SPA_CCB Messages

This section contains SPA configuration control block (CCB) command messages.

SPA_CCB-3

Error Message `%SPA_CCB-3-CMDFAIL_0ARG: [chars]: host command [dec] error: [chars].`

Explanation A command from the host failed to execute for the specified reason.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_CCB-3-CMDFAIL_1ARG: [chars]: host command [dec](arg0=[dec]) error: [chars].`

Explanation A CCB command failed to execute for the specified reason.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_CCB-3-CMDFAIL_2ARG: [chars]: host command [dec](arg0=[dec], arg1=[dec]) error: [chars].`

Explanation A command from the host failed to execute for the specified reason.

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

representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_CCB-3-CMDFAIL_3ARG: [chars]: host command [dec](arg0=[dec], arg1=[dec], arg2=[dec]) error: [chars].

Explanation A command from the host failed to execute for the specified reason.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_CCB-3-CMD_TOOEARLY: [chars]: host command [dec] received before handler ready.

Explanation A host command was received before the handler was initialized.

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

Error Message %SPA_CCB-3-ENQUEUE_FAIL: [chars]: host command [dec] failed to enqueue.

Explanation An error occurred while the SPA console was attempting to enqueue a host command to the command queue.

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

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

Error Message `%SPA_CCB-3-IF_CONFIG: [chars]: IF_CONFIG type [dec] failed.`

Explanation The specified interface configuration type is not valid for the SPA card.

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

SPA_CCB-4

Error Message `%SPA_CCB-4-BADENCAP: [chars]: Unknown encapsulation command [dec].`

Explanation An invalid encapsulation command was received by 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to 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_CHOC_DSX Messages

This section contains common channelized shared port adapter (SPA_CHOC_DSX) messages.

SPA_CHOCX-3

Error Message `%SPA_CHOC_DSX-3-COR_MEM_ERR: SPA %d/%d: %d correctable %s memory error(s) encountered. The error has been corrected and normal processing should continue. The memory address of most the recent error is: %x`

Explanation   The SPA driver detected a correctable memory error on the SPA card.

Recommended Action   The SPA has encountered a correctable memory error on the SPA card. The error has been corrected and normal processing should continue. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log. If the condition persists, or other errors are indicated for the SPA, copy the error message exactly as it appears. Then power down and reseat the indicated SPA card. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at http://www.cisco.com/public/support/tac/tools.shtml. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a 'show tech-support' to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

Error Message   `%SPA_CHOCX-3-UNAVAILABLE: Failed to create %s : slot/bay:%d/%d`

Explanation   The CHOCX SPA controller descriptor block creation failed. Check the amount of system memory available..

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

Error Message   `%SPA_CHOCX-3-UNAVAILABLE: Fatal error for %s : slot/bay:%d/%d`

Explanation   The CHOCX SPA controller encounters a fatal error.

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

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

Error Message %SPA_CHOCX-3-UNAVAILABLE: Invalid SPA type : slot/bay:%d/%d, spa_type=%d.

Explanation The CHOCX SPA type cannot be recognized by the version of Cisco IOS software currently running 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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_CHOCX-3-UNAVAILABLE: NULL %s

Explanation The NULL pointer was seen in when getting the datastructure.

Recommended Action This is a internal software error. Decode the traceback. Enable **debug hw-module subslot / oir plugin** when the problem is happening. Check Bug Toolkit before calling the TAC. When calling the TAC, please provide the aboveinformation along with output of **show logging** and the output of **show tech** details.

Error Message %SPA_CHOCX-3-UNAVAILABLE: Null %s instance for %s : slot/bay:%d/%d

Explanation The instance pointer is NULL when getting datastructure

Recommended Action This is a internal software error. Decode the traceback and get the output of **show running-config**. Check Bug Toolkit before calling the TAC. When calling the TAC, please provide the above information along with the output of **show running** and **show tech** details.

Error Message %SPA_CHOCX-3-UNAVAILABLE: Received unknown %s: option=%d

Explanation Unknown option received

Recommended Action This is a internal software error. Decode the traceback and get the output of **show running-config**. Check Bug Toolkit before calling the TAC. When calling the TAC, please provide the above information along with the output of **show running** and **show tech** details.

Error Message `%SPA_CHOCX-3-UNAVAILABLE: Return error for %s: return_value=%d`

Explanation   Return error code received

Recommended Action   This is a internal software error. Decode the traceback and get the output of **show running-config**. Check Bug Toolkit before calling the TAC. When calling the TAC, please provide the above information along with the output of **show running** and **show tech** details.

SPA_CHOC_DSX-3

Error Message `%SPA_CHOC_DSX-3-BAD_SIZE_ERR: SPA [dec]/[dec]: [dec] [chars] events on HDLC Controller were encountered.The SPA is being restarted.`

Explanation   The SPA driver detected an error event on the HDLC controller.

Recommended Action   If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_CHOC_DSX-3-COR_MEM_ERR: SPA [dec]/[dec]: [dec] correctable [chars] memory error(s) encountered.`
`The error has been corrected and normal processing should continue.`
`The memory address of most the recent error is: [hex]`

Explanation   The SPA driver detected a correctable memory error on the SPA card. The error has been corrected and normal processing should continue. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log.

Recommended Action   If the condition persists, or other errors are specified for the SPA, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_CHOC_DSX-3-EFC_ERROR: EFC ERROR: [chars] - [chars] [int]`

Explanation   The SPA extended flow control (EFC) encountered an error.

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

Error Message `%SPA_CHOC_DSX-3-HDLC_CTRL_ERR: SPA [dec]/[dec]: [dec] [chars] events on HDLC Controller were encountered.`

Explanation   The SPA driver detected an error event on the HDLC controller.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_CHOC_DSX-3-INVALID_IF_TYPE: Invalid SPA type [dec] on [chars]. Port Number = [dec].`

Explanation   The software cannot recognize the interface type.

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

Error Message `%SPA_CHOC_DSX-3-INVLIAD_IF_INDEX: Invalid interface index [dec] on slot/bay:[dec]/[dec]. Min. Index = [dec]. MAx. Index = [dec].`

Explanation   The index is not valid 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_CHOC_DSX-3-LINK_TABLE_ERR: [chars]: Could not create link table, error [dec]`

Explanation   An error occurred during the creation of the link record table. Interfaces may not come up or pass traffic.

Recommended Action   If the ports on the SPA are not operating as expected, power down and reseat the specified SPA card. If the error messages 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 SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_CHOC_DSX-3-NODESTROYSUBBLOCK: The [chars] subblock named [chars] was not removed`

Explanation   IDB subblocks could not be removed during the unprovisioning of a channel. This condition indicates a software error.

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

Error Message `%SPA_CHOC_DSX-3-NULL_DATA_STRUCTURE: Failed to create [chars] on slot/bay:[dec]/[dec]. Port Number = [dec].`

Explanation The specified software resource cannot be allocated for this hardware.

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

Error Message `%SPA_CHOC_DSX-3-NULL_SPA_PTR:`

Explanation The pointer to a SPA value is null.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_CHOC_DSX-3-SEMAHOG: SPA on [chars]: Semaphore Hog was encountered.`

Explanation The semaphore used by the IPC communication between host and the SPA was monopolized by one process. This behavior would cause other processes fail to send commands down to the SPA and might result in improper operation.

Recommended Action Stop all the traffic on the SPA, and then reload the configuration by entering **shutdown** and **no shutdown** commands on the controllers. If the problem persists, power cycle the SPA. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_CHOC_DSX-3-SPA_CMD_RETURN_ERR: SPA command [chars] return error [int]`

Explanation   The SPA returned an error status for a host command.

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

Error Message `%SPA_CHOC_DSX-3-SPA_CMD_SEND_ERR: Failed to send [chars] command to SPA`

Explanation   The host failed to send a command to the SPA.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_CHOC_DSX-3-SPA_SW_ERR: SPA on [chars]: [chars] Software error was encountered.`

Explanation   The SPA driver detected a software error condition on the SPA card. This condition might cause improper operation.

Recommended Action   Reload the configuration by entering **shutdown** and **no shutdown** commands on the controllers. If the problem persists, power cycle the SPA. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_CHOC_DSX-3-SPI4_HW_ERR: SPA on [chars]: [chars] Hardware error was encountered.`

Explanation The SPA driver detected a hardware error condition on the SPA card's SPI4 bus. This condition might cause improper operation.

Recommended Action Power down and reseat the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_CHOC_DSX-3-UNCOR_MEM_ERR: SPA [dec]/[dec]: [dec] uncorrectable [chars] memory error(s) encountered.`
`The memory address of most the recent error is: [hex]`
`The SPA is being restarted.`

Explanation The SPA driver detected an uncorrectable memory error condition on the SPA card. Packet corruption may result. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log.

Recommended Action Power down and reseat the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_CHOC_DSX-3-UNCOR_PARITY_ERR: SPA [dec]/[dec]: [dec] [chars] parity error(s) encountered.`

Explanation The SPA driver detected an uncorrectable parity error condition on the SPA card. Packet corruption may result.

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

http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_CHOC_DSX-3-UNKNOWN_CMD: Unknown [chars] command recieved on slot/bay:[dec]/[dec]. Command Type = [dec]`

Explanation An unknown command was received by the SPA card carrier.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to 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_CHOC_DSX-4

Error Message `%SPA_CHOC_DSX-4-UNPROV_FAIL: Interface [chars] unprovisioning failed: [chars]`

Explanation The system failed to respond to an unprovisioning command. A hidden VLAN could not be deleted within a 2-second timeout window. This condition may be caused by a system that is too busy or by a FIB IPC failure. The line card driver code will attempt to delete the hidden VLAN.

Recommended Action If processing continues normally, no action is required. If system operation is adversely affected, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_CHOC_DSX-3-VCCFG_ERROR: Interface [chars] config command error (cmd [int], arg [int], retval [int])`

Explanation A command sent from the system to a line card has failed. This is an internal software error.

Recommended Action Decode the traceback and get the output of the **show logging** command on the RP and SIP-1 and check if there are any errors being reported. Try to recreate the problem to see if there is a consistent method to recreate. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to 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_CHOCX Messages

This section contains common channelized shared port adapter (SPA) messages.

SPA_CHOCX-3

Error Message `%SPA_CHOCX-3-"NULL": NULL [chars]`

Explanation The NULL pointer was seen when getting the data structure. This is an internal software error.

Recommended Action Decode the traceback. Enter the **debug hw-module subslot** *slot/bay* **oir plugin** command while the problem is happening. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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_CHOCX-3-CREATE_FAIL: Failed to create [chars] : slot/bay:[dec]/[dec]`

Explanation The CHOCX SPA controller descriptor block creation failed.

Recommended Action Check the amount of system memory available. Upgrade your system to the latest version of Cisco IOS software. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will

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

Error Message `%SPA_CHOCX-3-FATAL_ERROR: Fatal error for [chars] : slot/bay:[dec]/[dec]`

Explanation   The CHOCX SPA controller encountered a fatal error.

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

Error Message `%SPA_CHOCX-3-INVALID_SPA_TYPE: Invalid SPA type : slot/bay:[dec]/[dec], spa_type=[dec].`

Explanation   The CHOCX SPA type cannot be recognized by the version of Cisco IOS software currently running on the system.

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

Error Message %SPA_CHOCX-3-NULL_INSTANCE: Null [chars] instance for [chars] :
slot/bay:[dec]/[dec]

Explanation The instance pointer is NULL when getting the data structure. This is an internal software error.

Recommended Action Decode the traceback and get the output of **show running-config**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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_CHOCX-3-RETURN_ERROR: Return error for [chars]:
return_value=[dec]

Explanation An error code was received. This is an internal software error.

Recommended Action Decode the traceback and get the output of **show running-config**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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_CHOCX-3-UNKNOWN_OPTION: Received unknown [chars]: option=[dec]

Explanation An unknown option was received. This is an internal software error.

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

This section contains common channelized shared port adapter (SPA) CWRP messages.

SPA_CHOCX_CWRP-1

Error Message `%SPA_CHOCX_CWRP-1-ALLOCFAIL: OC3/STM1 [dec]/[dec] [chars] allocation failure`

Explanation A memory allocation failure occurred in the CHOCX controller or channel. This is an internal software error.

Recommended Action Decode the traceback. Enter the **debug hw-module subslot** *slot/bay* **oir plugin** command while the problem is happening. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to 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_CHOCX_CWRP-3

Error Message `%SPA_CHOCX_CWRP-3-APS_CMD_FAIL: Failed to send APS command [hex] to [chars] (retcode [hex])`

Explanation An APS command send failed. This is an internal software error.

Recommended Action If this error happened while configuring APS, try reconfiguring the interface. If the error persists or occurred during normal operation, decode the traceback 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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_CHOCX_CWRP-3-CORRUPT: Corrupt configuration, unsupported [chars] ([int]) encountered`

Explanation The OC3/STM1 RP driver running configuration is corrupt.

Recommended Action Decode the traceback and get the output of **show running-config**. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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_CHOCX_CWRP-3-NULL_SUBBLOCK: Null ssb for [chars]

Explanation The hardware IDB subblock is NULL. This is an internal software error.

Recommended Action Decode the traceback and get the output of **show running-config**. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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_CHOCX_CWRP-3-PLUGIN_ERR: [chars]

Explanation The RP plugin encountered an error during a plugin call. This is an internal software error.

Recommended Action Decode the traceback. Enter the **debug hw-module subslot** *slot/bay* **oir plugin** command while the problem is happening. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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_CHOCX_CWRP-3-TIMEOUT: Interface ([chars]): [chars]

Explanation The line card did not reply to a query for SONET information from the CHOCX RP driver. This is an internal software error.

Recommended Action Decode the traceback. Enter the **debug hw-module subslot** *slot/bay* **oir plugin** command while the problem is happening. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to 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_CHOCX_CWRP-5

Error Message `%SPA_CHOCX_CWRP-5-DEF_SUBRATE: [chars] [chars]`

Explanation   The remote subrate configuration has changed.

Recommended Action   No action is required.

Error Message `%SPA_CHOCX_CWRP-5-PATH_UPDOWN: Path [chars], changed state to [chars]`

Explanation   A SONET high-order path changed its state. This is an internal software error.

Recommended Action   Decode the traceback and get the output of **show controller sonet**. Look into this output to see if there are any alarms being reported at the path level. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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_CHOCX_CWRP-5-T3_UPDOWN: T3 [chars], changed state to [chars]`

Explanation   A T3 within STS1 has changed its state. This is an internal software error.

Recommended Action   Decode the traceback and get the output of **show controller sonet**. Look into this output to see if there are any alarms being reported at the path level. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to 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_CONSOLE Messages

This section contains shared port adapter (SPA) virtual console messages.

SPA_CONSOLE-3

Error Message `%SPA_CONSOLE-3-BADDETACH: SPA console session detach failed with IPC error [chars].`

Explanation   A failure occurred when attempting to detach SPA console subsystem.

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

Error Message `%SPA_CONSOLE-3-INITFAIL: [chars]: SPA console initialization error: [chars].`

Explanation   A failure occurred during initialization of the SPA console subsystem. The SPA console may not be functioning.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_CONSOLE-3-NOBUF: No packet buffer available for sending SPA console messages`

Explanation   An error occurred while the SPA console was attempting to acquire a packet buffer from the IPC buffer pool.

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

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

Error Message   `%SPA_CONSOLE-3-NO_DRIVER: [chars]: VCON_SPACP: Driver not ready.`

Explanation   The SPA sent a message before the line card was fully initialized.

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

Error Message   `%SPA_CONSOLE-3-RX_BUS_PARAM: [chars]: VCON_SPACP: Invalid SPA bus
parameters.`

Explanation   There was an error receiving a message from the SPA.

Recommended Action   If this message recurs, copy the message exactly as it appears on the console
or in the system log. Research and attempt to resolve the issue using the tools and utilities provided
at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying
information. Search for resolved software issues using the Bug Toolkit at
http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,
open a case with the Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support
representative and provide the representative with the information that you have gathered. Attach
the following information to your case 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_CONSOLE-3-TX_BUS_PARAM: [chars]: VCON_SPACP: Invalid SPA bus
parameters.`

Explanation   There was an error sending a message to the SPA.

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

representative and provide the representative with the information that you have gathered. Attach the following information to 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_CONSOLE-5

Error Message %SPA_CONSOLE-5-CANTGET: Cannot get spa client ipc port

Explanation The SPA virtual console subblock is not properly initialized.

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

Error Message %SPA_CONSOLE-5-CANTSEND: Cannot send SPA console messages.

Explanation An error occurred while a SPA console message was being sent through the IPC. This condition might result in a malfunction in the operation of the IPC.

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

Error Message %SPA_CONSOLE-5-CANTSET: Cannot set spa client ipc port

Explanation The SPA virtual console subblock is not properly initialized.

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

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

Error Message `%SPA_CONSOLE-5-QUEUEFULL: Queue holding SPA console messages is full current console packet will be dropped`

Explanation An error occurred while the SPA console was queueing a packet for transmission. Some console data may be lost.

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

SPACP Messages

This section contains SPA bus communications protocol (SPA CP) messages.

Error Message `%SPACP-3-BUFFER: [chars]: Failed to allocate buffer for SPACP message.`

Explanation Cannot allocate memory for an SPACP message.

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

Error Message `%SPACP-3-CREATE: [chars]: SPA Bus Device creation failed.`

Explanation Cannot allocate memory for the SPA bus structure.

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

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

Error Message %SPACP-3-INIT: [chars]: Failed to initialize SPACP. [chars].

Explanation SPACP messaging could not be initialized for the specified reason.

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

Error Message %SPACP-3-OPCODE: [chars]: SPACP opcode [hex] unknown.

Explanation An unexpected message was received from the SPA.

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

Error Message %SPACP-3-SEND: [chars]: Failed to send SPACP message.

Explanation Failed to send a message to the SPA.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to 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_CT3 Messages

This section contains CT3 shared port adapter (SPA) messages.

Error Message `%SPA_CT3-3-INVALID_SPA_TYPE: Invalid SPA type : slot/bay:[dec]/[dec], SPA_type=[dec].`

Explanation   The CT3 SPA type cannot be recognized by the version of Cisco IOS software currently running on the system.

Recommended Action   Upgrade the system to the latest version of Cisco IOS software in your release train. If you require further assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_CT3-3-PROCESS_FAIL: process creation failed for [chars]`

Explanation   A command could not be processed because of a process-creation failure.

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

Error Message `%SPA_CT3-3-SUBRATE_FPGA_DL_FAILED: [chars]: Failed to download the subrate FPGA image.`

Explanation   The specified SPA was not able to download the subrate FPGA image during a card-initialization sequence. The image might be corrupted and the system will try to recover from this error by upgrading the image.

Recommended Action   If the system cannot recover from this error automatically after a few attempts, it will power off the affected SPA. In that case, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot** *slot-number/subslot-number* **fpd** and **show hw-module subslot** *slot-number/subslot-number* **oir** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

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

SPA_DATABUS Messages

This section contains SPA data bus interface messages.

Error Message `%SPA_DATABUS-3-PACKET_GAP_ERROR: [chars] [chars] - A packet gap error has occurred`

Explanation   The data bus interface on this line card is experiencing a hardware-related issue. No loss of data or data corruption should occur. Packets should continue to be forwarded because this error will occur only with a hardware failure.

Recommended Action   If this error recurs, verify whether the failed hardware is the SIP or the SPA. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module** *slot-number/subslot-number* **errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%SPA_DATABUS-3-SPI4_BAD_CHAN_NUM: [chars] [chars] - An error condition on the SPA data bus has occurred.`

Explanation   An error condition on the SPA data bus has occurred. This condition can be caused by a software fault only.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module** *slot-number/subslot-number* **errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%SPA_DATABUS-3-SPI4_BAD_CNTR_WORD: [chars] [chars] - An error condition on the data bus between the SPA and the SIP has occurred.`

Explanation An error condition has occurred on the data bus between the SPA and the SIP. Symptoms of this error include data corruption or a short duration of data loss. In addition, the interface may lock up.

Recommended Action If this error recurs, verify whether the failed hardware is the SIP or the SPA. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module** *slot-number/subslot-number* **errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%SPA_DATABUS-3-SPI4_CALENDAR_LEN: [chars] [chars] - An error condition on the data bus between the SPA and the SIP has occurred.`

Explanation An error condition on the data bus between the SPA and the SIP has occurred. This condition results from a software fault.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module** *slot-number/subslot-number* **errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%SPA_DATABUS-3-SPI4_CRTL_WD_NO_DIP4: [chars] [chars] - An error condition on the data bus between the SPA and the SIP has occurred.`

Explanation This message points to an error condition on the SPA data bus. Symptoms of this error include data corruption or a short duration of data loss.

Recommended Action If this error recurs, verify whether the failed hardware is the SIP or the SPA. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module** *slot-number/subslot-number* **errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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

Error Message %SPA_DATABUS-3-SPI4_FIFO_STATUS_BUS: [chars] [chars] - FIFO status bus out of frame condition has occurred.

Explanation The data bus interface on this line card is experiencing a hardware-related issue. When this condition is occurring, the interface will be down or may not forward any traffic. This error will occur only with a hardware failure.

Recommended Action If this error recurs, verify whether the failed hardware is the SIP or the SPA. If supported by the platform, try running diagnostics on the suspected hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module** *slot-number/subslot-number* **errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_DATABUS-3-SPI4_OUT_OF_FRAME: [chars] [chars] - A data bus out of frame error condition has occurred

Explanation An error has occurred on the data bus between the SPA and the SIP. When this condition is occurring, the interface will be down or may not forward any traffic. This error will only occur with a hardware failure.

Recommended Action Power down and reseat the card. If this error recurs, verify whether the failed hardware is the SIP or the SPA. If supported by the platform, try running diagnostics on the suspected hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module** *slot-number/subslot-number* **errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_DATABUS-3-SPI4_SEQUENCE: [chars] [chars] - A sequence error has occurred.`

Explanation A sequence error has occurred on the data bus between the SPA and the SIP. When this condition is occurring, a short duration of packet loss may be noticed. This condition may indicate a developing hardware failure. This error should occur very infrequently during normal operation and should not occur when no changes are made to the configuration. This error will occur only with a hardware failure.

