C H A P T E R 2

Messages and Recovery Procedures

This chapter lists the switch system messages by facility. Within each facility, the messages are listed by severity levels 0 to 7. The highest severity level is 0, and the lowest severity level is 7. Each message is followed by an explanation and a recommended action.

> **Note** The messages listed in this chapter do not include the date/time stamp designation; the date/time stamp designation is displayed only if the software is configured for system log messaging.

For Cisco IOS system messages not contained in this publication, refer to this document:

http://www.cisco.com/en/US/docs/ios/system/messages/guide/consol_smg.html

ACE Messages

This section contains Allegro Crypto Engine (ACE) messages.

ACE-3

Error Message `%ACE-3-NOENGINESLOT: Interface [chars] has no crypto engine slot`

Explanation This message appears when an IKE SA was requested for a given interface, but no crypto engine slot was assigned to that interface. [chars] is the name of the interface that is missing the crypto engine slot command.

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

Error Message `%ACE-3-OUTOFID_RL: Too may [chars] IDs in the system. Cannot allocate a new one`

Explanation All the IDs of the specified type are in use.

Recommended Action Reduce the traffic load, the number of IPsec tunnels, or the frequency of changing the value of a cryptographic key. If this message appeared under light traffic conditions, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some

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

ACE-6

Error Message `%ACE-6-SWITCHOVER: VPN-SM switchover: [dec]/[dec] has been [chars] [dec]/[dec]`

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

Recommended Action No action is required.

Error Message `%ACE-6-UNEXP_INBOUND_IPSEC: [chars]: received unexpected IPsec packet: src IP: [IP_address]; dst IP: [IP_address]; (count=[dec])`

Explanation An IPsec packet was unexpectedly forwarded to the RP.

Recommended Action If this message appears when booting the router and enabling the hardware crypto accelerator, then this message is normal and can be safely ignored. Otherwise, copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message `%ACE-6-UNEXP_OUTBOUND_IPSEC: [chars]: received unexpected IPsec packet: src IP: [IP_address]; dst IP: [IP_address]; firsthop/lasthop = [chars]/[chars] (count=[dec])`

Explanation An IPsec packet was unexpectedly forwarded to the RP.

Recommended Action If this message appears when booting the router and enabling the hardware crypto accelerator, then this message is normal and can be safely ignored. Otherwise, copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

AFLSEC Messages

This section contains Accelerated Flow Logging Security (AFLSEC) messages.

AFLSEC-6

Error Message `%AFLSEC-6-OALDP: [chars] icmp [IP_address] -> [IP_address] ([dec]/[dec]), [dec] packet[chars]`

Explanation Packets matching the Optimized ACL Logging (OAL) criteria were detected.

Recommended Action No action is required.

Error Message `%AFLSEC-6-OALNP: [chars] ip protocol=[dec]  [IP_address] -> [IP_address], [dec] packet[chars]`

Recommended Action Packets matching the OAL criteria were detected.

Recommended Action No action is required.

Error Message `%AFLSEC-6-OALP: [chars] [chars] [IP_address]([dec]) -> [IP_address]([dec]), [dec] packet[chars]`

Explanation Packets matching the OAL criteria were detected.

Recommended Action No action is required.

Error Message `%AFLSEC-6-OALRL: Oal logging rate-limited or missed [dec] packet[chars]`

Explanation Some packet-matching logs were missed because the log messages were rate-limited, the cache table was full, or no log buffers were available.

Recommended Action No action is required.

Error Message `%AFLSEC-6-OALRP: [chars] igmp [IP_address] -> [IP_address] ([dec]), [dec] packet[chars]`

Explanation Packets matching the OAL criteria were detected.

Recommended Action No action is required.

AP Messages

This section contains Authentication Proxy (AP) messages.

■ **AP Messages**

AP-1

Error Message %AP-1-POSTURE_POLICY_ERROR: POLICY=[chars]| POLICYNAME=[chars]|
IP=[IP_address]| ERROR=<[chars][chars]>

Explanation The specified policy was not applied for the given host IP due to the reason specified as
Error.

Recommended Action When the "POLICY" character string is "HOST ACL," verify that an input
access control list (ACL) is defined and configured on the interface. A "URL REDIRECT ACL"
policy needs a URL-redirect vendor-specific attribute (VSA) to have an associated access control
list URL-redirect-ACL VSA that can be used to determine HTTP redirect criteria. HTTP packets
that match the ACL are subject to redirection. When a URL-redirect-ACL access control list is not
specified or is not configured, the host will not be set up for HTTP redirection.

AP-4

Error Message %AP-4-AUTH_PROXY_NOMEM: Sufficient memory was not available to [chars]

Explanation There was not enough memory to perform the specified operation.

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

Error Message %AP-4-POSTURE_EXCEED_MAX_INIT: Exceeded maximum limit ([dec]) on
entires in authentication proxy posture cache in initializing state

Explanation The number of entries that are in the Authentication Proxy posture cache and in an
initializing state has exceeded the maximum limit.

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

AP-6

Error Message `%AP-6-POSTURE_DOWNLOAD_ACL: Send AAA request to download ([chars]) named access control list`

Explanation The system has sent a request to AAA to retrieve the contents of the specified downloadable ACL.

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

Error Message `%AP-6-POSTURE_POLICY: [chars] [chars] ([chars]) policy for host ([IP_address])`

Explanation This message specifies the policy that was enforced for or removed from the specified host. The policy can be either an ACL or a URL to which any intercepted HTTP traffic is redirected.

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

Error Message `%AP-6-POSTURE_START_VALIDATION: IP=[IP_address]| Interface=[chars]`

Explanation The system has created an entry for the host in the Authentication Proxy posture cache and has initiated the posture validation process.

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

Error Message `%AP-6-POSTURE_STATE_CHANGE: IP=[IP_address]| STATE=[chars]`

Explanation The state of posture validation changed for the specified host in the Authentication Proxy posture validation cache.

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

ATMSPA Messages

This section contains ATM Shared Port Adapter (ATMSPA) messages.

ATMSPA-2

Error Message `%ATMSPA-2-INITFAIL: [chars] - Init Failed return code: [int]`

Explanation The SPA failed to complete hardware initialization. One of the devices in the SPA failed to initialize successfully. Information about the failed device is specified in the message text on the console or in the system log.

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

ATMSPA-3

Error Message `%ATMSPA-3-DATA_ERROR: [chars] Error [hex] [chars]`

Explanation A data path protocol violation or sequence error has been detected. The message text on the console or in the system log provides more information about the specific nature of the error.

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

Error Message `%ATMSPA-3-FATAL_ERROR: occurred on [chars]. Resetting SPA`

Explanation The SPA has been reset because of a critical error in one of its devices. The error could be either a single occurrence of an event or multiple occurrences within a period of time. The message text on the console or in the system log provides more information about the specific nature of the error.

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

Error Message `%ATMSPA-3-FPD_VER_DEPENDENCY_NOTE: Cannot perform the requested FPD update operation because [chars] in subslot [int]/[int] has incompatible HW version [int].[int] with FPD image version [dec].[dec] for FPD ID [dec]. Only image version greater than [int].[int] can be used in the update operation of [chars] with HW version greater than [int].[int].`

Explanation The version of the field-programmable device (FPD) image from the FPD image bundle or package is not compatible with the hardware version of the target card.

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

Error Message `%ATMSPA-3-GEN_ERROR: [chars] Error [hex] [chars]`

Explanation The error that is specified in the message has been detected.

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

Error Message `%ATMSPA-3-HW_ERROR: [chars] Error [hex] [chars]`

Explanation A hardware error has been detected. The message text on the console or in the system log provides more information about the specific nature of the error.

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

Error Message `%ATMSPA-3-QOS_ALLOC_FAILED: [chars] [chars] [chars]: [dec]`

Explanation Traffic-shaping parameters could not be configured because the number of unique shaping parameters that are configured on the PVCs or PVPs in this specified ATM SPA is over the maximum limit. The maximum number of unique shaping parameters that can be configured on the PVCs or PVPs is 4096.

Recommended Action Ensure that the total number of unique shaping parameters that are configured on both PVCs and PVPs does not exceed the maximum limit of 4096.

Error Message `%ATMSPA-3-SW_ERROR: [chars] Error [hex] [chars]`

Explanation A software error has been detected. The message text on the console or in the system log provides more information about the specific nature of the error.

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

Error Message `%ATMSPA-3-VCQ_ERROR: [chars]: VC queue configuration failed due to un-initialized queue table(global identifier [dec])`

Explanation The software configuration of a VC queue failed because of an uninitialized queue table.

Recommended Action Attempt to perform a soft OIR operation by entering the command that is described in the software configuration guide for the shared port adapter. 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATMSPA-4

Error Message `%ATMSPA-4-VCSETUP: [chars]: VC setup command received on the LC for an existing VC (VCD [dec])`

Explanation A command to set up a VC has been received for a VC that has already been set up and configured by a previous **setup** VC command from the route processor (RP). A duplicate **setup** command may indicate that the RP did not receive a response from the line card for the previous **setup** command.

Recommended Action No action is required.

Error Message `%ATMSPA-4-VCTEARDOWN: [chars]: VC tear down command received on the LC for a non-existing VC (VCD [dec])`

Explanation The VC does not exist on the line card. The VC may have been torn down by a previous **teardown** command from the RP. A duplicate **teardown** command may indicate that the RP did not receive a response from the line card for the previous **teardown** command.

Recommended Action No action is required.

BGP Messages

This section contains Border Gateway Protocol (BGP) messages.

BGP-3

Error Message `%BGP-3-ADDPATH: Number of paths for [chars] exceeded allowed maximum of [dec]`

Explanation BGP is receiving the same prefix from too many neighbors.

Recommended Action Restrict the number of neighbors advertising the same prefix by implementing inbound filters.

Error Message `%BGP-3-MAXPFXEXCEED: No. of prefix received from [chars][chars][chars]`
`(afi [dec]): [dec] exceed limit [dec]`

Explanation The number of prefixes received from a neighbor has exceeded a configured limit.

Recommended Action Check the number of prefixes received from the neighbor and determine whether the limit should be increased.

Error Message `%BGP-3-PER_VRF_AGGR: pervrfaggr label: [chars]`

Explanation This message might appear when a prefix changes to a connected or BGP aggregate type. The Tag Forwarding Information Base (TFIB) asks for a label for a prefix in the VRF routing table. The per-VRF aggregate label will be assigned to the connected or BGP aggregate prefix when BGP runs a best-path calculation.

Recommended Action No action is required. If this message recurs, contact your Cisco technical support representative.

BGP-4

Error Message `%BGP-4-MAXPFX: No. of prefix received from [chars][chars][chars] (afi`
`[dec]) reaches [dec], max [dec]`

Explanation The number of prefixes received from a neighbor has reached a warning limit.

Recommended Action Check the number of prefixes received from the neighbor and determine whether the limit should be increased.

C6K_MPLS_COMMON Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router LAN and WAN Multiprotocol Label Switching (C6K_MPLS_COMMON) messages.

C6K_MPLS_COMMON-3

Error Message `%C6K_MPLS_COMMON-3-L2_CONFIG_NOT_RECOMMENDED: xconnect is configured`
`on interface vlans and WAN interfaces are facing the MPLS Core. Do not configure`
`LAN interfaces facing the MPLS Core.`

Explanation An attempt was made to configure a LAN interface to face the MPLS core. The current network configuration has cross-connection services configured on interface VLANs and has WAN interfaces facing the MPLS core.

Recommended Action Do not configure MPLS on LAN interfaces facing the MPLS core if the network has cross-connect services configured on an interface VLAN and WAN interfaces that face the MPLS core.

Error Message `%C6K_MPLS_COMMON-3-L3_CONFIG_NOT_RECOMMENDED: LAN interfaces are`
`facing the MPLS Core. Do not configure xconnect on interface vlans.`

   Explanation   An attempt was made to configure a cross-connection service on an interface VLAN.
   The current network configuration has MPLS configured on a LAN interface that is facing the MPLS
   core.

   Recommended Action   Do not configure cross-connection services on an interface VLAN if the
   network has MPLS configured on a LAN interface.

Error Message `%C6K_MPLS_COMMON-3-OSM_BB1_CONFIG_UNSUPPORTED: The maximum label`
`range configured for this system exceeds the [int] limit supported by the module`
`in slot [int]. For proper MPLS functionality on any of the interfaces on this`
`module the maximum label range should be set to [int].`

   Explanation   The OSM cannot support the MPLS label range configured for this system.

   Recommended Action   Change the maximum MPLS label range by using the **mpls label range**
   command.

Error Message `%C6K_MPLS_COMMON-3-VPLS_CONFIG_EXCEEDED: The number of EoMPLS/VPLS VCs`
`exceeded the maximum supported on [IP_address]/[int].`

   Explanation   The number of destination routers or the global number of virtual circuits exceeded the
   maximum limit supported by the device.

   Recommended Action   Refer to network configuration guidelines for the maximum limits.

C6K_MPLS_LC Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router Multiprotocol Label
Switching (MPLS) switch processor or module (C6K_MPLS_LC) messages.

C6K_MPLS_LC-3

Error Message `%C6K_MPLS_LC-3-MALLOCFAIL: failed to create [chars]`

   Explanation   The system failed to allocate memory for an MPLS entry for the incoming label. Some
   MPLS packets might be forwarded by the software.

   Recommended Action   Reduce other system activity to ease memory demands. If necessary, increase
   system memory. When more memory is available, wait for a few minutes and enter the **clear ip
   route** command. If sufficient memory has not been made available, this message will be displayed
   again. If this problem persists, contact your Cisco technical support representative.

Error Message %C6K_MPLS_LC-3-REWRITEFAIL: null adj for incoming label [dec]

Explanation The specified incoming label has a NULL adjacency entry. The hardware adjacency entry might not be programmed because the incoming label has the NULL adjacency entry. This condition is an internal software error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Contact your Cisco technical support representative with the output of the **show mpls forwarding-table labels** command.

Error Message %C6K_MPLS_LC-3-TCAMFAIL: failed to insert label [dec] to TCAM

Explanation The system failed to allocate TCAM entry for an MPLS entry for the specified label. The TCAM might be full. Some MPLS packets might be forwarded by the software.

Recommended Action Reduce the number of routes in the system to free up TCAM space. When enough free TCAM space is available, the software starts the TCAM recovery mechanism automatically. The TCAM recovery mechanism reinstalls the MPLS label entries that previously failed.

C6K_MPLS_RP Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router LAN Multiprotocol Label Switching (C6K_MPLS_RP) messages.

C6K_MPLS_RP-2

Error Message %C6K_MPLS_RP-2-NO_IP_ACL_RSVD_VLAN: IP ACL features will not be applied to MPLS->IP packets due to a lack of internal VLAN resources

Explanation The total number of VLANs in use might have exceeded 4096. The VLAN resources are shared by VLANs used for SVI, VLANS used for subinterfaces, hidden VLANs used for routed ports, and internal VLANs used for some VRFs. An internal VLAN is needed when an IP ACL feature is applied to a VRF interface. If the total number of VLANs in use exceeds 4096, no more internal VLANs can be allocated, so IP ACL features will not be applied to MPLS-to-IP packets.

Recommended Action Reduce the total number of VLANs in use by removing SVI interfaces, subinterfaces, and/or VRF interfaces.

Error Message `%C6K_MPLS_RP-2-NO_IP_QOS_RSVD_VLAN: IP QoS features will not be applied to MPLS->IP packets due to a lack of internal VLAN resources`

Explanation   The total number of VLANs in use might have exceeded 4096. The VLAN resources are shared by VLANs used for SVI, VLANS used for subinterfaces, hidden VLANs used for routed ports, and internal VLANs used for some VRFs. An internal VLAN is needed when an IP QoS feature is applied to a VRF interface. If the total number of VLANs in use exceeds 4096, no more internal VLANs can be allocated, so IP QoS features will not be applied to MPLS-to-IP packets.

Recommended Action   Reduce the total number of VLANs in use by removing SVI interfaces, subinterfaces, and/or VRF interfaces.

C6K_MPLS_RP-3

Error Message `%C6K_MPLS_RP-3-L2_CONFIG_NOT_RECOMMENDED: xconnect is configured on interface vlans and WAN interfaces are facing the MPLS Core. Do not configure LAN interfaces facing the MPLS Core.`

Explanation   An attempt was made to configure a LAN interface to face the MPLS core. The current network configuration has cross-connection services configured on interface VLANs and has WAN interfaces facing the MPLS core.

Recommended Action   Do not configure MPLS on LAN interfaces facing the MPLS core if the network has cross-connection services configured on an interface VLAN and WAN interfaces that face the MPLS core.

Error Message `%C6K_MPLS_RP-3-L3_CONFIG_NOT_RECOMMENDED: LAN interfaces are facing the MPLS Core. Do not configure xconnect on interface vlans.`

Explanation   An attempt was made to configure a cross-connection service on an interface VLAN. The current network configuration has MPLS configured on a LAN interface that is facing the MPLS core.

Recommended Action   Do not configure cross-connection services on an interface VLAN if the network has MPLS configured on a LAN interface.

C6K_PLATFORM Messages

This section contains general Catalyst 6500 series switch and Cisco 7600 series router platform (C6K_PLATFORM) messages.

C6K_PLATFORM-0

Error Message `%C6K_PLATFORM-0-UNKNOWN_CHASSIS: The chassis type is not known.([hex])`

Explanation The Cisco IOS software installed on the system does not recognize the chassis type specified in the error message.

Recommended Action Ensure that your Cisco IOS software release train supports the chassis type. Upgrade your system to the latest Cisco IOS software release in your release train.

C6K_PLATFORM-2

Error Message `%C6K_PLATFORM-2-PEER_RESET: [chars] is being reset by the [chars]`

Explanation The local CPU is being reset by the peer CPU when the peer CPU reloads because of exceptions.

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

C6K_PLATFORM-3

Error Message `%C6K_PLATFORM-3-INFO1: [chars]=[hex] [chars]=[hex]`

Explanation This message provides information regarding the internal state of the SiByte processor.

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

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

C6K_PLATFORM-4

Error Message `%C6K_PLATFORM-4-CONFREG_BREAK_ENABLED : The default factory setting for config register is 0x2102.It is advisable to retain 1 in 0x2102 as it prevents returning to ROMMON when break is issued.`

Explanation The SP configuration register has been changed from the default factory setting of 0x2102 to another hexadecimal value.

Recommended Action No action is required.

Error Message `%C6K_PLATFORM-4-ENVMON: System shutdown due to temperature alarms is [chars].`

Explanation The system has a configuration to shut down a module if its operating temperature exceeds a temperature threshold. This configuration has been bypassed, and a module will still operate in an over-temperature condition. Operating at an over-temperature condition can damage the hardware.

Recommended Action Do not override the sensor alarms that act on an over-temperature condition. Enter the **environment-monitor shutdown temperature** command to bring the system back to standard temperature detection.

Error Message `%C6K_PLATFORM-4-RTC_OSCILLATOR: The oscillator in the Real Time Clock is [chars]. Calendar [chars] be maintained during the powered down state of the switch.`

Explanation A command has been entered that will cause the system calendar not to be maintained during a power down of the switch. The system date and time will require manual setting when the system is powered up during the next boot time. This command is useful to conserve the battery power of the CMOS, which is used to keep the real-time clock active while the switch is powered down. This condition is useful only if the switch is powered down for a long period of time.

Recommended Action If the switch need not be powered down for a long period of time, remove the configuration by entering the **no hw-module rtc-oscillator shutdown** command.

C6K_PLATFORM-5

Error Message `%C6K_PLATFORM-5-LESS_SPACE : May not have enough space to save the crash info. on flash of [chars] on module: [dec]`

Explanation The flash memory device does not have enough memory to save the crash information. It is possible that crash information could not be saved on the flash memory device.

Recommended Action Remove files from the flash memory device that may not be needed, and enter the **squeeze** command for the flash memory device.

Error Message `%C6K_PLATFORM-5-MISMATCH : '[chars]' device programming algorithm mismatch detected on [chars] (module: [dec]), formatting is recommended.`

Explanation The flash memory device programming algorithm that was written to the device when the flash memory was formatted is different from what the current running software has detected.

Recommended Action Reformat the flash memory device. Otherwise, no action is required.

C6K_POWER Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router power (C6K_POWER) messages. For more power messages, see the "C6KPWR Messages" section of this chapter.

C6K_POWER-3

Error Message `%C6K_POWER-3-NOTIFY_FAIL: Failed to notify RP of change in operator status for [chars] number [dec] from '[chars]' to '[chars]'`

Explanation The SP is unable to acquire the resources needed to notify the RP of the event specified in the error message.

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

C6K_POWER-4

Error Message `%C6K_POWER-4-PD_NOLINKUP: The device connected to [dec]/[dec] is powered up but its link is not up in [dec] seconds. Therefore, power is withdrawn from the port.`

Explanation The system withdrew the power that was allocated to the specified port because the port link was not operational in the specified number of seconds.

Recommended Action Try to connect the device to a different port or connect a different device to the port specified in the message.

C6K_POWER-6

Error Message `%C6K_POWER-6-NOLPP: Because of lack of system power, devices that require the system to power them on may not come up within one second.`

Explanation The local power pools have been deallocated. The module firmware cannot power up the device until it has received authorization for power allocation from the software running on the supervisor engine.

Recommended Action No action is required.

C6K_PROCMIB Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router Process MIB SP CPU (C6K_PROCMIB) messages.

