to input queue full

**Explanation** An SNMP packet was dropped because the input queue is full.

**Recommended Action** Enter the **show snmp** command to see the number of packets dropped. Stop any SNMP access to the device until the error condition has recovered.

**Error Message** %SNMP-3-INTERRUPT\_CALL\_ERR: [chars] function, cannot be called from interrupt handler

**Explanation** A call has been made to the function from an interrupt handler. This is not permitted. The function call will fail and the device will reboot down the stack in a memory allocation call.

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

**Error Message** %SNMP-3-ISSU\_ERR: [chars]

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

**Error Message** %SNMP-3-MAX\_TRAPS\_EXCEED\_ERR: Maximum number of traps exceeded the maximum allowed in the current sync-message to STANDBY

**Explanation** This is a software development debug message. The number of SNMP traps defined exceeded the maximum allowed in a checkpoint synchronization message.

**Recommended Action** (These actions apply only to the developer, and not to the user.) Increase SNMP\_SYNC\_BITMASK\_MAX to a higher value. Check smci\_rf\_status\_event() for further details.

**Error Message** %SNMP-3-RESPONSE\_DELAYED: [chars]

**Explanation** A notification message from SNMP dispatcher when the response exceeds the default threshold while polling expensive and time consuming MIBs. This won't have any impact on the system.

**Recommended Action** Use the **snmp monitor response threshold-limit** command to increase or decrease the response threshold limit value for SNMP MIBs. Use the **no snmp monitor response** to disable the response threshold limit.

**Error Message** %SNMP-3-SYNCFAIL: SNMP MIB Sync Failure: [chars]

**Explanation** An error occurred while synchronizing an SNMP MIB to standby.

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

## SNMP-4

**Error Message** %SNMP-4-HIGHCPU: Process exceeds %dms threshold (%dms IOS quantum) for %s of %s--result %s

**Explanation** A warning threshold was exceeded when SNMP was processing a variable binding.

**Recommended Action** Enter the **debug snmp packet** command to determine the contents of the SNMP request that is causing the message. Some MIB objects require a relatively large amount of time to process. MIB objects in the multi-variable-binding are processed one by one. If possible, do not retrieve MIB objects appearing in this messages by using multi-variable-binding SNMP PDUs. Copy the error message exactly as it appears, and report it along with any debug output to your technical support representative.

**Error Message** %SNMP-4-NOENGINEIDV6: Remote snmpEngineID for %P not found when creating user: %s

**Explanation** An attempt to create a user failed, probably because the engine ID of the remote agent or SNMP manager was not configured.

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

## SNMP-5

**Error Message** %SNMP-5-LINK\_DOWN: LinkDown:Interface %s changed state to down

**Explanation** The state of the interface is changed to down.

**Recommended Action** No action is required.

**Error Message** %SNMP-5-LINK\_UP: LinkUp:Interface %s changed state to up

**Explanation** The state of the interface is changed to up.

**Recommended Action** No action is required.

**Error Message** %SNMP-5-MODULERESET: [chars] object has been set to 'reset' for [chars]=[dec] from IP address [chars].

**Explanation** The SNMP server has reset a module.

**Recommended Action** No action is required.

## SNMP\_BULKSTAT Messages

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

### SNMP\_BULKSTAT-3

**Error Message** %SNMP\_BULKSTAT-3-5: Memory not available for [chars] for [chars]

**Explanation** Data collection or transfer could not be successfully carried out because of lack of memory.

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

**Error Message** %SNMP\_BULKSTAT-3-REMOTE\_FILE\_WRITE\_ERR: File Write failed for the remote file [chars]

**Explanation** The user name or password specified in the error message might not have the required privileges to write a file to the network management station specified in the error message, or the destination directory specified in the error message is invalid.

**Recommended Action** Ensure that the user name and password in the network management station address has the necessary privileges to write to the destination directory.

**Error Message** %SNMP\_BULKSTAT-3-TOOSMALL\_BUFFER: Buffer size is insufficient to accommodate even the header part for [chars]

**Explanation** The buffer size is insufficient to accommodate the header for the bulk data file. The header contains the schema definitions of all the configured schemas.