Recommended Action If this error recurs, verify whether the failed hardware is the SIP or the SPA. If supported by the platform, try running diagnostics on the suspected hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module** *slot-number/subslot-number* **errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_DATABUS-3-SPI4_SINGLE_DIP2_PARITY: [chars] [chars] - A single DIP 2 parity error on the FIFO status bus has occurred.`

Explanation The data bus interface on this line card is experiencing a hardware-related issue. Some packets may be dropped. This error will occur only with a hardware failure.

Recommended Action If this error recurs, verify whether the failed hardware is the SIP or the SPA. If supported by the platform, try running diagnostics on the suspected hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module** *slot-number/subslot-number* **errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_DATABUS-3-SPI4_SINGLE_DIP4_PARITY: [chars] [chars] - A single DIP4 parity error has occurred on the data bus.`

Explanation   A single parity error has occurred on the data bus between the SPA and the SIP. When this condition is occurring, a short duration of packet loss or symptoms resulting from data corruption may occur. This condition may indicate a developing hardware failure. This error should occur very infrequently during normal operation and should not occur when no changes are made to the configuration.

Recommended Action   Power down and reseat the card. If this error recurs, verify whether the failed hardware is the SIP or the SPA. If supported by the platform, try running diagnostics on the suspected hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module** *slot-number/subslot-number* **errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_DATABUS-3-SPI4_SINK_FIFO_OVERFLOW: [chars] [chars] - An error condition on the data bus between the SPA and the SIP has occurred.`

Explanation   An error condition on the data bus between the SPA and the SIP has occurred. Possible causes include misconfiguration of maxburst parameters, incorrect FIFO sizing, or improper FIFO threshold settings.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module** *slot-number/subslot-number* **errors spi4** command to gather data that may help identify the cause of the error. You may need to load a more recent version of the software. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_DATABUS-3-SPI4_SINK_FIFO_UNDERRUN: [chars] [chars] - An error condition on the data bus between the SPA and the SIP has occurred.`

Explanation An error condition on the data bus between the SPA and the SIP has occurred. Possible causes include misconfiguration of maxburst parameters, incorrect FIFO sizing, or improper FIFO threshold settings.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module** *slot-number*/*subslot-number* **errors spi4** command to gather data that may help identify the cause of the error. You may need to load a more recent version of the software. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_DATABUS-3-SPI4_UNALIGNED_BURST: [chars] [chars] - An error on the data bus has occurred.`

Explanation Under normal conditions, the transitions from the data burst state to payload control or idle control are possible only on integer multiples of 8 cycles or upon the end of a packet. This error happens if the modelware (MW) bit flips on the bus with coincidental good 4-bit diagonal interleave parity (dip4) or due to a malfunctioning source.

Recommended Action Power down and reseat the card. If this error recurs, verify whether the failed hardware is the SIP or the SPA, because this error will occur only with a hardware failure. If supported by the platform, try running diagnostics on the suspected hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module** *slot-number*/*subslot-number* **errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to 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_EEPROM Messages

This section contains shared port adapter (SPA) EEPROM messages.

SPA_EEPROM-3

Error Message `%SPA_EEPROM-3-FIELD_NOT_FOUND: [chars]: Failed to find content of field type [hex] with data size = [dec] bytes. The EEPROM might require an update.`

Explanation   The system failed to find the content of the specified field type from the SPA EEPROM. The format of the EEPROM of the specified SPA might not be up to date.

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

Error Message `%SPA_EEPROM-3-FORMAT_ERROR: [chars]: [chars]. The EEPROM might require an update.`

Explanation   A format error has been detected in the EEPROM of the specified SPA. The type of error is specified in the message.

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

Error Message `%SPA_EEPROM-3-READ_FAILED: Failed to read the EEPROM content of [chars] in [chars] (offset=[hex], num_byte=[int])`

Explanation   The system failed to read the EEPROM content of the specified SPA with the specified offset value and number of bytes to read.

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

Error Message `%SPA_EEPROM-3-RPC_FAILED: Failed to send RPC message to [chars] EEPROM of [chars] in [chars] - [chars]`

Explanation   The system failed to send an RPC message to read or write the EEPROM of the specified SPA. The cause of the error condition is shown in the message.

Recommended Action   Retry the operation. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_EEPROM-3-SET_WR_PROTECT_FAILED: [chars]: Failed to [chars] the EEPROM write protect mode on [chars].`

Explanation   The system failed to enable or disable the write protect mode for the SPA EEPROM on the specified device. This might happen if the device were busy performing other tasks.

Recommended Action   Retry the operation. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the
show idprom module *slot-number/subslot-number* **dump** command or the
show diag subslot *slot-number/subslot-number* command (depending on the support of the platform) to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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

Error Message %SPA_EEPROM-3-SW_ERROR: NULL

Explanation There is a problem in the internal software coding. This message should not be seen under normal operation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_EEPROM-3-WRITE_FAILED: Failed to write the EEPROM content for [chars] in [chars] (offset=[hex], num_byte=[int])

Explanation The system failed to write data into the EEPROM of the specified SPA with the specified offset value and number of bytes to write.

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

SPA_EEPROM-4

Error Message `%SPA_EEPROM-4-CANNOT_UPDATE: [chars]: EEPROM data cannot be updated at this moment because the SPA is not in service.`

Explanation The EEPROM update operation cannot be performed because the specified SPA could have been in an out-of-service state, an admin down state, or is trying to get initialized.

Recommended Action Retry the operation when the SPA is in service. Check the operational status of the SPA with the **show hw-module subslot** *slot-number/subslot-number* **oir** command. If the SPA is shown to be in the out-of-service state, correct the specified problem before the retry to update EEPROM. If the state shown is admin down, reenable the SPA by entering the **no hw-module subslot** *slot-number/subslot-number* **shutdown** command.

Error Message `%SPA_EEPROM-4-DATA_TRUNCATED: [chars]: Data will be truncated for field type [hex] - size ([int] bytes) too big for this field type ([int] bytes)`

Explanation The provided data to be written into the specified field type of the SPA EEPROM is too big. The data will be truncated to fit into the allowed space.

Recommended Action Retry the operation with a data size that will fit into the specified size for the field type.

SPA_ETHER Messages

This section contains 4-port 10/100, 2-Port 10/100/1000 Ethernet shared port adapter (SPA) messages.

SPA_ETHER-1

Error Message `%SPA_ETHER-1-ALLOCFAIL: Subslot [dec]/[dec], [chars] allocation failure ([chars])`

Explanation The router has failed to allocate sufficient memory for a software module on the Ethernet SPA located in the specified subslot. The error message indicates the modular services card slot, the SPA subslot, the SPA type and the name of the software module.

Recommended Action Perform an OIR of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. Enter the **show memory summary** command to attempt to determine the cause of the error. Reduce system activity to reduce memory demands. If conditions warrant, upgrade to a larger memory configuration. If you require further assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support

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

SPA_ETHER-3

Error Message `%SPA_ETHER-3-HW_ERROR: Subslot [dec]/[dec], [chars] Hardware device error ([chars]) detected, reactivating the SPA`

Explanation   An internal hardware device error has occurred on the Ethernet SPA. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the name of the hardware device. The SPA has been deactivated and reactivated to resolve the problem. If the error occurs more than five times within an hour, no further attempts to reactivate the SPA will be made. This condition is most likely due to an unrecoverable hardware failure.

Recommended Action   Perform an OIR operation of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show diag** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%SPA_ETHER-3-INITFAIL: Subslot [dec]/[dec], [chars] initialization failure ([chars])`

Explanation   Initialization of an internal device on the Ethernet SPA in the specified subslot has failed. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the name of the device that failed to initialize. The message also provides the interface name and other details about the error.

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

Error Message `%SPA_ETHER-3-INVALID_PORT: Subslot [dec]/[dec], [chars] Incorrect port number ([dec]) specified for SPA`

Explanation   An internal error has been encountered by the Ethernet software driver for the SPA. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the invalid interface port number. This condition is caused by a software error.

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

Error Message `%SPA_ETHER-3-SEND_MSG: Subslot [dec]/[dec], [chars] Failed to notify driver process about a line state change in one of the SPA interfaces`

Explanation   A state change has occurred on the line of one of the interface ports on the Ethernet SPA. The message text specifies the modular services card slot, the SPA subslot, and the SPA type. Information to identify the affected interface port on the SPA is not provided. The affected interface might not function properly.

Recommended Action   Perform an OIR operation of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show diag** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%SPA_ETHER-3-SFP_EEPROM_READ_FAIL: [chars], [chars] initialization failure ([chars])`

Explanation   The pluggable transceiver module (SFP) on the Ethernet SPA could not be initialized because the EEPROM on the pluggable transceiver module (SFP) could not be read. The error message specifies the modular services card slot, the SPA subslot, the SPA port, the SPA type and the name of the device that failed to initialize.

Recommended Action   Ensure that the pluggable transceiver module (SFP) is properly seated in the SPA port by reseating it. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply

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

Error Message `%SPA_ETHER-3-SFP_SEC_FAIL: [chars], [chars] initialization failure ([chars])`

Explanation   The pluggable transceiver module (SFP) on the Ethernet SPA could not be initialized because it could not pass the SFP security check. The error message specifies the modular services card slot, the SPA subslot, the SPA port, the SPA type and the reason for the security check failure.

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

Error Message `%SPA_ETHER-3-SPI4_NOT_IN_SYNC: Subslot [dec]/[dec], [chars] SPI4 internal interface is not synchronized with the modular services card for the SPA located in the specified subslot.`

Explanation   The SPI4 internal path between the modular services card and the SPA is not synchronized. The message text specifies the modular services card slot, the SPA subslot, and the SPA type. This error indicates that either the SPA is not properly inserted into the MSC or a hardware failure has occurred on the SPA.

Recommended Action   Perform an OIR operation of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show diag** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%SPA_ETHER-3-TCAM_ACCESS_FAILURE: Subslot [dec]/[dec], [chars]`
`Failure in accessing the TCAM device ([chars], status = [hex])`

Explanation An attempt to access the TCAM device on the SPA has failed. The message text specifies the modular services card slot, the SPA subslot, and the SPA type. This condition indicates a hardware failure.

Recommended Action Perform an OIR operation of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show diag** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%SPA_ETHER-3-TCAM_INST_CREATE_FAIL: Subslot [dec]/[dec], [chars]`
`Failed to create the TCAM management instance (status = [hex])`

Explanation The SPA failed to create the internal data structures that are required to manage TCAM entries. The message text specifies the modular services card slot, the SPA subslot, and the SPA type. This condition indicates a software error.

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

Error Message `%SPA_ETHER-3-TCAM_MAC_DA_TABLE_ACCESS_FAILURE: Subslot [dec]/[dec],`
`[chars] Failure in accessing the TCAM destination MAC address table ([chars])`

Explanation The TCAM destination MAC address table for the SPA interface could not be accessed. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the affected interface number. This error indicates either a software error or a hardware failure.

Recommended Action Perform an OIR operation of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show diag** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply

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

Error Message `%SPA_ETHER-3-TCAM_MAC_DA_TABLE_INVALID: Subslot [dec]/[dec], [chars]`
`Destination MAC address filter table is invalid for interface [dec]`

Explanation The internal data structure that is used by the SPA to manage the destination MAC
address filtering for an interface port is invalid. The message text specifies the modular services card
slot, the SPA subslot, the SPA type, and the interface port. This condition indicates a software error.

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

Error Message `%SPA_ETHER-3-TCAM_VLAN_TABLE_ACCESS_FAILURE: Subslot [dec]/[dec],`
`[chars] Failure in accessing the TCAM VLAN address table ([chars])`

Explanation An attempt to access the TCAM VLAN table for the SPA has failed. The message text
specifies the modular services card slot, the SPA subslot, the SPA type, and the affected interface.
This condition indicates either a software error or a hardware failure.

Recommended Action Perform an OIR operation of the SPA located in the specified subslot. Before
removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds,
and reinsert the SPA into the MSC. If the problem persists, copy the message exactly as it appears
on the console or in the system log. Enter the **show diag** command to gather data that may help
identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities
provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply
clarifying information. Search for resolved software issues using the Bug Toolkit at
http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,
open a case with the Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support
representative and provide the representative with the information you have gathered. Attach the
following information to your case in nonzipped, plain-text (.txt) format: the output of the **show
logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%SPA_ETHER-3-TCAM_VLAN_TABLE_INVALID: Subslot [dec]/[dec], [chars]`
`VLAN filter table is invalid for interface [dec]`

Explanation   The internal data structure used by the SPA to manage the VLAN filtering is invalid. The SPA supports a separate VLAN table for each interface. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the affected interface. This condition indicates a software error.

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

SPA_ETHER-4

Error Message `%SPA_ETHER-4-BAY_NOT_FOUND: Subslot [dec]/[dec], [chars] Failed to`
`get the bay information`

Explanation   A software data structure could not be retrieved for the subslot. The message text specifies the modular services card slot, the affected subslot, and the SPA type. This condition indicates a software error.

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

Error Message `%SPA_ETHER-4-NOPROCESS: Subslot [dec]/[dec], [chars] creation of`
`[chars] process failed`

Explanation   A software process to manage the SPA could not be created. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the name of the process. This error message will be accompanied by a Cisco IOS software error message that gives more information about the cause for this failure.

Recommended Action   Enter the **show memory summary** command to attempt to determine the cause of the error. Reduce system activity to reduce memory demands. If conditions warrant, upgrade to a larger memory configuration. If you require further assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or

contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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_ETHER-4-TCAM_MAC_DA_TABLE_FULL: Subslot [dec]/[dec], [chars] Destination MAC address filter table is full for interface [dec], MAC address = [enet], mask = [enet]`

Explanation The TCAM destination MAC address table for an interface on the SPA is full. The SPA supports a separate MAC table for each interface. The message text specifies the modular services card slot, the SPA subslot, the SPA type, the affected interface, and the MAC address. The specified MAC address will not be added to the TCAM table.

Recommended Action Attempt to remove some of the registered MAC addresses for the interface by changing the interface configuration. To verify the MAC addresses currently in use by an interface, enter the **show controllers** command.

Error Message `%SPA_ETHER-4-TCAM_VLAN_TABLE_FULL: Subslot [dec]/[dec], [chars] VLAN filter table is full for interface [dec], VLAN identifier = [dec]`

Explanation The TCAM VLAN filter table for an interface on the SPA is full. The SPA supports a separate MAC table for each interface. The message text specifies the modular services card slot, the SPA subslot, the SPA type, the affected interface, and the VLAN entry that failed. The specified VLAN identifier will not be added to the TCAM table.

Recommended Action Attempt to remove some of the registered VLANs for the interface by changing the interface configuration. To verify the VLAN IDs currently in use by an interface, enter the **show controllers** command.

Error Message `%SPA_ETHER-4-TEMPERATURE_READ_FAIL: Subslot [dec]/[dec], [chars] Failed to read current temperature from sensor [dec], (status = [hex])`

Explanation The current temperature reading on the SPA cannot be determined. The message text specifies the modular services card slot, the SPA subslot, and the SPA type. This condition indicates a hardware failure.

Recommended Action Perform an OIR operation of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show diag** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%SPA_ETHER-4-VOLTAGE_READ_FAIL: Subslot [dec]/[dec], [chars] Failed to read the current voltage for [chars] supply`

> **Explanation**   The current voltage reading for the SPA voltage supply cannot be determined. The error message indicates the modular services card slot, the SPA subslot, the SPA type and the identification of the voltage supply. This error indicates a hardware failure.

> **Recommended Action**   Perform an OIR operation of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show diag** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SPA_ETHER-6

Error Message `%SPA_ETHER-6-TCAM_VLAN_FILTERING_DISABLED: Subslot [dec]/[dec], [chars] TCAM VLAN filter table is full, disabling VLAN filtering for interface [dec]`

> **Explanation**   VLAN filtering for the specified interface has been disabled because the VLAN table is full. This means that the SPA will transmit frames destined for any VLAN ID to the route processor. The SPA supports a separate VLAN table per interface. The error message indicates the modular services card slot, the SPA subslot, the SPA type, and the affected interface.

> **Recommended Action**   To verify the VLAN IDs that are currently in use by an interface, enter the **show controllers** command. You can remove some of the existing VLANs from the interface configuration to reactivate VLAN filtering on the indicated interface.

Error Message `%SPA_ETHER-6-TCAM_VLAN_FILTERING_ENABLED: Subslot [dec]/[dec], [chars] Enabling VLAN filtering for interface [dec]`

> **Explanation**   VLAN filtering for the specified interface is enabled. The SPA supports a separate VLAN table per interface. The error message indicates the modular services card slot, the SPA subslot, the SPA type, and the affected interface.

> **Recommended Action**   VLAN filtering has been reactivated, and the VLAN table is no longer full. This means that the SPA will transmit frames to the route processor only for those VLAN IDs configured on the specified interface.To verify the VLAN IDs that are currently in use by an interface, enter the **show controllers** command.

SPA_FPD Messages

This section contains shared port adapter (SPA) field-programmable device (FPD) messages.

SPA_FPD-2

Error Message `%SPA_FPD-2-PWR_NO_OK: SPA POWER OK signal is not asserted for [chars] in [chars] for FPD upgrade.`

Explanation A check for the SPA POWER OK signal assertion failed. This might indicate a hardware problem with the SPA.

Recommended Action Contact your Cisco technical support representative to have the SPA replaced.

SPA_FPD-3

Error Message `%SPA_FPD-3-GETVER_FAILED: Failed to get FPD version for SPA in subslot [dec]: [chars].`

Explanation Failed to get a field-programmable device (FPD) version due to either an IPC problem or an operation error. The card will be disabled.

Recommended Action Check the SPA seating and the SPA status. Ensure compatibility among FPD, Cisco IOS, and possible SPA firmware by comparing the output of the **show hw-module subslot fpd** command with Cisco IOS release notes. Obtain the Cisco IOS version by entering the **show version** command.

Error Message `%SPA_FPD-3-JTAG_ERR: [chars]: Failed to program a [chars] FPD image file. Error code [hex].`

Explanation An error occurred while attempting to program a SPA FPGA using the JTAG bus. It could be caused by an outdated carrier card FPGA or SPA connection, or it may also result from an internal software error.

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

Error Message `%SPA_FPD-3-PWR_OFF_FAILED: Failed to power-off [chars] in [chars] for` `FPD offline upgrade within [dec] seconds.`

Explanation The power-off operation of the indicated SPA failed within the number of specified seconds. This might indicate that the waiting time for the SPA to power off is not long enough, which can happen if the SPA has many interfaces configured.

Recommended Action Retry the upgrade operation again later. If the problem persists, remove the configuration of the SPA before retrying the upgrade operation.

Error Message `%SPA_FPD-3-SMM665_CONF_WRITE_ERROR: [chars]: Failed to write new` `configuration into SMM665 device.`

Explanation An error occurred while attempting to write to the SMM665 through the Cisco 2-wire (C2W) serial interface from the SPA carrier card. The C2W serial interface may be busy.

Recommended Action Retry the upgrade operation again later. If the problem persists, remove the configuration of the SPA before retrying the upgrade operation.

Error Message `%SPA_FPD-3-SW_ERROR: NULL`

Explanation This is an internal software error, which should not be seen under normal operation.

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

Error Message `%SPA_FPD-3-UPGRADE_FAILED: Failed to upgrade FPD for SPA in subslot` `[dec], [chars].`

Explanation The FPD image upgrade operation has failed. This error is specific to the SPA. The cause could be a wrong image file, an error in accessing FPGA storage, or a physical interrupt, such as a power failure or card removal. Depending on the SPA type and error cause, the card could be in an unusable status. Normally the system automatically reattempts the upgrade and shuts down 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 the Cisco IOS release notes for more information on obtaining the correct FPD package for the SPA. Review the output of the RP FPD logs.

SPA_HA Messages

This section contains SPA high availability (HA) messages.

Error Message   `%SPA_HA-3-BADSWITCHOVER: [chars]: Invalid HA event detected: [chars]`

Explanation   An HA switchover event occurred before initialization was finished.

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

This section contains IPsec VPN SPA (SPA-IPSEC) messages.

SPA_IPSEC-3

Error Message   `%SPA_IPSEC-3-BOOT_FAIL: [chars]: [chars].`

Explanation   The SPA failed to boot up for the specified reason.

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

Error Message   `%SPA_IPSEC-3-BRDTYPE: Incorrect jacket card board type [dec] detected.`

Explanation   The detected SIP/SSC module type is not a C7600-SSC-400 or C7600-SSC-600.

Recommended Action   Install the module carrier type that supports your SPA.

Error Message `%SPA_IPSEC-3-OVERRIDE: [chars]: Overriding bundled firmware with ssc[int]-[chars].`

Explanation   The specified file was used instead of a bundled file. This is a debugging feature.

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

Error Message `%SPA_IPSEC-3-PROC_FAIL: [chars]: [chars] Process creation failed.`

Explanation   Cannot allocate memory for the specified process.

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

Error Message `%SPA_IPSEC-3-PWRCYCLE: SPA ([dec]/[dec]) is being power-cycled (Module not responding to keep-alive polling).`

Explanation   The SPA has stopped responding to keepalive polling from the carrier card. The SPA has been power-cycled.

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

Error Message `%SPA_IPSEC-3-QUACK: %s: Skipping quack authentication for hw ver %d.%d.`

Explanation   Quack authentication was not performed for some prototype boards.

Recommended Action   No action is required.

Error Message `%SPA_IPSEC-3-SKIP_SPI: %s: Skipping SPI Init.`

Explanation   SPI initialization will not be performed. This is a debugging feature.

Recommended Action   No action is required.

Error Message `%SPA_IPSEC-3-SPA_BUS: %s: SPA Bus timeout.`

Explanation   A timeout occurred while trying to access the SPA.

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

SPA-IPSEC-2G Messages

This section contains IPsec VPN SPA (SPA-IPSEC-2G) messages.