C6K_PROCMIB-3

Error Message `%C6K_PROCMIB-3-IPC_PORTOPEN_FAIL: Failed to open port while connecting to process statistics: error code = [chars]`

Explanation An error occurred during an attempt to open a port for an IPC message.

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

Error Message `%C6K_PROCMIB-3-IPC_TRANSMIT_FAIL: Failed to send process statistics update : error code = [chars]`

Explanation An error occurred during an attempt to send an IPC message.

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

Error Message `%C6K_PROCMIB-3-MALLOC_FAILURE_IPC: Failed to allocate IPC message to contact process`

Explanation A memory allocation failure occurred during the processing of an IPC message.

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

C6K_WAN_C2W Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN C2Wire (C6K_WAN_C2W) messages.

C6K_WAN_C2W-4

Error Message `%C6K_WAN_C2W-4-READERROR: C2Wire read failed reg [hex] on device [chars]`

Explanation The SMbus driver failed to read from the specified C2W device.

Recommended Action No action is required if this warning message appears occasionally. If the message appears often in a short period of time, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

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

Error Message `%C6K_WAN_C2W-4-WRITEERROR: C2Wire write failed reg [hex] on device [chars]`

Explanation The SMbus driver failed to write to the specified C2W device.

Recommended Action No action is required if this warning message appears occasionally. If the message appears often in a short period of time, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C6KENV Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router environmental (C6KENV) messages.

C6KENV-2

Error Message `%C6KENV-2-BADFLOWCTRL: Module [dec] not at an appropriate hardware revision level to support DFC. Power denied`

Explanation The fabric-capable module in the specified slot is not at an appropriate hardware revision level and cannot support a DFC. If a DFC is present, the module will not be activated and remains powered down.

Recommended Action Remove the DFC to enable the module to operate at its current hardware revision level. To enable DFC operation, ensure that the module is at an appropriate hardware revision level.

Error Message %C6KENV-2-BADFLOWCTRL_WARN: WARNING: Module [dec] not at an
appropriate hardware revision level to support DFC3

Explanation The fabric-capable module in the specified slot is not at an appropriate hardware
revision level to support a DFC3 or higher.

Recommended Action When you upgrade the DFC daughter card, also upgrade the module to an
appropriate hardware revision level.

Error Message %C6KENV-2-BADPINN1: Module [dec] not at an appropriate hardware
revision level to coexist with PFC3 system. Power denied

Explanation The module specified in the error message has a revision of 2.x or below. Modules with
this revision will experience problems when they are used with a supervisor engine with a PFC3
installed and they should not be used.

Recommended Action Upgrade the module to an appropriate hardware revision level.

Error Message %C6KENV-2-BADTRANSCEIVER: Module [dec] will be power disabled because
an inappropriate transceiver is inserted at [chars].

Explanation An incompatible transceiver is inserted at the interface specified in the error message.
This transceiver should not be used in this system.

Recommended Action Remove the specified transceiver and restore power to the module. If this
transceiver was purchased from Cisco, contact your Cisco technical support representative to get the
transceiver replaced.

Error Message %C6KENV-2-C2PLUSWITHNODB: The constellation 2 plus module in slot
[dec] has no forwarding daughter board. Power denied

Explanation The module in the slot specified has no forwarding daughter card and is expected to
have either a distributed, accelerated, or centralized forwarding card. This module will not be
activated and will remain powered down.

Recommended Action Enter the **show module** command to view error message details.

Error Message %C6KENV-2-DFCMISMATCH: Module [dec] DFC incompatible with Supervisor
DFC. Power denied

Explanation The DFC in the specified module is different from the DFC in the supervisor engine.
The module will not be activated and remains powered down.

Recommended Action Enter the **show module** command to view the difference between the DFC in
the module and the DFC in the supervisor engine.

Error Message %C6KENV-2-DFCMISMATCHMINOR: Module [dec] DFC installed is incompatible
with system operating mode. Power denied. To enable Module [dec] DFC, the system
must be reset.

```
WARNING: Any system reset will change the system operating mode which can result
in degradation of system performance. To eliminate this from occurring, remove
Module [dec] DFC or replace with a system compatible DFC.
```

Explanation The DFC in the specified slot does not have the same software operating mode as the rest of the system. The DFC will remain powered down and cannot be activated.

Recommended Action Enter the **show module** and **show platform earl-mode** commands to view the difference between the DFC in the specified slot and the operating mode of the rest of the system.

Error Message `%C6KENV-2-FANUPGREQ: Module [dec] not supported without fan upgrade`

Explanation The supervisor engine and the DFC in the specified slot require a fan tray upgrade. A system shutdown is scheduled.

Recommended Action Upgrade the system fan tray.

Error Message `%C6KENV-2-SHUTDOWN_NOT_SCHEDULED: Major sensor alarm for [chars] is ignored, [chars] will not be shutdown.`

Explanation The system detected that the specified module should be shut down because it exceeded major sensor thresholds. However, the command that shuts down the module in the event of a major sensor alarm has been overridden, so the specified module will not be shut down. The command used to override the shutdown is **no environment-monitor shutdown**.

Recommended Action Remove the configuration that bypasses the module shutdown due to sensor thresholds being exceeded. Shut down the module after removing the configuration.

C6KENV-4

Error Message `%C6KENV-4-ALARMCLR: [chars] alarm cleared`

Explanation The specified alarm condition has been cleared. The shutdown has been cancelled.

Recommended Action No action is required.

Error Message `%C6KENV-4-FANCOUNTFAILED: Required number of fan trays is not present`

Explanation The system is missing the number of required fan trays to operate properly. Although this is a minor alarm, system components could overheat and be shut down.

Recommended Action Insert the required fan tray as soon as possible.

Error Message `%C6KENV-4-FANCOUNTOK: Required number of fan trays is present`

Explanation The number of required fan trays has been restored.

Recommended Action No action is required.

Error Message %C6KENV-4-FANHIOUTPUT: Version [dec] high-output fan-tray is in effect

Explanation The system has detected that the fan tray is a high-output (version 2) fan tray. The system has updated the cooling capacity for the fan tray.

Recommended Action No action is required.

Error Message %C6KENV-4-FANLOOUTPUT: Version [dec] low-output fan-tray is in effect

Explanation The system has detected that the fan tray is a low-output (version 1) fan tray. The system has updated the cooling capacity for the fan tray.

Recommended Action No action is required.

Error Message %C6KENV-4-FANPSINCOMPAT: Fan tray and power supply [dec] are incompatible

Explanation An upgrade of the power supply is required to sufficiently operate this fan tray. Although this is a minor alarm, overcurrent protection on the power supply could start without further warning.

Recommended Action Upgrade the power supply.

Error Message %C6KENV-4-FANVERCHK: Power-supply [dec] inserted is only compatible with Version [dec] fan-tray. Please make sure fan is low-output fan-tray

Explanation The system has detected that the fan tray is a low-output (version 1) fan tray. If the fan tray is a low-output tray, no action is required. If the fan tray is actually a high-output (version 2) fan tray, the specified power supply is not able to support the high-output fan tray.

Recommended Action If the fan tray is a high-output (version 2) fan tray, enter the **hw-module fan-tray version 2** command to update the system with the upgrade information. Replace the 1000 W or 1300 W power supply, as these two power supplies are not compatible in this chassis with the version 2 fan tray.

Error Message %C6KENV-4-INSUFFCOOL: Module [dec] cannot be adequately cooled

Explanation The fan tray cannot adequately cool the specified module. Although this is a minor alarm, system components could overheat and be shut down.

Recommended Action Upgrade the system fan tray.

Error Message %C6KENV-4-MINORTEMPOKALARM: [chars] all temperature sensor have failed. If the module temperature sensor does not recover by itself, please power cycle the module when it is feasible

Explanation All module temperature sensors have failed.

Recommended Action If the module temperature sensors do not recover, power cycle the module when possible.

Error Message %C6KENV-4-MINORTEMPOKALARMRECOVER: [chars]. It has returned to normal operating status.

Explanation All module temperature sensors have returned to normal operating status.

Recommended Action No action is required.

Error Message %C6KENV-4-MINORTEMPSUPOKALARM: All temperature sensors of Supervisor in slot [dec] have failed. If the temperature sensor does not recover by itself, please power cycle the chassis when it is feasible

Explanation All temperature sensors have failed in the supervisor engine.

Recommended Action If the temperature sensors do not recover, power cycle the chassis when possible.

Error Message %C6KENV-4-MINORTEMPSUPOKALARMRECOVER: Supervisor in slot [dec] has returned to normal operating status.

Explanation The supervisor engine temperature sensors have returned to normal operating status.

Recommended Action No action is required.

Error Message %C6KENV-4-MINORVTTOKALARM: All the backplane vtt temperature sensor have failed. If the backplane vtt temperature sensor does not recover by itself, please power cycle the chasis when it is feasible

Explanation All backplane VTT temperature sensors have failed.

Recommended Action If the backplane VTT temperature sensors do not recover, power cycle the chassis when possible.

Error Message %C6KENV-4-MINORVTTOKALARMRECOVER: Backplane VTT has returned to normal operating status.

Explanation The backplane VTT has returned to normal operating status.

Recommended Action No action is required.

C6KPWR Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router power (C6KPWR) messages.

C6KPWR-2

Error Message `%C6KPWR-2-INSUFFICIENTPOWER: Powering down all linecards as there is not enough power to operateall critical cards`

Explanation The switch was operating with two power supplies in combined mode. One of the power supplies has failed. Available power is insufficient to support all critical service modules. Critical service modules include modules that support VPNs or IP security. If these critical modules fail, security issues could arise; therefore, all modules have been powered down.

Recommended Action Replace the failed power supply.

Error Message `%C6KPWR-2-MAJORPOWERALARM: In the absence of power supply 1, system power usage exceeds allowed range of [chars]W. Power total will be reduced in [dec] seconds`

Explanation The power supply in slot 2 has exceeded its allowed range, causing a major power alarm. The range is specified in the error message.

Recommended Action Enter the **show power** command to determine the actual power usage. Insert a power supply in power supply slot 1, or power down some modules to reduce system power usage. If downtime can be scheduled, move the power supply from slot 2 to slot 1. If this condition persists, the environmental monitor will shut down some modules to prevent a complete power failure.

Error Message `%C6KPWR-2-MAJORPOWERALARMRECOVER: System power usage has returned to allowed operating range`

Explanation System power usage has returned to the permitted operating range. The scheduled shutdown is cancelled, and the system will continue operating.

Recommended Action No action is required.

Error Message `%C6KPWR-2-MINORPOWERALARM: In the absence of power supply 1, system power usage exceeds the recommended range of [chars]W`

Explanation The power supply in slot 2 has exceeded its allowed range, causing a minor power alarm. The range is specified in the error message. Selected modules will be shut down to prevent a complete power failure.

Recommended Action Enter the **show power** command to determine the actual power usage. Insert a power supply in power supply slot 1, or power down some modules to reduce system power usage. If downtime can be scheduled, move the power supply from slot 2 to slot 1.

C6KPWR-3

Error Message `%C6KPWR-3-PSUNKNOWN: Unknown power supply in slot [dec] (idprom read failed).`

Explanation The IDPROM of the power supply in the specified slot cannot be read.

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

C6KPWR-4

Error Message `%C6KPWR-4-INPUTCHANGE: Power supply [dec] input has changed. Power capacity adjusted to [chars]W`

Explanation The power supply in the specified slot has detected a change in its input supply. The power capacity for the power supply has been adjusted accordingly.

Recommended Action Enter the **show power** command to see the current power status. Otherwise, no action is required.

Error Message `%C6KPWR-4-MAJORPOWERALARMRECOVER: System power usage has returned to allowed operating range`

Explanation System power usage has returned to the allowed operating range, so the scheduled shutdown was cancelled. The system will continue operating.

Recommended Action No action is required.

Error Message `%C6KPWR-4-MINORPOWERALARM: In the absence of power supply 1, system power usage exceeds the recommended range of [chars]W`

Explanation The power supply in slot 2 has exceeded its allowed range, causing a minor power alarm. The range is specified in the error message. Selected modules will be shut down to prevent a complete power failure.

Recommended Action Enter the **show power** command to determine the actual power usage. Insert a power supply in power supply slot 1, or power down some modules to reduce system power usage. If downtime can be scheduled, move the power supply from slot 2 to slot 1.

Error Message %C6KPWR-4-MINORPOWERALARMRECOVER: System power usage has returned to normal operating range

Explanation System power usage has returned to the normal operating range.

Recommended Action No action is required.

Error Message %C6KPWR-4-PS1FAILALERT: Do not remove power supply 1 without inserting another supply. In the absence of power supply 1, system power capacity will be reduced to [chars]W after a [dec] second grace period.

Explanation The system is experiencing heavy traffic. In this condition, the single power supply should be used in slot 1 rather than in slot 2.

Recommended Action Insert a power supply in slot 1, or move the power supply from slot 2 to slot 1.

Error Message %C6KPWR-4-PS2ONLY: Single power supply system should utilize power supply slot 1

Explanation The system is experiencing heavy traffic. In this condition, the single power supply should be used in slot 1 rather than in slot 2.

Recommended Action Move the power supply from slot 2 to slot 1.

Error Message %C6KPWR-4-PSINPUTDROP: Power supply [dec] input has dropped

Explanation The power supply in the specified slot has detected a drop in its input supply. The power capacity for the power supply has been adjusted accordingly.

Recommended Action Enter the **show power** command to see the current power status. Otherwise, no action is required.

Error Message %C6KPWR-4-PSMISMATCH: power supplies rated outputs do not match.

Explanation The two power supplies in the system have different output ratings.

Recommended Action For more efficient load sharing, use power supplies with the same output rating.

Error Message %C6KPWR-4-PSNOREDUNDANCY: Power supplies are not in full redundancy, power usage exceeds lower capacity supply

Explanation The two power supplies in the system have different output ratings. Current power usage exceeds the capacity of the lower-rated power supply. If the higher-rated power supply fails, the lower-rated power supply will not be able to support all modules that are currently powered up.

Recommended Action To ensure that the system power supplies are optimally redundant, use power supplies with identical output ratings or reduce system power consumption.

C7600_SIP200 Messages

This section contains SPA Interface Processor 200 (C7600_SIP200) messages.

C7600_SIP200-3

Error Message `%C7600_SIP200-3-BADIFCTRL: Corrupted sip-200 information for interface [chars] [[hex]]`

Explanation The interface SIP 200 information is not valid. An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, collect the output of the **show memory** command on the line card, and contact your technical support representative with the gathered information.

Error Message `%C7600_SIP200-3-SONET_CLOCK_FAILED: SPA Sonet clock has failed (status = [hex])`

Explanation The SPA SONET clock has failed. SPAs that rely on the SPA SONET clock for proper operation, such as PoS and ATM, will be affected.

Recommended Action If the SPA SONET clock does not recover, perform an OIR.

Error Message `%C7600_SIP200-3-SONET_CLOCK_RECOVERED: SPA Sonet clock has recovered (status = [hex])`

Explanation SPA SONET clock has recovered.

Recommended Action No action is required.

C7600_SIP200-4

Error Message `%C7600_SIP200-4-MEM_MODULE_MISMATCH: Memory modules are not identical`

Explanation The memory modules do not have identical parameters. This condition might impact performance.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, collect the output of **show memory** command on the line card, and contact your technical support representative with the gathered information.

C7600_SIP200_MP Messages

This section contains SIP 200 Multiprocessing (C7600_SIP200_MP) messages.

C7600_SIP200_MP-1

Error Message `%C7600_SIP200_MP-1-UNSAFE: Multiprocessor error on [chars]`

Explanation The line-card CPU contains two CPU cores, one of which is the master CPU. The CPU specified in the error message attempted to perform an operation that is illegal for multiprocessor operation between the two CPU cores.

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

C7600_SIP200_MP-3

Error Message `%C7600_SIP200_MP-3-INIT_FAILURE: Second CPU initialization failed`

Explanation The line-card CPU unit has two CPU cores in it. The second CPU core is not initialized successfully, so the line card is operating with one CPU core only. You may also see a SYS-2-MALLOCFAIL warning message.

Recommended Action If this message appears when a line card boots up, reload the line card by entering the **hw-module module** *slot* **reset** command. Also, check the amount of memory on the line card by entering the **show controller cwan** command.

C7600_SIP200_MP-4

Error Message `%C7600_SIP200_MP-4-PAUSE: Non-master CPU is suspended for too long, from [hex]([int]) to [hex] for [int] CPU cycles. [chars]`

Explanation The line-card CPU contains two CPU cores, one of which is the master CPU. The master CPU caused the second non-master CPU to be suspended for too long a time. This condition could cause the non-master CPU to drop packets. This warning indicates a transient software problem, and the line card should continue to operate normally.

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

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

Error Message `%C7600_SIP200_MP-4-TIMEOUT: Master CPU request timed out [chars]`

Explanation The line-card CPU contains two CPU cores, one of which is the master CPU. The non-master CPU is not responding in time to the request from the master CPU. This warning indicates a transient software problem. The line card should continue to operate normally.

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

C7600_SIP200_SPIRX Messages

This section contains SIP 200 SPI4.2 bus ingress interface (C7600_SIP200_SPIRX) messages.

C7600_SIP200_SPIRX-3

Error Message `%C7600_SIP200_SPIRX-3-INITFAIL: Failed to configure the ingress SPI4.2 device. Error = [hex]`

Explanation The system cannot program or configure the ingress SPI4.2 device on the line card. This condition indicates an internal hardware error.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPIRX-3-SPA_INTERRUPT: SPA [int] - [chars], SPA Int status = [hex]`

Explanation A SPA interrupt from the ingress SPI4.2 device has occurred.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPIRX-3-SPI4_LINKERROR: SPA Bay [int], [int] SPI4 Link Failures`

Explanation Link errors from the ingress SPI4.2 device have occurred.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPIRX-3-SRAM_ERROR_DATA: SRAM[dec] Address = [hex][hex] Data = [hex][hex][hex]_[hex][hex][hex]_[hex][hex][hex]_[hex][hex] [hex]`

Explanation An SRAM address and data dump has occurred.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPIRX-3-SRAM_INTERRUPT: [chars], Sram Int status = [hex]`

Explanation An SRAM interrupt has occurred from the ingress SPI4.2 device.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPIRX-3-STATUS_INTERRUPT: [chars], Global Int status = [hex]`

Explanation A status interrupt has occurred from the ingress SPI4.2 device.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

C7600_SIP200_SPITX Messages

This section contains SIP 200 SPI4.2 bus egress interface (C7600_SIP200_SPIRX) messages.

C7600_SIP200_SPITX-3

Error Message `%C7600_SIP200_SPITX-3-BADDESC: descriptor [hex], tag [hex], global channel [int]`

Explanation The egress SPI4.2 device on the line card returns a descriptor entry that is corrupted.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPITX-3-BADPAK: corrupted packet to [chars]`

Explanation The egress SPI4.2 device on the line card is handling a packet that is corrupted. This condition indicates that an internal software error has occurred. The corrupted packet has been dropped.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message %C7600_SIP200_SPITX-3-CHANNEL_ENABLE_FAIL: SPI4 Channel [int] for Bay [int], [chars] Failed

Explanation The specified SPI4 channel could not be enabled or disabled.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message %C7600_SIP200_SPITX-3-DESCR_ERR_SPA0: SPAstatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

Explanation The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a TX descriptor. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message %C7600_SIP200_SPITX-3-DESCR_ERR_SPA1: SPAstatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

Explanation The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a TX descriptor. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPITX-3-DESCR_ERR_SPA2: SPAstatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]`

Explanation   The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a TX descriptor. This condition could cause packets to drop.

Recommended Action   If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPITX-3-DESCR_ERR_SPA3: SPAstatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]`

Explanation   The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a TX descriptor. This condition could cause packets to drop.

Recommended Action   If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPITX-3-DMA_SQERR: Syndrome=[hex], SPA=[int], Ch=[int], RdSz=[int], RdOff=[int][chars]`

Explanation   The egress SPI4.2 device on the line card detected a sequence error while processing a DMA operation. This condition could cause packets to drop.

Recommended Action   If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPITX-3-EFC_ERR_SPA0: SPAstatus=[hex][chars]`

Explanation   The egress data path device on the line card detected an error condition with the extended flow control bus interface. This condition could cause packets to drop.