**Recommended Action** Increase the maximum buffer size using the **buffer-size** *size-of-buffer* command, where *size-of-buffer* is the increased buffer size.

## SNMP\_BULKSTAT-4

**Error Message** %SNMP\_BULKSTAT-4-BUFFER\_OVERFLOW: Buffer size too small to accommodate data for one collection interval for [chars]

**Explanation** The bulk data file is too large for the configured buffer size for a single transfer interval. Data collection will continue in another new buffer of the configured size, and the collected buffer will be transferred to the configured destination.

**Recommended Action** Increase the maximum buffer size using the **buffer-size** *size-of-buffer* command, where *size-of-buffer* is the increased buffer size.

**Error Message** %SNMP\_BULKSTAT-4-PRI\_URL\_UNREACHABLE: Primary network management station is unreachable for [chars]

**Explanation** The collected bulk data file could not be successfully transferred to the primary network management station address specified in the error message. This condition can occur because the primary network management address is not configured or the configured primary network management station address is unreachable. If a secondary network management station address is configured, the collected bulk data file will be sent to the secondary network management station address.

**Recommended Action** Ensure that the primary network management station address is configured. If the primary network management station address is configured, check the connectivity to the destination indicated by the primary network management station address specified in the error message.

**Error Message** %SNMP\_BULKSTAT-4-SEC\_URL\_UNREACHABLE: Secondary network management station is unreachable for [chars]

**Explanation** The collected bulk data file could not be successfully transferred to the secondary network management station destination specified in the error message. This condition can occur because the secondary network management station address is not configured or the configured secondary network management station address is unreachable. If a retention interval is not configured, the bulk data file will be immediately deleted. If a retention interval is configured, retries will be attempted for the configured number of times.

**Recommended Action** Check the connectivity to the destination indicated by the secondary network management station address shown in the error message.



# SNMP\_MGR Messages

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

## SNMP\_MGR-3

**Error Message** %SNMP\_MGR-3-BADINFORMTRANSPORT: Unknown inform transport type: [chars]

**Explanation** This SNMP inform destination uses an unknown transport type. Inform notifications cannot be sent to this destination.

**Recommended Action** Copy the error message and the output from **show techsupport** exactly as it appears, and report it to your technical support representative.

**Error Message** %SNMP\_MGR-3-MISSINGHOSTIPV6: Cannot locate information on SNMP informs host: %P

**Explanation** A table entry cannot be found for the indicated SNMP informs destination. As a result, inform notifications will not be sent to this destination.

**Recommended Action** Delete and readd the informs destination by entering the **snmp-server host** configuration command. If this does not clear the condition, reload the system and copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 snmp host**, and **show snmp** commands and your pertinent troubleshooting logs.

## SNMP\_MGR-4

**Error Message** %SNMP\_MGR-4-BADRESPONSESTATUS: Unknown response status code: [int]

**Explanation** The SNMP Manager process received an internal response with an unknown status code.

**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.

## SNMP\_MIB\_ISSU Messages

This section contains Simple Network Management Protocol (SNMP) MIB in-service software upgrade (ISSU) messages.

### SNMP\_MIB\_ISSU-2

**Error Message** %SNMP\_MIB\_ISSU-2-GET\_BUFFER: SNMP MIB ISSU client failed to get buffer for message. Error: %d (%s)

**Explanation** The SNMP MIB ISSU client was unable to get buffer space for building a negotiation message. As a result, the negotiation message cannot be sent to the standby device and 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %SNMP\_MIB\_ISSU-2-INIT: SNMP MIB ISSU client initialization failed to %s. Error: %d (%s)

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

**Error Message** %SNMP\_MIB\_ISSU-2-SEND\_NEGO\_FAILED: SNMP MIB ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The SNMP MIB ISSU client was unable to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %SNMP\_MIB\_ISSU-2-SESSION\_NEGO: SNMP MIB ISSU client encountered unexpected client nego\_done. Error: %d (%s)

**Explanation** An ISSU-compliant client transitions through a series of internal states. The SNMP MIB 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %SNMP\_MIB\_ISSU-2-SESSION\_REGISTRY: SNMP MIB ISSU client failed to register session information. Error: %d (%s)

**Explanation** The SNMP MIB ISSU client was unable to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

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

## SNMP\_MIB\_ISSU-3

**Error Message** %SNMP\_MIB\_ISSU-3-CAP\_INVALID\_SIZE: SNMP MIB ISSU client capability list is empty.

**Explanation** The SNMP MIB ISSU client capability exchange list is empty, which is an invalid 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 issu capability entries** commands and your pertinent troubleshooting logs.