SPA-IPSEC-2G-2

Error Message `%SPA-IPSEC-2G-2-ACE_PKA_KAT_FAILURE: PKA: Known Answer Test failure: [chars]`

Explanation   An error has been reported by the firmware.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_IPSEC_2G-2-ACEIKEADRVPKRM: Decode of RSA Private Key [dec]`
`failed`

Explanation   Data error in PKI certificate.

Recommended Action   Verify certificate server for proper operation.

Error Message `%SPA_IPSEC_2G-2-ACEIKEAPRVCREDRV: Driver refused RSA Private Key`

Explanation   Attempt to create too many PKI sessions on SPA.

Recommended Action   Reduce system load.

Error Message `%SPA_IPSEC_2G-2-ACEIKEAPRVDRV: Driver refused RSA Private Key`

Explanation   Attempt to create too many PKI sessions on SPA.

Recommended Action   Reduce system load.

Error Message `%SPA_IPSEC_2G-2-ACEIKEAPRVRMDRV: Decode of RSA Private Key [dec]`
`failed`

Explanation   Data error in PKI certificate.

Recommended Action   Verify certificate server for proper operation.

Error Message `%SPA_IPSEC_2G-2-ACENVRAMCSUM: NVRAM Checksum failed`

Explanation   Error reported by firmware.

Recommended Action   Contact TAC.

Error Message `%SPA_IPSEC_2G-2-ACENVRAMWR: Write to nvram failed`

Explanation   Error reported by firmware.

Recommended Action   Contact TAC.

Error Message `%SPA-IPSEC-2G-2-ACESCPERROR: Null MAC address pointer in SCP module`

Explanation   An error has been reported by the firmware.

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

representative and provide the representative with the information that you have gathered. Attach the following information to 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-IPSEC-2G-3

Error Message `%SPA_IPSEC_2G-3-ACEI0BADPARAM: PcpManCreateTunn: cannot create tunnel with expiring Sa`

Explanation   Configuration not downloaded correctly.

Recommended Action   Remove and reapply crypto map. If the failure persists, contact TAC with the output of show tech-support command .

Error Message `%SPA-IPSEC-2G-3-ACEI0TCAMFAILED: SpdSpInstall: cannot install Sp [dec]: TmInsertSp failed`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI1BADPARAM: SpdSpInstall: cannot install generic SP [dec] with non-zero priority`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI1OUTOFSA: PcpQOpCreSaBegin: cannot create new Sa using SpdMan`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA_IPSEC_2G-3-ACEI1OOUTOFCME: PcpManCreateAcl: cannot allocate new Acl for aclId=[int]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA_IPSEC_2G-3-ACEI11NESTOVERFLOW: SpdSaAddTmInsCb: cannot have more than [dec] pending nested callbacks from TcamMan`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI11OUTOFSEL: PcpAclGetSpSelSet: cannot clone SelSet for ACL [dec]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI2BADPARAM: PcpManUpdateFlow: cannot update flow [dec] with invalid ID`

Explanation Configuration not downloaded correctly.

Recommended Action Can safely ignore.

Error Message `%SPA-IPSEC-2G-3-ACEI12IDNOTINUSE: PcpManRemoveAcl: cannot remove non-existing access list [int]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI12OUTOFSAPAR: SpdSaSetKeys: cannot allocate new SaPar for Sa [dec]`

Explanation Configuration not downloaded correctly.

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

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

Error Message %SPA-IPSEC-2G-3-ACEI13IDINUSE: PcpManRemoveAcl: cannot remove access list [int] while in use

Explanation   An error has been reported by the firmware.

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

Error Message %SPA-IPSEC-2G-3-ACEI3OUTOFSEL: PcpQOpActSaBegin: cannot allocate selector set for outer Sa in flowId [dec]

Explanation   Configuration not downloaded correctly.

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

Error Message %SPA-IPSEC-2G-3-ACEI14BADCMEID: PcpSpdCreateCme: cannot create Cme with ID=[dec]: too large

Explanation   Configuration not downloaded correctly.

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

Error Message %SPA-IPSEC-2G-3-ACEI14NOLOGA: SpdSaSetParams: cannot allocate SPI
with TcamMan for Sa [dec]

Explanation Configuration not downloaded correctly.

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

Error Message %SPA-IPSEC-2G-3-ACEI15IDNOTINUSE: PcpManRemoveCme: cannot remove
non-existing Cme [int]

Explanation Configuration not downloaded correctly.

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

Error Message %SPA-IPSEC-2G-3-ACEI16BADPARAM: PcpManActivateFlowAsync: cannot
activate flow [dec]: Sa is in the wrong state

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI16TCAMFAILED: SpdSaTmInstallIn: cannot install inbound Sa [dec] with TcamMan`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI17BADPARAM: PcpManActivateFlowAsync: cannot activate non-existing flow [dec]`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI17TCAMFAILED: SpdSaTmInstallOut: cannot install outbound Sa [dec] with TcamMan`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI18BADPARAM: PcpManCreateSMap: cannot create outbound SPD Map [int] with ingress access list [int]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI19BADCMEID: PcpManActivateFlowAsync: cannot activate flow [dec] with non-existing Cme [dec]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA_IPSEC_2G-3-ACEI1BADPARAM: SpdSpInstall: cannot install generic SP [dec] with non-zero priority`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI2BADPARAM: PcpManUpdateFlow: cannot update flow [dec] with invalid ID`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA_IPSEC_2G-3-ACEI1OUTOFSA: PcpQOpCreSaBegin: cannot create new Sa using SpdMan`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA_IPSEC_2G-3-ACEI20OUTOFSEL: PcpUtilSelSetFromPar: cannot allocate new selector set`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA_IPSEC_2G-3-ACEI26OUTOFSP: PcpCmeInstallNext: cannot create a new Sp`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA_IPSEC_2G-3-ACEI27BADPARAM: PcpManSetFlowKeys: cannot set keys for flow [dec]: SA is in the wrong state`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI2NESTOVERFLOW: SpdSaInitTmSaOut: outer outbound Sa [dec] of Sa [dec] is above nesting limit of [dec]`

Explanation   An error has been reported by the firmware.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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-IPSEC-2G-3-ACEI20OUTOFSEL: PcpUtilSelSetFromPar: cannot allocate new selector set`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI21BADPARAM: PcpAclAppend: got too many denys for aclId=[dec], max is [dec]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI22BADPARAM: PcpAclAppend: got out-of-sequence line number [dec] for aclId=[dec]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI23IDINUSE: PcpSpdCreateCme: cannot create Cme with ID=[int]: already used`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI24BADPARAM: PcpAclAppend: got invalid ranges for selector set at lineNo=[dec], aclId=[dec]`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI25IDINUSE: PcpAclAppend: got duplicate line number [dec] for aclId=[dec]`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI26OUTOFSP: PcpCmeInstallNext: cannot create a new Sp`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI27BADPARAM: PcpManSetFlowKeys: cannot set keys for flow [dec]: SA is in the wrong state`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI28IDINUSE: PcpQOpCreSaBegin: cannot create second Sa for flow [dec]: conditions for transport adj. are not met`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI29SPDFAILED: PcpCmeInstallNext: cannot install Sp [dec] with SpdMan`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI3NESTOVERFLOW: SpdSaGetXformSeq: outer inbound Sa [dec] of Sa [dec] is above nesting limit of [dec]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI3OUTOFSEL: PcpQOpActSaBegin: cannot allocate selector set for outer Sa in flowId [dec]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI30BADPARAM: PcpSpdUpdateCme: cannot update`
`already queued Cme [int]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI31BADALENUM: PcpQOpActSaBegin: cannot find access`
`list entry number [dec] for cmeId=[dec]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI32BADPARAM: PcpQOpActSaBegin: cannot delete old`
`[chars]bound flow [dec] while activating [chars]bound flow [dec]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI33BADPARAM: PcpCmeActivateSa: got invalid lifetime values softSecs=[int], hardSecs=[int]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI34BADPARAM: PcpCmeActivateSa: got invalid lifetime values softKBytes=[int], hardKBytes=[int]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI35BADPARAM: PcpCmeIntersectSaWithSp: cannot activate flow [dec] with selector ranges not intersecting parent Sp`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI36BADSELADDR: PcpQOpActSaBegin: cannot activate per-host flow [dec] with addresses [dec].[dec].[dec].[dec] and [dec].[dec].[dec].[dec] not included in Sp [dec] selector sets`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI37OUTOFSEL: PcpQOpActSaBegin: cannot clone selector set to activate per-host flow [dec]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI38BADSELADDR: PcpQOpActSaBegin: cannot activate transport mode flow [dec] with addresses [dec].[dec].[dec].[dec] and [dec].[dec].[dec].[dec] not included in Sp's selector sets`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI39BADPARAM: PcpTrInProcess: got invalid opcode [dec]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI4BADPARAM: PcpQOpCreSaBegin: got invalid addresses [int].[int].[int].[int] and [int].[int].[int].[int] for other Sa of flow [dec]: expected [int].[int].[int].[int] and [int].[int].[int].[int]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI40BADACLID: PcpManCreateCme: cannot create Cme with non-existing access list [int]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI41SPDFAILED: PcpQOpSaActivated: cannot finish activating Sa [dec]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI42QUEUEFULL: PcpCmeActivateSa: cannot activate Sa [dec]: queue is full`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI43BADPARAM: PcpAclAppend: got invalid line number [dec] for ACL [dec]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI44QUEUEFULL: PcpSpdCreateCme: cannot create Cme [int] (aclId=[int]): queue is full`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI45IDNOTINUSE: PcpManDestroyFlowAsync: cannot delete already deleted flow [dec]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI46BADPARAM: PcpQOpActSaBegin: cannot activate non-fully-specified Sa for Cme [dec] without Acl`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI47BADPARAM: PcpQOpActSaBegin: cannot activate Sa`
`for manual Sp (cmeId=[dec],entry=[dec]), Sa already exists`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI48CMEINUSE: PcpManSetInitMode: cannot set fast`
`init-mode in TcamMan: [dec] pending Ops, [dec] Flows and [int] Cmes already exist`
`or TcamMan is busy`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI49BADPARAM: PcpManQueryFlow: cannot query flow`
`[dec]: Sa is not active`

Explanation Configuration not downloaded correctly.

Recommended Action Can safely ignore.

Error Message `%SPA-IPSEC-2G-3-ACEI5BADPARAM: SpdSaActivate: cannot activate Sa`
`[dec], old Sa [dec] already has successor Sa [dec]`

Explanation Configuration not downloaded correctly.

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

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

Error Message %SPA-IPSEC-2G-3-ACEI5OUTOFSA: PcpQOpCreSaBegin: cannot create new Sa for flow [dec]

Explanation Configuration not downloaded correctly.

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

Error Message %SPA-IPSEC-2G-3-ACEI5OCMEINUSE: PcpQOpRemCmeBegin: cannot remove Cme [dec]: TcamMan is in Init mode

Explanation Configuration not downloaded correctly.

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

Error Message %SPA-IPSEC-2G-3-ACEI51BADPARAM: PcpSpdCreateCme: got invalid flags (manual,dynamic,discover,drop,clear) = ([dec],[dec],[dec],[dec],[dec]), cmeId=[dec]

Explanation Configuration not downloaded correctly.

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

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

Error Message `%SPA-IPSEC-2G-3-ACEI52IDINUSE: PcpManCreateAcl: cannot process opcode [int] for Acl [int] in state [int]`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI53BADPARAM: PcpManCreateAcl: cannot create Acl with id [int] out of range [0,[int]]`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI54CMENOTREADY: PcpSpdCreateCme: cannot create Cme [int] with Acl [int] when Acl state is [int]`

Explanation   Configuration not downloaded correctly.

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

Error Message %SPA-IPSEC-2G-3-ACEI55SPDFAILED: PcpQOpActSaBegin: cannot begin activating Sa [dec] for flowId [dec]

Explanation Configuration not downloaded correctly.

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

Error Message %SPA-IPSEC-2G-3-ACEI56IDNOTINUSE: PcpManDestroyFlowAsync: cannot delete flow [dec] already being deleted

Explanation Configuration not downloaded correctly.

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

Error Message %SPA-IPSEC-2G-3-ACEI57CMEINUSE: PcpManSetInitMode: cannot set normal init-mode in TcamMan: there are pending Flows or Cmes

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI58IDNOTINUSE: PcpManDestroyFlowAsync: flow [dec]`
`already queued for deletion`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI59BADPARAM: PcpCmeActivateSa: cannot activate`
`flow [dec] as per-host with subset of Sp as a selector set`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI6BADPARAM: PcpTrInProcess: got invalid size [dec]`
`for opcode [dec]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI6OUTOFSEL: SpdSpInstall: cannot compute SP's permit-SelSets from mixed SelSet list`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI60SPDFAILED: PcpManSaUpdateError: cannot update Flow [dec]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI61BADPARAM: PcpQOpActSaBegin: cannot activate Sa for cmeId=[dec], entry=[dec] with bad spdId=[dec]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI62IDINUSE: PcpQOpCreSaBegin: cannot setup Flow [dec] in trans.adj. with outer SA in tunnel mode`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI63CMEINUSE: PcpManActivateFlowAsync: cannot activate flow [dec] while using fast policy mode`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI64BADPARAM: PcpQOpActSaBegin: got invalid ranges for selector set of fully-specified flow [dec]`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI65BADPARAM: PcpManSetInitMode: got invalid flags [hex] for setting fast policy mode`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI66NOTREADY: PcpManUpdateFlow: cannot update flow [dec] when SA is not active`

Explanation Configuration not downloaded correctly.

Recommended Action Can ignore safely.

Error Message `%SPA-IPSEC-2G-3-ACEI67BADPARAM: PcpSpdCreateSMap: cannot create SMap [int] with Acl [int] when Acl state is [int]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI68BADPARAM: PcpAclAppend: got invalid flags [hex] at lineNo=[dec], aclId=[dec]`

Explanation Configuration not downloaded correctly.

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

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

Error Message `%SPA-IPSEC-2G-3-ACEI69BADPARAM: PcpManCreateCme: cannot create Cme [int] with spdId [int] out of range [0,[int]]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI7BADPARAM: PcpManSetFlowKeys: cannot set keys for flow [dec]: invalid ID`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI7OUTOFSEL: SpdSaTmInstallOut: cannot compute outbound SA's permit-SelSets from mixed SelSet list`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI70IDNOTINUSE: PcpManUpdateCme: cannot update non-existing Cme [int]`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI71QUEUEFULL: PcpSpdUpdateCme: cannot update Cme [int]: queue is full`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI72QUEUEFULL: PcpSpdCreateSMap: cannot create SPD map with mapId [int]: queue is full`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI73BADPARAM: PcpSpdCreateSMap: cannot create SPD map with mapId [int] out of range [0,[int]]`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI74IDINUSE: PcpSpdCreateSMap: cannot create SPD map with mapId [int] already in use`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI75TMFAILED: PcpSMapInstall: cannot insert SMap [int] with TcamMan`

Explanation   Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI76BADPARAM: PcpSpdCreateSMap: cannot create SPD map [int] with invalid flags [hex]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI77BADPARAM: PcpManCreateSMap: cannot create SPD Map [int] using non-existent access list [int]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI78OUTOFSMAP: PcpSpdCreateSMap: cannot create SPD map [int]: out of memory`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI79BADPARAM: PcpQOpActSaBegin: cannot activate Sa for cmeId=[dec], entry=[dec] when Cme is not ready`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI80QUEUEFULL: PcpManDestroyFlowAsync: cannot delete flowId [dec]: operation queue is full`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI81IDNOTINUSE: PcpQOpDelSaBegin: cannot delete already deleted flow [dec]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI82QUEUEFULL: PcpManRemoveCme: cannot remove Cme with cmeId [int]: queue is full`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI83TMFAILED: PcpSpdInitialize: cannot insert SPD [int] with TcamMan`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI84BADPARAM: PcpManCreateSMap: cannot create SPD map [int] with spdId [int] out of range [0,[int]]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI85OUTOFSMAP: PcpManCreateSpd: cannot create SPD [int]: out of memory`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI86IDINUSE: PcpManActivateFlowAsync: cannot activate already active flow [dec]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI87BADPARAM: PcpManCreateFlow: cannot create Flow with id=[dec], max is [dec]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI88IDNOTINUSE: PcpManRemoveSMap: cannot remove non-existing SMap [int]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI89OUTOFCME: PcpSpdCreateCme: cannot allocate new Cme for aclId=[int]`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-3-ACEI92QUEUEFULL: PcpManCreateFlow: cannot create flowId [dec]: operation queue is full`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA_IPSEC_2G-3-ACEIKEADELCB: [chars]:[dec]: unexpected ([dec]) error on delete callback`

    Explanation Probable software bug.

    Recommended Action Contact TAC.

Error Message `%SPA_IPSEC_2G-3-ACEPKARSAPRVXCR: PKA: PkaRsaPrivXcrypt() invalid input buffer length [dec]`

    Explanation Data error in PKI certificate.

    Recommended Action Verify certificate server for proper operation.

Error Message `%SPA_IPSEC_2G-3-ACEPKARSAPUBXCRBUFLEN: PKA: PkaRsaPubXcrypt() invalid input buffer length [dec]`

    Explanation Data error in PKI certificate.

    Recommended Action Verify certificate server for proper operation.

Error Message `%SPA_IPSEC_2G-3-ACEPKASK0LENCROP2: PKA: 0 length crypto operation`

    Explanation Data error in PKI certificate.

    Recommended Action Verify certificate server for proper operation.

Error Message `%SPA_IPSEC_2G-3-ACEPKASK0LENCRYOP3: PKA: 0 length crypto operation`

    Explanation Data error in PKI certificate.

    Recommended Action Verify certificate server for proper operation.

Error Message `%SPA_IPSEC_2G-3-ACEPKASK0LENOP: PKA: 0 length crypto operation`

    Explanation Data error in PKI certificate.

    Recommended Action Verify certificate server for proper operation.

Error Message `%SPA_IPSEC_2G-3-ACEPKASK1STFRAGSHRT: PKA: 1st frag too short for crypto operation`

    Explanation Data error in PKI certificate.

    Recommended Action Verify certificate server for proper operation.

Error Message `%SPA_IPSEC_2G-3-ACEPKASKDESNOTMUL82: PKA: DES/3DES data length not multiple of 8`

    Explanation Data error in PKI certificate.

    Recommended Action Verify certificate server for proper operation.

Error Message `%SPA_IPSEC_2G-3-ACEPKASKDESNOTMULT8: PKA: DES/3DES data length not multiple of 8`

    Explanation Data error in PKI certificate.

    Recommended Action Verify certificate server for proper operation.

Error Message `%SPA_IPSEC_2G-3-ICPUBADGRESA: Invalid GRE SA - can't find match. saptr:[hex]`

    Explanation Error reported by firmware.

    Recommended Action Contact TAC with output from the **show pcp sas** command.

Error Message `%SPA_IPSEC_2G-4-ICPUPP3: Illegal pkt dst:[dec].[dec].[dec].[dec] proto:[dec] spi:[hex], no match on SA SPI [hex].`

    Explanation Auditable event.

    Recommended Action To see the details, enter the **show crypto ipsec sas** command.

Error Message `%SPA-IPSEC-2G-3-SPI_NOT_AVAIL: SPI [hex] is not available`

    Explanation Crypto connect config could not be programmed correctly.

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

SPA-IPSEC-2G-4

Error Message `%SPA_IPSEC_2G-4-ACEIPCMPINGPRE: IPC ping ([chars]): premature ping...awaiting response to previous ping`

Explanation   Error reported by firmware.

Recommended Action   Contact TAC.

Error Message `%SPA_IPSEC_2G-4-ACEIPCMPINGSEQ: IPC ping ([char]CPU): seq.# does not match: Expected [dec], got [dec]`

Explanation   Error reported by firmware.

Recommended Action   Contact TAC.

Error Message `%SPA_IPSEC_2G-4-ACEIPCMPINGSKIP: IPC ping ([char]CPU): Skipped [dec] times before receiving reply`

Explanation   Error reported by firmware.

Recommended Action   Contact TAC.

Error Message `%SPA_IPSEC_2G-4-ACEIPCXNOBUF2: ICPU unable to allocate msg buf for Ping Reply: [dec]`

Explanation   Error reported by firmware.

Recommended Action   Contact TAC.

Error Message `%SPA_IPSEC_2G-4-ACEIPCXNOBUF3: OCPU unable to allocate msg buf for Ping Reply: [dec]`

Explanation   Error reported by firmware.

Recommended Action   Contact TAC.

Error Message `%SPA_IPSEC_2G-4-ACEIPCXPINGNOBUF: [dec] srcCPU unable to allocate msg buf for Ping Reply in CB: [dec]`

Explanation   Error reported by firmware.

Recommended Action   Contact TAC.

Error Message `%SPA-IPSEC-2G-4-ACETCAMFULLINSMANSP: Full SA insertion for a manual SP.`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-4-ACETCAMPKTNOSA: Packet event for a non-existing SA.`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA-IPSEC-2G-4-ACETCAMPKTNOSP: Packet event for a non-existing SP.`

Explanation Configuration not downloaded correctly.

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

Error Message `%SPA_IPSEC_2G-4-ACETCAMPKTNOSP1: EarlyPkt Exit1.`

Explanation Configuration not downloaded correctly.

Recommended Action Remove and reapply the crypto map. If failure persists, contact TAC with the output of the **show tech-support** command.

Error Message `%SPA_IPSEC_2G-4-ACETCAMPKTNOSP2: EarlyPkt Exit2.`

Explanation Configuration not downloaded correctly.

Recommended Action Remove and reapply the crypto map. If failure persists, contact TAC with the output of the **show tech-support** command.

Error Message `%SPA_IPSEC_2G-4-ACETCAMPKTNOSP3: EarlyPkt Exit3.`

Explanation Configuration not downloaded correctly.

Recommended Action Remove and reapply the crypto map. If failure persists, contact TAC with the output of the **show tech-support** command.

Error Message `%SPA-IPSEC-2G-4-ACEXCPUALLOC: IPC: Unable to allocate and send STATFLUSH.`

Explanation An error has been reported by the firmware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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_IPSEC_2G-4-ACEXCPUALLOC: IPC: Unable to allocate and send STATFLUSH.`

Explanation Error reported by firmware.