Recommended Action   If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet

http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message %C7600_SIP200_SPITX-3-EFC_ERR_SPA1: SPAstatus=[hex][chars]

Explanation The egress data path device on the line card detected an error condition with the extended flow control bus interface. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message %C7600_SIP200_SPITX-3-EFC_ERR_SPA2: SPAstatus=[hex][chars]

Explanation The egress data path device on the line card detected an error condition with the extended flow control bus interface. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message %C7600_SIP200_SPITX-3-EFC_ERR_SPA3: SPAstatus=[hex][chars]

Explanation The egress data path device on the line card detected an error condition with the extended flow control bus interface. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPITX-3-EFCEVNT_ERR: [chars]`

Explanation The egress data path device on the line card detected an error while processing internal extended flow-control events. This condition could cause a reduced packet rate.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPITX-3-EFC_QUEUE_STUCK: [chars]`

Explanation The egress data path device on the line card detected an error condition with the extended flow control bus interface. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPITX-3-EFCSTAT_FAIL_SPA0: [chars]`

Explanation The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPITX-3-EFCSTAT_FAIL_SPA1: [chars]`

Explanation The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message %C7600_SIP200_SPITX-3-EFCSTAT_FAIL_SPA2: [chars]

Explanation The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message %C7600_SIP200_SPITX-3-EFCSTAT_FAIL_SPA3: [chars]

Explanation The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message %C7600_SIP200_SPITX-3-FCSTAT_FAIL_SPA0: [chars]

Explanation The egress SPI4.2 device on the line card detected a SPI4.2 status clock or synchronization failure. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message %C7600_SIP200_SPITX-3-FCSTAT_FAIL_SPA1: [chars]

Explanation The egress SPI4.2 device on the line card detected a SPI4.2 status clock or synchronization failure. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPITX-3-FCSTAT_FAIL_SPA2: [chars]`

Explanation The egress SPI4.2 device on the line card detected a SPI4.2 status clock or synchronization failure. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPITX-3-FCSTAT_FAIL_SPA3: [chars]`

Explanation The egress SPI4.2 device on the line card detected a SPI4.2 status clock or synchronization failure. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPITX-3-INITFAIL: Failed to configure the egress SPI4.2 device. Error = [hex]`

Explanation The egress SPI4.2 device on the line card could not be programmed or configured. This indicates an internal hardware error.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPITX-3-INT_PERR_SPA0: IntMemPerr=[hex][chars]`

Explanation The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support

representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPITX-3-INT_PERR_SPA1: IntMemPerr=[hex][chars]`

Explanation The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPITX-3-INT_PERR_SPA2: IntMemPerr=[hex][chars]`

Explanation The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPITX-3-INT_PERR_SPA3: IntMemPerr=[hex][chars]`

Explanation The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPITX-3-MISMATCH: Descriptor ring mismatch: expects [int] got [int]`

Explanation The egress SPI4.2 device on the line card returned a descriptor entry that did not match what the line card CPU expected. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPITX-3-OVERRUN_DROP: SPI4 overrun drops packet for SPA [int], queue [int], count [int]`

Explanation While the egress SPI4.2 device on the line card sends an packet on the extended flow controlled channel, it overruns the SPI4 channel but cannot queue it to the internal hold queue. This indicates an internal software error.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPITX-3-SPI4_ERR_SPA0: SPAstatus=[hex][chars]`

Explanation The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message `%C7600_SIP200_SPITX-3-SPI4_ERR_SPA1: SPAstatus=[hex][chars]`

Explanation The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support

representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message %C7600_SIP200_SPITX-3-SPI4_ERR_SPA2: SPAstatus=[hex][chars]

Explanation The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message %C7600_SIP200_SPITX-3-SPI4_ERR_SPA3: SPAstatus=[hex][chars]

Explanation The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

Error Message %C7600_SIP200_SPITX-3-SRAM_ECCERR: EccSynd=[hex], Err1bit=[int], ErrMbit=[int], SecHalf=[int], SPA=[int], Ch=[int], Addr=[hex], DataHi=[hex], DataLo=[hex], DataEcc=[hex]

Explanation The egress SPI4.2 device on the line card detected a parity error in the egress packet memory. This condition could cause packets to drop.

Recommended Action If this problem recurs, search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ under Product cat6000. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** *spa-id* **efc channel** [*channel-id*] command for the SPA.

C7600_SSC400 Messages

This section contains Services SPA Carrier Card (C7600_SSC400) messages.

C7600_SSC400-3

Error Message `%C7600_SSC400-3-DCM_FAIL: [chars] FPGA module DCM Lock Failure, status:[hex]`

Explanation One or more of the Digital Clock Managers (DCM) for the data path field-programmable gate arrays (FPGAs) failed to lock. This indicates a hardware failure.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message `%C7600_SSC400-3-DP_COUNTERS: Failed to create DP counter process.`

Explanation The system was unable to launch a process on bootup to monitor the counters of the data path field-programmable gate arrays (FPGAs).

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message `%C7600_SSC400-3-DP_ERROR: Bus Error initializing [chars] FPGA, addr: [hex].`

Explanation This field-programmable gate array (FPGA) could not be initialized due to a bus error. This condition indicates a hardware failure, possibly due to a failed field-programmable device (FPD) upgrade.

Recommended Action Enter the **show hw-module slot fpd** command. 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. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message `%C7600_SSC400-3-DP_PROGRAMMING: [chars] FPGA failed to program.`

Explanation This field-programmable gate array (FPGA) failed to program. This condition indicates a hardware failure, possibly due to a failed field-programmable device (FPD) upgrade.

Recommended Action Enter **show hw-module slot fpd**.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. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message `%C7600_SSC400-3-DPRX_ERR: [chars].`

Explanation An error occurred while receiving data from the SPA, possibly due to data corruption.

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. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message `%C7600_SSC400-3-DPTX_ERR: [chars].`

Explanation An error occurred while sending data to the SPA, possibly due to data corruption.

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. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message `%C7600_SSC400-3-DPTX_QDR: Error clearing QDR queue [dec].`

Explanation A quad data rate (QDR) queue did not flush completely.

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. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message `%C7600_SSC400-3-SINGLE_SPA_MODE: Module will use only bay [dec]. Bay [dec] is shut.`

Explanation   The 7600-SSC-400 is in single-SPA mode.

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

Error Message `%C7600_SSC400-3-SSC_BAY_SHUT: Bay [dec] is shutdown because 7600-SSC-400 is in single-spa-mode`

Explanation   The specified bay is shut down. In single-SPA mode, only one bay is active.

Recommended Action   Refer to the IPsec SPA documentation for information about single-SPA mode.

Error Message `%C7600_SSC400-3-SW_ERROR: NULL`

Explanation   A software error occurred.

Recommended Action   Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

C7600_SSC400-7

Error Message `%C7600_SSC400-7-DP_DISABLE: [chars] FPGA is forced disabled.`

Explanation   This field-programmable gate array (FPGA) has been forced into a disabled state. This is a debugging feature.

Recommended Action   No action is required.

C7600_SSC600 Messages

This section contains Services SPA Carrier Card (C7600_SSC600) messages.

C7600_SSC600-3

Error Message %C7600_SSC600-3-DCM_FAIL: [chars] FPGA module DCM Lock Failure, status:[hex]

Explanation One or more of the Digital Clock Managers (DCM) for the data path FPGAs failed to lock. This condition indicates a hardware failure.

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

Error Message %C7600_SSC600-3-DP_COUNTERS: Failed to create DP counter process.

Explanation A process is initialized at bootup to monitor the counters of the data path FPGAs. There was an error in creating this process.

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

Error Message %C7600_SSC600-3-DP_ERROR: Bus Error initializing [chars] FPGA, addr: [hex].

Explanation This FPGA could not be initialized because of a bus error. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

Recommended Action Enter the **show hw-module slot fpd** command to gather more information about the specific nature of the condition. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities

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

Error Message `%C7600_SSC600-3-DP_PROGRAMMING: [chars] FPGA failed to program.`

Explanation This FPGA failed to program. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

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

Error Message `%C7600_SSC600-3-DPRX_ERR: [chars].`

Explanation There was an error receiving data from the SPA, possibly due to data corruption.

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

Error Message `%C7600_SSC600-3-DPTX_ERR: [chars].`

Explanation There was an error sending data to the SPA, possibly due to data corruption.

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

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

Error Message `%C7600_SSC600-3-DPTX_QDR: Error clearing QDR queue [dec].`

Explanation One of the QDR queues did not clear completely.

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

Error Message `%C7600_SSC600-3-SINGLE_SPA_MODE: Module will use only bay [dec]. Bay [dec] is shut.`

Explanation The 7600-SSC-400 is in single-SPA mode.

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

Error Message `%C7600_SSC600-3-SSC_BAY_SHUT: Bay [dec] is shutdown because 7600-SSC-400 is in single-spa-mode`

Explanation Specified bay is shut down. In single-SPA mode, only one bay is active.

Recommended Action Refer to IPSEC SPA documentation for information about single-SPA mode.

Error Message `%C7600_SSC600-3-SW_ERROR: NULL`

Explanation This condition arises when there is a problem in internal software coding; it should not arise 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

C7600_SSC600-7

Error Message `%C7600_SSC600-7-DP_DISABLE: [chars] FPGA is forced disabled.`

Explanation This FPGA has been disabled. Forced disabling is a debugging feature.

Recommended Action No action is required.

CAMP Messages

This section contains Cooperative Asymmetric Multiprocessing (CAMP) messages.

CAMP-3

Error Message `%CAMP-3-MP_INIT_FAILURE: Second CPU initialization failed`

Explanation The module CPU unit has two CPU cores in it. The second CPU core did not initialize successfully, so the module is operating with only one CPU core.

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

CAPI Messages

This section contains card application program interface (CAPI) messages.

CAPI-2

Error Message `%CAPI-2-INVALID_SLOT_NUM: Invalid slot number [dec], Expected value is between [dec] and [dec]`

Explanation The system detected an internal software inconsistency that might affect the operation of one or more modules.

Recommended Action Use the **hw-module** command to reload or power cycle any modules that are not operating correctly. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%CAPI-2-INVALID_SPA_BAYNUM: SPA subslot number [dec] is invalid for slot [dec]`

Explanation The system detected an internal software inconsistency that might affect the operation of the SPA in the slot and subslot specified in the error message.

Recommended Action If the configuration for the SPA in the slot and subslot specified in the error message has not been loaded from the startup-configuration, use the **copy nvram:startup-config system:running-config** command after the SPA carrier has loaded to apply the configuration. Note that the interfaces will be configured as **shutdown**; enter the **no shutdown** command to restart the affected interfaces. If the operation of the given SPA is affected in other ways, use the **hw-module** command to reload or power cycle the module. If this message recurs, copy the message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message `%CAPI-2-NOT_ENOUGH_MEMORY_FOR_XL: Not enough memory ([dec]K) for Feature Card [chars] ([dec]), which has minimum memory requirement of [dec]K`

Explanation The XL EARL daughter card requires a minimum amount of memory. If memory size is less than the minimum requirement, system operations might be affected.

Recommended Action Upgrade the memory to reach the minimum size requirement.

CAPI-3

Error Message `%CAPI-3-INVALID_SUBMODULE: The submodule type for slot [dec] is invalid`

Explanation The system detected an internal software inconsistency that might affect the operation of one of the submodules (for example, an inline power supply or SPA) in the specified slot.

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

CAPI_EC Messages

This section contains Card/EtherChannel limitation (CAPI_EC) messages.

CAPI_EC-4

Error Message `%CAPI_EC-4-GROUP_RATE_LIMITED: Adding interfaces of the same port-group ([dec]-[dec]) on [chars] to an etherchannel will not increase the channel throughput!`

Explanation Because ports on the specified slot use oversubscription, the total throughput of the port channel is limited by the port group.

Recommended Action If more throughput is required, either use ports from a line card that does not use oversubscription, or use ports from different line cards or port groupings on oversubscribed line cards. For example, if the line card has 48 ports in groups of 8, you can select ports 1, 9, 17, 25, 33, and 41 for the same port channel.

Error Message `%CAPI_EC-4-RATE_LIMITED: Adding [chars] interfaces to an etherchannel will limit channel throughput to 1 Gbps!`

Explanation Because ports on the indicated card type use oversubscription, throughput of the port channel is limited.

Recommended Action If more throughput is required, either use ports from a line card that does not use oversubscription, or use ports from different line cards or port groupings on oversubscribed line cards. For example, if the line card has 48 ports in groups of eight, you can select ports 1, 9, 17, 25, 33, and 41 for the same port channel.

Error Message `%CAPI_EC-4-SLOT_RATE_LIMITED: Adding interfaces on slot [dec] to an etherchannel will limit channel throughput to 1 Gbps!`

Explanation Because ports on the indicated slot use oversubscription, the total throughput of the port channel is limited.

Recommended Action If more throughput is required, either use ports from a line card that does not use oversubscription, or use ports from different line cards or port groupings on oversubscribed line cards. For example, if the line card has 48 ports in groups of eight, you can select ports 1, 9, 17, 25, 33, and 41 for the same port channel.

CARDMGR Messages

This section contains SIP 400 Card Manager (data plane) (CARDMGR) messages.

CARDMGR-2

Error Message `%CARDMGR-2-ESF_DEV_ERROR: An error has occurred on [chars]: [chars]`

Explanation The Express Services Forwarding (ESF) encountered an error during normal operation. Steps must be taken to resolve the problem and allow traffic through the SIP 400 line card.

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

Error Message `%CARDMGR-2-ESF_LOAD_FAIL: [chars] failed to load: [chars]`

Explanation The ESF could not be loaded because one of the steps in the startup sequence failed. This ESF is now not operational, which stops the traffic through the SIP-400 line card.

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

Error Message `%CARDMGR-2-SPABUS_ERROR: A [chars] FSM SPA bus error has occurred in subslot [dec]`

Explanation An FSM SPA bus error occurred during normal operation.

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

CARDMGR-4

Error Message `%CARDMGR-4-ESF_DEV_RELOADED: The ESF microcode has automatically recovered from an internal inconsistency.`

Explanation An ESF internal inconsistency was detected during normal operation. The ESF microcode was reloaded to resolve the inconsistency.

Recommended Action No action is required unless this message appears multiple times. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%CARDMGR-4-ESF_LOAD_WARN: [chars] microcode load: [chars]`

Explanation The ESF was loaded even though a potential problem exists.

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

Error Message `%CARDMGR-4-ESF_LOOPBACK_FAIL: ESF loopback packet test failed: tried [dec] sent [dec] received [dec]`

Explanation The ESF loopback packets sent after a microcode reload experienced excessive packet loss. This condition is usually an indication that data traffic through this line card is impacted as well.

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

CARDMGR-5

Error Message `%CARDMGR-5-ESF_DEV_INFO: ESF internal inconsistency corrected on [chars]: [chars]`

Explanation An ESF internal inconsistency was detected and corrected during normal operation.

Recommended Action No action is required unless this message appears multiple times. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%CARDMGR-5-ESF_UCODE_DONE: Microcode download complete for [chars], time elapsed [time-stamp]`

Explanation The ESF microcode was successfully downloaded and started. The forwarding engine is now configured and operational. The time elapsed is measured from the ESF_UCODE_START message.

Recommended Action This is a normal activity at Cisco IOS boot time or after a fatal ESF error occurs. No action is necessary.

Error Message `%CARDMGR-5-ESF_UCODE_START: Downloading microcode [chars] for [chars], version=[chars], [chars]`

Explanation   The platform code was starting to download a particular ESF microcode image.

Recommended Action   This is a normal activity at Cisco IOS boot time or after a fatal ESF error occurs. No action is necessary.

CBUS Messages

This section contains Cisco Bus Controller (CBUS) messages.

CBUS-3

Error Message `%CBUS-3-CCBCMDFAIL3: Controller [dec], cmd ([dec] [hex], [hex], [hex]) failed ([hex])`

Explanation   A command sent from the system to an interface processor failed to complete successfully.

Recommended Action   The system recovered by generating an error code for the requester. No action is necessary.

CHARLOTTE Messages

This section contains Dual OC-3 PoS port adapter (CHARLOTTE) messages.

CHARLOTTE-1

Error Message `%CHARLOTTE-1-INITFAIL: Failed to initialize port [dec].`

Explanation   The Dual OC-3 PoS port adapter failed to complete IDB initialization.

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

Error Message `%CHARLOTTE-1-PCIINITFAIL: PCI initialization failed.`

Explanation The Dual OC-3 PoS port adapter failed to complete hardware initialization.

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

CHARLOTTE-3

Error Message `%CHARLOTTE-3-INVALIDPCI: Device reported [hex]`

Explanation The Dual OC-3 PoS port adapter hardware failed. The PCI device has an invalid ID.

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

Error Message `%CHARLOTTE-3-UNSUPPORTED: [chars]`

Explanation The Dual OC-3 PoS port adapter hardware is not supported on the specified platform.

Recommended Action Upgrade your system so that it supports the Dual OC-3 PoS port adapter.

CHKPT Messages

This section contains checkpointing (CHKPT) messages.

CHKPT-3

Error Message `%CHKPT-3-ILLEGAL: ILLEGAL call to CF API on ([chars]) by ([chars]).`

Explanation A severe software error occurred with the Checkpoint Facility (CF) application program interface (API).

Recommended Action Verify that the system is running released software. If the problem persists, copy the error message exactly as it appears, and report it to your technical support representative.

Error Message `%CHKPT-3-IPCPORT: Unable to create IPC port on ([chars]).`

Explanation A severe checkpoint error occurred. The system was unable to allocate the resources needed to create a communications port for the Interprocess Communications (IPC) channel needed to transmit messages.

Recommended Action Verify that the system is running released software. If the problem persists, copy the error message exactly as it appears, and report it to your technical support representative.

Error Message `%CHKPT-3-IPCSESSION: Unable to open an IPC session for communicating with ([chars]). rc= [dec]`

Explanation A severe checkpoint error occurred. The system was unable to establish an Interprocess Communications (IPC) session between interfaces, which is needed to transmit messages.

Recommended Action Verify that the system is running released software. If the problem persists, copy the error message exactly as it appears, and report it to your technical support representative.

Error Message `%CHKPT-3-NOMEM: Unable allocate resource for CF on ([chars]).`

Explanation A severe checkpoint error occurred. The system was unable to allocate the necessary resources (typically memory) on the indicated interface to create an Interprocess Communications (IPC) channel for transmitting messages.

Recommended Action Verify that the system is running released software. If the problem persists, copy the error message exactly as it appears, and report it to your technical support representative.

Error Message `%CHKPT-3-RFREG: Unable to register checkpoint as client of RF.`

Explanation A severe checkpoint error occurred. The system was unable to register with the redundancy facility (RF) so that it could begin the transmission of IPC messages between interfaces.

Recommended Action Verify that the system is running released software. If the problem persists, copy the error message exactly as it appears, and report it to your technical support representative.

Error Message `%CHKPT-3-UNKNOWNMSG: Unknown message received from peer on standby for client ([dec]).`

Explanation A severe software error occurred with the Checkpoint Facility (CF) subsystem. This might indicate a Cisco IOS software mismatch between the active and standby interfaces.

Recommended Action Verify that the system is running released software. If the problem persists, copy the error message exactly as it appears, and report it to your technical support representative.

CHKPT-4

Error Message `%CHKPT-4-DUPID: Duplicate checkpoint client ID ([dec]).`

Explanation A checkpoint client is using a client ID that is already assigned to another client. This could be due to a synchronization delay, which typically will resolve itself.

Recommended Action No action is required.

Error Message `%CHKPT-4-INVALID: Invalid checkpoint client ID ([dec]).`

Explanation A checkpoint client is using an old or stale client ID. This could be due to a synchronization delay, which typically will resolve itself.

Recommended Action No action is required.

CONST_DIAG Messages

This section contains Online Diagnostics (CONST_DIAG) messages.

CONST_DIAG-2

Error Message `%CONST_DIAG-2-HM_FAB_SWOVER: Fabric card switchover due to unrecoverable errors, Reason: Failed [chars]`

Explanation The fabric module has switched over because of unrecoverable error. The failure is specified in the message.

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

Error Message `%CONST_DIAG-2-HM_LC_CRSH: Module [dec] crashed due to unrecoverable errors, Reason: Failed [chars]`

Explanation The system detected an unrecoverable error that caused the specified module to fail.

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

Error Message `%CONST_DIAG-2-HM_MOD_RESET: Resetting Module [dec] for software recovery, Reason: Failed [chars]`

Explanation The system detected an unrecoverable error that caused the specified module to reset.

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

Error Message `%CONST_DIAG-2-HM_SUP_CRSH: Standby supervisor crashed due to unrecoverable errors, Reason: Failed [chars]`

Explanation The system detected an unrecoverable error that caused the redundant supervisor engine to fail.

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

Error Message   `%CONST_DIAG-2-HM_SUP_CRSH: Supervisor crashed due to unrecoverable errors, Reason: Failed [chars]`

Explanation   The system detected an unrecoverable error that caused the supervisor engine to fail.

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

Error Message   `%CONST_DIAG-2-HM_SUP_SWOVER: Supervisor card switchover due to unrecoverable errors, Reason: Failed [chars]`

Explanation   The system detected an unrecoverable error that caused this supervisor engine switchover.

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

Error Message   `%CONST_DIAG-2-HM_TEST_FAIL: Module [dec] [chars] consecutive failure count:[dec]`

Explanation   The system detected an unrecoverable error.

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

Error Message `%CONST_DIAG-2-HM_TEST_WARNING: Sup switchover will occur after [dec]`
`consecutive failures`

Explanation The system detected an unrecoverable error. A supervisor engine switchover will occur after the specified number of consecutive 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CONST_DIAG-3

Error Message `%CONST_DIAG-3-BOOTUP_TEST_FAIL: [chars]: [chars] failed [chars]`

Recommended Action The indicated test failed during bootup diagnostics.

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

Error Message `%CONST_DIAG-3-DIAG_FIB_TCAM_TEST: Fib Tcam test: Missed at address`
`[hex], device #[dec], HRR = [hex], lookup value = [hex]-[hex]`

Explanation The FIB TCAM device might not be functional because the test failed to get a response at the reported address and look-up value.

Recommended Action Rerun the test with the NO RESET option after resetting the module. If the test fails again at the same address, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%CONST_DIAG-3-DIAG_FW_TEST_CARD_DOWN: Failed to disable module [dec]`

Explanation The module could not be powered down after firmware diagnostics failed.

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

Error Message `%CONST_DIAG-3-DIAG_FW_TEST_CARD_RESET: Failed to reset module [dec]`

Explanation The module could not be reset after firmware diagnostics failed.

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

Error Message `%CONST_DIAG-3-DIAG_TEST_PORT_SKIP: Module [dec] [chars] skipped multiple ports due to high traffic (Traffic=[dec]%)`

Explanation Online diagnostics did not take place on multiple ports in the specified module because of high traffic volume.