**Error Message** %SNMP\_MIB\_ISSU-3-CAP\_NOT\_COMPATIBLE: SNMP MIB ISSU client capability exchange result incompatible.

**Explanation** Based on the results of the capability exchange, the SNMP MIB ISSU client is not compatible with the peer.

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

**Error Message** %SNMP\_MIB\_ISSU-3-INVALID\_SESSION: SNMP MIB ISSU client does not have a valid registered session.

**Explanation** The SNMP MIB 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %SNMP\_MIB\_ISSU-3-MSG\_NOT\_OK: SNMP MIB ISSU client 'Message Type %d' is not compatible

**Explanation** The SNMP MIB 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %SNMP\_MIB\_ISSU-3-MSG\_SIZE: SNMP MIB ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)

**Explanation** The SNMP MIB ISSU client was unable to calculate the MTU for the specified message. The SNMP MIB 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %SNMP\_MIB\_ISSU-3-SESSION\_UNREGISTRY: SNMP MIB ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The SNMP MIB ISSU client was unable to unregister session information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %SNMP\_MIB\_ISSU-3-TRANSFORM\_FAIL: SNMP MIB ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

**Explanation** The SNMP MIB 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 SNMP MIB 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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.

## SONET Messages

This section contains Synchronous Optical Network (SONET) messages.

## SONET-3

**Error Message** %SONET-3-APSCOMMCHANGE: [chars]: Link to [chars] channel reverts to PGP protocol version [dec]

**Explanation** APS has reverted to a different version of the PGP protocol between working and protect routers.

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

**Error Message** %SONET-3-APSEVENT: [chars]: APS event type error: event [dec] undefined

**Explanation** The APS software has malfunctioned.

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

**Error Message** %SONET-3-APSHOLDTIME: [chars]: [chars]

**Explanation** The PGP hold time was adjusted.

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

**Error Message** %SONET-3-APSSYNCSECONDARY: [dec]/[dec]: No hwidb

**Explanation** A new secondary RP was unable to find a device descriptor block corresponding to slot and unit specified by primary the RP.

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



**Error Message** %SONET-3-DELAYTIMER: [chars]

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

## SONET-6

**Error Message** %SONET-6-APSREFL: [chars]: Remote reflection of APS status now [chars]

**Explanation** The APS software has detected a change in the reflected local APS status.

**Recommended Action** This is an informational message only and occurs in normal operation. No action is required.

**Error Message** %SONET-6-APSREMSWI: [chars]: Remote APS status now [chars]

**Explanation** The APS software has detected a change in the APS status of the remote interface.

**Recommended Action** This is an informational message only and occurs in normal operation. No action is required.

## SONETMIB-1

**Error Message** %SONETMIB-1-UNAVAILABLE: Lost raw stats update for if\_index=%d

**Error Message** %SONETMIB-1-UNAVAILABLE: Malloc failed for new interface=%d

**Explanation** Unable to allocate enough memory to create SONET MIB structure for new interface.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SONETMIB-1-UNAVAILABLE: could not delete interface, if\_index=%d

**Explanation** The specified interface was not successfully dequeued.

**Recommended Action** LOG\_STD\_NO\_ACTION



## SONETMIB-3

**Error Message** %SONETMIB-3-UNAVAILABLE: NULL SONET MIB config pointer, if\_index=%d

**Explanation** Attempted to initialize the SONET MIB using a NULL pointer.

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

## SONICT-1

**Error Message** %SONICT-1-UNAVAILABLE: msgtxt\_initfail

**Explanation** There was a failure in the initialization sequence of the sonict chip.

**Recommended Action** Show cont e0/0/x. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SONICT-2

**Error Message** %SONICT-2-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.

# SPA Messages

This section contains shared port adapter (SPA) messages.