Recommended Action Transient error. No action.

Error Message `%SPA_IPSEC_2G-4-ACEXCPUALLOC2: IPC: Unable to allocate IPC to set debug flag.`

Explanation Error reported by firmware.

Recommended Action Transient error. No action.

Error Message `%SPA_IPSEC_2G-4-ACEXCPUALLOC3: IPC: Unable to allocate IPC to start 5840 test.`

Explanation Error reported by firmware.

Recommended Action If persistent, restart VPNSPA.

Error Message `%SPA-IPSEC-2G-4-ACEXCPUCMMTU2: CFGMON: Failed to set MTU. Invalid data [dec], ifvlan [hex].`

Explanation An error has been reported by the firmware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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-IPSEC-2G-4-ACEXCPUCMRESP: XcpuCfgMonReqCallback:Can't respond to host.`

Explanation An error has been reported by the firmware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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-IPSEC-2G-4-ACEXCPUCMRESP3: XcpuCfgMonReqCallback:Global stats...Can't respond to host.`

Explanation An error has been reported by the firmware.

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

representative and provide the representative with the information you have gathered. Attach the following information to your case 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-IPSEC-2G-4-ACEXCPUCMRESP4: XcpuCfgMonReqCallback: PerFlow Stats....Can't respond to host.`

Explanation An error has been reported by the firmware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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-IPSEC-2G-4-ACEXCPUCMRESP5: XcpuCfgMonReqCallback: PerFlow Stats....Can't respond to host.`

Explanation An error has been reported by the firmware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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_IPSEC_2G-4-ANTIREPLAYWINDOWDEFAULT: Using default replay window for SA SPI [hex]`

Explanation Unable to allocate more than 8K extended replay windows.

Recommended Action New SAs will use the default window size if no resource is available.

Error Message `%SPA_IPSEC_2G-4-BULKIP: Wrong type [dec] size:5d.`

Explanation System IP address not downloaded correctly.

Recommended Action Remove and reapply the IP address on the interfaces, and if the problem persists, contact TAC.

Error Message   %SPA-IPSEC-2G-4-DUMPMEM: [hex]: [hex] [hex] [hex] [hex]

Explanation   An error has been reported by the firmware.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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-IPSEC-2G-4-EDSDEBUG: SingleBufErr:([hex])

Explanation   Multibuffer packet received during FIPS test.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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-IPSEC-2G-4-FIPSCHECK2: FIPS RCVD Multi-buffer Packet.

Explanation   An error has been reported by the firmware.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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-IPSEC-2G-4-FIPSCHECK3: FIPS Failed Packet Comparison.`

Explanation   An error has been reported by the firmware.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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-IPSEC-2G-4-FIPSCHECK4: FIPS Test Completed Successfully.`

Explanation   An error has been reported by the firmware.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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-IPSEC-2G-4-ICPUFRAG1: PktReasmSetAction failed.`

Explanation   An error has been reported by the firmware.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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-IPSEC-2G-4-ICPUPP2: SaCheckSelectors: Illegal pkt, no valid SA

Explanation An error has been reported by the firmware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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-IPSEC-2G-4-ICPUPP3: Illegal pkt dst:[dec].[dec].[dec].[dec] proto:[dec] spi:[hex], no match on SA SPI [hex].

Explanation No matching SA was found for the received encrypted packet. This message is most likely to occur during rekeying when the inbound SA is not yet established.

Recommended Action If the message persists and packets are being lost, check whether the CPU is overloaded or the crypto engine is oversubscribed.

Error Message %SPA-IPSEC-2G-4-ICPUPP4: Illegal pkt dst:[dec].[dec].[dec].[dec] proto:[dec] spi:[hex], no match on SA dst[dec].[dec].[dec].[dec]

Explanation An error has been reported by the firmware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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-IPSEC-2G-4-ICPUPP8: Illegal clear pkt src:[dec].[dec].[dec].[dec] dst:[dec].[dec].[dec].[dec] proto:[dec].

Explanation Clear packets were received that should have been encrypted.

Recommended Action Check whether the remote peer has a correct security policy and SA to encrypt the packets. Compare IP addresses of the packets with crypto ACLs.

Error Message `%SPA-IPSEC-2G-4-ICPUPP9: Packet src:[dec].[dec].[dec].[dec]`
`dst:[dec].[dec].[dec].[dec] seq num:[hex] failed replay check last seq num:[hex]`
`for SA:[hex].`

Explanation IPsec packets have failed the anti-replay check. A common cause is the use of QoS in your network. With QoS, lower priority packets can arrive late, missing the anti-replay check window. When this condition occurs, higher level protocols can request retransmission so that functionality is not lost. Time-sensitive protocols, such as voice traffic, might be degraded due to dropped or late packets.

Recommended Action Increase the anti-replay window size. If anti-replay checking is not needed, disable it. Display the SA with the given index - **show tacm ipr sa** .

Error Message `%SPA-IPSEC-2G-4-ICPUPP10: Packet src:[dec].[dec].[dec].[dec]`
`dst:[dec].[dec].[dec].[dec] proto ESP, but not SA proto!`

Explanation The received packet's protocol does not match the SA protocol. The SA expects AH, but the packet uses ESP.

Recommended Action Check whether the negotiated protocol matches the configured transform sets of both peers. Contact TAC with outputs of **show crypto ipsec sas** command.

Error Message `%SPA-IPSEC-2G-4-ICPUPP11: Packet src:[dec].[dec].[dec].[dec]`
`dst:[dec].[dec].[dec].[dec] proto AH, but not SA proto!`

Explanation The received packet's protocol does not match the SA protocol. The SA expects ESP, but the packet uses AH. Contact TAC with outputs of **show crypto ipsec sas** command.

Recommended Action Check whether the negotiated protocol matches the configured transform sets of both peers.

Error Message `%SPA-IPSEC-2G-4-ICPUPP12: IPPE says IPSec, not pkt`
`src:[dec].[dec].[dec].[dec] dst:[dec].[dec].[dec].[dec] proto:[dec]!`

Explanation An error has been reported by the firmware.

Recommended Action No action.

Error Message `%SPA-IPSEC-2G-4-ICPUPP13: Policy check failed for pkt`
`src:[dec].[dec].[dec].[dec] dst:[dec].[dec].[dec].[dec] proto:[dec] SA`
`index:[hex]`

Explanation The decrypted packet does not match the security policy.

Recommended Action Check whether the security policy on both peers is symmetric.

Error Message `%SPA-IPSEC-2G-4-ICPUPP14: Pkt src:[dec].[dec].[dec].[dec]`
`dst:[dec].[dec].[dec].[dec] proto:[dec] match deny; SA index [hex]`

Explanation Auditable event: Policy check failed for inbound packet.

Recommended Action Check the crypto ACLs (whether the security policy on both peers is symmetric).

Error Message `%SPA-IPSEC-2G-4-ICPUPP15: SecInfo [hex] doesn't match with SA [hex]`
`SA index:[hex]`

Explanation An unexpected and unsupported nesting of SA was detected.

Recommended Action Remove any nested SA.

Error Message `%SPA-IPSEC-2G-4-ICPUPP16: Inner proto [dec] must be IPSec but is not`

Explanation An unexpected and unsupported nesting of SA was detected.

Recommended Action Remove any nested SA.

Error Message `%SPA-IPSEC-2G-4-ICPUSYSIPADDRADD: PktProcAddSysIpAddr: Unable to add`
`local IP Addr [hex]`

Explanation An error has been reported by the firmware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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-IPSEC-2G-4-ICPUSYSIPADDRDEL: PktProcAddSysIpAddr: Unable to`
`delete local IP Addr [hex]`

Explanation An error has been reported by the firmware.

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

representative and provide the representative with the information you have gathered. Attach the following information to your case 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-IPSEC-2G-4-ISAUNCA7: PktProcAtnModSas: Mismatch valid flag unca:invalid index:[hex]

Explanation An error has been reported by the firmware.

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

Error Message %SPA-IPSEC-2G-4-RECOVERYDONE: CP Lockup Recovery - Done

Explanation An error has been reported by the firmware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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-IPSEC-2G-4-RECOVERYFRAG: Ipfrag: Unable to transmit. CP Lockup Occured.

Explanation An error has been reported by the firmware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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-IPSEC-2G-4-RECOVERYSTART: CP Lockup Recovery - Start(OCPU)`

Explanation An error has been reported by the firmware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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_IPSEC_2G-4-SINGLEIP: Wrong type [dec] size:[dec].`

Explanation Error reported by firmware.

Recommended Action No action.

Error Message `%SPA_IPSEC_2G-4-SPDID: XcpuSetVlanSpdId: IpcAllocFailed`

Explanation Crypto connect config could not be programmed correctly.

Recommended Action Remove and reapply crypto connect commands, and if problem persists, contact TAC.

Error Message `%SPA-IPSEC-2G-4-XCPURECOVERY: Error Disabling CP`

Explanation An error has been reported by the firmware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to 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-IPSEC-2G-5

Error Message `%SPA_IPSEC_2G-5-ACEPKADHGSHIDNOALL: PkaDhGenerateShared:DH session ID [dec] not allocated`

Explanation Invalid crypto ID used, command rejected, likely due to high system load.

Recommended Action Reduce system load.

Error Message `%SPA_IPSEC_2G-5-ACEPKADHGSIDINUSE: PKA: PkaDhGenerateSessionInt: DH session id [dec] already in use`

Explanation Invalid crypto ID used, command rejected, likely due to high system load.

Recommended Action Reduce system load.

Error Message `%SPA_IPSEC_2G-5-ACEPKADHGSINVID: PKA: PkaDhGenerateSessionInt: invalid DH session id [dec]`

Explanation Possible software bug.

Recommended Action Contact TAC.

Error Message `%SPA_IPSEC_2G-5-ACEPKAINITCMPL: BCM5820: Initialization complete`

Explanation These messages are normal after SPA bootup.

Recommended Action Can ignore safely.

Error Message `%SPA_IPSEC_2G-5-ACEPKANOBDESC: PKA: no data buffer descriptors available`

Explanation Out of buffers for crypto operation.

Recommended Action Reduce system load.

Error Message `%SPA_IPSEC_2G-5-ACEPKANOMOREDHGRPS: PKA: no more DH groups available`

Explanation Too many DH groups defined. Possible software error.

Recommended Action Contact TAC.

Error Message `%SPA_IPSEC_2G-5-ACEPKAPOSTRSTDELAY: PKA: BCM5820 post reset delay`

Explanation These messages are normal after SPA bootup.

Recommended Action Can ignore safely.

Error Message `%SPA_IPSEC_2G-5-ACEPKARESUB: BCM5820: Resubmitting crypto request`

Explanation These messages are normal after SPA bootup.

Recommended Action Can ignore safely.

Error Message `%SPA_IPSEC_2G-5-ACEPKARESUBPK: BCM5820: Resubmitting PK request [hex]`

Explanation These messages are normal after SPA bootup.

Recommended Action Can ignore safely.

Error Message `%SPA_IPSEC_2G-5-ACEPKARSARMPSBUSYID: PKA: can't remove busy RSA private session [dec]`

Explanation Trying to delete a busy RSA session. May be caused by out-of-order messaging on a highly loaded system.

Recommended Action Reduce system load.

Error Message `%SPA_IPSEC_2G-5-ACEPKARST: PKA: BCM5820 in reset`

Explanation These messages are normal after SPA bootup.

Recommended Action Can ignore safely.

Error Message `%SPA_IPSEC_2G-5-ACEPKARSTCOMPL: BCM5820: Reset complete`

Explanation These messages are normal after SPA bootup.

Recommended Action Can ignore safely.

SPA-IPSEC-2G-6

Error Message `%SPA-IPSEC-2G-6-ACEPKAHWCRNGT: PKA: HW RNG has duplicate data, discarding`

Explanation Duplicate random data detected, duplicate data was discarded.

Recommended Action This is normal operation if seen rarely. Contact TAC if seen frequently.

Error Message `%SPA_IPSEC_2G-6-ACEPKAPKNOMCR2: PKA: no Public Key MCRs available`

Explanation Out of buffers for crypto operation.

Recommended Action Reduce system load.

Error Message `%SPA-IPSEC-2G-6-ACEPKARNGDUP: PKA: A pseudo-random number was generated twice in succession. [hex][hex]; 0Unrecognized format 'x%p' 0Unrecognized format 'x%p' idx:[hex]`

Explanation   An error has been reported by the firmware

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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_IPSEC_2G-6-ACEPKARNG: PKA: seed key is same as the seed, discarding`

Explanation   Duplicate random data detected, duplicate data was discarded.

Recommended Action   This is normal operation if seen rarely. Contact TAC if seen frequently.

Error Message `%SPA_IPSEC_2G-6-ACEPKARNGDUP: PKA: A pseudo-random number was generated twice in succession. [hex][hex];` 0**Unrecognized format 'x%p'** 0**Unrecognized format 'x%p'** idx:[hex]

Explanation   Duplicate random data detected, duplicate data was discarded.

Recommended Action   This is normal operation if seen rarely. Contact TAC if seen frequently.

Recommended Action

Error Message `%SPA-IPSEC-2G-6-ACEPKARNGKAT: PKA: RNG failed KAT`

Explanation   Pseudo-RNG known-answer-test failed.

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

Error Message

SPA_MIB Messages

This section contains SPA MIB messages.

Error Message `%SPA_MIB-4-DATA_LEN: [chars]: MIB message lengths mismatch([chars]), expecting [dec] bytes, receiving [dec].`

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

SPAN Messages

This section contains Switched Port Analyzer (SPAN) messages.

SPAN-0

Error Message `%SPAN-0-DISTRIBUTED_EGRESS_INCOMPATIBLE: Distributed egress SPAN is not recommended up to certain hardware revision of WS-X6708-10GE`

Explanation   The distributed egress SPAN feature is not supported on WS-X6708-10GE hardware revisions earlier than version 1.4. By default, the system will be in centralized mode. Attempting to enable the distributed feature will cause this warning message, but will not prevent the feature from being configured.

Recommended Action   Disable distributed egress SPAN by entering the **no monitor session egress replication-mode distributed** command in global configuration mode. For further caveats on the distributed egress SPAN feature, see the Cisco IOS software release notes and search for bug ID CSCso05127 using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

SPAN-3

Error Message `%SPAN-3-MEM_UNAVAIL: Memory was not available to perform the SPAN operation`

Explanation   Unable to perform a SPAN operation because of a lack of memory

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

Error Message `%SPAN-3-REDIR_HW_UNAVAIL: Redirect hardware resource not available [chars]`

Explanation   The system could not allocate resource for redirecting BPDUs. A possible cause of this condition is that all available redirect registers in the policy feature card (PFC) are used by other features.

Recommended Action   Free up a redirect register in the PFC by unconfiguring features that use redirect registers and retry allowing BPDUs for SPAN service modules. If protocol tunneling is configured on any ports, remove the protocol tunneling configuration from all ports to free up one redirect register.

Error Message `%SPAN-3-SESS_DEC_CFG: SPAN hardware resource is in use. [chars]`

Explanation   The system could not allocate a SPAN hardware resource for the feature specified in the message. It is possible that a distributed EtherChannel has been configured in the system that is using SPAN hardware resource.

Recommended Action   Remove one or all of the distributed EtherChannels from the system and retry the operation.

Error Message `%SPAN-3-SESS_HW_UNAVAIL: SPAN hardware resource not available [chars]`

Explanation   The system could not allocate a SPAN hardware resource for the feature specified in the message. A possible cause of this condition is that all available SPAN source sessions are already in use. The system can be configured with a maximum of two SPAN source sessions or one RSPAN source session

Recommended Action   Remove one of the existing SPAN or RSPAN source sessions and retry the operation.

Error Message `%SPAN-3-UNKN_ERR: An internal error occurred during a SPAN operation.`

Explanation   SPAN detected an error in its internal operation.

Recommended Action   The error might be transient, in which case trying the SPAN operation again might be successful. If this fails, the switch might need to be reloaded for the desired operation to complete.

Error Message %SPAN-3-UNKN_ERR_PORT: An internal error occurred when configuring
SPAN on port %s

Explanation SPAN detected an error in its internal operation.

Recommended Action The error might be transient, in which case trying the SPAN operation again
might be successful. If this fails, the switch might need to be reloaded for the desired operation to
complete.

SPAN-4

Error Message %SPAN-4-DISTRIBUTED_EGRESS_INCOMPATIBLE: Distributed egress SPAN is
not recommended up to certain hardware revision of WS-X6708-10GE

Explanation The distributed egress SPAN feature is not supported on hardware revisions earlier
than v1.4 of WS-X6708-10GE. By default the system will be in centralized mode. An attempt to
enable the distributed feature will cause this warning message but will not prevent the feature from
being configured.

Recommended Action Disable distributed egress SPAN by entering the **no monitor session egress
replication-mode distributed** command in global configuration mode. See the documentation
release notes and DDTS CSCso05127 for more information on the caveats exposed by this feature.

SPAN-5

Error Message %SPAN-5-ERSPAN_ADJ_TUNNEL: ERSPAN Destination behind a tunnel.
Shutting down session [dec]

Explanation The next hop to the IP address specified as the ERSPAN destination lies behind a
tunnel. This configuration is not supported. The ERSPAN session is shut down when such a
configuration is detected.

Recommended Action Specify another ERSPAN destination IP address that does not have a tunnel
as the next-hop adjacency.

Error Message %SPAN-5-PKTCAP_START: Packet capture session %d started

Explanation A packet capture session was activated manually or after the scheduled time.

Recommended Action Stop the capture if it is not required. By configuring the rate-limit value in the
monitor session type capture configuration mode, you can change the rate of packets reaching the
CPU for capture. If the capture traffic rate is too high, you can drop protocol packets.

Error Message `%SPAN-5-PKTCAP_START_FAILED: Packet capture session [dec] failed to start. [chars]`

Explanation   Packet capture is activated by user or after the scheduled time but failed to start.

Recommended Action   Correct the failure reason and re-activate or re-schedule the capture.

Error Message `%SPAN-5-PKTCAP_STOP: Packet capture session %d ended %s, %d packets captured`

Explanation   Packet capture was stopped. The capture stops if the capture buffer is full or if the user manually stops the capture or if a capture timeout occurs.

Recommended Action   You can view the capture on the console or you can export the capture buffer using the **monitor capture export buffer** command. Delete the capture session if it is no longer required.

SPAN-6

Error Message `%SPAN-6-SPAN_EGRESS_REPLICATION_MODE_CHANGE: Span Egress HW Replication Mode Change Detected. Current replication mode for [chars] is [chars]`

Explanation   When autodetection of egress SPAN replication mode is enabled, the system will transition any available sessions to centralized mode when a distributed egress SPAN-incapable line card is inserted. The system will transition back the available sessions to distributed egress SPAN mode when the last distributed egress SPAN-incapable line card is removed.

Recommended Action   To prevent a session switching back to distributed egress SPAN mode, enter the **monitor session egress replication-mode centralized** command.

SPANTREE Messages

This section contains Spanning Tree Protocol (STP) messages.

SPANTREE-2

Error Message `%SPANTREE-2-BRIDGE_ASSURANCE_BLOCK: Bridge Assurance blocking port %s%s.`

Explanation   Bridge Protocol Data Units (BPDUs) were not received from a neighboring switch on the interface that has spanning tree Bridge Assurance (BA) configured. As a result, the interface was moved to the spanning tree blocking state.

Recommended Action   Disable BA on the interface or make sure that the interface is connected to a L2 switch or bridge device.

Error Message `%SPANTREE-2-BRIDGE_ASSURANCE_UNBLOCK: Bridge Assurance unblocking port %s%s.`

Explanation The indicated interface has been restored to the normal spanning tree state after receiving BPDUs from the neighboring Layer 2 switch or bridge.

Recommended Action No action is required.

Error Message `%SPANTREE-2-PVST_PEER_BLOCK: PVST+ peer detected on port %s`

Explanation Although the Multiple Spanning Tree Protocol (MSTP) Per-VLAN Spanning Tree Plus (PVST+) simulation feature is disabled, PVST+ BPDU(s) are detected on the indicated interface.

Recommended Action Make sure the PVST+ switch is removed from the network or enable the MSTP PVST simulation feature.

Error Message `%SPANTREE-2-PVST_PEER_UNBLOCK: Unblocking port %s`

Explanation The indicated interface is no longer receiving the PVST+ BPDUs. The inconsistency is cleared and the interface has returned to normal operation.

Recommended Action No action is required.

Error Message `%SPANTREE-2-PVSTSIM_OK: PVST Simulation inconsistency cleared on port [chars].`

Explanation The listed interface is no longer receiving PVST BPDUs advertising information inconsistent with the CIST port information. The PVST simulation inconsistency condition is cleared and the interface will return to normal operation.

Recommended Action No action is required.

SPANTREE-3

Error Message `%SPANTREE-3-PRESTD_NEIGH: pre-standard MST interaction not configured ([chars]). Please, configure: 'spanning-tree mst pre-standard' on ports connected to MST pre-standard switches.`

Explanation The switch has received a prestandard multiple spanning-tree (MST) BPDU on a port that is not configured for prestandard MST BPDU transmission. The switch will automatically adjust its mode of operation on this port and will start sending prestandard BPDUs. However, this autodetection of prestandard neighbors is not 100 percent accurate and we recommended that you explicitly configure the port for prestandard MST BPDU transmission. This warning message will be displayed only once.

Recommended Action Configure the **spanning-tree mst pre-standard** command on all the ports that are connected to switches running the Cisco prestandard version of MST. We recommended that you migrate all the switches in the network to the IEEE standard MST version when it is possible.

SPANTREE-4

Error Message `%SPANTREE-4-PORT_NOT_FORWARDING: [chars] [chars] [chars] [chars]`

Explanation The port is not in a forwarding state and is not forwarding packets.

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

SPANTREE-6

Error Message `%SPANTREE-6-PORTADD_ALL_VLANS: [chars] added to all Vlans`

Explanation The interface has been added to all VLANs

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

Error Message `%SPANTREE-6-PORTDEL_ALL_VLANS: [chars] deleted from all Vlans`

Explanation The interface has been deleted from all VLANs.