Recommended Action No action is required.

Error Message `%CONST_DIAG-3-DIAG_TEST_SKIP: Module [dec] [chars] skipped due to high traffic (Traffic=[dec]%)`

Explanation Online diagnostics were skipped on the specified module because of high traffic volume.

Recommended Action No action is required.

Error Message `%CONST_DIAG-3-HM_ALL_PORT_ERR: All ports on module [dec] failed [chars].`

Explanation The data paths that correspond to all ports of the module have failed.

Recommended Action Check your network configuration for spanning tree loops, excessive flooding, and other related conditions. Reset the line card to see if the problem resolves itself. If the conditions 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%CONST_DIAG-3-HM_CHAN_ERR: All ports in channel [dec] on module [dec] failed [chars]. Disabled the channel.`

Explanation The data path that corresponds to the channel has failed. All ports that are part of the channel are put into errdisable state.

Recommended Action Check your network configuration for spanning tree loops, excessive flooding, and other related conditions. Reset the line card to see if the problem resolves itself. 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%CONST_DIAG-3-HM_FCI_0_STUCK: Flow control stuck at 0 error on module [dec]!`

Explanation The signal LDBUS_FCI_L0 is stuck on active-low. The line card is powered down.

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

Error Message `%CONST_DIAG-3-HM_PORT_ERR: Port [dec] on module [dec] failed [dec] consecutive times. Disabling the port.`

Explanation The data path that corresponds to the port has failed. The port is put into errdisable state.

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

Error Message `%CONST_DIAG-3-SUP_FAILURE: [chars] supervisor has [chars] online diagnostic failure [hex]: [chars]`

Explanation The specified supervisor engine has experienced an online diagnostic failure.

Recommended Action Depending on whether failure is minor, major, or critical, the supervisor engine will display a warning message during the boot process, or the supervisor engine will fail and go into ROM monitor mode.

CONST_DIAG-4

Error Message `%CONST_DIAG-4-DIAG_DETECT_FABRIC_CHAN_LOW_RATE: Module [dec] fabric channel [dec] [chars] is low ([hex] instead of [hex]).`

Explanation The diagnostic test has detected a fabric low buffer rate for the fabric channel.

Recommended Action Flow control is occurring in the system. Analyze the system traffic, and remove the traffic source that causes flow control. Enter the **show fabric utilization** command to determine the overall traffic pattern.

Error Message `%CONST_DIAG-4-DIAG_SUGGEST_ACTION_DUE_TO_FABRIC_CHAN_FLOW_CONTROL: Flow control is occurring in the system. Analyze the system traffic and remove the traffic source that causes flow control.`

Explanation This message appears when a diagnostic test has detected a low buffer rate in the switch fabric.

Recommended Action Flow control is occurring in the system. Analyze the system traffic and remove the traffic source that causes flow control. Enter the **show fabric utilization** command to check the overall traffic pattern.

Error Message %CONST_DIAG-4-DIAG_SUGGEST_ACTION_DUE_TO_FABRIC_CHAN_LOW_RATE: Flow
control is occurring in the system. Analyze the system traffic and remove the
traffic source that causes flow control.

Explanation   The diagnostic test has detected a low buffer rate for the fabric channel. Flow control is occurring in the system.

Recommended Action   Analyze the system traffic and remove the traffic source that is causing flow control. Enter the **show fabric utilization** command to determine the overall traffic pattern.

Error Message %CONST_DIAG-4-HM_TEST_WARNING: [chars] will occur after [dec]
consecutive failures

Explanation   The system has detected an unrecoverable error.

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

CONST_DIAG-6

Error Message %CONST_DIAG-6-DIAG_ONDEMAND_NOT_SUPPORTED: [chars] is not supported
on-demand for module [dec]

Explanation   The specified on-demand online diagnostics are not supported on the specified module.

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

Error Message %CONST_DIAG-6-DIAG_RERUN_RESET: Resetting Module [dec] to re-run
[chars] diagnostic

Explanation   The system is resetting the module to rerun diagnostics.

Recommended Action   This message is informational. The system is working properly.

Error Message %CONST_DIAG-6-HM_MESSAGE: High traffic/CPU util seen on Module [dec]
[SP=[dec]%,RP=[dec]%,Traffic=[dec]%]

Explanation   The system bypassed the health-monitoring test on the specified module because of high utilization of system resources.

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

Error Message `%CONST_DIAG-6-HM_TEST_INFO: CPU util(5sec): SP=[dec]% RP=[dec]% Traffic=[dec]% netint_thr_active[[dec]], Tx_Rate[[dec]], Rx_Rate[[dec]]`

Explanation   This message provides system resource information during an event.

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

Error Message `%CONST_DIAG-6-HM_TEST_SP_INFO: [chars][[dec]]: last_busy_percent[[dec]%], Tx_Rate[[dec]], Rx_Rate[[dec]]`

Explanation   This message displays system resource information during the event

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

Error Message `%CONST_DIAG-6-HM_TEST_RECOVERED: Module [dec] [chars] recovered after [dec] consecutive failure(s)`

Explanation   The health-monitoring test recovered from transient failure on the specified module.

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

CONST_V6 Messages

This section contains IP version 6 (CONST_V6) messages.

CONST_V6-5

Error Message `%CONST_V6-5-FIB_EXCEP_OFF: Protocol IPv6 recovered from FIB exception`

Explanation   The IPv6 CEF table successfully reloaded to the hardware FIB TCAM. All IPv6 packets will be switched by the hardware.

Recommended Action   No action is required.

Error Message `%CONST_V6-5-FIB_EXCEP_ON: Failed to insert an IPv6 prefix in hardware FIB TCAM`

Explanation   The switch failed to insert an IPv6 entry into the hardware FIB TCAM because the total number of software forwarding entries exceeded the hardware FIB TCAM limit. Some IPv6 packets might be switched by the software.

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

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

CPU_MONITOR Messages

This section contains CPU monitor (CPU_MONITOR) messages.

CPU_MONITOR-2

Error Message `%CPU_MONITOR-2-NOT_RUNNING: CPU_MONITOR messages have not been sent for [dec] seconds [[chars] [dec]%/[dec]% ([time-stamp] [dec]%/[dec]%)] [[chars] [time-stamp]] [[chars] [time-stamp]] [[chars] [time-stamp]]`

Explanation   CPU monitor messages have not been heard for a significant amount of time. A timeout is likely to occur soon, which will reset the system.

Recommended Action   No action is required.

Error Message `%CPU_MONITOR-2-NOT_RUNNING_TB: CPU_MONITOR traceback: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]`

Explanation   This message provides additional debugging information for the NOT_RUNNING message. The message displays the traceback of the interrupted functions.

Recommended Action   No action is required.

CPU_MONITOR-3

Error Message `%CPU_MONITOR-3-PEER_EXCEPTION: CPU_MONITOR peer has failed due to exception , resetting [[dec]/[dec]]`

Explanation   The CPU monitor messages failed on the peer processor. The system is no longer operational.

Recommended Action   No action is required.

CSG Messages

This section contains Content Services Gateway (CSG) messages.

CSG-6

Error Message `%CSG-6-LIRELOADOK: CSG LI reload on module [dec] successful`

Explanation The CSG LI configuration was reloaded because of the power cycling of a CSG module.

Recommended Action No action is required.

CWAN_ATM Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN ATM port (CWAN_ATM) messages.

CWAN_ATM-3

Error Message `%CWAN_ATM-3-LOWMEM: Could not allocate memory for RFC 1483 packet cloning.`

Explanation Memory is running low.

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

Error Message `%CWAN_ATM-3-PORT_ERR: Invalid PORT [dec]`

Explanation The specified port does not exist.

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

Error Message `%CWAN_ATM-3-VCD_ERR: Invalid PortVCD [hex]`

Explanation The specified port VCD does not exist.

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

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

Error Message %CWAN_ATM-3-VC_ERR: Invalid VC [hex]

Explanation The specified VC does not exist on the port.

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

Error Message %CWAN_ATM-3-VC_OR_PORT_ERR: Invalid VCD [hex] or Port: [dec]

Explanation Either the port or the VCD is invalid.

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

CWAN_ATM-5

Error Message %CWAN_ATM-5-UNKNOWN_VCD: Unknown port vcd [hex] in egress packet

Explanation An unknown VCD has been received in the egress path of the module. This condition is most likely a transient condition, and it is usually caused by VCs that are being disassembled and reassembled while traffic is being passed.

Recommended Action No action is required.

CWAN_CHOC_DSX Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN CHOC DSX LC Common (CWAN_CHOC_DSX) messages.

CWAN_CHOC_DSX-3

Error Message `%CWAN_CHOC_DSX-3-NODESTROYSUBBLOCK: The [chars] subblock named [chars] was not removed`

Explanation A software error occurred. This message displays when interface description block (IDB) subblocks cannot be removed.

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

CWAN_HA Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN module high availability (CWAN_HA) messages.

CWAN_HA-2

Error Message `%CWAN_HA-2-CCB_PLAYBACK_ERROR: CCB playback failed for slot [dec].`

Explanation The high availability component for WAN modules failed to synchronize new state information for the specified slot.

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

plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. Examine both the active supervisor engine and the redundant supervisor engine for messages.

Error Message `%CWAN_HA-2-CCB_RECORD_ERROR: CCB record failed for slot [dec].`

Explanation   The high availability component for WAN modules failed to record new state information for the specified slot. The system is falling back to RPR mode for high availability.

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

Error Message `%CWAN_HA-2-IFCFG_PLAYBACK_ERROR: Interface Configuration command [int] playback failed for slot [int]/[int].`

Explanation   The high availability component for WAN modules failed to synchronize new state information for the specified slot. The redundant system is no longer synchronized with the active system. The redundant supervisor engine was reloaded shortly after this error was encountered.

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

Error Message `%CWAN_HA-2-IFCFG_RECORD_ERROR: Interface Configuration command [int] record failed for slot [int]/[int].`

Explanation   The high availability component for WAN modules failed to record some new state information for the specified slot. The system is falling back to RPR mode for high availability.

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

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

CWAN_HA-3

Error Message `%CWAN_HA-3-CCB_INIT_ERROR: Failed to initialize CCB list for slot [dec].`

Explanation The high availability component for WAN modules failed to properly initialize state information for the specified slot. The system is falling back to RPR mode for high availability.

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

Error Message `%CWAN_HA-3-IFCFG_INIT_ERROR: Failed to initialize Interface Configuration list for slot [int]/[int].`

Explanation The high availability component for WAN modules failed to properly initialize state information for the specified slot. The system is falling back to RPR mode for high availability.

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

Error Message `%CWAN_HA-3-IFCFG_NO_UNIQUE_KEY: No unique-key generator registered for interface configuration command [int].`

Explanation The high availability component for WAN modules is unable to properly synchronize state information for the current configuration. The system is falling back to RPR mode for high availability.

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

CWAN_HA-4

Error Message `%CWAN_HA-4-NOSRPBULKSYNC: Failed to [chars] srp bulk data (slot=[dec], intf=[dec], type=[dec]), ret code [dec]`

Explanation The synchronization of RP bulk data and SRP bulk data failed from the active supervisor engine to the redundant supervisor engine.

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

Error Message `%CWAN_HA-4-NOSRPSYNC: Failed to sync srp packet (slot=[dec],intf=[dec]) to standby, HA_SYNC_STATUS=[dec]`

Explanation The RP dynamic synchronization of SRP packets failed from the active supervisor engine to the redundant supervisor engine.

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

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

Error Message %CWAN_HA-4-SRPSYNC: Slot [dec]: [chars]

Explanation The specified error occurred while synchronizing the SRP states from the active supervisor engine RP to the redundant supervisor engine 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CWANLC Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN module (CWANLC) messages.

CWANLC-3

Error Message %CWANLC-3-FPD_INCOMPATIBLE: FPD ID=[int] image in this FPD package is for revision [int].x boards. It is incompatible with current board revision of [int].[int]

Explanation This FPD package does not contain images that are compatible with the current line card revision.

Recommended Action Perform the FPD upgrade operation with a newer version of an FPD image package that is compatible with the Cisco IOS software that is operating on the switch. Consult with the FPD image package section of the Cisco IOS software release note to confirm that your line card revision is supported for a particular release.

Error Message `%CWANLC-3-CWANLC_EARL_VERSION_NOTICE: CWAN receives mismatch Earl` `version notification. New Earl[int] vs Earl[int]`

Explanation The RP determined through an SCP find operation that the version of the EARL switching engine on the module has changed. This message occurs during a switchover operation. The version of the EARL switching engine is specified in the message text.

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

Error Message `%CWANLC-3-FATAL: [chars]`

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

Error Message `%CWANLC-3-TVPN_NOMEM: Failed to start vpn, not enough memory`

Explanation The OSM could not start VPN due to insufficient memory.

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

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

CWANLC_ATM Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN ATM module (CWANLC_ATM) messages.

CWANLC_ATM-3

Error Message `%CWANLC_ATM-3-VCCLOSEFAIL: [chars]: Failed to remove VC [dec]/[dec] cause [int]`

Explanation   An attempt to remove a virtual circuit on the module failed.

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

CWAN_QINQ Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN QinQ (CWAN_QINQ) messages.

CWAN_QINQ-3

Error Message `%CWAN_QINQ-3-CWAN_QINQ_TRUNK_DATAINCONSISTENCY: QinQ data integrity check failed for bridge-vlan [int] dot1q [int] using trunk encapsulation dot1q [int], existing record shows mapping with encapsulation dot1q [int].`

Explanation   A data integrity error related to QinQ was detected while a trunk was being configured for the bridge VLAN that is indicated in the message text. The error will be ignored, and the QinQ update will proceed normally.

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

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

CWAN_RP Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN route processor driver (CWAN_RP) messages.

CWAN_RP-0

Error Message `%CWAN_RP-0-LCLOG_MSG : slot [dec]/[dec]: [chars]`

Explanation An error has occurred on a module. The slot and CPU number are indicated after the CWAN_RP-0-LCLOG_MSG text. The error message that appears after the slot number is the original message from the module.

Recommended Action Follow any instructions provided in the error message text. If no instructions are provided, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CWAN_RP-1

Error Message `%CWAN_RP-1-LCLOG_MSG : slot [dec]/[dec]: [chars]`

Explanation An error has occurred on a module. The slot and CPU number are indicated after the CWAN_RP-1-LCLOG_MSG text. The error message that appears after the slot number is the original message from the module.

Recommended Action Follow any instructions provided in the error message text. If no instructions are provided, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support

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

Error Message `%CWAN_RP-1-OVERRIDE_MAC_INVALID: [chars] has invalid override-mac-address.`

Explanation   The user issued an override MAC address that does not match the MAC address of the MSFC. This condition can occur if the configuration was moved to new hardware or the MAC address command was used on another interface. While the system automatically corrects this condition, the configuration needs to be adjusted.

Recommended Action   Modify the override MAC address command in the configuration.

CWAN_RP-2

Error Message `%CWAN_RP-2-LCLOG_MSG : slot [dec]/[dec]: [chars]`

Explanation   An error has occurred on a module. The slot and CPU number are indicated after the CWAN_RP-2-LCLOG_MSG text. The error message that appears after the slot number is the original message from the module.

Recommended Action   Follow any instructions provided in the error message text. If no instructions are provided, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CWAN_RP-3

Error Message `%CWAN_RP-3-LCLOG_MSG : slot [dec]/[dec]: [chars]`

Explanation   An error has occurred on a module. The slot and CPU number are indicated after the CWAN_RP-3-LCLOG_MSG text. The error message that appears after the slot number is the original message from the module.

Recommended Action   Follow any instructions provided in the error message text. If no instructions are provided, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support

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

Error Message %CWAN_RP-3-MODULE_TYPE: cannot find FCI for module type [int] in slot [int]

Explanation An internal software error occurred while the system was detecting the module type in the specified slot. The module operation will be affected.

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

Error Message %CWAN_RP-3-PROCMSG: Process msg send failed for process[dec]

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

Error Message %CWAN_RP-3-UPGRADE_ERROR: Slot [int]: The ROMMON upgrade failed to complete.

Explanation An error occurred during the upgrade process.

Recommended Action If the module reloads successfully, examine the file and try the upgrade process. If this message recurs, contact your Cisco technical support representative.

Error Message `%CWAN_RP-3-WAN_BRIDGING_CONFIG_EXCEEDED: The number of`
`VPLS/EoMPLS/Bridging/QinQ VCs exceeded the maximum supported by the platform`

Explanation The user attempted to configure more VPLS, EoMPLS, and bridging VCs than the number that is supported by the platform.

Recommended Action Review the configuration guidelines for the features that are being configured, and reduce the number of VPLS, EoMPLS, and bridging VCs to the number that is supported by the platform.

CWAN_RP-4

Error Message `%CWAN_RP-4-CONFIG_MISMATCH: Irreconcilable Configuration difference`
`between Active & Standby Supervisors due to OIR/Config Event -> Reloading Standby`
`Supervisor to synchronize the configuration.`

Explanation An unexpected configuration difference exists between the active and standby supervisor engines.

Recommended Action This condition is expected behavior. No action is required.

Error Message `%CWAN_RP-4-LCLOG_MSG : slot [dec]/[dec]: [chars]`

Explanation An error has occurred on a module. The slot and CPU number are indicated after the CWAN_RP-4-LCLOG_MSG text. The error message that appears after the slot number is the original message from the module.

Recommended Action Follow any instructions provided in the error message text. If no instructions are provided, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%CWAN_RP-4-MODULE_CONFIG_MISSING: configuration missing for slot [int]`

Explanation Some information is missing regarding the configuration of the module in the specified slot. Any startup configuration for the interfaces will not be applied. If the module in the specified slot is a FlexWAN, details about the port adapters in the FlexWAN are missing from the configuration information. This information is missing from the **SLOTCACHE** ROMMON variable.

Recommended Action If the module in the slot specified in the error message has not previously been inserted, it has no previous configuration; therefore, no action is required. If the configuration for the specified slot in the startup configuration is suitable for the module in that slot, after the module has loaded, manually apply the configuration by using one of the following two methods. The second method requires a system reload.

- Enter the **copy nvram:startup-config system:running-config** command to reapply your saved configuration, then enter the **no shutdown** command on all interfaces whose configuration was rejected, and then enter the **copy system:running-config nvram:startup-config** command to save your configuration and the WAN module slot configuration.

- Enter the **copy** command to copy your startup configuration to a temporary location (for example, **copy nvram:startup-config bootflash:tmp-config**), then enter the **copy system:running-config nvram:startup-config** command to update the WAN module slot configuration, then enter the **copy** command to restore the temporary copy of the startup-config (for example, **copy bootflash:tmp-config nvram:startup-config**), and then enter the **reload** command to reload the system.

After using the second method, you may want to use the **delete** command to remove the temporary copy of the startup-config. To prevent this condition from recurring, ensure that the **SLOTCACHE** variable is updated whenever modules that require it (FlexWANs, but not OSMs) are moved between slots in the chassis. The **SLOTCACHE** variable is updated when the running-config is written to the startup-config using the **copy system:running-config nvram:startup-config** command (or the deprecated **write memory** equivalent). The two methods of restoring the configuration for the module shown above ensure that the **SLOTCACHE** variable is updated.

CWAN_RP-5

Error Message `%CWAN_RP-5-LCLOG_MSG : slot [dec]/[dec]: [chars]`

Explanation An error has occurred on a module. The slot and CPU number are indicated after the CWAN_RP-5-LCLOG_MSG text. The error message that appears after the slot number is the original message from the module.

Recommended Action Follow any instructions provided in the error message text. If no instructions are provided, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CWAN_RP-6

Error Message %CWAN_RP-6-ADF_FILE: Slot [int]: Using VPN-SM Upgrade File: "[chars]"

Explanation The system is booting the specified upgrade image for VPN Services Module.

Recommended Action No action is required.

Error Message %CWAN_RP-6-AUX_FILE: Slot [int]: Found VPN-SM Firmware in File: "[chars]"

Explanation The file specified in the message was found and will be loaded instead of the bundled image by the VPN Services Module.

Recommended Action No action is required.

Error Message %CWAN_RP-6-LCLOG_MSG : slot [dec]/[dec]: [chars]

Explanation An error has occurred on a module. The slot and CPU number are indicated after the CWAN_RP-6-LCLOG_MSG text. The error message that appears after the slot number is the original message from the module.

Recommended Action Follow any instructions provided in the error message text. If no instructions are provided, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CWAN_RP-6-OVERRIDE: Slot [int]: ...Overriding Intrinsic VPN-SM Firmware.

Explanation The specified image will be used instead of the bundled image.

Recommended Action No action is required.

Error Message %CWAN_RP-6-UPGRADE_COMPLETE: Slot [int]: ROMMON upgrade complete. Reset the card for the changes to take effect.

Explanation The ROMMON upgrade has completed successfully. The module must be reloaded for the changes to take effect.

Recommended Action No action is required.

CWAN_RP-7

Error Message `%CWAN_RP-7-LCLOG_MSG : slot [dec]/[dec]: [chars]`

Explanation An error has occurred on a module. The slot and CPU number are indicated after the CWAN_RP-7-LCLOG_MSG text. The error message that appears after the slot number is the original message from the module.

Recommended Action Follow any instructions provided in the error message text. If no instructions are provided, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CWAN_SP Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN switch processor (CWAN_SP) messages.

CWAN_SP-3

Error Message `%CWAN_SP-3-INIT_FAIL: Failed to allocate [dec] bytes memory needed for CWAN SP module initialization`

Explanation A memory allocation failure has occurred during initialization of WAN SP module.