## SPA-0

**Error Message** %SPA-0-TEMP\_SHUTDOWN: [chars] temperature too high. ([dec]C) SPA has been shut down.

**Explanation** The SPA has been shut down.

**Recommended Action** Ensure that the temperature is normal in the area where the router is located and resolve any conditions, such as malfunctioning fans, that are causing a temperature increase.

**Error Message** %SPA-0-TEMP\_SHUTDOWN\_OVR: [chars] temperature too high ([dec]C) but shutdown has been overridden.

**Explanation** SPA shutdown has been overridden by the configuration.

**Recommended Action** Ensure that the temperature is normal in the area where the router is located and resolve any conditions, such as malfunctioning fans, that are causing a temperature increase.

**Error Message** %SPA-0-VOLT\_SHUTDOWN: [chars] voltage out of operating range. Nominal ([dec]mV), value ([dec]mV). The SPA has been shut down.

**Explanation** The SPA has been shut down to prevent component damage.

**Recommended Action** Replace the SPA immediately. Record the associated messages and return the SPA for service.

## SPA-2

**Error Message** %SPA-2-TEMP\_CRITICAL: [chars] temperature too high. ([dec]C)

**Explanation** The SPA temperature is too high.

**Recommended Action** Ensure that the temperature is normal in the area where the router is located and resolve any conditions, such as malfunctioning fans, that are causing a temperature increase.

**Error Message** %SPA-2-VOLT\_CRITICAL: [chars] voltage outside of nominal range. Nominal ([dec]mV), value([dec]mV)

**Explanation** One of the measured environmental test points exceeded the nominal voltage threshold. This condition could cause the system to fail to operate properly.

**Explanation** Correct the specified condition, or the system may shut itself down as a preventive measure. Enter the **show environment all** command to help determine if this problem is due to a voltage condition.

**Error Message** %SPA-2-VOLT\_SHUTDOWN\_OVR: [chars] voltage outside of operating range. Nominal ([dec]mV), value([dec]mV). SPA shutdown has been overridden by configuration.

**Explanation** One of the measured environmental test points exceeded the nominal voltage threshold. SPA shutdown has been overridden by the configuration.

**Recommended Action** Correct the specified condition. Enter the **show environment all** command to help determine if this problem is due to a voltage condition.

## SPA-3

**Error Message** %SPA-3-BAD\_FCITYPE: [chars]: Illegal FCI type [dec].

**Explanation** An invalid FCI type was passed to the SPA. This is a software error.

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

**Error Message** %SPA-3-ENVMON\_INITFAIL: SPA environmental monitoring initialization error

**Explanation** A failure occurred during the SPA environmental monitoring subsystem startup. Environmental monitoring is not enabled.

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

**Error Message** %SPA-3-ENVMON\_NOT\_MONITORED: Environmental monitoring is not enabled for [chars]

**Explanation** The specified SPA has not registered any sensors with the environmental monitoring system.

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

**Error Message** %SPA-3-RESOURCE\_ERROR: [chars] ([hex], [hex], [hex], [hex]) [chars]

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

**Error Message** %SPA-3-SOFTWARE\_ERROR: [chars] ([hex], [hex], [hex], [hex]) [chars]

**Explanation** The specified software error has been detected.

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

## SPA-4

**Error Message** %SPA-4-TEMP\_WARNING: [chars] temperature too high. ([dec]C)

**Explanation** The SPA temperature is too high.

**Recommended Action** Ensure that the temperature is normal in the area where the router is located and resolve any conditions, such as malfunctioning fans, that are causing a temperature increase.

**Error Message** %SPA-4-TEMP\_WARNLOW: [chars] temperature too low. ([dec]C)

**Explanation** The SPA temperature too low. Component reliability and data integrity may be compromised.

**Recommended Action** Raise the ambient temperature if it is too low. If there is no issue with the ambient temperature, then the SPA temperature sensor has likely failed. If there are no data errors, this warning can be ignored.