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

Error Message `%SPANTREE-6-PORT_STATE: Port [chars] instance [dec] moving from [chars] to [chars]`

Explanation The state of the specified spanning tree port has changed.

Recommended Action No action is required.

SPANTREE-7

Error Message `%SPANTREE-7-PORTDEL_SUCCESS: [chars] deleted from Vlan [dec]`

Explanation The interface has been deleted from the specified VLAN.

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

SPAN_ICC_ISSU Messages

This section contains SPAN intercard communication (ICC) in-service software upgrade (ISSU) messages.

SPAN_ICC_ISSU-3

Error Message `%SPAN_ICC_ISSU-3-BUFFER: SPAN ICC ISSU client failed to get buffer for message, error %d`

Explanation The SPAN ICC ISSU client was unable to get a buffer 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with 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 `%SPAN_ICC_ISSU-3-CAPABILITY: SPAN ISSU client %s`

Explanation The SPAN ISSU client detected an error during capability negotiation. A mismatch exists 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with 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 `%SPAN_ICC_ISSU-3-MSG_NOT_OK: SPAN ICC ISSU client message %d is not compatible`

Explanation   The SPAN ICC ISSU client received an incompatible message from the peer unit. Since the message is not compatible, it 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with 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 `%SPAN_ICC_ISSU-3-MSG_SIZE: SPAN ICC ISSU client failed to get the message size for message %d`

Explanation   The SPAN ICC ISSU client was unable to calculate the message size for the message specified. The SPAN ICC 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with 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 `%SPAN_ICC_ISSU-3-POLICY: SPAN ICC ISSU client message type %d is %s`

Explanation   The SPAN ICC 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with 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 session** commands and your pertinent troubleshooting logs.

Error Message `%SPAN_ICC_ISSU-3-SEND_FAILED: SPAN ICC ISSU client failed to send a negotiation message, error %d`

Explanation The SPAN ICC 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with 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 `%SPAN_ICC_ISSU-3-SESSION: SPAN ICC ISSU client %s`

Explanation SPAN ICC 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with 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 `%SPAN_ICC_ISSU-3-TRANSFORM: SPAN ICC ISSU client %s transform failed, error %s`

Explanation The SPAN ICC ISSU client could not transform the message. If the transmit transformation failed, the ICC message cannot be sent to the peer unit. If the receive transformation failed, the ICC message cannot be applied on the peer unit. In either case, the SPAN ICC ISSU 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with 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.

SPA_OIR Messages

This section contains shared port adapter (SPA) online insertion and removal (OIR) messages.

SPA_OIR-2

Error Message `%SPA_OIR-2-INITFAIL: SPA OIR initialization error`

Explanation A failure occurred during the SPA OIR subsystem startup. SPA OIR is not functional for the RP or line card that generated the message.

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

Error Message `%SPA_OIR-2-SUBSLOTINITFAIL: SPA OIR initialization error for [chars]`

Explanation A failure occurred during the SPA OIR subsystem startup. SPA OIR is not functional for the specified slot or subslot.

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

SPA_OIR-3

Error Message `%SPA_OIR-3-CMD_ATTR: [chars]: Unexpected command identifier ([int])`

Explanation An unexpected command identifier was detected when processing a command related to a SPA OIR. The command was not processed. This is most likely due to a software problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_OIR-3-CORRUPT_EVENT: [chars]

Explanation Corruption was detected within a SPA OIR event for the subslot specified in the message. When this error occurs, the system attempts automatic recovery by reloading the SPA. This condition could be caused by a software, firmware, or hardware problem, but a firmware or software problem is more likely. For distributed platforms, SPA OIR events are transported over different media depending on the platform (for example, the Cisco 12000 uses the MBUS). An unlikely cause of this error is that an event message was corrupted during transport.

Recommended Action No immediate action is required on the system if the SPA is operational. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_OIR-3-EVENT_DATA_ERROR: SPA OIR event data error - [chars]([int])

Explanation Invalid data was detected within a SPA OIR event. The SPA OIR state machines may not reflect the state of the hardware. The problem affects only one SPA, but the SPA cannot be determined from the context where the error was detected. This condition could be caused by a software or hardware problem, but a software problem is more likely. For distributed platforms, SPA OIR messages are transported over different media depending on the platform (for example, the Cisco12000 uses the MBUS). An unlikely cause of this error is that an event message was corrupted during transport.

Recommended Action Check the system log for other messages that may help determine which SPA is affected. Enter the **hw-module** *target_spa* **reload** command, with *target_spa* being the slot or subslot of the affected SPA. Entering this command will perform a power cycle and synchronizes the affected SPA software with the hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_OIR-3-EVENT_HANDLING: [chars]: [chars][hex]`

Explanation A data structure error was detected when handling a SPA OIR event for the SPA in the slot or subslot specified in the message. The SPA OIR state machines may not reflect the state of the hardware. This condition is most likely due to a software problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_OIR-3-EVENT_TIMEOUT: [chars]: Timeout waiting for SPA OIR event`

Explanation While waiting for a SPA OIR event, a timeout occurred for the subslot specified in the message. The SPA did not complete initialization. When this error occurs, the system attempts automatic recovery by reloading the SPA. This condition could be caused by a software or hardware problem, but a software problem is more likely. For distributed platforms, SPA OIR events are transported over different media depending on the platform (for example, the Cisco 12000 uses the MBUS). An unlikely cause of this error is that an event message was corrupted during transport.

Recommended Action No immediate action is required on the system if the SPA is operational. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_OIR-3-HW_INIT_TIMEOUT: [chars]`

Explanation A timeout occurred for the specified subslot while waiting for the SPA hardware to initialize. The SPA did not complete initialization. When this error occurs, the system attempts an automatic recovery by reloading the SPA. This condition could be caused by a software, firmware, or hardware problem, but a firmware or hardware problem is most likely.

Recommended Action No immediate action is required on the system if the SPA is operational. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities

will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_OIR-3-HW_SIGNAL_DEASSERTED: [chars]`

Explanation One or more hardware signals indicated that the SPA hardware in the specified subslot should be reinitialized. When this error occurs, the system attempts an automatic recovery by reloading the SPA. This condition could be caused by a software, firmware, or hardware problem, but a firmware or hardware problem is most likely. This condition could be caused by a rare interaction between SPA and its SIP.

Recommended Action No immediate action is required on the system if the SPA is operational. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_OIR-3-MESSAGE_ERROR: [chars]: SPA OIR event message error - [chars]([int])`

Explanation An error was detected in a SPA OIR event message for the SPA in the specified slot or subslot. The SPA OIR state machines may not reflect the state of the hardware for this SPA. This condition could be caused by a software or hardware problem, but a software problem is more likely. For distributed platforms, SPA OIR messages are transported over different media depending on the platform (for example, the Cisco 12000 uses the MBUS). An unlikely cause of this error is that an event message was corrupted during transport.

Recommended Action Enter the **hw-module** *target_spa* **reload** command, with *target_spa* being the slot or subslot of the affected SPA. Entering this command will perform a power cycle and synchronizes the affected SPA software with the hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_OIR-3-POST_EVENT_ERROR: [chars]: event [int]

Explanation A SPA OIR event message was not enqueued for the SPA in the specified slot or subslot. The SPA OIR state machines may not reflect the state of the hardware for this SPA. This condition is most likely due to a software problem.

Recommended Action Enter the **hw-module** *target_spa* **reload** command, with *target_spa* being the slot or subslot of the affected SPA. Entering this command will perform a power cycle and synchronizes the affected SPA software with the hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_OIR-3-RECOVERY_RELOAD: [chars]: Attempting recovery by reloading SPA

Explanation The OIR facility attempted an automatic recovery by reloading the SPA in the specified subslot. Look for other messages related to this SPA subslot to determine the failure that triggered the automatic recovery.

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

Error Message %SPA_OIR-3-SEQUENCE_NUMBER_ERROR: [chars]

Explanation A sequence number error was detected within a SPA OIR event for the specified subslot. When this error occurs, the system attempts an automatic recovery by reloading the SPA. This condition could be caused by a software, firmware, or hardware problem, but a firmware or software problem is most likely. For distributed platforms, SPA OIR events are transported over different media depending on the platform (for example, the Cisco 12000 uses the MBUS). An unlikely cause of this error is that an event message was corrupted during transport.

Recommended Action No immediate action is required on the system if the SPA is operational. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, or would like to report a suspected hardware failure, open a case with the Technical Assistance Center

via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_OIR-3-SPA_POWERED_OFF: [chars]: SPA [chars] powered off after [int] failures within [int] seconds

Explanation   The SPA was powered off because it failed too often. This condition may be caused by a software, firmware, or hardware error.

Recommended Action   Look for other system messages related to this SPA subslot to determine the root cause of the failure. Enter the **hw-module** *target_spa* **reload** command, with *target_spa* being the slot or subslot of the affected SPA. Entering this command will perform a power cycle and synchronizes the affected SPA software with the hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_OIR-3-SW_INIT_TIMEOUT: [chars]: SPA initialization not completed

Explanation   A timeout occurred for the specified subslot while waiting for the SPA software driver to initialize the SPA. The SPA did not complete initialization. When this error occurs, the system attempts automatic recovery by reloading the SPA. This condition could be caused by software, firmware or hardware problem, but a software or firmware problem is more likely.

Recommended Action   Check for other reported messages for more verification. Hardware replacement should not occur on the first occurrence. Before requesting hardware replacement, review troubleshooting logs with a Cisco technical support representative. No immediate action is required on the system if the SPA is operational. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_OIR-3-UNEXPECTED_EVENT: [chars]: SPA OIR unexpected event([int])`

Explanation   An unexpected SPA OIR event was detected for the SPA in the specified slot or subslot. The SPA OIR state machines may not reflect the state of the hardware for this SPA. This condition could be caused by software or hardware problem, but a software problem is more likely. For distributed platforms, SPA OIR messages are transported over different media depending on the platform (for example, the Cisco 12000 uses the MBUS). An unlikely cause of this error is that an event message was corrupted during transport.

Recommended Action   Enter the **hw-module** *target_spa* **reload** command, with *target_spa* being the slot or subslot of the affected SPA. Entering this command will perform a power cycle and synchronizes the affected SPA software with the hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_OIR-3-UNEXPECTED_INSERTED_EVENT: [chars]`

Explanation   An unexpected inserted event occurred for the specified subslot. When this error occurs, the system attempts automatic recovery by reloading the SPA. This condition could be caused by a software, firmware, or hardware problem, but a firmware or software problem is most likely. This condition could be caused by a rare interaction between SPA and its SIP.

Recommended Action   No immediate action is required on the system if the SPA is operational. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_OIR-3-UNEXPECTED_RECOVERY_ACTION: [chars]: SPA [chars], unexpected recovery action([int]) for fail code [hex]`

Explanation   An error occurred while processing a failure message for the SPA in the slot or subslot number specified in the message. The recovery action to be taken after a SPA failure is determined by calling a SPA driver function. This message indicates that the SPA driver function returned an

invalid recovery action. After this message was issued, the SPA was reloaded in an attempt to recover. The SPA driver most likely returned an invalid recovery action because of a software problem.

Recommended Action No immediate action is required on the system if the SPA is operational. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_OIR-3-UNRECOGNIZED: The SPA of type [hex] in [chars] is not recognized

Explanation The type of the SPA in the specified subslot is not recognized by the operating system. Either the operating system might not support this SPA type on this platform or the SPA type identification stored on the SPA is invalid.

Recommended Action Ensure that the system is running a version of the operating system that supports the specified SPA type on this platform. If the correct operating system version is in use, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Include the information about the SPA type found on the front of the SPA. Attach the following information to your case 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_OIR-3-UNSUPPORTED: The [chars] in [chars] is not supported by the [chars] module

Explanation The SPA in the specified subslot is not supported in the specified SIP by the version of the operating system currently running on the system. The SPA type may be supported by another SIP or by a later operating system release.

Recommended Action Ensure that the SIP specified in the error message supports the specified SPA type. Ensure that the operating system release supports the SPA type in the SIP. It may be necessary to upgrade your system to the latest operating system release in your release train, or it may be necessary to use a different SIP type. If the SPA type specified in the error message does not match the interface types or numbers shown on the front of the SPA, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Include information regarding the SPA type found on the front of the SPA. Attach the following information to 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_OIR-6

Error Message `%SPA_OIR-6-INSCARD: Card inserted in [chars]`

Explanation The OIR facility detected a newly inserted SPA. The interfaces associated with that SPA are operational, but will be shut down until they are configured by the user. If any interfaces of that type were previously configured, they will be restored to their previous state.

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

Error Message `%SPA_OIR-6-PRECONFIG_MISMATCH: [chars]: Inserted SPA type does not match preconfigured SPA type. Configuration updated`

Explanation There is mismatch between the inserted SPA type and the preconfigured SPA type on platforms that support preconfiguration. The inserted SPA replaces the preconfigured SPA.

Recommended Action Verify the configuration by entering the **show running-config** command. If you would like to revert to the preconfigured type, remove the SPA and then update the configuration from a backup copy.

Error Message `%SPA_OIR-6-REMCARD: Card removed from [chars], interfaces disabled`

Explanation The OIR facility detected the removal of a SPA from the specified slot or subslot. The interfaces on that SPA will be administratively shut down and marked as removed. The routing table will be flushed of any routes through the removed interfaces.

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

Error Message `%SPA_OIR-6-SHUTDOWN: [chars] is administratively shutdown; Use 'no hw-module [chars] shutdown' to enable`

Explanation The SPA was not brought up because the SPA bay is in an administrative down state. The SPA bay will appear as **hw-module** *target_spa* **shutdown** in the running configuration.

Recommended Action Use the **no hw-module** *target_spa* **shutdown** command to administratively enable the SPA bay.

SPA_PLIM Messages

This section contains shared port adapter (SPA) physical layer interface module messages.

SPA_PLIM-3

Error Message `%SPA_PLIM-3-FATALERROR: SPA in slot [dec] bay [dec] experienced a fatal error [chars] and is being reset.`

Explanation A fatal error was encountered during SPA operation. The SPA may be restarted.

Recommended Action If the error is not observed more than once, it might be a singular event and the SPA needs to be monitored. If the issue occurs repeatedly, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_PLIM-3-FW_RELOAD: [chars] is being reloaded due to firmware/application exception.`

Explanation The SPA firmware application has failed. The SPA is being reloaded to recover its operational state.

Recommended Action Collect the application core file from flash. The core filename and time stamp are shown in the preceding message.

Error Message `%SPA_PLIM-3-HEARTBEAT: [chars] has experienced an heartbeat failure Current Sequence [int] received Sequence [int] Time since last keep [dec]ms.`

Explanation The IPC communication between the local CPU and host in the specified slot is not functional. The IPC module will be restarted, after which communication might be reestablished. If the problem persists the SPA will be reset.

Recommended Action If the system continues running normally, no action is required. If this message recurs, or the system behaves abnormally, collect the logs from the system (RP and line card). Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module** *slot-number/subslot-number* **tech-support** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support

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

Error Message `%SPA_PLIM-3-INITFAIL: [chars] has failed initialization because SPA [chars].`

Explanation A failure occurred during the SPA initialization. SPA is not functional and may be restarted by the RP or line card.

Recommended Action If the line card or RP successfully initialized the SPA, no action is required. If the SPA was not successfully initialized, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_PLIM-3-INIT_PORT: [chars] PLIM client IPC port has not been initialized.`

Explanation The specified PLIM client IPC port has not been initialized.

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

SPA_PLIM-4

Error Message %SPA_PLIM-4-EXCEPTION: [chars] has experienced an exception: [chars].
Writing SPA crash dump information to [chars].

Explanation The local CPU in the specified slot has experienced an exception condition. The process that caused the exception might have been restarted. If an exception core dump was created, the core dump is stored in the line card flash memory, if available.

Recommended Action If the system continues running normally, no action is required. If this message recurs, or the system behaves abnormally, collect the crash dump file from the line card flash. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module** *slot-number/subslot-number* **tech-support** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLIM-4-SBE_ECC: [chars] reports [dec] SBE occurance at [dec]
addresses

Explanation The SPA has reported single-bit correctable ECC errors. The log shows that more than one SBE has occurred. SBEs are correctable memory problems. It will not affect router operation. Excessive occurrences may indicate defective memory.

Recommended Action Observe at the first occurrence. If the error recurs, replace the faulty memory chip at the earliest opportunity.

Error Message %SPA_PLIM-4-SBE_OVERFLOW: [chars] SBE table([dec] elements)
overflows.

Explanation The SPA has reported more unique single-bit correctable ECC errors than the platform defined internal table can hold. SBEs are correctable memory problems. It will not affect router operation. Excessive occurrences indicate defective memory.

Recommended Action Replace the faulty memory chip at the earliest opportunity.

SPA_PLIM-5

Error Message `%SPA_PLIM-5-RECEIVINGFILE: Receiving [chars] from [chars].`

Explanation   The SPA has sent a file (syslog or core dump) to the line card and the file has been stored in the line card flash if available.

Recommended Action   This is a debug message only. No action is required.

SPA_PLUGIN Messages

This section contains shared port adapter (SPA) plug-in messages.

SPA_PLUGIN-3

Error Message `%SPA_PLUGIN-3-AUXC2W_CREATE: [chars]: Device auxiliary C2W creation failed.`

Explanation   Cannot allocate memory for auxiliary C2W structure.

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

Error Message `%SPA_PLUGIN-3-EEPROM_READ: [chars]: Error reading EEPROM.`

Explanation   Cannot read EEPROM content. It indicates either an improperly seated SPA or a hardware failure.

Recommended Action   Power down and reseat the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_PLUGIN-3-EFC_NOTSYNC: [chars]: Can not synchronize EFC bus.

Explanation Extended flow control between the modular services card and the SPA is not synchronized. The SPA is shut down. It indicates either an improperly seated SPA, a hardware failure, or an outdated ROMMON or FPGA image.

Recommended Action Power down and reseat the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_PLUGIN-3-EXCEPTION: [chars]: Exception with cause [dec].

Explanation One of the SPA software components has failed.

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

Error Message %SPA_PLUGIN-3-FAILED: [chars]: Plugin initialization failed.

Explanation Plug-in initialization has failed. Plug-in initialization can fail for many reasons. Preceding messages may state the cause.

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

Error Message `%SPA_PLUGIN-3-FILE_ERROR: [chars]: Error accessing file [chars].`

Explanation   The specified file cannot be accessed. Either the file is not found, lack of permission, out of space, or other file system or device errors.

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

Error Message `%SPA_PLUGIN-3-FILE_TRANSFER: [chars]: Failed to transfer file to or from SPA.`

Explanation   Failed to transfer a file to or from the SPA. This error might be caused by lack of memory on the SPA or jacket card, IPC failures, improperly seated SPA, or other errors.

Recommended Action   Power down and reseat the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_PLUGIN-3-FIRMWARE_APPS_DOWNLOAD: [chars]: Firmware application download failed.`

Explanation   Failed to download an application image to the SPA. This error might be caused by lack of memory on the SPA, IPC failures, an improperly seated SPA, or other download errors.

Recommended Action   Power down and reseat the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_PLUGIN-3-FIRMWARE_APPS_STARTUP: [chars]: Firmware application startup failed. SPA status([hex]) host status([hex])`

    Explanation Cannot start application image downloaded to SPA. Possible causes might be either a bad image on the line card flash disk, a hardware failure, or an outdated FPGA or ROMMON image.

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

Error Message `%SPA_PLUGIN-3-FIRMWARE_BADIMAGE: [chars]: Firmware file [chars] read failed.`

    Explanation The firmware image pointed to by the path is not valid.

    Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_PLUGIN-3-FIRMWARE_BADPATH: [chars]: Invalid firmware file path [chars].`

    Explanation The specified firmware file path is invalid. 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_PLUGIN-3-FIRMWARE_DOWNLOAD: [chars]: Firmware download failed.`

Explanation Failed to download firmware image to the SPA. This error is caused by either lack of memory on the SPA, IPC failures, an improperly seated SPA, or other download errors.

Recommended Action Power down and reseat the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_PLUGIN-3-FIRMWARE_NOMEMORY: [chars]: Insufficient memory for firmware file [chars], size [dec].`

Explanation Cannot allocate memory for firmware image downloading to the SPA.

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

Error Message `%SPA_PLUGIN-3-FIRMWARE_STARTUP: [chars]: Firmware startup failed. SPA status([hex]) host status([hex])`

Explanation Cannot start the firmware image downloaded to the SPA. Possible causes are either a bad image on the line card flash disk, hardware failures, or an outdated FPGA or ROMMON image.

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

Error Message `%SPA_PLUGIN-3-IOFPGA_CREATE: [chars]: Device IOFPGA creation failed.`

Explanation Cannot allocate memory for IOFPGA structure.

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

Error Message `%SPA_PLUGIN-3-NOPLIM: [chars]: No PLIM subblock.`

Explanation An invalid pointer was passed in. Cannot dereference the PLIM subblock pointer. This is an internal error.

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

Error Message `%SPA_PLUGIN-3-NOPORT: [chars]: Failed to open IPC port.`

Explanation The PLIM client IPC port has not been initialized.

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

Error Message `%SPA_PLUGIN-3-PLIM_CREATE: [chars]: PLIM subblock creation failed.`

Explanation Cannot allocate memory for a PLIM structure.

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

Error Message `%SPA_PLUGIN-3-RETRY_EXHAUSTED: [chars]: plugin initialization failed(retries exhausted).`

Explanation One or more critical conditions happened that prevented plug-in initialization from moving forward, after the designated number of retries. Preceding messages may specify a failure cause.

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

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

Error Message `%SPA_PLUGIN-3-ROMMON: [chars]: ROMMON reports error. SPA`
`status([hex]), host status([hex]).`

Explanation ROMMON has reported a fatal condition during bootup. It may be caused by outdated
ROMMON or FPGA images or by defective hardware.

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

Error Message `%SPA_PLUGIN-3-SPI4_CREATE: [chars]: Device SPI4 creation failed.`

Explanation Cannot allocate memory for a SPI4 structure.