Recommended Action Upgrade to a higher memory size on the switch processor (SP).

CWAN_SP-4

Error Message `%CWAN_SP-4-UNKNOWN_PW: Unknown CWAN pseudo wire on vlan [dec], port [dec]/[dec]`

Explanation An unknown WAN pseudowire is being used.

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

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

CWPA Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router port adapter module (CWPA) messages.

CWPA-2

Error Message `%CWPA-2-BAD_HWVERS: Unable to determine board hardware version`

Explanation   The module software cannot read the module hardware version. This condition indicates a hardware error.

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

Error Message `%CWPA-2-PAOIR: Port adapter OIR not supported, reloading`

Explanation   An OIR operation occurred on the port adapters of the specified module, but OIR is not supported on the port adapter. This error has caused the module to fail and reload.

Recommended Action   Do not attempt OIR on the port adapters of the specified module.

Error Message `%CWPA-2-PA_VOLFAIL: Port adapter [dec]V failed, Reloading flexwan`

Explanation   The module encountered an error involving power delivery to the module. Probable causes for this error are an environmental condition, an overtemperature condition, or inconsistent voltage to the module.

Recommended Action   Verify that the input voltage and the temperature of the module are within acceptable ranges.

Error Message `%CWPA-2-WHICH_INT: Unexpected [chars] interrupt, INT status = [hex]`

Explanation The module specified in the error message has encountered an unexpected interrupt.

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

CWPA-3

Error Message `%CWPA-3-DIAGFAIL: Failed to handle diag [chars] [dec]`

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

Error Message `%CWPA-3-PROCCREATEFAIL: Failed to create [chars] process`

Explanation A module failed to create a process that is necessary for proper functioning of the module.

Recommended Action Copy the error message as it appears, and report it to your technical support representative. If a statistics export process was not created, check the I/O rate and the bytes that are getting incremented in the **show interface** command output for the non-channelized interfaces on the FlexWAN/Enhanced FlexWAN modules. You can also get the statistics from the **show interface acc** command output or the **show interface stats** command output.

CWRPSPA Messages

This section contains messages for Shared Port Adapters on the Catalyst 6500 Series Switch and Cisco 7600 Series Router WAN Route Processor (CWRPSPA).

CWRPSPA-3

Error Message `%CWRPSPA-3-MAX_SPA: Power to IPSEC-SPA-2G in [chars] is denied because it has exceeded the number allowed([dec])`

Explanation The number of IPSEC-SPA-2G port adapters in a chassis is limited. This message displays when the number of IPSEC-SPA-2G port adapters in the chassis has exceeded the limit.

Recommended Action Use only the number of supported IPSEC-SPA-2G port adapters.

CWRPSPA-4

Error Message `%CWRPSPA-4-SPA_CMD_NO_RESP: [chars]: No response for interface configuration command [int]`

Explanation A timeout occurred while the RP was waiting for a response from the line card. This condition may occur when the line card CPU is too busy to respond to the configuration command.

Recommended Action Retry the configuration command.

CWRPSPA-6

Error Message `%CWRPSPA-6-CARDRELOAD: Module [int] reload due to SPA insert in [int]/[int].`

Explanation When inserting a SPA on the specified module, the module resets.

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

CWSLC Messages

This section contains WAN SiByte Module (CWSLC) messages.

CWSLC-3

Error Message `%CWSLC-3-DIAGFAIL: Failed to handle diag [chars] [dec]`

Explanation The module failed to execute a diagnostics 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the

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

Error Message %CWSLC-3-DIAGWARNING: Backplane DIP switches settings incorrect

Explanation The backplane DIP switches need to be set properly.

Recommended Action Refer to the *7600 SIP and SPA Hardware Installation Guide* for information about how DIP switches must be set.

Error Message %CWSLC-3-IPCALLOCFAIL: Failed to allocate IPC buffer [chars]

Explanation An Enhanced FlexWAN module failed to allocate a buffer for communication with the route processor (MSFC).

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

Error Message %CWSLC-3-IPCSENDFAIL: Failed to send IPC message [chars]

Explanation An Enhanced FlexWAN module failed to send a message to the route processor (MSFC).

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

CWTLC Messages

This section contains WAN Optical Services Module (CWTLC) messages.

CWTLC-0

Error Message `%CWTLC-0-FATAL_EXCEPTION: [chars]`

Explanation The OSM encountered a fatal exception.

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

CWTLC-2

Error Message `%CWTLC-2-FATAL_ATM: [chars]`

Explanation The OSM encountered a fatal line management interrupt. This error is not recoverable and will cause the system to fail.

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

Error Message `%CWTLC-2-PCITIMEOUT: Fatal Local I-O Bus [dec] Timeout Addr = [hex]`

Explanation The OSM encountered a PCI timeout.

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

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

Error Message %CWTLC-2-PLIM_RX: [chars]

Explanation The OSM encountered an FPGA error that caused a sequence error.

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

Error Message %CWTLC-2-SLAVEPCI: [chars]

Explanation The OSM encountered a PCI error.

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

Error Message %CWTLC-2-TESTCRASH: [chars]

Explanation The user entered a command that caused the module to fail.

Recommended Action No action is required.

CWTLC-3

Error Message   %CWTLC-3-ATMTXFIFO: [chars]

Explanation   The OSM encountered an error with the FPGA that has caused the FIFO queue to exceed the maximum limit. This condition will cause the system to fail.

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

Error Message   %CWTLC-3-EXCEPTION_ERR: [chars]

Explanation   The OSM encountered an error exception.

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

Error Message   %CWTLC-3-FR_INTLEVEL: unexpected interrupt level invocation of frame-relay handler:[chars] if_number([dec]) dlci([dec])

Explanation   Some feature code mistakenly invoked the module Frame Relay handler, which is designed to run at process level. This condition may lead to data corruption and a module failure.

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

Error Message `%CWTLC-3-LTL_ERR: Inconsistent port selection [hex] assigment for PXF([dec]) Vlan([dec]) on PXF([int])`

Explanation The port selection information stored in the database is not valid.

Recommended Action Shut down the interface VLAN and restart the interface VLAN.

Error Message `%CWTLC-3-MEDUSA_FATAL: OSM Medusa ASIC Fatal Error. ERROR CODE: [chars]`

Explanation The OSM Medusa ASIC received the specified fatal error.

Recommended Action No action is required if traffic recovers. If traffic does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%CWTLC-3-MEDUSAPXF: CWAN PXF Client [[dec]] Not Running`

Explanation An ASIC device on the OSM has detected that the specified PXF client is not running.

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

Error Message `%CWTLC-3-NOMEM: [chars]`

Explanation The OSM could not obtain statistics due to depleted memory.

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

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

Error Message `%CWTLC-3-NO_STATID: PXF([dec]): no stat_id is available for statistics collection`

Explanation The OSM has used up all resources for statistics collection. No additional resources are available for further statistics collection.

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

Error Message `%CWTLC-3-OLDIOFPGA: Upgrade your I/O FPGA`

Explanation The OSM has an older release of the I/O FPGA software.

Recommended Action Contact your Cisco technical support representative to upgrade the I/O FPGA software.

Error Message `%CWTLC-3-PLIM_TX: [chars]`

Explanation The OSM encountered an FPGA error that caused a sequence error. The module will attempt to recover from the error.

Recommended Action If the system recovers, no action is required. If the system does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%CWTLC-3-SECPAIRINT: Unexpected VA/Toaster interrupt from second pair`

Explanation The OSM experienced an unexpected interrupt.

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

Error Message `%CWTLC-3-TITANFATAL: Titan Fatal Error. Resetting ASIC.`

Explanation The OSM Titan ASIC received a fatal error.

Recommended Action No action is required if traffic recovers. If traffic does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%CWTLC-3-TMC_STATID_INCONSISTENCY: PXF([dec]):Inconsistent stats id([hex]) [int] packets dropped.`

Explanation The WAN module received inconsistent statistics from the PXF. The PXF reported that a packet was dropped, but the PXF did not report the correct packet count.

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

Error Message %CWTLC-3-TMTRIE_ALLOC_FAILED: Failed to allocate toaster mtrie nodes.

Explanation The system encountered an error while it was attempting to allocate memory from a WAN OSM component.

Recommended Action Reduce the number of routes associated with a VRF identifier or upgrade the WAN OSM to a higher version.

Error Message %CWTLC-3-UNSUPPORTED_LABEL_RANGE: The maximum label range configured for this system exceeds
the [int] limit supported by the OSM module.

Explanation The MPLS label range configured for this system is not supported. The maximum label range limit is specified in the message.

Recommended Action Change the maximum MPLS label range by entering the **mpls label range** command.

Error Message %CWTLC-3-VTMS: [chars]

Explanation The OSM could not schedule the wheel entry. The reason for the error is specified in the error message text.

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

Error Message %CWTLC-3-VTMSQ_NOTIDLE: Queue not idle when modifying Q([hex])

Explanation The VTMS queue was in the process of being modified for a change in QoS configuration, but packets were still going through the queue. There is generally no traffic in the queue when the queue is being modified.

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

CWTLC-4

Error Message `%CWTLC-4-ASIC_RESET: Reset asics - [chars]`

Explanation The ASICs on the OSM are resetting. System traffic should recover and continue normally after the module resets.

Recommended Action No action is required.

Error Message `%CWTLC-4-MEDUSAERROR: Medusa Error. [chars]`

Explanation The CWTLC Medusa ASIC received a recoverable error.

Recommended Action No action is required if traffic recovers. If traffic does not recover, contact your Cisco technical support representative.

Error Message `%CWTLC-4-PINNACLE_OLDIOFPGA: Link negotiation maybe be affected, upgrade I/O FPGA`

Explanation The system detected an older release of the I/O FPGA software. The I/O FPGA software needs to be upgraded to the latest release.

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

Error Message `%CWTLC-4-TMC_INVALID_STATID: PXF:Invalid-Statid ([dec]) for vc [int] under interface [int]`

Explanation The OSM has encountered an internal error while setting up the statistics 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CWTLC-5

Error Message `%CWTLC-5-BUS_SEQ_ERR: Constellation bus Sequence Error. Resetting port ASICS.`

Explanation The SP detected a sequence error on the backplane bus of the OSM. The system called a reset sequence from the EARL to recover from this error. System traffic should recover and continue normally.

Recommended Action If traffic recovers, no action is required. If traffic does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%CWTLC-5-DATAPATH_RECOVERY_PATCH: EARL reset patch invoked.`

Explanation The ASICs on the OSM were reset so that the module could recover from a bus sequence error. This condition usually occurs under heavy traffic with HA-related switchover or a module OIR operation. System traffic should recover and continue normally.

Recommended Action If traffic recovers, no action is required. If traffic does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%CWTLC-5-MEDUSA_RE_INIT: Medusa Re-initialize.`

Explanation The OSM Medusa ASIC is being reinitialized because of a system backplane bus sequence error or a fatal ASIC error on the module itself.

Recommended Action If traffic recovers, no action is required. If traffic does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support

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

CWTLC_ATOM Messages

This section contains Any Transport over MPLS (AToM) messages for WAN Optical Services Modules (CWTLC_ATOM).

CWTLC_ATOM-3

Error Message `%CWTLC_ATOM-3-OSM_BB1_CONFIG_UNSUPPORTED: Attempt to configure Frame Relay over MPLS or Frame Relay localswitching on a non-enhanced OSM`

Explanation Frame Relay over MPLS and Frame Relay local switching features are supported only on enhanced Optical Services Modules. Nonenhanced OSMs do not support these features.

Recommended Action Remove the configuration of the unsupported features, or upgrade this module to an enhanced OSM.

CWTLC_CHOC Messages

This section contains Cyclops Channelized OC48/OC12 (CWTLC_CHOC) messages.

CWTLC_CHOC-3

Error Message `%CWTLC_CHOC-3-HWERROR: [chars]`

Explanation The module hardware has experienced the specified error.

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

CWTLC_CHOCX Messages

This section contains Optical Services Module (OSM) Channelized OC12/OC3 module (CWTLC_CHOCX) messages.

CWTLC_CHOCX-3

Error Message `%CWTLC_CHOCX-3-HWERROR: [chars]`

Explanation   The module hardware has experienced the specified error.

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

CWTLC_GEWAN Messages

This section contains Gigabit Ethernet WAN module (CWTLC_GEWAN) messages.

CWTLC_GEWAN-3

Error Message `%CWTLC_GEWAN-3-GEMAC_9K_MODE_FIX_FAILED: Fix for 9k buffer mode failed for GEMAC[[dec]]`

Explanation   An error has occurred while the system was setting the GEMAC component of the Gigabit Ethernet WAN module in 9,000-buffer mode (a buffer mode that supports jumbo frames). This condition occurred on the port specified in the error message.

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

Error Message `%CWTLC_GEWAN-3-GEMAC_INIT_FAILED: Device initialization failed for GEMAC[[dec]]`

Explanation   An error occurred during initialization of the GEMAC device.

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

Error Message `%CWTLC_GEWAN-3-ZICO_INIT_FAILED: Device initialization failed for Zico FPGA[[dec]]`

Explanation   An error occurred during initialization of the protocol converter FPGA.

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

CWTLC_GEWAN-4

Error Message `%CWTLC_GEWAN-4-LINKFPGA_INTR: Index[[dec]] Cause[[hex]]: [chars]`

Explanation   The Link FPGA component on the Gigabit Ethernet WAN module has caused an error interrupt.

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

CWTLC_GEWAN-5

Error Message %CWTLC_GEWAN-5-GEMAC_INTR: [chars]: [chars]

Explanation The GEMAC component of the Gigabit Ethernet WAN module caused an error interruption.

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

Error Message %CWTLC_GEWAN-5-LINKFPGA_INTR: Index[[dec]] Cause[[hex]]: [chars]

Explanation The link FPGA component of the Gigabit Ethernet WAN module caused an error interruption to occur.

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

CWTLC_RP Messages

This section contains WAN Toaster-based module route processor (CWTLC_RP) messages.

CWTLC_RP-3

Error Message `%CWTLC_RP-3-TMEM_IMPROPER_SEL: Improperly nested PXF [int] memory select/deselect at nested level [int]. Value stored with select ([hex]) does not match the value passed with deselect ([hex])`

Explanation The last Parallel Express Forwarding (PXF) select operation was not followed by a deselect 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

DATACORRUPTION Messages

This section contains data corruption (DATACORRUPTION) messages.

DATACORRUPTION-1

Error Message `%DATACORRUPTION-1-DATAINCONSISTENCY: [chars], -PC= [hex]`

Explanation The system has detected that some internal data structures may be corrupt. This condition can lead to unpredictable device operation, including, but not limited to, unexpected reloads or spurious memory accesses. This detection is a proactive check for operating system consistency.

Recommended Action Note any other error messages or error symptoms that accompany this message. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

DHCP_SNOOPING Messages

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

DHCP_SNOOPING-3

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

Explanation   A software verification test failed in the DHCP snooping process.

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

DHCP_SNOOPING-4

Error Message `%DHCP_SNOOPING-4-DHCP_SNOOPING_RATE_LIMIT_EXCEEDED: The interface [chars] is receiving more than the threshold set`

Explanation   DHCP packets are coming into the RP at a much higher rate than the specified threshold.

Recommended Action   No action is required. This message is for informational purposes only.

Error Message `%DHCP_SNOOPING-4-INVALID_RELEASE_OR_DECLINE_PKT: The interface [chars] has received a DHCP Release/Decline packet with no existing binding entry for it`

Explanation   A DHCP release/decline packet was received with no corresponding binding entry.

Recommended Action   No action is required. This message is for informational purposes only.

Error Message `%DHCP_SNOOPING-4-OPTION82_INSERTION_FAIL: The interface [chars] is not able to insert opt82 into the packet because of insufficient space in the packet`

Explanation   A DHCP packet was not inserted with opt82 data due to insufficient space in the packet.

Recommended Action   No action is required. This message is for informational purposes only.

DHCP_SNOOPING-5

Error Message `%DHCP_SNOOPING-5-DHCP_SNOOPING_MATCH_MAC_FAIL: [chars] drop message because the chaddr doesn't match source mac, message type: [chars], chaddr: [enet], MAC sa: [enet]`

Explanation DHCP snooping enables match-source-mac validation and the check has failed. There maybe a malicious host trying to carry out a DOS attack on the DHCP server.

Recommended Action No action is required. This message is for informational purposes only.

Error Message `%DHCP_SNOOPING-5-DHCP_SNOOPING_NONZERO_GIADDR: [chars] drop message with non-zero giaddr or option82 value on untrusted port, message type: [chars], MAC sa: [enet]`

Explanation DHCP snooping discovers a DHCP packet with an option value that is not allowed on an untrusted port. A malicious host may be trying to act as a DHCP relay or server.

Recommended Action No action is required. This message is for informational purposes only.

Error Message `%DHCP_SNOOPING-5-DHCP_SNOOPING_UNTRUSTED_PORT: [chars] drop message on untrusted port, message type: [chars], MAC sa: [enet]`

Explanation DHCP snooping discovers a DHCP packet with an option value that is not allowed on an untrusted port. A malicious host may be trying to act as a DHCP relay or server.

Recommended Action No action is required. This message is for informational purposes only.

DIAG Messages

This section contains Online Diagnostics (DIAG) messages.

DIAG-3

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

Explanation The specified health monitoring test cannot be disabled.

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

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

Explanation The specified health monitoring test interval cannot be changed.

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

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

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

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

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

Explanation The specified test monitoring interval is too small.

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

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

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

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

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

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

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

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

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

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

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

Explanation The specified test is not a health monitoring test.

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

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

Explanation The diagnostic test cannot be run.

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

DIAG-4

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

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

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

DIAG-6

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

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

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

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

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

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

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

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

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

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

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

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

DOT1X Messages

This section contains IEEE 802.1X (DOT1X) messages.

DOT1X-5

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

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

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

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

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

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

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

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

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

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

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

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

EAP Messages

This section contains Extensible Authentication Protocol (EAP) messages.

EAP-2

Error Message `%EAP-2-PROCESS_ERR: [chars]`

Explanation A critical condition prevents the system from performing an operation related to an EAP process.

Recommended Action Reload the system.

EAP-4

Error Message `%EAP-4-BADPKT: IP=[IP_address]| HOST=[chars]`

Explanation The system received an invalid or malformed EAP packet from the specified host.

Recommended Action Check the specified host for the EAP operation.

EAP-6

Error Message `%EAP-6-MPPE_KEY: IP=[chars]| MPPE_RECV_KEY_LENGTH=[dec]`

Explanation The system received an MPPE key for the specified host.

Recommended Action No action is required.

EARL Messages

This section contains Enhanced Address Recognition Logic (EARL) messages.

EARL-0

Error Message `%EARL-0-TASK_SPAWN_FAIL: Failed to initialize task "[chars]"`

Explanation The EARL component failed to start a task required by the system to work properly. The task name is specified in the error message. Most errors will cause a system reload. However, in some cases, only the feature that failed to start will be affected.

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

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

EARL-2

Error Message `%EARL-2-PATCH_INVOCATION_LIMIT: [dec] Recovery patch invocations in the last 30 secs have been attempted. Max limit reached`

Explanation The system attempted the EARL recovery for the maximum number of times that are permitted in the last 30 seconds.

Recommended Action The module has been automatically reset instead of attempting recovery.

Error Message `%EARL-2-SWITCH_BUS_IDLE: Switching bus is idle for [dec] seconds`

Explanation The EARL did not switch any packets on the EARL bus. A recovery mechanism will attempt to fix the problem. The system reloads if the problem cannot be corrected.

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

Error Message `%EARL-2-SWITCH_BUS_STALL: Switching bus stall detected. Backplane bus stall status: [dec]`

Explanation The EARL did not switch any packets on the EARL bus. A recovery mechanism will attempt to fix the problem. The system reloads if the problem cannot be corrected.

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

EARL-3

Error Message `%EARL-3-FABRIC_CONNECTION : Recovering from sequence error detected on fabric connection.`

Explanation A sequence error was detected by the crossbar and bus fabric interface. This error can be fatal. Recovery is being attempted.

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

Error Message `%EARL-3-RESET_LC: Resetting module in slot [dec]. (Errorcode [dec])`

Explanation The specified module did not respond to a critical message. This condition indicates a hardware error and might be a transient error only. The system has reset the module to fix the error.

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

EARL-4

Error Message `%EARL-4-BUS_CONNECTION : Interrupt [chars] occurring in EARL bus connection.`

Explanation An error interrupt is occurring for the switching bus interface.

Recommended Action Enter the **show earl status** command on the consoles of the switch supervisor engine and any DFC-enabled modules. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or

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

Error Message `%EARL-4-EBUS_SEQ_ERROR: Out of Sync error.`

Explanation The EARL has detected an out of synchronization condition on the bus. A recovery mechanism will attempt to fix the problem.

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

Error Message `%EARL-4-NF_USAGE: Current Netflow Table Utilization is [dec]%`

Explanation NetFlow table utilization exceeds a preset threshold percentage.

Recommended Action No action is required.

EARL_ACL_FPGA Messages

This section contains Enhanced Address Recognition Logic ACL field-programmable gate array (EARL_ACL_FPGA) messages.

EARL_ACL_FPGA-2

Error Message `%EARL_ACL_FPGA-2-INTR_FATAL: EARL ACL FPGA : Non-fatal interrupt [chars]`

Explanation The EARL ACL FPGA detected the specified unexpected fatal condition. This message indicates a hardware failure or malfunction. The system will reload to attempt to fix the problem.