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

Error Message `%SPA_PLUGIN-3-SPI4_INIT: [chars]: SPI4 initializaion failed.`

Explanation SPI4 initialization has failed.

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

Error Message %SPA_PLUGIN-3-SPI4_NOTSYNC: [chars]: Can not synchronize SPI4 bus.

Explanation The SPI4 bus between the modular services card and the SPA is not synchronized. It indicates either an improperly seated SPA, a hardware failure, or an outdated ROMMON or FPGA image.

Recommended Action Power down and reseat the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_PLUGIN-3-SPI4_SETCB: [chars]: IPC SPI4 set callback failed(status [dec]).

Explanation Cannot set up a callback function for the SPI4 bus. It might be caused by an improperly seated SPA, an outdated ROMMON or FPGA image, or a hardware failure.

Recommended Action Power down and reseat the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_PLUGIN-3-SPI4_SETCB_PORT: [chars]: IPC SPI4 set callback failed(error: [dec]) for port [dec].

Explanation Cannot set up a callback function for the SPI4 bus for the specified interface port. It might be caused by an improperly seated SPA, an outdated ROMMON or FPGA image, or a hardware failure.

Recommended Action Power down and reseat the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to 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_PLUGIN-4

Error Message `%SPA_PLUGIN-4-LED_CREATE: [chars]: LED driver initialization failed.`

Explanation   Cannot allocate memory for LED structure.

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

Error Message `%SPA_PLUGIN-4-LED_READ: [chars]: LED read failed for port [dec], status [dec].`

Explanation   Cannot read LED register values. This error indicates either an improperly seated SPA or a hardware failure.

Recommended Action   Power down and reseat the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_PLUGIN-4-LED_WRITE: [chars]: LED write failed for port [dec], status [dec].`

Explanation   Cannot write to the LED register. This error indicates either an improperly seated SPA or a hardware failure.

Recommended Action   Power down and reseat the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to 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_PLUGIN-6

Error Message `%SPA_PLUGIN-6-EFC_SYNC: [chars]: EFC bus synchronization achieved.`

Explanation Extended flow control between the modular services card and the SPA is synchronized.

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

Error Message `%SPA_PLUGIN-6-FIRMWARE_APPS_DOWNLOADING: [chars]: Downloading SPA firmware application ([chars])...`

Explanation Downloading SPA firmware application.

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

Error Message `%SPA_PLUGIN-6-FIRMWARE_DOWNLOADING: [chars]: Downloading SPA firmware ([chars])...`

Explanation Downloading SPA firmware.

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

Error Message `%SPA_PLUGIN-6-SPI4_SYNC: [chars]: SPI4 bus synchronization achieved.`

Explanation The SPI4 bus between the modular services card and the SPA is synchronized.

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

SPA_PMB Messages

This section contains SPA-specific power management bus messages.

Error Message `%SPA_PMB-4-CANTREADSPAIDPROM: The SPA in Subslot [int]/[int] could not be accessed. The error code received is [dec]`

Explanation An internal software consistency issue regarding the SPA has been detected.

Recommended Action If the SPA's operation is affected, perform an OIR for the line card on which the SPA or SPAs are located. The slot and subslot of the affected SPA is specified in the message. If this does not fix the problem, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_PMB-4-CARDPWREDON: The line card in slot [dec] is powered on due to out of range electrical signals`

Explanation   The SPAs in the line card in the specified slot could not be accessed because of out-of-range electrical signals. There might be problems in reading in startup configuration for the SPAs in the specified slot.

Recommended Action   Check the running and startup config for the specified slot. If the configuration for the ports in the slot is different, then manually copy the startup config to the running config. If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_PMB-4-NOACK: The device with id [hex] in slot [dec] is not responding`

Explanation   The SPAs in the line card in the specified slot could not be accessed because of a hardware problem.The system might not be able to read the startup configuration for the SPAs.

Recommended Action   Check the running and startup config for the specified slot. If the configuration for the ports in the slot is different, then manually copy the startup config to the running config. If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to 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_T3E3 Messages

This section contains T3E3 (SPA_T3E3) messages.

SPA_T3E3-3

Error Message `%SPA_T3E3-3-LOVEFAIL: [chars]: failed to send [chars] love letter`

Explanation A "love letter" (operating status or configuration message) was not sent.

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

Error Message `%SPA_T3E3-3-MSGERR: Illegal message type [dec] received for Interface [chars]`

Explanation An unknown message was received by 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_T3E3-3-SSBINIT: [chars]: Fail to initialize serial IDB`

Explanation Serial IDB initialization has failed. The most common reason is lack of system memory. Previous messages might indicate memory allocation failures.

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

representative and provide the representative with the information that you have gathered. Attach the following information to your case 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_T3E3-3-SUBRATE_FPGA_LOAD_FAILED2: [chars] Programming [chars] subrate FPGA failed again. The SPA will be disabled as it cannot recover from the FPGA image corruption.`

Explanation The specified subrate FPGA image is corrupted after an FPD upgrade. It might indicate an FPD image package problem. The SPA is disabled until this problem is corrected.

Recommended Action Verify the correctness of the FPD image package. The FPD image package used in the upgrade should match the running Cisco IOS release. This can be verified by entering the **show upgrade fpd package default** command.

SPA_T3E3-4

Error Message `%SPA_T3E3-4-SUBRATE_FPGA_LOAD_FAILED: [chars] Programming [chars] subrate FPGA failed. The FPGA image is corrupted. One upgrade attempt will be made to recover from the failure.`

Explanation The specified subrate FPGA image is corrupted and programming of the FPGA has failed. One upgrade attempt will be made to recover from the failure.

Recommended Action Automatically upgrade the subrate FPGA image using the default FPD image package. The package should match the running Cisco IOS release. This can be verified by entering the **show upgrade fpd package default** command. If the subrate FPGA failure persists after the upgrade, the SPA is disabled. Ensure that the package file is intact.

SPA_T3E3-5

Error Message `%SPA_T3E3-5-BERT: Interface [chars], BERT [chars]`

Explanation The SPA T3E3 driver processed a BERT task.

Recommended Action This is just a notification upon completion of a BERT task. No action is required.

Error Message `%SPA_T3E3-5-DEF_SUBRATE: [chars] [chars]`

Explanation The remote subrate configuration has changed.

Recommended Action Inform the network operator that subrate configuration was changed by the remote end.

SPE-3

Error Message %SPE-3-UNAVAILABLE: Database reported 0 modules for slot %d

Explanation The card in this slot should contain multiple modules. However the database indicates that there are none.

Recommended Action LOG_STD_NO_ACTION

Error Message %SPE-3-UNAVAILABLE: Failed to allocate %s for slot %d

Explanation Port Management failed to allocate memory to create slot object.

Recommended Action LOG_STD_NO_ACTION

Error Message %SPE-3-UNAVAILABLE: Failed to find the response buffer for modem %s command

Explanation Modem direct query responses could not find buffer to send data to router shelf.

Recommended Action LOG_STD_NO_ACTION

Error Message %SPE-3-UNAVAILABLE: Failed to register %s with Modem Service Manager

Explanation Port Management failed to register with Modem Service Manager.

Recommended Action LOG_STD_NO_ACTION

Error Message %SPE-3-UNAVAILABLE: PM ST failed to create %s.

Explanation Port Management failed to allocate dynamic chunk memory for event logging.

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

Error Message `%SPE-3-UNAVAILABLE: PM failed to create %s.`

Explanation Port Management failed to initialize the CSM event processing component.

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

Error Message `%SPE-3-UNAVAILABLE: Recovery Download Maintenance ran out of chunk memory; %s %s`

Explanation The Recovery Download Maintenance messages cannot be sent.

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

Error Message `%SPE-3-UNAVAILABLE: SPE %s crashed`

Explanation The firmware running on the SPE aborted.

Recommended Action LOG_STD_NO_ACTION

Error Message `%SPE-3-UNAVAILABLE: SPE %s is BAD - %s.`

Explanation The SPE failed to download and it will be marked BAD.

Recommended Action LOG_STD_NO_ACTION

Error Message `%SPE-3-UNAVAILABLE: SPE %s is BAD.`

Explanation The SPE failed the POST and it will be marked BAD.

Recommended Action LOG_STD_NO_ACTION

Error Message `%SPE-3-UNAVAILABLE: SPE SM out of event buffers; %s %s`

Explanation The PM SPE State Machine has run out of event memory.

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

Error Message `%SPE-3-UNAVAILABLE: SPE SM out of response buffers`

Explanation The PM SPE State Machine has run out of response event memroy.

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

SPE-4

Error Message `%SPE-4-UNAVAILABLE: Active session count = %d. Country code not set`

Explanation Country code cannot be set on a system with active sessions.

Recommended Action LOG_STD_NO_ACTION

Error Message `%SPE-4-UNAVAILABLE: Country Code Trunk card mismatch for.`

Explanation A Country Code was configured that may not work with the trunk Card.

Recommended Action LOG_STD_NO_ACTION

SPE-6

Error Message `%SPE-6-UNAVAILABLE: %s %s`

Explanation Download maintenance is running and information

Recommended Action LOG_STD_NO_ACTION

Error Message `%SPE-6-UNAVAILABLE: %s`

Explanation Download maintenance process information

Recommended Action LOG_STD_NO_ACTION

Error Message `%SPE-6-UNAVAILABLE: SPE %s : Firmware download deferred`

Explanation Firmware download for the SPE is postponed due to active calls.

Recommended Action LOG_STD_NO_ACTION

Error Message `%SPE-6-UNAVAILABLE: SPE %s : Firmware download initiated`

Explanation Firmware download for the SPE is initiated.

Recommended Action LOG_STD_NO_ACTION

Error Message `%SPE-6-UNAVAILABLE: SPE %s Cleared`

Explanation The SPE will be re-downloaded with the configured firmware.

Recommended Action LOG_STD_NO_ACTION

Error Message `%SPE-6-UNAVAILABLE: SPE %s busiedout(maintenance will be allowed)`

Explanation The SPE is taken out of service temporarily. Maintanence activities can still be performed.

Recommended Action LOG_STD_NO_ACTION

Error Message `%SPE-6-UNAVAILABLE: SPE %s shutdown`

Explanation The SPE is taken out of service.Maintenance activities cannot be performed.

Recommended Action LOG_STD_NO_ACTION

Error Message `%SPE-6-UNAVAILABLE: SPE object %s is unavailable.`

Explanation Information about this SPE could not be retrieved. The SPE may not exist.

Recommended Action LOG_STD_NO_ACTION.

SPE2488-3

Error Message `%SPE2488-3-UNAVAILABLE: spe2488 API failed (errcode=%d): p1=%u, p2=%u, %s`

Explanation wrong parameters passed in when calling an API

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

Error Message `%SPE2488-3-UNAVAILABLE: spe2488 channel provisioning failed (slice:%d ch:%d): %s`

Explanation required resources unavailable.

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

Error Message `%SPE2488-3-UNAVAILABLE: spe2488 channel unprovisioning failed (slice:%d ch:%d): %s`

Explanation required resources unavailable.

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

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

Error Message `%SPE2488-3-UNAVAILABLE: spe2488 chip initialization failed`
`(errcode=%d): %s`

Explanation   required resources unavailable.

Recommended Action   Reinsert the linecard. If still fails, do 'test cwtlc show seeprom red', swap
hardware, and copy the error message exactly as it appears, and report it to your technical support
representative.

Error Message `%SPE2488-3-UNAVAILABLE: spe2488 chip reset failed (errcode=%d): %s`

Explanation   required resources unavailable.

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

Error Message `%SPE2488-3-UNAVAILABLE: spe2488 indirect poll timeout. addr:%#x`

Explanation   hardware problem

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

SPE4X155-3

Error Message `%SPE4X155-3-UNAVAILABLE: Chip initialization failed (errcode=%d): %s`

Explanation   required resources unavailable.

Recommended Action   Reinsert the linecard. If still fails, do 'test cwtlc show seeprom red', swap
hardware, and copy the error message exactly as it appears, and report it to your technical support
representative.

Error Message   `%SPE4X155-3-UNAVAILABLE: Pointer to device structure is 0`

Explanation   Software error occured.

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

Error Message   `%SPE4X155-3-UNAVAILABLE: Pointer to device structure is invalid`

Explanation   Software error occured.

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

SPLC_DNLD Messages

SPLC_DNLD-1

Error Message   `%SPLC_DNLD-1-VS_HA_PS_NOT_SUPPORTED: Chassis Standby is not supported in the current release. Forcing the chassis standby in switch [dec] slot [dec] to drop to rommon`

Explanation   Chassis Standby is not supported in Cisco IOS Release 12.2 SXI(1).

Recommended Action   No action is required.

Error Message `%SPLC_DNLD-1-VS_HA_PS_RUNNING_LEGACY_IMAGE: Chassis Standby in switch [dec] slot [dec] is running non Virtual Switch image. Please remove the chassis standby.`

Explanation   Chassis Standby running non Virtual Switch image is not supported.

Recommended Action   No action is required.

SPLC_DNLD-3

Error Message `%SPLC_DNLD-3-VS_ADD_VSL_ENTRY_FAILED: Add VSL configured port for vslot [int] port [int] failed. Exceed port member count limit.`

Explanation   Attempt to add entry for (vslot, port) to VSL configured port list failed. Exceed port member count limit.

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 `%SPLC_DNLD-3-VS_BOOLEAN_CREATE_FAILED: Unable to create watched boolean "[chars]"`

Explanation   Unable to create the specified watched boolean due to unknown reasons

Recommended Action   No action is required.

Error Message `%SPLC_DNLD-3-VS_ENQUEUE_FAILED: Unable to enqueue to [chars] queue`

Explanation   An internal error occurred that prevented a message from being enqueued to the specified process. The packet was dropped

Recommended Action   No action is required.

Error Message `%SPLC_DNLD-3-VS_HA_HB_NOT_HEARD: Heartbeat messages have not been heard from [[chars]] for [dec] seconds`

Explanation   Heartbeat messages have not been heard for a significant amount of time. It is likely that a timeout will occur soon which will reset the system.

Recommended Action   No action is required.

Error Message `%SPLC_DNLD-3-VS_HA_HB_TIMED_OUT: Heartbeat messages have failed, resetting [[chars]]`

Explanation Heartbeat messages have failed and the system is no longer operational.

Recommended Action No action is required.

Error Message `%SPLC_DNLD-3-VS_ICC_PAK_FAIL: Unable to get ICC packet for opcode [dec], operation [dec]`

Explanation Packet allocation failed for sending an ICC message to do the specified operation

Recommended Action Issue the **show tech-support** 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 `%SPLC_DNLD-3-VS_ICC_RESP_PAK_NULL: Failed to obtain response packet`

Explanation Response packet pointer is NULL. This could be no memory condition on response packet sending side or failure to get IPC message on receiving side.

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 `%SPLC_DNLD-3-VS_PROC_CREATE_FAILED: Unable to create process "[chars]"`

Explanation Unable to create the specified process due to unknown reasons

Recommended Action No action is required.

Error Message `%SPLC_DNLD-3-VS_QUEUE_CREATE_FAILED: Unable to create queue "[chars]"`

Explanation Unable to create the specified queue due to unknown reasons

Recommended Action No action is required.

Error Message %SPLC_DNLD-3-VS_SPLC_CREATE_DNLD_INSTANCE_FAIL: Dnld instance could
not be created for Inchassis-Standby on slot-id [dec] and switch-id [dec]

> **Explanation**   Not available

> **Recommended Action**   Not available

Error Message %SPLC_DNLD-3-VS_SPLC_CREATE_DNLD_PROC_FAIL: Dnld proc could not be
created by Inchassis-Active for Inchassis standby on slot-id [dec] and switch-id
[dec]

> **Explanation**   Not available

> **Recommended Action**   Not available

Error Message %SPLC_DNLD-3-VS_SPLC_DNLD_BAD_EVENT: Bad event for major [int] and
minor [int] in Sup-LC download queue

> **Explanation**   Not available

> **Recommended Action**   Not available

Error Message %SPLC_DNLD-3-VS_SPLC_DNLD_CREATE_PROC_FAIL: Process creation for
Sup-LC download at the vs_ha subsys init level

> **Explanation**   Not available

> **Recommended Action**   Not available

Error Message %SPLC_DNLD-3-VS_SPLC_DNLD_CREATE_QUEUE_FAIL: Create queue failed for
SPLC dnld process at the vs_ha subsys init level

> **Explanation**   Not available

> **Recommended Action**   Not available

Error Message %SPLC_DNLD-3-VS_SPLC_DNLD_ENQUEUE_FAIL: Could not enqueue the message
on the splc_dnld_rx_queue

> **Explanation**   Not available

> **Recommended Action**   Not available

Error Message %SPLC_DNLD-3-VS_SPLC_DNLD_IMAGE_INFO_FAIL: Unable to get the correct
image size inchassis standby [dec] on switch-id [dec]

> **Explanation**   Unable to get the correct image size for the inchassis standby from the inchassis active

> **Recommended Action**   No action is required.

Error Message %SPLC_DNLD-3-VS_SPLC_DNLD_REQ_ACK_FAIL_SEQ_ABS: Inchassis-Active
could not send splc_dnld_req_ack to Inchassis-standby on slot-id [dec] on
switch-id [dec] due to missing seq_num

    Explanation Not available

    Recommended Action Not available

Error Message %SPLC_DNLD-3-VS_SPLC_DNLD_REQ_ACK_FAIL_SEQ_ERR: Inchassis-Active
could not send splc_dnld_req_ack to Inchassis-standby on slot-id [dec] on
switch-id [dec] due to seq_num error

    Explanation Not available

    Recommended Action Not available

Error Message %SPLC_DNLD-3-VS_SPLC_DNLD_REQ_MEM_FAIL: Inchassis-Standby could not
get the scp request packet to be sent to Inchassis-Active due to scp get packet
memory not present

    Explanation Not available

    Recommended Action Not available

Error Message %SPLC_DNLD-3-VS_SPLC_DNLD_REQ_SEND_FAIL: Inchassis-Standby could not
send the dnld_request msg to Inchassis-Active

    Explanation Not available

    Recommended Action Not available

Error Message %SPLC_DNLD-3-VS_SPLC_DNLD_UNKNOWN: Unable to get sup-lc image
filename for inchassis standby [dec] on switch-id [dec]

    Explanation Unable to get the correct image filename for the inchassis standby from the inchassis active

    Recommended Action No action is required.

Error Message %SPLC_DNLD-3-VS_SPLC_GET_ARG_PTR_FAIL: Argument pointer for SUP-LC
download failed on Inchassis-Standby slot-id :[dec] switch-id:[dec]

    Explanation Not available

    Recommended Action Not available

Error Message %SPLC_DNLD-3-VS_SPLC_GET_DNLD_IMAGE_FAIL: Sup-LC Image could not be downloaded to the Inchassis Standby slot-id: [dec] switch-id: [dec]

Explanation Not available

Recommended Action Not available

Error Message %SPLC_DNLD-3-VS_SPLC_SET_DNLD_INSTANCE_FAIL: Dnld instance could not be set on the inchassis-standby for slot-id [dec] switch-id [dec]

Explanation Not available

Recommended Action Not available

SPLC_DNLD-5

Error Message %SPLC_DNLD-5-VS_CONFIG_DIRTY: Configuration has changed. [chars]

Explanation Attempt to reload ignored due to config change

Recommended Action No action is required

Error Message %SPLC_DNLD-5-VS_SWITCH_NUMBER_CHANGE: Switch_number getting changed from [dec] to [dec].

Explanation Not available

Recommended Action Not available.

SPLC_DNLD-6

Error Message %SPLC_DNLD-6-VS_HA_HOT_STANDBY_NOTIFY: Standby switch is in Hot Standby mode.

Explanation Not available.

Recommended Action Not available.

Error Message %SPLC_DNLD-6-VS_HA_ICS_EARL_MISMATCH: In-chassis Standby has an incompatible Earl version and will be put down.

Explanation Not available.

Recommended Action Not available.

Error Message `%SPLC_DNLD-6-VS_HA_INCORRECT_ACTIVE: [chars]`

Explanation Informational messages regarding the state of the active supervisor.

Recommended Action None.

Error Message `%SPLC_DNLD-6-VS_HA_ISSU_SUP_INSERT: The supervisor in switch [dec] in slot [dec] was inserted during the ISSU cycle and was put down.`

Explanation As stated above.

Recommended Action `Please boot this supervisor manually after the ISSU cycle is complete.`

Error Message `%SPLC_DNLD-6-VS_ICA_ICS_SWITCHID_MISMATCH: Inconsistent switch id detected on ICS([dec])compared to ICA([dec]),correcting it to align with ICA`

Explanation Not available.

Recommended Action Not available.

Error Message `%SPLC_DNLD-6-VS_SPLC_IMAGE_VERSION_MISMATCH: In-chassis Standby in switch [dec] is trying to boot with a different image version than the In-chassis Active`

Explanation Not available

Recommended Action Not available

SRC Messages

This section contains Switch Redundancy Controller (SRC) messages.

SRC-3

Error Message `%SRC-3-AFOVEN_ERROR: Attempt to enable [chars] protection autofailover on interface [chars] when port status is [hex]`

Explanation The software failed in an attempt to enable the autofailover feature.

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

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

SRCP_APP-2

Error Message %SRCP_APP-2-UNAVAILABLE: %s

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

SRCP_APP-3

Error Message %SRCP_APP-3-UNAVAILABLE: %s

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

SRCP_APP-4

Error Message %SRCP_APP-4-UNAVAILABLE: %s

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

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

SRCP_APP-6

Error Message %SRCP_APP-6-UNAVAILABLE: Cannot create SRCP application process

Explanation Failed to create the SRCP application process.

Recommended Action Check the size of free memory to make sure there is enough memory.

Error Message %SRCP_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 %SRCP_APP-6-UNAVAILABLE: Failed to create SRCP system message watched queue

Explanation Failed to create SRCP system message watched queue.

Recommended Action Check the size of free memory to make sure there is enough memory.