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

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

EARL_ACL_FPGA-3

Error Message `%EARL_ACL_FPGA-3-INTR_WARN: EARL ACL FPGA : Non-fatal interrupt [chars]`

Explanation The EARL ACL FPGA detected the specified unexpected nonfatal condition.

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

EARL_ACL_FPGA-4

Error Message `%EARL_ACL_FPGA-4-CPU_PAR_ERR: EARL ACL FPGA : CPU Parity error [chars]`

Explanation The EARL ACL FPGA detected a CPU parity error.

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

Error Message `%EARL_ACL_FPGA-4-MEM_PAR_ERR: EARL ACL FPGA: Counter Memory Parity error. Error address [hex]`

Explanation The EARL ACL FPGA detected a memory parity error.

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

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

EARL_DRV_API Messages

This section contains Enhanced Address Recognition Logic Driver API (EARL_DRV_API) messages.

EARL_DRV_API -0

Error Message %EARL_DRV_API-0-TASK_SPAWN_FAIL: Failed to spawn task "[chars]"

Explanation The system failed to launch the specified task.

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

EARL_DRV_API-2

Error Message %EARL_DRV_API-2-SIG_INST_FAIL: [chars]: Failed to install signal handler

Explanation The system failed to install the process signal handler.

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

EARL_DRV_API-4

Error Message `%EARL_DRV_API-4-NOMEM: Malloc failed: [chars] [dec]`

Explanation The system is running out of memory.

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

EARL_L2_ASIC Messages

This section contains Enhanced Address Recognition Logic Layer 2 ASIC (EARL_L2_ASIC) messages.

EARL_L2_ASIC-0

Error Message `%EARL_L2_ASIC-0-EXCESSIVE_FT_TBL_ECC_ERR: EARL L2 ASIC [dec]: Too many bad entries in L2 Forwarding Table`

Explanation The EARL Layer 2 ASIC detected too many errors in the forwarding table. This condition indicates hardware malfunction and causes the system to reload.

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

Error Message %EARL_L2_ASIC-0-FATAL_INTR: L2 Forwarding Engine: fatal interrupt: interrupt status [hex], interrupt mask [hex]

Explanation Critical interrupts might have caused system forwarding to cease.

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

EARL_L2_ASIC-2

Error Message %EARL_L2_ASIC-2-PARITY_ERR: L2 Forwarding Engine: parity interrupt #[dec]: address [hex], Data: [hex], [hex], [hex], [hex]

Explanation A parity error was detected while accessing the Layer 2 forwarding table.

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

EARL_L2_ASIC-3

Error Message %EARL_L2_ASIC-3-INTR_FATAL: EARL L2 ASIC [dec]: fatal interrupt [chars]

Explanation The EARL Layer 2 ASIC detected an unexpected fatal condition. This message indicates a hardware failure or malfunction. The system will reload to fix the problem.

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

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

Error Message `%EARL_L2_ASIC-3-INTR_WARN: EARL L2 ASIC [dec]: Non-fatal interrupt [chars]`

Explanation   The EARL Layer 2 ASIC detected an unexpected nonfatal condition.

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

EARL_L2_ASIC-4

Error Message `%EARL_L2_ASIC-4-DBUS_HDR_ERR: EARL L2 ASIC #[dec]: Dbus Hdr. Error occurred. Ctrl1 [hex]`

Explanation   The EARL Layer 2 ASIC detected an invalid header in the DBUS. This error is caused by hardware that has failed, a misconfiguration of the module software, or invalid packets that were dropped because of an OIR operation.

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

Error Message `%EARL_L2_ASIC-4-DBUS_SEQ_ERR: EARL L2 ASIC #[dec]: Dbus Seq. Error occurred (Ctrl1 [hex])`

Explanation   The EARL Layer 2 ASIC detected a DBUS sequence mismatch error.

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

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

Error Message `%EARL_L2_ASIC-4-FT_ERR: EARL L2 ASIC [dec]: Forwarding table bank [dec] encountered [chars] ecc error at address [hex]`

Explanation The EARL Layer 2 ASIC detected a nonfatal condition in one of the banks of the forwarding table. The bank and address of the forwarding table is specified in the error 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%EARL_L2_ASIC-4-FT_INVLD_ADDR: Forwarding table bank [dec] encountered invalid address [hex]`

Explanation The EARL Layer 2 ASIC attempted to access an invalid address in the forwarding table. Because there are only 12 pages (0-11) per line, access to page 12-15 will be invalid.

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

Error Message `%EARL_L2_ASIC-4-INTR_THROTTLE: Throttling "[chars]" interrupt exceeded permitted [int]/[dec] interrupts/msec`

Explanation Excessive interrupts were generated by the EARL ASIC.

Recommended Action Interrupt throttling has been performed to protect 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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

Error Message `%EARL_L2_ASIC-4-INV_REG: EARL L2 ASIC: Attempt to [chars] invalid register`

Explanation An attempt was made to read or write to an invalid register of the EARL Layer 2 ASIC.

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

Error Message `%EARL_L2_ASIC-4-L2L3_SEQ_ERR: EARL L2 ASIC #[dec]: L2L3 Mismatch seq #[hex]`

Explanation The EARL Layer 2 ASIC detected a Layer 2 to Layer 3 sequence mismatch error. A recovery mechanism will attempt to fix the problem.

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

Error Message `%EARL_L2_ASIC-4-SRCH_ENG_FAIL: EARL L2 ASIC Search Engine has failed`

Explanation The EARL Layer 2 ASIC Search Engine failed to terminate a search. A recovery mechanism fixes the unexpected condition.

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

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

EARL_L3_ASIC Messages

This section contains Enhanced Address Recognition Logic Layer 3 ASIC (EARL_L3_ASIC) messages.

EARL_L3_ASIC-3

Error Message %EARL_L3_ASIC-3-INTR_FATAL: EARL L3 ASIC: fatal interrupt [chars]

Explanation The EARL Layer 3 ASIC detected an unexpected fatal condition. This message indicates a hardware failure or malfunction. The system will reload to attempt to fix the problem.

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

Error Message %EARL_L3_ASIC-3-INTR_WARN: EARL L3 ASIC: Non-fatal interrupt [chars]

Explanation The EARL Layer 3 ASIC detected an unexpected nonfatal condition.

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

EARL_L3_ASIC-4

Error Message `%EARL_L3_ASIC-4-CPU_PAR_ERR: EARL L3 ASIC: CPU Parity error. Error data [hex]. Error address [hex]`

Explanation The EARL Layer 3 ASIC detected a CPU parity error. This condition is caused by an interprocess communication error between the CPU and the Layer 3 ASIC.

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

Error Message `%EARL_L3_ASIC-4-INTR_THROTTLE: Throttling "[chars]" interrupt exceeded permitted [int]/[dec] interrupts/msec`

Explanation Excessive interrupts were generated by the EARL ASIC.

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

EARL_NETFLOW Messages

This section contains Enhanced Address Recognition Logic NetFlow (EARL_NETFLOW) messages.

EARL_NETFLOW-0

Error Message `%EARL_NETFLOW-0-NF_ECC_MAX: Netflow ECC Error Threshold Reached, Total Ecc Errors [[dec]]`

Explanation The total number of NetFlow ECC errors has crossed the maximum threshold. The maximum allowable of NetFlow ECC errors is 2000. The system will perform a crash dump and will be inoperable. The output of the **show tech-support** command will also be displayed.

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

EARL_NETFLOW-3

Error Message `%EARL_NETFLOW-3-NF_ECC_RSRV: Netflow ECC Error Occured, Reserved NF location [[hex]]`

Explanation The number of ECC errors per NetFlow TCAM entry has reached the maximum threshold (three or more ECC errors). The NetFlow TCAM location will now be marked as reserved and can no longer be used.

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

Error Message `%EARL_NETFLOW-3-NF_ECC_SOFT_MAX: Too many Netflow ECC errors have occurred, Total Ecc Errors [[dec]]`

Explanation The total number of NetFlow ECC errors has exceeded the soft limit number. The soft limit of Netflow ECC errors is 2500. The hard limit is 5000. When the hard limit is reached, the line card will reboot.

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

EARL_NETFLOW-4

Error Message `%EARL_NETFLOW-4-ICAM_THRLD: Netflow ICAM threshold exceeded, ICAM Utilization [[dec]%]`

Explanation The NetFlow ICAM is almost full. Aggressive aging is temporarily enabled.

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

Error Message `%EARL_NETFLOW-4-NF_AGG_CACHE_THR: Netflow [chars] aggregation cache is almost full.`

Explanation The aggregation cache for NetFlow is almost full. This condition might cause a high CPU load.

Recommended Action Consider increasing the size of the aggregation cache, or remove the aggregation cache configuration specified in the error message.

Error Message %EARL_NETFLOW-4-NF_FULL: Netflow Table Full, ICAM occupancy [[dec]%], TCAM occupancy [[dec]%], Entry creation failures [[dec]]

Explanation The NetFlow table is full, possibly because of faulty hashing behavior.

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

Error Message %EARL_NETFLOW-4-NF_TIME_SAMPLING: Time-based sampling requests could not be processed in time.

Explanation Time-based sampling requests could not be processed in a timely fashion. As a result, the sampling result might not be accurate.

Recommended Action Consider using packet-based sampling. Packet-based sampling uses an algorithm that ensures the sampling results will be accurate, even if they are not processed in the allotted time.

Error Message %EARL_NETFLOW-4-TCAM_THRLD: Netflow TCAM threshold exceeded, TCAM Utilization [[dec]%]

Explanation The NetFlow TCAM is almost full. Aggressive aging is temporarily enabled.

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

EARL_NETFLOW-5

Error Message `%EARL_NETFLOW-5-NF_ECC_REMOVE: Netflow ECC Error Occured, Deleted NF entry [[hex]]`

Explanation A NetFlow ECC error occurred. The affected NetFlow entry has been deleted at the address specified so that a new entry will be created.

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

EC Messages

This section contains Port Aggregation Protocol, Link Aggregation Control Protocol shim, and EtherChannel (EC) messages.

EC-5

Error Message `%EC-5-MINLINKS_MET: Port-channel [chars] is up as its bundled ports ([dec]) meets min-links`

Explanation The administrative configuration of minimum links is equal to or less than the number of bundled ports. As a result, this port channel is operational.

Recommended Action No action is required.

Error Message `%EC-5-MINLINKS_NOTMET: Port-channel [chars] is down bundled ports ([dec]) doesn't meet min-links`

Explanation The administrative configuration of minimum links is greater than the number of bundled ports. As a result, this port channel is not longer operational.

Recommended Action Reduce the number of minimum links for the specified group, or add more ports to this port channel so that they bundle.

EM Messages

This section contains Event Manager (EM) messages.

EM-3

Error Message `%EM-3-EXCEED: EM exceed maximum open events ([dec]).`

Explanation The total number of open events exceeded the maximum number of possible open events. The maximum number that the EM server permits is specified in the error message. EM clients are either opening too many events or not closing events within the permitted time period.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show em state | inc** *em_type* command to obtain data. Contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message `%EM-3-FAIL: The specified EM Function failed ([chars]).`

Explanation The specified EM function failed. This condition might be caused by incorrect logic or a memory corruption.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show em state** command and the **show em status** command to gather data that may help Cisco technical support to identify the nature of the error. Contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message `%EM-3-NOMEM: The EM failed to allocate memory resources for the specified EM function ([chars]).`

Explanation The EM failed to allocate memory resources for the specified function because memory is running low.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show memory summary** command to gather data that may help Cisco technical support to identify the nature of the error. Contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message `%EM-3-NULLPTR: The pointer in a specified EM function ([chars]) is incorrectly NULL.`

Explanation The pointer in the specified EM function is incorrectly NULL. This condition might be caused by incorrect logic or a memory corruption.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show em state** command and the **show em status** command to gather data that may help Cisco technical support to identify the nature of the error. Contact your Cisco technical support representative and provide the representative with the gathered information.

EM-4

Error Message `%EM-4-AGED: The specified EM client (type=[dec], id=[dec]) did not close the EM event within the permitted amount of time ([dec] msec).`

Explanation A timeout occurred. This condition is minor and should not affect the functionality of the switch.

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

Error Message `%EM-4-INVALID: The specified EM function ([chars]) received Invalid operands <[dec]>.`

Explanation The EM client used invalid API parameters.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show em state** command and the **show em status** command to gather data that may help Cisco technical support to identify the nature of the error. Contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message `%EM-4-LIMIT: EM exceed open events limit ([dec]).`

Explanation The EM has exceeded the permitted number of open events. The open event limit is 5000.

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

Error Message `%EM-4-NOTUP: The EM is not available ([chars]).`

Explanation The EM is not available because some basic initialization failed. This condition might be caused by failure of a basic infrastructure functionality or a memory corruption.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show em state** command and the **show em status** command to gather data that may help Cisco technical support to identify the nature of the error. Contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message `%EM-4-SEARCH: The EM function ([chars]) searched for the specified open event ([dec]), but the search failed.`

Explanation The specified EM function could not find the specified open event. This condition might be caused by a memory corruption.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show em state** command or the **show em status** command to gather data that may help Cisco technical support to identify the nature of the error. Contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message `%EM-4-SENDFAILED: The specified EM client (type=[dec]) failed to send messages to standby.`

Explanation The redundant supervisor engine is not updated because the specified EM client failed to send messages to the redundant supervisor engine. Do not attempt to failover to redundant supervisor engine.

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

ENT_API Messages

This section contains Entity MIB API (ENT_MIB) messages.

ENT_API-4

Error Message `%ENT_API-4-NOALIAS: Physical entity not found when adding an alias with physical index = [dec] and logical index = [dec] to the Entity MIB`

Explanation This message indicates a timing issue when the system or the module is brought up. This issue has no impact on system performance or management functionality.

Recommended Action No action is required.

ENVM Messages

This section contains environmental monitoring (ENVM) messages.

ENVM-2

Error Message `%ENVM-2-TEMP_SENSOR_READFAIL: Failed to access the Temperature sensor`
`on the linecard. Resetting the linecard.`

Explanation   The local CPU on the Enhanced FlexWAN module was unable to access the temperature sensor on the module. The module will attempt to recover by resetting itself.

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

ENVM-3

Error Message `%ENVM-3-TEMP_SENSOR_DISABLED: Access to Temperature sensor on module`
`in slot [dec] is disabled`

Explanation   During previous reloads, this module experienced a timeout while accessing the temperature sensor. All further access to the temperature sensor will be disabled. This condition indicates a possible problem with the temperature sensor.

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

EOBC Messages

This section contains Ethernet out-of-band channel (EOBC) messages.

EOBC-0

Error Message `%EOBC-0-EOBC_JAM_FATAL: [chars] in slot [dec] is jamming the EOBC channel.  It has been disabled.`

Explanation The primary supervisor engine EOBC hardware is faulty. There is no redundant supervisor engine to take over, so the switch has been shut down.

Recommended Action Immediately replace the supervisor engine in the slot specified in the error message.

EOBC-2

Error Message `%EOBC-2-EOBC_JAM: EOBC channel is jammed.  Attempting to diagnose the source of the problem and recover if possible.`

Explanation The SP is unable to communicate with other processors in the system because of a problem with the EOBC channel. The problem could be due to faulty EOBC hardware on the supervisor engine or due to a module with a faulty connector to the EOBC channel. The SP will attempt to recover automatically. The success of this automatic recovery will be communicated through more messages.

Recommended Action No action is required.

Error Message `%EOBC-2-EOBC_JAM_RECOVERED: [chars] in slot [dec] is jamming the EOBC channel.  It has been disabled. [chars]`

Explanation The specified module has faulty hardware and is adversely affecting the operation of the switch. The remaining modules will be power cycled and brought online.

Recommended Action Immediately replace the module in the slot specified in the error message.

EOBC-3

Error Message `%EOBC-3-NOEOBCBUF: No EOBC buffer available.  Dropping the packet.`

Explanation The EOBC receive buffer pool has been exhausted. No further input packets can be processed until some buffers are returned to the pool.

Recommended Action After buffers are returned to the pool, if processing continues normally, no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

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

EOS Messages

This section contains Eos ASIC (EOS) messages.

EOS-2

Error Message `%EOS-2-EOS_INIT_FAILURE : The EOS FPGA initialization failed due to [chars]`

Explanation The Eos FPGA initialization was not successful because of a hardware problem with the board. This condition will cause packets to drop.

Recommended Action Contact your Cisco technical support representative to obtain a replacement board.

Error Message `%EOS-2-EOS_INT : [chars]`

Explanation A fatal interrupt has occurred. As a result, the device has been reinitialized.

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

Error Message `%EOS-2-INT : [chars]`

Explanation A fatal interrupt has occurred. As a result, the device has been reinitialized.

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

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

Error Message %EOS-2-NULL_EOS_OBJECT : The EOS device object pointer is set to NULL

Explanation The memory location of the Eos device object is invalid. The Eos FPGA operation is disabled and the device interrupt is now masked.

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

EOS-3

Error Message %EOS-3-EOS_PAUSE_FAIL: [chars]

Explanation An attempt to pause the forwarding of traffic from an Eos ASIC interface FPGA to another ASIC has timed out. Depending on the status register value of the ASIC interface FPGA, traffic disruption might occur.

Recommended Action If normal traffic processing does not resume, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %EOS-3-EOS_UNPAUSE_FAIL : EOS status register is 0x[hex]

Explanation An attempt to unpause traffic from the Eos FPGA to the Hyperion ASIC timed out. This condition may lead to traffic disruption.

Recommended Action If normal traffic processing does not resume, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

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

Error Message `%EOS-3-QUEUE_ALLOC_FAILED: Failed to allocate queue in the EOS FPGA for SPA in bay ([dec])`

Explanation   The system failed to allocate the Eos ASIC queue for the SPA in the specified bay. This condition might lead to traffic disruption.

Recommended Action   If normal traffic processing does not resume, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EOS-4

Error Message `%EOS-4-EOS_WARN_INT: [chars]`

Explanation   The Eos ASIC interface FPGA received a nonfatal interrupt. This interrupt should not affect normal operation.

Recommended Action   No action is required.

EOS-5

Error Message `%EOS-5-PAUSE_FAIL: [chars]`

Explanation   An attempt to pause the forwarding of traffic from an Eos ASIC interface FPGA to another ASIC has timed out. Depending on the status register value of the ASIC interface FPGA, traffic disruption might occur.

Recommended Action   If normal traffic processing does not resume, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the

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

EOU Messages

This section contains Extensible Authentication Protocol over UDP (EOU) messages.

EOU-2

Error Message   %EOU-2-PROCESS_ERR: Router could not create a EAPoUDP process

Explanation   The system could not create an Extensible Authentication Protocol over UDP (EOU) process.

Recommended Action   Reload the system.

EOU-4

Error Message   %EOU-4-BAD_PKT: IP=[IP_address]| Bad Packet=[chars]

Explanation   The system received an invalid or malformed EAP packet from the specified host.

Recommended Action   Check the specified host for the EAP operation.

Error Message   %EOU-4-MSG_ERR: Unknown message event reveived

Explanation   The EOU authentication process received an unknown message event.

Recommended Action   If this message recurs, reload the system.

Error Message   %EOU-4-PROCESS_STOP: PROCESS=[chars]| ACTION=[chars].

Explanation   The specified process has stopped.

Recommended Action   Reload the system.

Error Message   %EOU-4-SOCKET: EAPoUDP socket binding fails for PORT=[hex]. Check if the interface has valid IP address.

Explanation   The EOU socket could not bind its port to an valid interface address.

Recommended Action   This condition is probably caused by a missing IP address on the interface. Configure a valid IP address for the interface.

Error Message `%EOU-4-UNKN_EVENT_ERR: UNKNOWN Event for HOST=[IP_address]|`
`Event=[dec].`

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

Error Message `%EOU-4-UNKN_PROCESS_ERR: An unknown operational error occurred.`

Explanation The EOU process cannot function due to an internal system error.

Recommended Action Reload the system.

Error Message `%EOU-4-UNKN_TIMER_ERR: An unknown Timer operational error occurred`

Explanation The EOU process cannot function because of an internal system error.

Recommended Action Reload the system.

Error Message `%EOU-4-VALIDATION: Unable to initiate validation for`
`HOST=[IP_address]| INTERFACE=[chars].`

Explanation The EOU could not start posture validation for the specified host. This condition is probably caused by a failure to bind the EOU port.

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

Error Message `%EOU-4-VERSION_MISMATCH: HOST=[IP_address]| Version=[dec]`

Explanation The specified host detected a mismatch in EOU versions.

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

EOU-5

Error Message `%EOU-5-RESPONSE_FAILS: Received an EAP failure response from AAA for host=[IP_address]`

Explanation The system received an EAP failure response from AAA, which indicates the unsuccessful validation of host credentials.

Recommended Action No action is required.

EOU-6

Error Message `%EOU-6-AUTHSTATUS: [chars]|[IP_address]`

Explanation This message displays the authentication status (Success, Failure) for the specified host.

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

Error Message `%EOU-6-AUTHTYPE: IP=[IP_address]| AuthType=[chars]`

Explanation This message displays the authentication type for the specified host.

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

Error Message `%EOU-6-CTA: IP=[IP_address]| CiscoTrustAgent=[chars]`

Explanation This message indicates whether or not Cisco Trust Agent was detected on the specified host.

Recommended Action Install Cisco Trust Agent on the host if it was not detected.

Error Message `%EOU-6-IDENTITY_MATCH: IP=[IP_address]| PROFILE=EAPoUDP|`
`POLICYNAME=[chars]`

> **Explanation** The system found the specifed host in the EOU identity profile, which means that there will be no EOU association with the host and the local policy.