Error Message %SRCP_APP-6-UNAVAILABLE: Failed to open UDP port for SRCP

Explanation Failed to open UDP port for the SRCP process.

Recommended Action Check if any other application use the same UDP port number (2427).

SRP Messages

This section contains Spatial Reuse Protocol (SRP) messages.

SRP-1

Error Message %SRP-1-WRAPPING_PROCESS_LOCKED: [chars] The wrap/unwrap state-change process is locked

Explanation A wrap and unwrap state change process did not complete in the maximum specified amount of time.

Recommended Action If this message recurs periodically, enter the **shutdown** and **no shutdown** commands on the interface to shut down and restart the interface.

SRP-3

Error Message `%SRP-3-FALSE_VAL_ALARM: [chars] - error in [chars]`

Explanation A false value has been returned. Some features or commands may not work properly.

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

Error Message `%SRP-3-NULL_P_ALARM: Dereferencing NULL pointer [chars] in [chars]`

Explanation A pointer with a null value has been detected. Some features or commands may not work properly.

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

SRP-4

Error Message `%SRP-4-UNAVAILABLE: %s SRR usage changed (%s)`

Explanation SRR ring usage is changed using Inner, Outer or Both rings.

Recommended Action Diagnose the cause of the ring usage change.

Error Message `%SRP-4-UNAVAILABLE: %s SRR version missmatch detected.`

Explanation Different SRR version received from other nodes.

Recommended Action Update the IOS image on all nodes of the ring to the same SRR version

Error Message `%SRP-4-UNAVAILABLE: %s Side %c %s`

Explanation A physical error condition detected at the indicated RAC

Recommended Action Diagnose and repair the physical error

Error Message `%SRP-4-UNAVAILABLE: %s Side %c %s`

Explanation A physical line error condition exists on the indicated network

Recommended Action Diagnose and repair the physical error.

SRPMIB Messages

This section contains Spatial Reuse Protocol (SRP) MIB messages.

SRPMIB-3

Error Message `%SRPMIB-3-FALSE_VAL_ALARM: [chars] - error in [chars]`

Explanation A false value has been returned. Some features or commands may not work properly.

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

Error Message `%SRPMIB-3-NULL_P_ALARM: Dereferencing NULL pointer [chars] in [chars]`

Explanation A pointer with a null value has been detected. Some features or commands may not work properly.

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

SSE-2

Error Message `%SSE-2-UNAVAILABLE: No memory available for %s`

Explanation An operation could not be accomplished because of a low memory condition.

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

Error Message `%SSE-2-UNAVAILABLE: SSE bogus equal branch %#x, %#x, %d %x`

Explanation An internal inconsistency in the data structures used by the SSE occurred.

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

Error Message `%SSE-2-UNAVAILABLE: SSE delete didn't end at a match node, type %c,value %d, address %i, bytecount %d, high %d, state %d`

Explanation An internal inconsistency in the data structures used by the SSE occurred.

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

Error Message `%SSE-2-UNAVAILABLE: SSE hardware failure -- %s code %#x`

Explanation A hardware error occurred, indicating an unexpected condition on the silicon switch processor (SSP) board.

Recommended Action It might be necessary to replace the SSP. 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 OUTPUT_INTERPRETER . Issue the show tech-support command to gather data that may help identify the nature of the error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided

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

Error Message `%SSE-2-UNAVAILABLE: SSE hung -- %s`

Explanation   The SSE is hung.

Recommended Action   Reboot the SSE.

Error Message `%SSE-2-UNAVAILABLE: SSE memory failure, address %#x, expected %#x, got %#x`

Explanation   A hardware error occurred, indicating memory failure on the silicon switch processor (SSP) board.

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

Error Message `%SSE-2-UNAVAILABLE: SSE nested addresses detected, protocol %d %i`

Explanation   An internal inconsistency in the data structures used by the SSE occurred.

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

Error Message `%SSE-2-UNAVAILABLE: SSE software failure -- %s %#x`

Explanation   A software failure occurred.

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

Error Message `%SSE-2-UNAVAILABLE: program memory does not start at zero`

Explanation   A hardware error occurred, indicating an unexpected condition on the silicon switch processor (SSP) board.

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

SSE-3

Error Message `%SSE-3-UNAVAILABLE: SSE compilation failure -- %s`

Explanation   A software failure occurred.

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

Error Message %SSE-3-UNAVAILABLE: SSE memory failure detected, orig %#x %#x, tested %#x %#x

Explanation   A memory error occurred.

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

SSH-3

Error Message %SSH-3-UNAVAILABLE: Attempt to generate server keys failed - error code: %s

Explanation   Server RSA key-pair could not be generated.

Recommended Action   If this message recurs, contact your technical support representative.

Error Message %SSH-3-UNAVAILABLE: Unable to retrieve RSA private key for %s

Explanation   RSA private key does not exist or is corrupted.

Recommended Action   If this message recurs, contact your technical support representative.

SSH-4

Error Message %SSH-4-UNAVAILABLE: CRC-32 compensation attack detected src %i dst %i, attack thwarted. Connection is closed.

Explanation   CRC-32 compensation vulnerability allows an attacker to execute arbitrary commands on the SSH server or otherwise subvert an encrypted SSH channel with arbitrary data. (for more information on this attack see http://www.core-sdi.com/english/ssh)

Recommended Action   No action necessary - attack has been thwarted

SSH-5

Error Message `%SSH-5-UNAVAILABLE: SSH %d.%d has been disabled`

    Explanation The SSH protocol has been disabled for connections

    Recommended Action No action necessary - informational message

Error Message `%SSH-5-UNAVAILABLE: SSH %d.%d has been enabled`

    Explanation The SSH protocol has been enabled for connections

    Recommended Action No action necessary - informational message

Error Message `%SSH-5-UNAVAILABLE: SSH Session from %s (tty = %d) for user '%s' using crypto cipher '%s' closed`

    Explanation The SSH Session closure information

    Recommended Action No action necessary - informational message

Error Message `%SSH-5-UNAVAILABLE: SSH Session request from %s (tty = %d) using crypto cipher '%s' %s`

    Explanation The SSH session request information

    Recommended Action No action necessary - informational message

Error Message `%SSH-5-UNAVAILABLE: SSH2 Session from %s (tty = %d) for user '%s' using crypto cipher '%s', hmac '%s' closed`

    Explanation The SSH Session closure information

    Recommended Action No action necessary - informational message

Error Message `%SSH-5-UNAVAILABLE: SSH2 Session request from %s (tty = %d) using crypto cipher '%s', hmac '%s' %s`

    Explanation The SSH session request information

    Recommended Action No action necessary - informational message

Error Message `%SSH-5-UNAVAILABLE: User '%s' authentication for SSH Session from %s (tty = %d) using crypto cipher '%s' %s`

    Explanation The SSH user authentication status information

    Recommended Action No action necessary - informational message

Error Message %SSH-5-UNAVAILABLE: User '%s' authentication for SSH2 Session from %s
(tty = %d) using crypto cipher '%s', hmac '%s' %s

    Explanation The SSH user authentication status information

    Recommended Action No action necessary - informational message

SSA Messages

This section contains Super Santa Ana ASIC (SSA) messages.

SSA-4

Error Message %SSA-4-FABRICCRCERRS: [dec] Fabric CRC error events in 100ms period

    Explanation The SSA fabric interface encountered more CRC error events than the supervisor engine CRC error threshold allows.

    Recommended Action The module has notified the supervisor engine, and the error has been logged. No action is required.

Error Message %SSA-4-FABRICSYNCERRS: [dec] Fabric sync error events in 100ms period

    Explanation The SSA fabric interface encountered more synchronization error events than the supervisor engine synchronization error threshold allows.

    Recommended Action The module has notified the supervisor engine, and the fabric interface will be resynchronized. No action is required.

Error Message %SSA-4-SSA_CONFIG_FAIL: The Super Santa Ana ASIC configuration failed

    Explanation The Super Santa Ana ASIC could not be configured. If the switch fabric has gone inactive (down), this message can be expected.

    Recommended Action If the module comes on line and traffic processing resumes, no action is required. Otherwise, capture the error and copy the message exactly as it appears on the console or in the system log. On the route processor, enter the **show logging** and **show version** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SSA-5

Error Message `%SSA-5-CHAN_LINK_SPEED_OOB: Array access bounds violated,`
`channel_num=[int], link_num=[int], speed=[int]`

Explanation The Cisco IOS code has attempted to access an internal array with an invalid index for an SSA channel number, link number, or speed.

Recommended Action If there is no system impact, no action is required. If traffic stops or the line card fails, collect the logs 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%SSA-5-FABRICDOWN_CRCERRS: [dec] Fabric CRC error events in 100ms`
`period`

Explanation The Super Santa Ana Fabric interface encountered more CRC errors than the maximum configured threshold. However, the reason for this error is that the switch fabric is inactive (down). The line card has notified the supervisor engine of this condition and the error has been logged.

Recommended Action This is an informational message only and occurs in normal operation. No action is required.

Error Message `%SSA-5-FABRICDOWN_SYNCERRS: [dec] Fabric sync error events in 100ms`
`period`

Explanation The Super Santa Ana Fabric interface encountered more synchronization errors than the maximum configured threshold. However, the reason for this error is that the switch fabric is inactive (down).

Recommended Action This is an informational message only and occurs in normal operation. No action is required.

Error Message `%SSA-5-FABRICSYNC_DONE: Fabric sync on [chars] channel done.`

Explanation The fabric interface ASIC was resynchronized.

Recommended Action No action is required.

Error Message %SSA-5-FABRICSYNC_REQ: Fabric sync requested on [chars] channel ([dec])

Explanation The line card has requested that the supervisor engine resynchronize its fabric interface ASIC.

Recommended Action No action is required.

Error Message %SSA-5-NOFABRICPROCESS: The Super Santa Ana fabric process could not be created

Explanation The SSA fabric interface does not have a link process running because the system failed to create it. This module will not support the fabric interface.

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

Error Message %SSA-5-NULL_SSA_OBJECT: The Super Santa Ana device object pointer is set to NULL

Explanation The memory location of the SSA device object is invalid. The SSA ASIC operation is disabled, and the device interrupt is now masked.

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

Error Message %SSA-5-SMB_ACCESSERROR: The Module Super Santa Ana ASIC cannot be accessed

Explanation The SSA ASIC read and write access failed. The serial bus that is connected to the SSA ASIC on this module is not functioning correctly.

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

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

Error Message `%SSA-5-SSA_INIT_FAILURE: The Super Santa Ana ASIC initialization failed`

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

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

SSH Messages

This section contains Secure Shell (SSH) Protocol messages.

SSH-4

Error Message `%SSH-4-SSH2_UNEXPECTED_MSG: Unexpected message type has arrived. Terminating the connection`

Explanation SSH Session closure warning on receiving an inappropriate message from the peer

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

SSH-5

Error Message `%SSH-5-SSH2_CLOSE: SSH2 Session from [chars] (tty = [dec]) for user '[chars]' using crypto cipher '[chars]', hmac '[chars]' closed`

Explanation Displays the SSH session closure information.

Recommended Action No action is required.

Error Message `%SSH-5-SSH2_SESSION: SSH2 Session request from [chars] (tty = [dec]) using crypto cipher '[chars]', hmac '[chars]' [chars]`

Explanation Displays the SSH session request information.

Recommended Action No action is required.

Error Message `%SSH-5-SSH2_USERAUTH: User '[chars]' authentication for SSH2 Session from [chars] (tty = [dec]) using crypto cipher '[chars]', hmac '[chars]' [chars]`

Explanation Displays the SSH user authentication status information.

Recommended Action No action is required.

Error Message `%SSH-5-SSH_CLOSE: SSH Session from [chars] (tty = [dec]) for user '[chars]' using crypto cipher '[chars]' closed`

Explanation Displays the SSH session closure information.

Recommended Action No action is required.

Error Message `%SSH-5-SSH_SESSION: SSH Session request from [chars] (tty = [dec]) using crypto cipher '[chars]' [chars]`

Explanation Displays the SSH session request information.

Recommended Action No action is required.

Error Message `%SSH-5-SSH_USERAUTH: User '[chars]' authentication for SSH Session from [chars] (tty = [dec]) using crypto cipher '[chars]' [chars]`

Explanation Displays the SSH user authentication status information.

Recommended Action No action is required.

SSP Messages

This section contains State Synchronization Protocol Manager (SSP) messages.

SSP-3

Error Message `%SSP-3-DATACREATEFAIL: Creation of required data structures failed.`

Explanation SSP will not operate properly due to the abnormal initialization of required data structures.

Recommended Action Reload the device. If the error persists, contact your technical service representative.

Error Message `%SSP-3-EXCEEDMAXDOI: SSP maximum DOI exceeded.`

Explanation The configuration has exceeded the maximum number of SSP clients allowed on this device at any one time.

Recommended Action Verify your configuration and reduce the number of SSP clients running at the same time. If a large number of SSP clients is required, contact your technical service representative for assistance.

Error Message `%SSP-3-NOSTART: SSP could not initialize.`

Explanation The SSP process could not successfully initialize. This condition might be caused by unusual protocol startup times in certain topologies.

Recommended Action Ensure that your IP redundancy mechanism (HSRP) configuration is valid and that all protocols have started. Try to configure SSP again. If this error recurs, contact your technical support representative.

Error Message `%SSP-3-SRVSOCKCREATEFAIL: SSP socket creation failed.`

Explanation The SSP process could not establish a socket connection with the SSP peer. This condition is likely to occur because either the device is under extreme load or it is misconfigured.

Recommended Action Verify that the SSP configuration is valid. Configure SSP to use a different port number. Reduce the load on the device.

SSP-4

Error Message `%SSP-4-CANNOTRUNVER: SSP version [dec].[dec] was requested but is not supported in this image.`

Explanation The version of SSP requested by the active device is not available in this image. SSP will not run on this device until it is upgraded or the active device is downgraded.

Recommended Action Verify that all SSP peers are running compatible images and that the configuration on each device is correct.

Error Message `%SSP-4-GROUPCREATEFAIL: The SSP group could not be created.`

Explanation The maximum number of SSP groups has been reached. Only one SSP group is permitted at one time.

Recommended Action No action is required.

Error Message `%SSP-4-MISMATCHEDVERRECV: Wrong version on received packet.`

Explanation The SSP version information in a received packet does not match the version that is currently running on this device.

Recommended Action Verify the configuration of all the SSP peers. Ensure that all peers are running the correct image.

SSP-5

Error Message `%SSP-5-DISABLED: SSP entering disabled state.`

Explanation SSP has entered the disabled state. This condition is normal under many circumstances. An example of a normal condition is when the SSP configuration is changed or when a tracked interface is shut down or fails.

Recommended Action If this change occurred because of failure on the active peer, eliminate the cause of failure and reload the failed device.

SSP-6

Error Message `%SSP-6-ACTIVE: SSP entering active state.`

Explanation SSP has entered the active state.

Recommended Action No action is required.

Error Message `%SSP-6-IPREDGRPADD: An IP Redundancy group listed in the SSP config has been added to this device.`

Explanation The device might now become the active device or the redundant device if no other configuration items are missing.

Recommended Action No action is required.

Error Message `%SSP-6-IPREDGRPDEL: An IP Redundancy group listed in the SSP config has been removed from this device.`

Explanation   The device might not become the active device or the redundant device if any configuration items are missing.

Recommended Action   Add the IP redundancy group to the device, or remove it from the SSP configuration.

Error Message `%SSP-6-STANDBY: SSP entering standby state.`

Explanation   SSP has entered standby state.

Recommended Action   No action is required.

SSRP-1

Error Message `%SSRP-1-UNAVAILABLE: SRP(%d/%d), initialization timeout failure`

Explanation   The SRP Port adaptor has failed to Initialize

Recommended Action   Check card seating, and if problem persists, copy the error message exactly as it appears, and report it to your technical support representative, along with show tech-support.

SSRP-2

Error Message `%SSRP-2-UNAVAILABLE: SRP(%d/%d), TX_ERROR Interrupt cause :%s`

Explanation   Cause of fatal that occured in the Tx PCI

Recommended Action   Copy the error message exactly as it appears, and report it to your technical support representative, along with show tech-support and test srp tx srp

Error Message `%SSRP-2-UNAVAILABLE: SRP(%d/%d), TX_ERROR Interrupt has occured. Error Register=%08X`

Explanation   Fatal error has occured in the Tx PCI

Recommended Action   Copy the error message exactly as it appears, and report it to your technical support representative, along with show tech-support and test srp tx srp

SSRP-3

Error Message   `%SSRP-3-UNAVAILABLE: %s`

Explanation   The SSRP hardware is not supported on this platform.

Recommended Action   Upgrade your system.

Error Message   `%SSRP-3-UNAVAILABLE: SRP(%d/%d), buffer ownership error, pak=0x%x`

Explanation   A software or hardware error occurred. The SRP port adaptor driver detected that the transmit ring is in an inconsistent and unrecoverable state.

Recommended Action   Copy the error message exactly as it appears, and report it to your technical support representative, along with show tech-support.

SSSMGR Messages

This section contains Subscriber Service Switching (SSS) Manager messages.

SSSMGR-3

Error Message   `%SSSMGR-3-BAD_CONTEXT_HANDLE: Corrupted SSS handle [[hex]] in SSS message.`

Explanation   An internal SSS manager error has occurred.

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

Error Message   `%SSSMGR-3-DYNAMIC_UPDATE_NOT_SUPPORTED: [%d] Dynamic session updates not allowed on this %s session. It is an unsupported configuration.`

Explanation   Updates on these sessions are not supported. This is an unsupported configuration.

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

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

Error Message `%SSSMGR-3-INFO_TYPE_NO_COPY_VECTOR: info type has no copy vector (%d).`

Explanation   An internal error occurred in the Subscriber Service Switching (SSS) Manager process.

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

Error Message `%SSSMGR-3-INIT: Initialisation failure, %s`

Explanation   An initialization failure occurred in the SSS Manager process.

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

Error Message `%SSSMGR-3-INVALID_FSM_STATE: Encountered an invalid SSS Mgr state [dec] in [chars]`

Explanation   An internal SSS manager error has occurred.

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

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

Error Message %SSSMGR-3-INVALID_INFO_TYPE: Received an INVALID info type value (%d).

Explanation The SSS Manager received an invalid information type.

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

Error Message %SSSMGR-3-INVALID_SERVICE_TYPE: Received an INVALID service type (%d)%s.

Explanation The SSS Manager received an invalid service type.

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

Error Message %SSSMGR-3-MEMORY_LOW: Memory low (%d times), disconnecting session

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

Error Message `%SSSMGR-3-NULL_FSM_CONTEXT: Encountered a NULL SSS Mgr context in [chars]`

Explanation The system has encountered a null context in the SSS manager.

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

Error Message `%SSSMGR-3-NULL_INFO_STRING: Received a NULL info string value.`

Explanation The SSS Manager received a NULL information string value.

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

Error Message `%SSSMGR-3-POLICY_CTX_POISONED: Policy context [hex] has bad magic, [hex].`

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

Error Message   `%SSSMGR-3-RESOURCE_OVERFLOW: Resource overflow`

Explanation   A fixed-size system resource has been exceeded.

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

Error Message   `%SSSMGR-3-UNEXPECTED_MSG: Encountered an unexpected message: %s`

Explanation   The SSS Manager received an unexpected message.

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

Error Message   `%SSSMGR-3-UNEXPECTED_SIP_INFO: Encountered an unexpected SIP info: %s`

Explanation   The SSS Manager encountered an unexpected SIP.

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

Error Message `%SSSMGR-3-UNSUPPORTED_CFG: Unsupported configuration detected: [uid: [int]] [chars]`

Explanation Unsupported configuration detected.

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.

SSSMGR-5

Error Message `%SSSMGR-5-IFCFG_NOTALLWED_IN_SVC: Interface-config not allowed at service config level, ignoring`

Explanation The interface configuration attribute is not allowed while in a service profile. It is supported only in user profiles.

Recommended Action Remove the interface configuration attribute from the service profile and reconfigure using a user profile.

Error Message `%SSSMGR-5-UNSUPPORTED_CFG_NOTICE: Unsupported configuration detected, [chars]`

Explanation The value of the specified configuration parameter was out of range. This is not considered an error as the value was adjusted to be within the supported range. Update the configuration source to a value within the supported range to avoid this message.

Recommended Action No action is required.

STACKMGR Messages

This section contains stack manager controller messages.

STACKMGR-6

Error Message `%STACKMGR-6-HDM_GET_DEVICE_RECORD_FAIL: Device Manager could not get device record.`

Explanation This switch could not obtain the device record for some or all of the all other switches in the stack.

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

Error Message `%STACKMGR-6-MASTER_ELECTED: Switch [dec] has been elected as MASTER of the stack`

Explanation The specified switch has been selected as the active switch.

Recommended Action No action is required.

Error Message `%STACKMGR-6-MASTER_READY: Master Switch [dec] is READY`

Explanation The active switch is ready for use.

Recommended Action No action is required.

Error Message `%STACKMGR-6-MSG_FAIL: Failed to retrieve stack message from port-asic [dec] in direction [dec]`

Explanation The module for the stack manager module failed to retrieve stack messages.

Recommended Action No action is required.

Error Message `%STACKMGR-6-NORECORD: Switch removed event for switch [dec] with no switch record`

Explanation The module for the stack manager notifier has detected that a switch has been removed, but no switch record exists for the removed switch.

Recommended Action No action is required.

Error Message `%STACKMGR-6-STACK_LINK_CHANGE: Stack Port [chars] Switch [dec] has changed to state [chars]`

Explanation   The status of the specified stack port has changed to active or inactive (up or down).

Recommended Action   No action is required.

Error Message `%STACKMGR-6-SWITCH_ADDED: Switch [dec] has been ADDED to the stack`

Explanation   The specified switch has been added to the stack.

Recommended Action   No action is required.

Error Message `%STACKMGR-6-SWITCH_ADDED_SDM: Switch [dec] has been ADDED to the stack (SDM_MISMATCH)`

Explanation   The specified switch has been added to the stack.

Recommended Action   No action is required.

Error Message `%STACKMGR-6-SWITCH_ADDED_VM: Switch [dec] has been ADDED to the stack (VERSION_MISMATCH)`

Explanation   The specified switch has been added to the stack.

Recommended Action   No action is required.

Error Message `%STACKMGR-6-SWITCH_READY: Switch [dec] is READY`

Explanation   The specified switch is in the ready state.

Recommended Action   No action is required.

Error Message `%STACKMGR-6-SWITCH_REMOVED: Switch [dec] has been REMOVED from the stack`

Explanation   The specified switch has been removed from the stack.

Recommended Action   No action is required.

STORM_CONTROL-2

Error Message `%STORM_CONTROL-2-UNAVAILABLE: Storm control shut down %s`

Explanation Excessive traffic has been detected on a port that has been configured to be shutdown if a storm event is detected.

Recommended Action Once the source of the packet storm has been fixed, reenable the port using port configuration command.

STORM_CONTROL-3

Error Message `%STORM_CONTROL-3-UNAVAILABLE: A %s storm detected on %s. A packet filter action has been applied on the interface.`

Explanation The amount of traffic detected on the interface exceeded the configured threshold values. The system is filtering excess trafficwhen packet is received. Packet traffic is not being forwarded bythe system.

Recommended Action Determine and fix the root cause of the excessivetraffic on the interface.

Error Message `%STORM_CONTROL-3-UNAVAILABLE: A packet storm was detected on %s. The interface has been disabled.`

Explanation The amount of traffic detected on the interface exceeded the configured threshold values. Since the interface wasconfigured to be shutdown if a packet storm event is detected,it has been placed in error disable state.

If automatic recovery is preferred, the error disable recoverymechanism can be used. Determine and fix the root cause ofthe excessive traffic on the interace.

STAPL_OPEN Messages

This section contains Standard Test And Programming Language (STAPL) processing messages.

STAPL_OPEN-4

Error Message `%STAPL_OPEN-4-ERROR_ALLOC: %Error: Can't allocate [dec] bytes for STAPL data`

Explanation The system could not allocate the required memory to access the file.

Recommended Action Check the memory usage of the system and retry the operation.

Error Message `%STAPL_OPEN-4-ERROR_OPEN: %Error: Can't open [chars]`

Explanation   The system is unable to open the specified file.

Recommended Action   Ensure that the file name is correct. Enter the **dir** command to verify the file name.

Error Message `%STAPL_OPEN-4-ERROR_READ: %Error: STAPL file [chars] read failed`

Explanation   An unknown error has occurred while the system was copying the STAPL program file to a local buffer.

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

Error Message `%STAPL_OPEN-4-ERROR_SIZE: %Error: Bad file size [chars]`

Explanation   The file is too small or too large for a STAPL program file.

Recommended Action   Enter the **dir** command and check the size of the file. Retry the operation.

STORM_CONTROL Messages

This section contains storm control messages.

STORM_CONTROL-3

Error Message `%STORM_CONTROL-3-FILTERED: A [chars] storm detected on [chars]. A packet filter action has been applied on the interface.`

Explanation   The amount of traffic that has been detected on the interface has exceeded the configured threshold values. The system is filtering excess traffic when packets are received, and the system is not forwarding packet traffic.

Recommended Action   Determine and fix the root cause of the excessive traffic on the interface.

STP_ISSU Messages

This section contains Spanning Tree Protocol (STP) in-service software upgrade (ISSU) messages.

STP_ISSU-3

Error Message `%STP_ISSU-3-BUFFER: STP ISSU client failed to get buffer for message, error %d`

Explanation   The Spanning Tree Protocol (STP) 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with 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 `%STP_ISSU-3-CAPABILITY: STP ISSU client %s`

Explanation   The STP 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with 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 `%STP_ISSU-3-CFM_MISMATCH: Unsupported CFM and STP configuration detected. Reloading standby`

Explanation   STP ISSU client observed MST PVST simuation capability negotiation failure while CFM was enabled. When this error happens, remove CFM configuration on the active and restart ISSU upgrade.

Recommended Action   Issue the **show tech-support** 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 `%STP_ISSU-3-INIT: STP ISSU client initialization failed at %s, error %s`

Explanation   The STP ISSU client could not be initialized, this will cause 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%STP_ISSU-3-MSG_NOT_OK: STP ISSU client message %d is not compatible`

Explanation   The STP 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with 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 `%STP_ISSU-3-MSG_SIZE: STP ISSU client failed to get the message size for message %d`

Explanation   The STP 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with 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 `%STP_ISSU-3-POLICY: STP ISSU client message type %d is %s`

Explanation   The STP 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with 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 `%STP_ISSU-3-SEND_FAILED: STP ISSU client failed to send a negotiation message, error %d`

Explanation   The STP 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with 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 `%STP_ISSU-3-SESSION: STP ISSU client %s`

Explanation   The STP 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with 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 `%STP_ISSU-3-SESSION_UNREGISTRY: STP ISSU client failed to unregister session information. Error: %d (%s)`

Explanation   The STP ISSU client was unable to unregister session information.

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

Error Message `%STP_ISSU-3-TRANSFORM: STP ISSU client %s transform failed, error %s`

Explanation   The STP 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 STP 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with 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 %STP_SP-3-STP_MODE_CHANGE_NOT_ALLOWED: Unable to program port ASIC
MAC match register on one or more slots. Cannot run change STP mode.

Explanation The Spanning Tree Protocol (STP) is unable to reserve and program the port ASIC
MAC match registers because insufficient match registers are available. PVST and rapid-PVST
cannot be run.

Recommended Action To make available more MAC match registers, disable other protocols that use
the MAC match registers. You can view protocols that use port ASIC match registers by entering the
remote command switch show platform mrm info command.

STUN-2-

Error Message %STUN-2-UNAVAILABLE: Interface %s, no buffer available to %s

Explanation A memory shortage existed at the time that the configuration command was issued.
This condition is rare and, under normal conditions, temporary.

Recommended Action Reconfigure the STUN group. If memory shortages persist, call your Cisco
technical support representative for assistance.

Error Message %STUN-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.

Error Message %STUN-2-UNAVAILABLE: Please remove and redefine protocol group %d

Explanation An internal error occurred. The configuration is irregular.

Recommended Action Remove and reconfigure the STUN protocol group. Record the configuration
and call your Cisco technical support representative for assistance.

STUN-3

Error Message %STUN-3-UNAVAILABLE: %s: bad len or unknown op, op %d, len %d

Explanation An internal software error occurred.

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

Book Title

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

Error Message %STUN-3-UNAVAILABLE: %s: peer %s, wrong magic, mine %x, theirs %x

Explanation   An internal software error occurred.

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

Error Message %STUN-3-UNAVAILABLE: %s: sent %s to %s

Explanation   An internal software error occurred.

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

Error Message %STUN-3-UNAVAILABLE: %s: sent %s to ([%u])%i

Explanation   An internal software error occurred.

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

Error Message `%STUN-3-UNAVAILABLE: %s: wrong magic, mine %x, theirs %x (%d)`

Explanation   An internal software error occurred.

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

Error Message `%STUN-3-UNAVAILABLE: CONN: Peer %s, illegal state %d`

Explanation   An internal software error occurred.

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

Error Message `%STUN-3-UNAVAILABLE: CONN: bad connection (%d), peer: %s`

Explanation   An internal software error occurred.

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

Error Message `%STUN-3-UNAVAILABLE: Input idb not set`

Explanation A software or hardware error occurred.

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

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

Explanation An internal software error occurred.

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

STUN-4

Error Message `%STUN-4-UNAVAILABLE: %s: %s: %s, op %x, len %d`

Explanation An internal software error occurred.

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

Error Message `%STUN-4-UNAVAILABLE: Cannot define duplicate route on the same group`

Explanation This route command is defined on another interface belonging to the same group. Cannot define duplicate route on the same group

Recommended Action Consider defining a new group and moving this interface onto that group

Error Message `%STUN-4-UNAVAILABLE: Peer %s, wrong state %d (%d)`

Explanation An internal software error occurred.

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

STUN-6

Error Message `%STUN-6-UNAVAILABLE: %s %s, %i(%d)`

Explanation This route closed a STUN connection with a remote peer.

Recommended Action Examine this router to see why it closed this connection with this peer. (This can be caused by normal events, such as reconfiguration.)

Error Message `%STUN-6-UNAVAILABLE: %s: peer %s opened, [previous state %s]`

Explanation A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is good, expected behavior.

Recommended Action LOG_STD_NO_ACTION

Error Message `%STUN-6-UNAVAILABLE: CONN: opening peer %s, %d`

Explanation A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is good, expected behavior.

Recommended Action LOG_STD_NO_ACTION

Error Message `%STUN-6-UNAVAILABLE: CONN: peer %s open failed, %s [%u]`

Explanation   An attempt to connect to a remote TCP STUN peer failed.

Recommended Action   Verify that the remote peer is accessible from this router, that it is running software capable of supporting STUN, and that it is configured correctly.

Error Message `%STUN-6-UNAVAILABLE: PHDR: reconnect from peer %s`

Explanation   A remote peer reestablished a connection to this router.

Recommended Action   LOG_STD_NO_ACTION

Error Message `%STUN-6-UNAVAILABLE: passive open %i(%d) - %d`

Explanation   A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is good, expected behavior.

Recommended Action   LOG_STD_NO_ACTION

Error Message `%STUN-6-UNAVAILABLE: peer %s closed [previous state %s]`

Explanation   A remote peer closed a STUN connection with this router.

Recommended Action   Examine the other router to see why it closed this connection with this peer. (This can be caused by normal events, such as reconfiguration.)

Error Message `%STUN-6-UNAVAILABLE: shutting down peer %s on %s`

Explanation   A connection to a remote peer is being shut down. This is typically the result of user intervention in STUN reconfiguration or disabling. This is good, expected behavior.

Recommended Action   LOG_STD_NO_ACTION.

SUBSYS-2

Error Message `%SUBSYS-2-UNAVAILABLE: Bad subsystem class (%d) - ignoring subsystem`

Explanation   A software consistency check failed.

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

Error Message `%SUBSYS-2-UNAVAILABLE: Bad subsystem version number (%d) - ignoring subsystem`

    Explanation A software consistency check failed.

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

Error Message `%SUBSYS-2-UNAVAILABLE: Kernel and subsystem version differ (%d.%d) - ignoring subsystem`

    Explanation A software consistency check failed.

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

Error Message `%SUBSYS-2-UNAVAILABLE: Maximum sequence depth exceeded (%d) by (%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 `%SUBSYS-2-UNAVAILABLE: Subsystem (%s) has cross-class sequence for (%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 `%SUBSYS-2-UNAVAILABLE: Subsystem (%s) needs subsystem (%s) to start`

    Explanation A software consistency check failed.

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

SUBSYS-3

Error Message `%SUBSYS-3-UNAVAILABLE: The %s class subsystem %s was being initialized.`

Explanation In all Cisco products the first 256 bytes of memory is unused and off limits. Newer platforms have hardware to immediately trap reads or writes to this area. Older platforms periodically perform checks on 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 `%SUBSYS-3-UNAVAILABLE: The API %s has no lookup hook for subsystems.`

Explanation This process uses the named API, but the process initialization code could not find the subsystem-initialization hook for this API. Process initialization cannot proceed without all hooks being present.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative, along with output from 'show tech'.

Error Message `%SUBSYS-3-UNAVAILABLE: The subsys class %d(%s) has no initialization order.`

Explanation The specified class subsystem has an unknown initialization order.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative, along with output from 'show tech'.

STP_SP Messages

STP_SP-2

Error Message `%STP_SP-2-STP_EARL_MR_PROG_FAIL: Failed to program the EARL match register for STP.`

Explanation The STP SSTP MAC address needs to be programmed in the Earl match register for normal STP operations. There are a limited number of Earl match registers. This messages indicates that either a SW error occured or the HW resource is not available.

Recommended Action Please review the configuration guidelines for the switch features. You can try rebooting the switch. If issue persists, please contact the Cisco Technical Support for further assistance.

SUBSYS Messages

This section contains software subsystems messages.

SUBSYS-3

Error Message `%SUBSYS-3-UNORDERED: The subsys class [dec]([chars]) has no initialization order.`

Explanation The specified class subsystem has an unknown initialization order.

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

SUPERVIOR-4

Error Message `%SUPERVISOR-4-UNAVAILABLE: %s`

Explanation The system found unexpected message in CPU Queues

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

Error Message `%SUPERVISOR-4-UNAVAILABLE: %s`

Explanation The system has detected a condition when no static packets are present for a CPU Queue

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

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

Error Message %SUPERVISOR-4-UNAVAILABLE: %s

Explanation The system has detected and corrected the condition: one of CPU is causing Head of Line blocking for other CPU Queues

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

Error Message %SUPERVISOR-4-UNAVAILABLE: %s

Explanation The system has detected error while disabling CPU Queues

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

Error Message %SUPERVISOR-4-UNAVAILABLE: %s

Explanation The system has received a static pak and freed it in the RX path

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

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

Error Message `%SUPERVISOR-4-UNAVAILABLE: %s`

Explanation There was a buffer/fifo overrun

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

Error Message `%SUPERVISOR-4-UNAVAILABLE: Trying to send larger than supported packet size %s`

Explanation There is a possible buffer/fifo overrun

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

SUPERVISOR Messages

This section contains supervisor engine messages.

SUPERVISOR-3

Error Message `%SUPERVISOR-3-FATAL: [chars]`

Explanation An internal error occurred in the supervisor engine ASIC.

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

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

SUP_LINE_CARD_Messages

Error Message `%SUP_LINE_CARD_COMPATIBILITY-6-SW_VERSION_MISMATCH: [chars]`

Explanation Compatibility mismatch between software versions of Line Card and Supervisor. Card allowed to bootup.

Recommended Action No action is required.

SUPQ Messages

This section contains supervisor engine queue messages.

SUPQ-3

Error Message `%SUPQ-3-THROTTLE_CPU_QUEUE: Invalid application ID [dec] used for throttling`

Explanation An application has passed an invalid application ID to the facility that is used for throttle checking operations.

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

SUPQ-4

Error Message `%SUPQ-4-CPUHB_RECV_STARVE: [chars]`

Explanation The system has detected that messages directed for the CPU are being delayed.

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

Error Message `%SUPQ-4-CPUHB_SLOW_TRANSMIT: [chars]`

Explanation The interface is no longer transmitting at an optimal speed.

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

Error Message `%SUPQ-4-CPUHB_TX_FAIL: [chars]`

Explanation The system is discarding system status or operational messages (heartbeat messages).

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

Error Message `%SUPQ-4-PORT_QUEUE_STUCK: Port queue Stuck for asic [dec] port [dec] queue [dec]`

Explanation   The system has detected that the port queue could not be cleared in a reasonable time.

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

Error Message `%SUPQ-4-RECV_QUEUE_STUCK: Receive queue Stuck for asic [dec] queue [dec]`

Explanation   The system has detected that the receive queue could not be cleared in a reasonable time.

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

SW56-1

Error Message `%SW56-1-UNAVAILABLE: %s`

Explanation   Failed SW56 Initialization. Most likely because lacking of memory

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

SW56-3

Error Message `%SW56-3-UNAVAILABLE: %s`

Explanation   Failed to send message to internal software process

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

SUPW_PROCMIB Messages

This section contains supervisor engine MIB messages.

SUPW_PROCMIB-3

Error Message `%SUPW_PROCMIB-3-IPC_PORTOPEN_FAIL: Failed to open port while connecting to process statistics: error code = [chars]`

Explanation   An error occurred during an attempt to open a port for an IPC message.

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

Error Message `%SUPW_PROCMIB-3-IPC_TRANSMIT_FAIL: Failed to send process statistics update : error code = [chars]`

Explanation   An error occurred during an attempt to send an IPC message.

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

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

Error Message `%SUPW_PROCMIB-3-MALLOC_FAILURE_IPC: Failed to allocate IPC message to
contact process`

Explanation A memory allocation failure has occurred during the processing of an IPC message.

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

SVCLC Messages

This section contains service line card (SVCLC) messages.

SVCLC-2

Error Message `%SVCLC-2-MAJORTEMP: Module [dec] CPU[dec] has exceeded its allowed
operating temperature. (current temp=[dec]C) Module will be shut down immediately`

Explanation The specified service line card in the system has sent a thermal shutdown request to the
supervisor engine. The first [dec] is the module number, the second [dec] is the CPU number, and
the third [dec] is the temperature.

Recommended Action Determine if the environment is too hot. If the environment is not too hot,
replace the hardware.

SVCLC-4

Error Message %SVCLC-4-MINORTEMP: Module [dec] CPU[dec] has exceeded its normal operating temperature. (current temp=[dec]C)

Explanation The specified CPU on the specified service line card is too hot. The first [dec] is the module number, the second [dec] is the CPU number, and the third [dec] is the temperature.

Recommended Action Determine if the environment is too hot. If the environment is not too hot, replace the hardware.

Error Message %SVCLC-4-TEMPRECOVER: Module [dec] CPU[dec] has returned to its normal operating temperature. (current temp=[dec]C)

Explanation The specified service line card in the system has sent a thermal recovery event to the supervisor engine. The first [dec] is the module number, the second [dec] is the CPU number, and the third [dec] is the temperature.

Recommended Action No action is required.

SVCLC-5

Error Message %SVCLC-5-FWTRUNK : Firewalled VLANs configured on trunks

Explanation One or more secure VLANs belong to both secured and ordinary trunks. This configuration may compromise the security of the secure VLANs.

Recommended Action Change the trunk or the secure VLAN configuration so that they do not overlap. Enter either the **switchport trunk allowed vlan** command to change trunk configuration or the **firewall vlan group** command to change the secure VLAN configuration.

Error Message %SVCLC-5-INTDOWN: mod [dec] failed to bring up all interfaces

Explanation One or more of the module interfaces failed to come up.

Recommended Action Reset the module.

Error Message %SVCLC-5-SVCLCMULTI: Group [dec] being tied to more than one module

Explanation The specified group is tied to multiple service modules. A group should not be associated with more than one service module unless a failover configuration is being used.

Recommended Action If a failover configuration is in use, no action is required. Otherwise enter the **show svclc module** command to find out which group is being tied to more than one module. Then remove multiple associations by entering the **no svclc module** *mod* **vlan-group** *group* command.

Error Message `%SVCLC-5-SVCLCNTP: Could not update clock on the module [dec], rc is [dec]`

Explanation Either the line card or the Cisco IOS software encountered some problems while sending a clock update from Cisco IOS to the line card.

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

Error Message `%SVCLC-5-SVCLCSCP: Service module SCP communication failed for module [dec], subopcode is [dec]`

Explanation Either the line card or the Cisco IOS software encountered some problems while communicating through SCP channels.

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

Error Message `%SVCLC-5-SVCLCVTPMODE: VTP mode is set to non-transparent`

Explanation VTP mode is not transparent, so VTP may dynamically modify VLANs, including those that are associated with the service modules.

Recommended Action Change the VTP to transparent mode by entering the **vtp mode transparent** command.

SW_DAI Messages

This section contains Dynamic ARP Inspection (DAI) messages.

SW_DAI-4

Error Message `%SW_DAI-4-ACL_DENY: [dec] Invalid ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]C])`

Explanation The switch has received ARP packets that are considered invalid by ARP inspection. The packets are invalid, and their presence indicates that administratively denied packets have been seen in the network. This log message shows up when packet(s) have been denied by ACLs either explicitly or implicitly (with static ACL configuration). The presence of these packets indicates that man-in-the-middle attack(s) may have been attempted in the network.

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

Error Message `%SW_DAI-4-DHCP_SNOOPING_DENY: [dec] Invalid ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]C])`

Explanation The switch has received ARP packets that are considered invalid by ARP inspection. The packets are invalid, and their presence may be an indication of man-in-the-middle attacks being attempted in the network. This message is logged when the sender's IP and MAC binding for the received VLAN is not present in the DHCP snooping database. The first [chars] is either Req (request) or Res (response), and the second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

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

Error Message `%SW_DAI-4-INVALID_ARP: [dec] Invalid ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]C])`

Explanation The switch has received ARP packets that are considered invalid by ARP inspection. The packets do not pass one or more validation checks of the source or destination MAC address or the IP address. The first [dec] is the number of invalid ARP packets. The first [chars] is either Req (request), Res (response), or Invalid Opcode. The second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

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

Error Message `%SW_DAI-4-PACKET_BURST_RATE_EXCEEDED: [dec] packets received in [dec] seconds on [chars].`

Explanation The switch has received the given number of ARP packets in the specified burst interval. The interface is in the error-disabled state when the switch receives packets at a higher rate than the configured packet rate every second over the configured burst interval. The message is logged just before the interface is error disabled and if the configured burst interval is more than a second. The first [dec] is the number of packets, the second [dec] is the number of seconds, and [chars] is the affected interface.

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

Error Message `%SW_DAI-4-PACKET_RATE_EXCEEDED: [dec] packets received in [dec] milliseconds on [chars].`

Explanation The switch has received the specified number of ARP packets in the specified time on the specified interface. This message is logged just before the port is error-disabled because of the exceeded packet rate. This message also is logged when the burst interval is set to 1 second.

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

Error Message `%SW_DAI-4-SPECIAL_LOG_ENTRY: [dec] Invalid ARP packets [[time-of-day]C]`

Explanation The switch has received ARP packets considered invalid by ARP inspection. The packets are invalid, and their presence may be an indication of man-in-the-middle attacks being attempted in the network. This message differs from other messages in that while the others can be used to provide as much information about the packet as possible, this message is used as a general message when the rate of incoming packets exceeds the DAI logging rate.

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

SW_DAI-6

Error Message `%SW_DAI-6-ACL_PERMIT: [dec] ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]C])`

Explanation The switch has received ARP packets that have been permitted as a result of an ACL match.

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

Error Message `%SW_DAI-6-DHCP_SNOOPING_PERMIT: [dec] ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]C])`

Explanation The switch has received ARP packets that have been permitted because the sender's IP and MAC address match against the DHCP snooping database for the received VLAN. The first [dec] is the number of valid ARP packets. The first [chars] is either Req (request) or Res (response),

and the second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

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