> **Recommended Action** If you do not want the specified host to be exempted from authentication, remove its entry from EOU identity profile.

Error Message `%EOU-6-POLICY: IP=[IP_address]| [chars]=[chars]`

> **Explanation** The system received policy attributes from AAA for the specified host.

> **Recommended Action** This message is informational. No action is required.

Error Message `%EOU-6-POSTURE: IP=[IP_address]| HOST=[chars]| Interface=[chars]`

> **Explanation** This message displays the posture validation status for the specified host.

> **Recommended Action** This message is informational. No action is required.

Error Message `%EOU-6-SESSION: IP=[IP_address]| HOST=[chars]| Interface=[chars]`

> **Explanation** An entry was created or deleted for the host on the specified interface.

> **Recommended Action** This message is informational. No action is required.

Error Message `%EOU-6-SQ: IP=[IP_address]| STATUSQUERY|[chars]`

> **Explanation** The status query result for the specified host either failed or was invalid.

> **Recommended Action** This message is informational. No action is required.

EPLD_STATUS_OPEN Messages

This section contains EPLD programming status file data processing (EPLD_STATUS_OPEN) messages.

EPLD_STATUS_OPEN-4

Error Message `%EPLD_STATUS_OPEN-4-ERROR_ALLOC: %Error: Can't allocate [dec] bytes`
`for epld status data`

> **Explanation** The system is unable to allocate required memory to access the file.

> **Recommended Action** Determine the memory usage of the system, and retry the operation.

Error Message `%EPLD_STATUS_OPEN-4-ERROR_OPEN: %Error: Can't open [chars]`

Explanation   The system is unable to open the specified file.

Recommended Action   Ensure that the filename is correct. Enter the **dir** command to verify the filename.

Error Message `%EPLD_STATUS_OPEN-4-ERROR_READ: %Error: status file [chars] read failed`

Explanation   An unknown error occurred while the system was reading the status program file to a local buffer.

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

Error Message `%EPLD_STATUS_OPEN-4-ERROR_REMOVE: %Error: status file [chars] remove failed`

Explanation   An unknown error occurred while the system was removing the status program file from nonvolatile memory.

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

Error Message `%EPLD_STATUS_OPEN-4-ERROR_SIZE: %Error: Bad file size [chars]`

Explanation   The file is too small or too large for a programming status file.

Recommended Action   Enter the **dir** command, and determine the size of the file. Retry the operation.

Error Message `%EPLD_STATUS_OPEN-4-ERROR_WRITE: %Error: status file [chars] write failed`

Explanation An unknown error occurred while the system was writing the status program file to nonvolatile memory.

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

FABRIC Messages

This section contains fabric (FABRIC) messages.

FABRIC-3

Error Message `%FABRIC-3-LOST_SYNC: [chars] endpoint of fpoe:[dec] lost Sync. to [chars] fabric,#[dec] times recovered success, trying to recover now!`

Explanation A fabric channel is reported to be out of synchronization. The system will attempt to synchronize the channel now.

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

FIB Messages

This section contains Forwarding Information Base (FIB) messages.

FIB-2

Error Message `%FIB-2-FIBRETRY_EXCEEDED: CEF table download to slot [dec] not performed as IPC port did not come up`

Explanation The FIB could not be fully downloaded. As a result of this condition, hardware switching might not be functional on the module.

Recommended Action Reset the module to overcome this condition.

FIB-4

Error Message `%FIB-4-FIBRETRY_WARNING: IPC port for slot [dec] to become available for CEF table download (retried [dec] times)`

Explanation The FIB table failed to download for the number of times specified in the message.

Recommended Action If the FIB table is successfully downloaded in a subsequent retry, no action is required. If the operation is not successful, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

FILESYS Messages

This section contains file system (FILESYS) messages.

FILESYS-3

Error Message `%FILESYS-3-RUNNING_SYNC_FAILED: The active is unable to synchronize the running configuration to standby, so standby will be reloaded`

Explanation The active supervisor engine cannot access its running configuration to synchronize the configuration to the standby supervisor engine. This can be caused by temporary resource issues such as high CPU.

Recommended Action No action is required. This message is for informational purposes only.

FM Messages

This section contains Feature Manager (FM) messages.

FM-2

Error Message `%FM-2-ACL_MERGE_EXCEPTION: ACL merge internal error due to features configured on interface [chars] in [chars] direction, traffic may be switched in software`

Explanation   The configured features for this interface caused the merge to abort because of an internal error. The traffic on this interface and the interfaces sharing TCAM label with this interface will be sent to the software.

Recommended Action   Redefine and reapply or unconfigure one or more features on the interface.

Error Message `%FM-2-ACL_MERGE_NUM_ACES: ACL merge aborted due to number of ACEs threshold for features on interface [chars] in [chars] direction, traffic may be switched in software`

Explanation   The configured features for this interface may have caused the merge to abort because of hitting the 64000 ACE merge threshold. The traffic on this interface and the interfaces sharing the TCAM label with this interface will be sent to the software.

Recommended Action   Redefine and reapply or unconfigure one or more features on the interface.

Error Message `%FM-2-FIE_EXCEPTION: Feature interaction internal error due to features configured on interface [chars] in [chars] direction, traffic may be switched in software`

Explanation   The configured features for this interface caused an internal error in the feature interaction. The traffic on this interface and the interfaces sharing the TCAM label with this interface will be sent to the software.

Recommended Action   Redefine and reapply or unconfigure one or more features on the interface.

Error Message `%FM-2-FLOWMASK_CONFLICT: Features configured on interface [chars] have conflicting flowmask requirements, traffic may be switched in software`

Explanation   The configured features for this interface have a flow mask conflict. The traffic on this interface and the interfaces sharing the TCAM label with this interface may not comply with the features under this condition. The traffic on these interfaces will be sent to the software.

Recommended Action   Redefine and reapply or unconfigure one or more features to avoid the conflict.

Error Message `%FM-2-TCP_FLAG_HW_EXCEPTION: No VLOUs available for TCP FLAGs for interface [chars] in [chars] direction: all features on the interface for the specified direction will be NOT effective`

    Explanation No VLOUs are available for TCP flags. This condition cannot be handled in the software for all the features configured on the interface. A message is printed on the console to notify the user of this error condition. Because there are no features that the software can handle, the system will program an entry to permit all traffic.

    Recommended Action The hardware TCAM can handle up to 9 logical operations per interface and up to 64 logical operations in total. To recover from this error, recompute the ACLs for the features that cannot be handled in the software (for example, VACLs) to move entries using TCP flags before others entries are moved and to minimize the usage of TCP flags.

Error Message `%FM-2-TCP_FLAG_SW_EXCEPTION: No VLOUs available for TCP FLAGs on interface [chars] in [chars] direction: traffic will be software switched, features which are NOT processable in software will be NOT effective`

    Explanation No VLOUs are available for TCP flags. This condition cannot be handled in the software for some features configured on the interface. A message is printed on the console to notify the user of this error condition. Because there are some features that can be handled in the software (for example, VACLs and RACLs), an exception entry and traffic on this interface will be sent to the software.

    Recommended Action The hardware TCAM can handle up to 9 logical operations per interface and up to 64 logical operations in total. To recover from this error, recompute the ACLs for the features that cannot be handled in the software (for example, VACLs) to move entries using TCP flags before others entries are moved and to minimize the usage of TCP flags.

FM-4

Error Message `%FM-4-FLOWMASK_REDUCED: Features configured on interface [chars] have conflicting flowmask requirements, some features may work in software`

    Explanation The configured features for this interface have a flow mask conflict. The traffic on this interface and the interfaces sharing the TCAM label with this interface will be sent to the software.

    Recommended Action Redefine and reapply or unconfigure one or more features to avoid the conflict.

Error Message `%FM-4-L2_DYN_TCAM_EXCEPTION: Failed to install Dynamic TCAM entry to filter Layer 2 traffic, error status: [dec], host IP address: [IP_address], interface: [chars]`

    Explanation There is an error in installing the per-user policies in the Dynamic TCAM region to filter Layer 2 traffic. The TCAM might be full. As a result, host ingress traffic will be subjected to the default interface ACL.

    Recommended Action Attempt to free up TCAM resources.

Error Message `%FM-4-L2EOU_INSP: INSPECTION & L2EOU conflict on i/f [chars]`

Explanation The inspection feature and the L2EOU feature are not supported on the same VLAN. The inspection feature will be inactive. To activate the inspection feature, reconfigure it after removing the L2EOU feature.

Recommended Action Remove either the L2EOU feature or the inspection feature from the interface.

Error Message `%FM-4-L2EOU_VACL: VACL Capture & L2EOU conflict on i/f [chars]`

Explanation VACL capture and the L2EOU feature are not supported on the same VLAN port. VACL capture will be inactive. To activate VACL capture, reconfigure the feature after removing the L2EOU feature.

Recommended Action Remove either the L2EOU feature or VACL capture on this interface.

Error Message `%FM-4-PISA-INSP: INSPECION & FPM/NBAR conflict on i/f [chars]`

Explanation The inspection feature and FPM/NBAR are not supported on the same interface. The inspection feature remains inactive. To activate the inspection feature, reconfigure it after removing FPM/NBAR from the interface.

Recommended Action Remove either FPM/NBAR or the inspection feature from this interface.

Error Message `%FM-4-TCAM_ADJ: Hardware ACL adjacency capacity exceeded`

Explanation The hardware does not have the capacity to handle all of the configured adjacencies.

Recommended Action The configured policies have too many adjacencies to fit in the hardware. Use the **mls tcam priority** command to prioritize interfaces for hardware switching. Reduce the number of adjacencies in the policies.

Error Message `%FM-4-TCAM_DYN_ENTRY_EXCEPTION: Failed to install Dynamic TCAM entry in TCAM for Interface:[chars]`

Explanation Dynamic installation of an ACE failed because of TCAM resource exhaustion. Layer 3 traffic will be handled by the software.

Recommended Action Attempt to free up TCAM resources.

FMCORE Messages

This section contains Core Feature Manager (FMCORE) messages.

FMCORE-2

Error Message `%FMCORE-2-ACL_FAILURE: Interface [chars] traffic will not comply with ACLs in [chars] direction(s)`

Explanation ACLs will not be applied on traffic for the specified interface because of a TCAM resource contention.

Recommended Action The configured ACLs are too large for all of them to fit in the hardware TCAM. Use the **mls tcam priority** command to prioritize interfaces for hardware switching. Try to share the same ACLs across multiple interfaces to reduce TCAM resource contention.

Error Message `%FMCORE-2-VACL_FAILURE: Interface [chars] traffic will not comply with VACLs in [chars] direction(s)`

Explanation VACLs will not be applied on traffic for this interface because of a TCAM resource contention.

Recommended Action The configured ACLs are too large for all of them to fit in the hardware TCAM. Use the **mls tcam priority** command to prioritize interfaces for hardware switching. Try to share the same ACLs across multiple interfaces to reduce TCAM resource contention.

FMCORE-4

Error Message `%FMCORE-4-RACL_REDUCED: Interface [chars] routed traffic will be software switched in [chars] direction`

Explanation A TCAM resource contention prevents ACLs from being applied in the TCAM for the specified interface. The traffic on the interface will be sent to software so that the ACLs can be applied.

Recommended Action The configured ACLs are too large for all of them to fit in the hardware TCAM. Use the **mls tcam priority** command to prioritize interfaces for hardware switching. Try to share the same ACLs across multiple interfaces to reduce TCAM resource contention.

FM_EARL6 Messages

This section contains Enhanced Address Recognition Logic 6 Feature Manager (FM_EARL6) messages.

FM_EARL6-4

Error Message `%FM_EARL6-4-RACL_REDUCED_MCAST_RATELIM_WARN: Enabling acl [chars]`
`rate-limiter will cause Multicast traffic to be dropped in hardware on interface`
`[chars] in [chars] direction`

Explanation A TCAM resource contention prevents routed ACLs from being programmed in the TCAM for the specified interface in the specified direction. All Layer 3 traffic will be sent to CPU to have RACLs enforced in software. Due to a lack of resources, multicast special VMRs cannot be programmed. In this condition, rate limiting for traffic bridged to the CPU by the ACL is incompatible with the status of the multicast interface and will cause multicast traffic to be dropped in the hardware.

Recommended Action Do not configure the **mls unicast acl** {**input | output**} command.

Error Message `%FM_EARL6-4-VACL_PVLAN: Vacl config is NOT supported on secondary`
`Vlan: [chars] and will be removed`

Explanation Current implementation of the FM does not support the configuration of VACLs on secondary VLANs. The VACL configuration is removed from the VLAN interface once it becomes a secondary private VLAN. Both the hardware and the software will be updated accordingly.

Recommended Action Make the VLAN a primary VLAN or a regular (nonprivate) VLAN. Reapply the VLAN filter.

FM_EARL7 Messages

This section contains Enhanced Address Recognition Logic 7 Feature Manager (FM_EARL7) messages.

FM_EARL7-2

Error Message `%FM_EARL7-2-IPV6_PORT_QOS_MCAST_FLOWMASK_CONFLICT: QoS configuration`
`on port [chars] conflicts for flowmask with IPv6 multicast forwarding on SVI`
`interface [chars]`

Explanation The port-based QoS microflow policing configuration for this interface has a flow mask conflict with IPv6 multicast forwarding. The traffic on the SVI interface will be sent to the software under this condition.

Recommended Action Unconfigure the latest configuration change, modify the conflicting QoS configuration, and reapply.

Error Message `%FM_EARL7-2-IPV6_QOS_MCAST_FLOWMASK_CONFLICT: QoS configuration on`
`interface [chars] conflicts for flowmask with IPv6 multicast forwarding, traffic`
`may be switched in software`

Explanation The QoS microflow policing configuration for this interface has a flow mask conflict with IPv6 multicast forwarding. The traffic on this interface will be sent to the software under this condition.

Recommended Action Unconfigure the latest configuration change, modify the conflicting QoS configuration, and reapply.

Error Message `%FM_EARL7-2-SWITCH_PORT_QOS_FLOWMASK_CONFLICT: QoS configuration on`
`switch port [chars] conflicts for flowmask with feature configuration on SVI`
`interface [chars]`

Explanation The QoS configuration on the specified port has a conflict with a feature configuration on an SVI interface. QoS or other features might not function correctly under these circumstances.

Recommended Action Unconfigure the latest configuration change, modify the conflicting configuration, and reapply the features.

FM_EARL7-4

Error Message `%FM_EARL7-4-FEAT_FLOWMASK_REQ_CONFLICT: Feature [chars] requested`
`flowmask [chars] conflicts with other features on interface [chars], flowmask`
`request Unsuccessful for the feature`

Explanation The flow mask requested by the specified feature conflicts with other features. The requested flow mask cannot be programmed for the feature.

Recommended Action Redefine and reapply the feature, or unconfigure one or more features and reapply the specified feature to avoid the conflict.

Error Message `%FM_EARL7-4-FEAT_FLOWMASK_REQ_CONFLICT_ON_SP: Flowmask requested on`
`interface [chars] conflicts with other features on interface for Protocol [chars],`
`flowmask request Unsuccessful for the feature`

Explanation The flow mask requested by the feature conflicts with other features. The requested flow mask cannot be programmed for the feature.

Recommended Action Redefine and reapply the feature, or reconfigure one or more features and reapply the feature to avoid the conflict.

Error Message `%FM_EARL7-4-FEAT_QOS_FLOWMASK_CONFLICT:Features configured on`
`interface [chars] conflict for flowmask with QoS configuration on switch port`
`[chars], traffic may be switched in software`

Explanation The configured features for the specified interface have flow mask conflicts with the QoS configuration on the switch port. The traffic on this interface will be sent to software.

Recommended Action Back out of the latest configuration change, modify the conflicting QoS configuration on the switch port, and reapply the features.

Error Message `%FM_EARL7-4-FLOW_FEAT_FLOWMASK_REQ_FAIL: Flowmask request for the flow`
`based feature [chars] for protocol [chars] is unsuccessful, hardware acceleration`
`may be disabled for the feature`

Explanation The flow mask request for the flow-based feature is unsuccessful. This condition might occur because of a TCAM resource exception, a flow mask registers resource exception, or an unresolvable flow mask conflict with other NetFlow-based features. The NetFlow shortcut installation and hardware acceleration for the feature might be disabled under this condition, and the feature might be applied in the software.

Recommended Action Determine the NetFlow shortcut installation enable or disable status for the feature by entering the **show fm fie flowmask** command. If the NetFlow shortcut installation and hardware acceleration is disabled for the feature, reconfigure or unconfigure some of the other features to remove the TCAM resource exception or the flow mask conflict/flow mask resource exception condition. Reapply the feature for the flow mask request to succeed, and reenable the NetFlow shortcut installation for the feature.

Error Message `%FM_EARL7-4-MLS_FLOWMASK_CONFLICT: mls flowmask may not be honored on`
`interface [chars] due to flowmask conflict`

Explanation The configured MLS flow mask conflicts with other features or with the QoS configuration. The traffic on the specified interface will be sent to the software. NDE might not function correctly for the specified interface under this condition.

Recommended Action Remove the conflicting configuration, and reconfigure the MLS flow mask.

Error Message `%FM_EARL7-4-MLS_FLOWMASK_NO_TCAM_RESOURCES: mls flowmask may not be`
`honored on interface [chars] due to TCAM resource shortage`

Explanation The requirements for the configured features exceed the TCAM resources. The flow mask may not be programmed in the hardware. Under this condition, the traffic on the specified interface is sent to the software. NDE may not function correctly for this interface.

Recommended Action Redefine and reapply some of the features, or unconfigure one or more features.

Error Message `%FM_EARL7-4-MLS_IPV6_FORCED_COMPRESS_MODE:` Use IPv6 mask values of 88 or lower in forced compress mode for consistent processing of incompressible IPv6 addresses in both hardware and software.

Explanation IPv6 compress mode is a hardware feature. If compress mode is force-enabled and IPv6 ACLs are built with mask values 89 or greater, inconsistent behavior in IPv6 ACL processing could result with incompressible addresses. Using IPv6 mask values of 88 and lower while forcing compress mode ensures proper hardware processing of IPv6 ACL entries.

Recommended Action Use IPv6 mask values of 88 or lower in forced compress mode for consistent processing of incompressible IPv6 addresses in both hardware and software.

Error Message `%FM_EARL7-4-NO_FLOWMASK_REGISTERS:` Feature configuration on interface [chars] could not allocate required flowmask registers, traffic may be switched in software

Explanation The flow mask requirements for configured features on the specified interface cannot be met because there are no available flow mask registers. The traffic on this interface will be sent to software.

Recommended Action Remove one or more NetFlow-based features or QoS Micro-flow policing from the configuration, and reapply the features.

Error Message `%FM_EARL7-4-RACL_REDUCED_MCAST_RATELIM_WARN:` Enabling acl [chars] rate-limiter will cause Multicast traffic to be dropped in hardware on interface [chars] in [chars] direction

Explanation A TCAM resource contention prevents routed ACLs from being programmed in TCAM for the specified interface in the specified direction. All Layer 3 traffic will be sent to the CPU to have RACLs enforced in software. Due to a lack of resources, multicast special VMRs cannot be programmed. In this condition, rate limiting for traffic bridged to the CPU by the ACL is incompatible with the status of the multicast interface and will cause multicast traffic to be dropped in hardware.

Recommended Action Do not configure the **mls unicast acl** {**input** | **output**} command.

Error Message `%FM_EARL7-4-VACL_PVLAN:` Vacl config is NOT supported on secondary Vlan: [chars] and will be removed

Explanation The current implementation of the Feature Manager does not support the configuration of VACLs on secondary VLANs. The VACL configuration is removed from the VLAN interface once it becomes a secondary private VLAN. Both the hardware and the software will be than updated accordingly.

Recommended Action Change the VLAN to be a primary VLAN or a regular (nonprivate) VLAN and reapply the VLAN filter.

FPM Messages

This section contains Flexible Packet Matching (FPM) messages.

FPM-4

Error Message `%FPM-4-FILEACCERR: Error opening the file [chars]`

Explanation The specified file was not found.

Recommended Action Ensure that the file with this name exists. If necessary, copy the file from the active supervisor engine.

FTTM Messages

This section contains Full Ternary TCAM Manager (FTTM) messages.

FTTM-3

Error Message `%FTTM-3-ERROR: [chars]`

Explanation This message indicates a Full Ternary TCAM Manager error. The nature of the error is given in the message itself.

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

HA_EM Messages

This section contains Embedded Event Manager (HA_EM) messages.

HA_EM-3

Error Message `%HA_EM-3-FMPD_CLI_NOTTY: Error attempting to access an unopened CLI session: [chars]`

Explanation An error occurred while the system attempted to access the specified unopened CLI session.

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

HYPERION Messages

This section contains Hyperion ASIC (HYPERION) messages.

HYPERION-3

Error Message `%HYPERION-3-FAILURE_INTR_CFG: Failure to setup the Hyperion device interrupts.`

Explanation The internal ASIC on a line card could not be initialized. The device is not operational and has been disabled. The data path is not operational.

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

HYPERION-4

Error Message `%HYPERION-4-HYP_RESET: Hyperion Error Interrupt. Resetting ASIC.`

Explanation The Hyperion ASIC in the SPA or Enhanced FlexWAN module has received a fatal error. The ASIC is automatically reset, and the SPA or Enhanced FlexWAN module attempts to continue normal operation.

Recommended Action No action is required if traffic recovers. If traffic does not recover, copy the error message exactly as it appears on the console or in the system log. Enter the **show platform hardware hyperion all** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show platform hardware hyperion all** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message `%HYPERION-4-HYP_RESET: Hyperion ASIC reset, interrupt [chars]`

Explanation The Hyperion ASIC in the SPA or Enhanced FlexWAN module has received a fatal error. The ASIC is automatically reset, and the SPA or Enhanced FlexWAN module attempts to continue normal operation.

Recommended Action No action is required if traffic recovers. If traffic does not recover, copy the error message exactly as it appears on the console or in the system log. Enter the **show platform hardware hyperion all** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show platform hardware hyperion all** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message `%HYPERION-4-UNEXPECTED_VERSION: Unexpected Hyperion version.`

Explanation The line card is unable to recognize the version of the Hyperion ASIC.

Recommended Action No action is required if traffic passes through the line card. If traffic does not pass through the line card, check the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/ to determine in which version this problem is fixed and upgrade accordingly. If traffic does not pass after the upgrade, contact your Cisco technical support representative.

HYPERION-5

Error Message `%HYPERION-5-BUS_MODE_CHANGE: The System Switching Bus Mode changed to [chars] mode`

Explanation The system switching bus interface device mode changed switching bus modes. The mode is specified in the system message.

Recommended Action The supervisor engine instructed the module to change the mode on the switching bus. No action is required.

Error Message %HYPERION-5-BUS_SEQ_ERR: Constellation bus Sequence Error. Resetting Hyperion ASIC.

Explanation The switch processor has detected a sequence error on the backplane bus. A reset sequence from the EARL has been called to recover from this error. System traffic should recover and continue normally.

Recommended Action If traffic recovers, no action is required. If traffic does not recover, copy the error message exactly as it appears on the console or in the system log. Enter the **show platform hardware hyperion all** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show platform hardware hyperion all** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message %HYPERION-5-HYP_INIT_FAILURE: The Hyperion ASIC initialization failed

Explanation The Hyperion ASIC initialization was not successful.

Recommended Action The Hyperion ASIC is not operational and is disabled.

Error Message %HYPERION-5-NULL_HYP_OBJECT: The Hyperion device object pointer is set to NULL

Explanation The memory location of the Hyperion ASIC device object is invalid.

Recommended Action The Hyperion ASIC operation is disabled, and the device interrupt is now masked.

IDBMAN Messages

This section contains Interface Descriptor Block Manager (IDBMAN) messages.

IDBMAN-4

Error Message %IDBMAN-4-CONFIG_WRITE_FAIL: FFailed to generate confgiruation for interface [chars]

Explanation The system failed to generate a configuration for the specified interface because of a problem with the file system. The active and standby supervisor engines will have configurations that do not match.

Recommended Action The standby supervisor engine is reloaded automatically to recover from the problem. If the standby supervisor engine does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the

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

IP_DEVICE_TRACKING Messages

This section contains Switch IP Host Tracking HA (IP_DEVICE_TRACKING) messages.

IP_DEVICE_TRACKING-4

Error Message `%IP_DEVICE_TRACKING_HA-4-ENTRY_OUT_OF_SYNC: Host mac-address [enet] ip-address [IP_address] interface [chars]`

Explanation An inconsistency has been detected between the active supervisor engine IP device tracking table and the standby supervisor engine IP device tracking table for this host.

Recommended Action No action is required.

Error Message `%IP_DEVICE_TRACKING-4-TABLE_LOCK_FAILED: Table already locked by process-id [dec]([chars])`

Explanation The IP device tracking table could not be updated because of another process holds a lock on the table.

Recommended Action No action is required.

IPC Messages

This section contains InterProcessor Communication (IPC) messages.

IPC-2

Error Message `%IPC-2-INVALIDZONE: The IPC Zone is invalid. zone=[hex]`

Explanation The zone ID entry is not in the zone table.

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

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

IPC-5

Error Message `%IPC-5-WATERMARK:[dec] messages pending in [hex] for the port [chars] [hex].[hex]`

Explanation A particular IPC port is overused. An application is not draining packets quickly, which suggests that the CPU might be busy. [dec] is the number of messages pending in the IPC to be processed by the application. [chars] is the IPC port name. The first [hex] is the IPC port number, the second [hex] is the IPC seat number, and the third [hex] is the IPC index.

Recommended Action No action is required.

IPFAST Messages

This section contains IP fast-switching (IPFAST) messages.

IPFAST-2

Error Message `%IPFAST-2-FASTPORTCREATEERR: Attempt to create [chars] failed after [dec] retries (last error:[chars])`

Explanation The line card attempted to create a port to the route processor but has failed after a few retries. This condition might result in the CEF becoming disabled on the line card.

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

Error Message `%IPFAST-2-FASTPORTOPEN: Requested to open [chars], id [int] when already open. Attempting to re-open.`

Explanation The line card is attempting to open a port to the route processor when one is already open. This behavior could be transient but might result in multiple ports opened for the same purpose.

Recommended Action The router should be able to recover from this situation. If CEF problems develop for this line card, copy the error message exactly as it appears on the console or in the system log, and contact your Cisco technical support representative.

Error Message `%IPFAST-2-FASTPORTOPENERR: Attempt to open [chars] failed after [dec] retries (last error:[chars])`

Explanation The line card attempted to open a port to the route processor but has failed after a few retries. This condition might result in the CEF becoming disabled on the line card.

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

Error Message `%IPFAST-2-FASTPORTREGISTERERR: Attempt to register [chars] failed after [dec] retries (last error:[chars])`

Explanation The line card attempted to register a port to the route processor but has failed after a few retries. This condition might result in the CEF becoming disabled on the line card.

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

IPFAST-4

Error Message `%IPFAST-4-FASTPORTCREATEWARN: Attempt to create [chars] failed. Will be retried [dec] times (last error:[chars])`

Explanation The line card is attempting to create a port to the route processor but has failed. This behavior could be transient. The system will reattempt to create the port.

Recommended Action The system should be able to recover from this condition. If CEF becomes disabled on this line card, copy the error message exactly as it appears on the console or in the system log, and contact your Cisco technical support representative.

Error Message `%IPFAST-4-FASTPORTOPENWARN: Attempt to open [chars] failed. Will be retried [dec] times (last error:[chars])`

Explanation The line card is attempting to open a port to the route processor but has failed. This behavior could be transient. The system will reattempt to create the port.

Recommended Action The system should be able to recover from this condition. If CEF becomes disabled on this line card, copy the error message exactly as it appears on the console or in the system log, and contact your Cisco technical support representative.

IPNAT Messages

This section contains IP Network Address Translation (IPNAT) messages.

IPNAT-4

Error Message `%IPNAT-4-ADDR_ALLOC_FAILURE: Address allocation failed for [IP_address], pool [chars] might be exhausted`

Explanation An address could not be allocated from the IP NAT pool. This condition can cause a translation failure and might result in packets being dropped. The counter for missed packets will be incremented.

Recommended Action Determine if the NAT pool has been exhausted. To reuse any existing addresses in the NAT pool for new packet flows, clear the current NAT entries using the **clear ip nat translation** command.

IPV6 Messages

Error Message `%IPV6-3-UNFRAGMENTABLE: Cannot fragment packet: unfragmentable part length [dec], MTU of [dec]`

Explanation An internal software error occurred. A single packet originated by this system could not be fragmented and has been dropped. Normal system operation continues.

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

IP_VRF Messages

This section contains IP VPN routing/forwarding instance common error (IP_VRF) messages.

IP_VRF-3

Error Message `%IP_VRF-3-VRF_CHKPT_TX_FAIL: [chars]`

Explanation This message indicates a failed attempt to send a VRF table ID checkpoint 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IP_VRF-3-VRF_CREATE_FAIL: [chars]

Explanation This message indicates a failure to create an IP VRF.

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

Error Message %IP_VRF-3-VRF_TABLEID_INCONSISTENT: [chars]

Explanation The VRF table ID is inconsistent between two RPs.

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

IP_VRF-4

Error Message %IP_VRF-4-VRF_DELETE_WAIT: The VRF [chars] is getting deleted after a wait

Explanation There are still routes in the deleted VRF routing table. To ensure reusablity of the same VRF, the system forcibly clears the routes in the VRF routing table, which causes the VRF to be deleted.

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

IXP_MAP Messages

This section contains ESF Network Processor Client Mapper (IXP_MAP) messages.

IXP_MAP-3

Error Message `%IXP_MAP-3-QOS_CONFIG: [chars] error detected: [chars] [chars] [hex] [hex]`

Explanation A configuration error for the QoS ESF Network Processor Client Mapper was detected. This configuration error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition.

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

KEYMAN Messages

This section contains key string encryption (KEYMAN) messages.

KEYMAN-4

Error Message `%KEYMAN-4-KEYSTR_BAD_CRYPTO: Bad encrypted keystring for key id [dec].`

Explanation The system could not successfully decrypt an encrypted key string. The key string may have been corrupted during system configuration.

Recommended Action Reenter the key string command, and reconfigure the key string.

Error Message `%KEYMAN-4-KEYSTR_CRYPTO_TYPE: Type [dec] encryption unknown.`
`Interpreting keystring as literal`

Explanation The system does not recognize the format type. A key string format type value of 0 (unencrypted key string) or 7 (hidden key string), followed by a space, can precede the actual key string to indicate its format. An unknown type value will be accepted, but the system will consider the key string as being unencrypted.

Recommended Action Use the correct format for the value type or remove the space following the value type.

L2 Messages

This section contains Layer 2 (L2) messages

Error Message `%L2-3-DUP_REG: L2 Forwarding Engine: [chars] Attempt to program`
`duplicate MAC address`

Explanation There was an attempt to program a duplicate MAC address in the match registers. [chars] indicates the source of the attempt.

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

L2_AGING Messages

This section contains Layer 2 aging (L2_AGING) messages.

L2_AGING-2

Error Message `%L2_AGING-2-DEC_EN_FAIL: Failed to initialize Distributed EtherChannel`

Explanation One or more resources that are required for the Distributed EtherChannel operation are in use.

Recommended Action Remove the monitor session reserved for service modules by entering the **no monitor session service module** command, and then try to reinitialize the operation.

Error Message `%L2_AGING-2-SIG_INST_FAIL: [chars]: Failed to install signal handler`

Explanation   A signal handler could not be installed for a process that involves Layer 2 aging.

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

L2_APPL Messages

This section contains Layer 2 application (L2_APPL) messages.

L2_APPL-0

Error Message `%L2_APPL-0-TASK_SPAWN_FAIL: Failed to spawn task "[chars]"`

Explanation   The specified initializing task failed.

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

L2_APPL-4

Error Message `%L2_APPL-4-MAC_MOVE: Host [enet] is flapping between port [chars] and port [chars]`

Explanation   A host is going up and down between ports.

Recommended Action   Examine the network for possible loops.

Error Message `%L2_APPL-4-MAC_USAGE: MAC usage is currently [dec]%`

Explanation MAC usage is exceeded for the Layer 2 monitoring feature.

Recommended Action No action is required.

Error Message `%L2_APPL-4-UNKMESG: Unknown received message [dec]`

Explanation An internal error occurred. There might be a mismatch between image versions.

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

L3MM Messages

This section contains Layer 3 Mobility Manager (L3MM) messages.

L3MM-4

Error Message `%L3MM-4-AP_DB_ADD: Failed to add AP to DB { AP: [enet], [IP_address]}`

Explanation The L3MM failed to add the entry for the specified AP into the AP database.

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

Error Message `%L3MM-4-AP_DB_DEL: Failed to delete AP from DB { AP: [enet], [IP_address]}`

Explanation The L3MM failed to delete the entry for the specified AP from the AP database.

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

Error Message `%L3MM-4-DUP_AP_IPADDR: AP [enet] is requesting ip [IP_address] which is being used by another AP`

Explanation The L3MM detected that an AP requested an IP address that is being used by another AP in the network.

Recommended Action Change the IP address of one of the two APs.

Error Message `%L3MM-4-DUP_IPADDR: MN [enet] is requesting ip [IP_address] which is being used by MN [enet]`

Explanation The L3MM detected that a MN requested an IP address that is being used by another MN in the network.

Recommended Action Change the IP address of one of the two MNs.

Error Message `%L3MM-4-INIT_FAIL: Initialization failure; reason: [chars]`

Explanation The L3MM failed to initialize due to 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%L3MM-4-MALLOC_FAIL: Memory allocation failure [chars]`

Explanation The L3MM failed to allocate memory that was needed to perform an operation or to respond to an event.

Recommended Action Increase the memory on the RP of the supervisor engine.

Error Message `%L3MM-4-MN_IPDB_ADD: Failed to add MN to MN DB { MN: [enet], [IP_address]}`

Explanation The L3MM failed to add the entry for the specified MN into the MN IP database.

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

Error Message `%L3MM-4-MN_IPDB_DEL: Failed to delete MN from IP DB { MN: [enet], [IP_address]}`

Explanation The L3MM failed to delete the entry for the specified MN from the MN IP database.

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

Error Message `%L3MM-4-MN_MACDB_ADD: Failed to add MN to MAC DB { MN: [enet], AP: [IP_address] }`

Explanation The L3MM failed to add the entry for the specified MN into the MN MAC database.

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

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

Error Message `%L3MM-4-MN_MACDB_DEL: Failed to delete MN from MAC DB { MN: [enet], [IP_address], AP: [IP_address], WNID: [dec] }`

Explanation The L3MM failed to delete the entry for the specified MN from the MN MAC database.

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

L3MM-5

Error Message `%L3MM-5-WLAN: Wireless LAN Module in slot [dec] is [chars]`

Explanation The L3MM detected a change in the state of the Wireless LAN module in the specified slot. If the module is now on line, the L3MM starts accepting access-point and mobile-node registrations from the WDS on the module. If the module is now off line, the L3MM purges all APs and MNs received from the module.

Recommended Action No action is required.

Error Message `%L3MM-5-WLAN_COMM_ABORT: Communication with Wireless LAN Module in slot [dec] aborted ([chars])`

Explanation The L3MM detected a communication failure with the wireless LAN module specified in the error message above. The L3MM will respond by purging its AP and MN databases as if the module went offline. However, the module will not be reset by the L3MM.

Recommended Action No action is required.

Error Message `%L3MM-5-WLAN_PWR_DN: Wireless LAN Module in slot [dec] will be powered down, another module is already active`

Explanation The L3MM detected a Wireless LAN module trying to come online, while another module was already functional as the active Wireless LAN module. The L3MM does not support more than one Wireless LAN module on line in the chassis at a given time, which is why this module will be powered down.

Recommended Action No action is required.

LINK Messages

This section contains data link (LINK) messages.

LINK-6

Error Message `%LINK-6-BERTMSGS: [chars]`

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

MAC_LIMIT Messages

This section contains MAC limit feature (MAC_LIMIT) messages.

MAC_LIMIT-4

Error Message `%MAC_LIMIT-4-DROP: Vlan [dec] with Configured limit = [dec] has currently [dec] Entries`

Explanation The number of entries for a VLAN has gone below or is equal to the allowed number.

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

Error Message `%MAC_LIMIT-4-ENFORCE: Enforcing limit on Vlan [dec] with Configured limit = [dec]`

Explanation The number of entries for a VLAN has exceeded the allowed number. The action that enforces the limit is configured.

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

Error Message `%MAC_LIMIT-4-EXCEED: Vlan [dec] with Configured limit = [dec] has currently [dec] Entries`

Explanation The number of entries for a VLAN has exceeded the allowed number.

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

Error Message `%MAC_LIMIT-4-PORT_DROP: [chars] with Configured limit [dec] has currently [dec] entries`

Explanation The number of entries for the specified port has gone below or is equal to the permitted number.

Recommended Action This message is for reporting purposes only.

Error Message `%MAC_LIMIT-4-PORT_ENFORCE: Enforcing limit on [chars] with Configured limit [dec]`

Explanation The number of entries for the specified port has exceeded the permitted number. The action to enforce the limit is configured.

Recommended Action This message is for reporting purposes only.

Error Message %MAC_LIMIT-4-PORT_EXCEED: [chars] with configured limit [dec] has
currently [dec] entries

   Explanation The number of entries for the specified port has exceeded the permitted number.

   Recommended Action This message is for reporting purposes only.

Error Message %MAC_LIMIT-4-VLAN_DROP: Vlan [dec] with configured limit [dec] has
currently [dec] entries

   Explanation The number of entries for the specified VLAN has gone below or is equal to the
   permitted number.

   Recommended Action This message is for reporting purposes only.

Error Message %MAC_LIMIT-4-VLAN_ENFORCE: Enforcing limit on Vlan [dec] with
configured limit [dec]

   Explanation The number of entries for the specified VLAN has exceeded the permitted number. The
   action to enforce the limit is configured.

   Recommended Action This message is for reporting purposes only.

Error Message %MAC_LIMIT-4-VLAN_EXCEED: Vlan [dec] with configured limit [dec] has
currently [dec] entries

   Explanation The number of entries for the specified VLAN has exceeded the permitted number.

   Recommended Action This message is for reporting purposes only.

MAC_MOVE

This section contains MAC move notification feature (MAC_MOVE) messages.

MAC_MOVE-4

Error Message %MAC_MOVE-4-NOTIF: Host [enet] in vlan [dec] is flapping between port
[chars] and port [chars]

   Explanation The system found the specified host moving between the specified ports.

   Recommended Action Examine the network for possible loops.

MCAST Messages

This section contains Layer 2 Multicast log (MCAST) messages.

MCAST-6

Error Message `%MCAST-6-ETRACK_LIMIT_EXCEEDED: [chars] snooping was trying to allocate more explicit-tracking entries than what allowed ([dec]`

Explanation The allocation of explicit-tracking entries is limited so that IGMP and MLD snooping are prevented from consuming too many system resources.

Recommended Action Reduce the number of (s,g) channels or the number of receivers. When the explicit-tracking database has gone beyond its limit, new membership for any channels will not be tracked. This condition might cause high-leave latency when those members leave a channel. Another alternative is to increase the limit from configuration mode by entering the **ip igmp snooping limit track** *max-entries* command. It is important to note that increasing the value of *max-entries* could cause the system to fail because of high use of system resources.

Error Message `%MCAST-6-GC_LIMIT_EXCEEDED: IGMP snooping was trying to allocate more Layer 2 entries than what allowed ([dec])`

Explanation IGMP snooping attempted to allocate more Layer 2 entries than the permitted amount specified in the message.

Recommended Action No action is required.

Error Message `%MCAST-6-IGMP_CGMP_MODE: IGMP snooping now is running in IGMP_CGMP mode on vlan [dec]`

Explanation The specified VLAN is running in IGMP/CGMP mode.

Recommended Action No action is required.

Error Message `%MCAST-6-IGMP_ONLY_MODE: IGMP snooping now is running in IGMP_ONLY mode on vlan [dec]`

Explanation The specified VLAN is running in IGMP mode.

Recommended Action No action is required.

Error Message `%MCAST-6-IGMP_PKT_DROPPED: IGMP: IGMP Queue full (high packet rate/CPU busy), dropped [dec] packet(s) in last 5 minutes`

Explanation The IGMP packet queue is not able to accommodate additional packets. Any additional packets will be dropped without processing.

Recommended Action Reduce the IGMP packet rate to prevent packets from being dropped.

Error Message `%MCAST-6-IGMP_RATE_LIMIT_DISABLE: IGMP: enabling Snooping on Vlan([dec]), IGMP messages will not be rate limited`

Explanation After throttling the IGMP messages on the VLAN for a certain period, snooping is reenabled after the user manually fixes the rate on the offending VLAN and reduces the CPU load.

Recommended Action No action is required.

Error Message `%MCAST-6-IGMP_RATE_LIMIT_ENABLE: IGMP: Incoming IGMP message rate exceeded max threshold([dec] pps), disabling Snooping on Vlan([dec]) with Rate([dec] pps)`

Explanation The incoming rate of IGMP messages exceeded the maximum configured threshold. Snooping will be disabled on all high-rate VLANs to lower the aggregate rate below the threshold on all remaining VLANs.

Recommended Action Ease the CPU load by reducing the rate of IGMP messages on all high-rate VLANs.

Error Message `%MCAST-6-L2_HASH_BUCKET_COLLISION: Failure installing (G,C)->index: ([enet],[dec])->[hex] Protocol :[dec] Error:[dec]`

Explanation A Layer 2 entry could not be installed in the hardware because there is not enough space in the hash bucket. Multicast packets will be flooded on the incoming VLAN because the Layer 2 entry installation failed.

Recommended Action No action is required.

MCAST_MQC Messages

This section contains Multicast Modular Quality of Service (MCAST_MQC) command-line interface messages.

Error Message `%MCAST_MQC-3-CMAP_SDB_REGISTER: Error initialising class-map of type multicast-flows.`

Explanation The system could not register the component related to the class map of type \n multicast flows to the string database.

Recommended Action No action is necessary. This message is for informational purposes only.

MDT Messages

This section contains Multicast Distribution Tree (MDT) messages.

MDT-4

Error Message `%MDT-4-NO_GROUP_LINK: MDT entry [chars]:([IP_address],[IP_address]) linked by source but not linked by group`

Explanation The entry for the affected MDT group was not properly linked into the MDT database. The inconsistency has been repaired. [chars] is the MDT entry and the [IP_address],[IP_address] are the linked IP addresses.

Recommended Action No action is required.

Error Message `%MDT-4-RD_CONFLICT: MDT entry [chars]:([IP_address],[IP_address]) received an update for RD [chars]`

Explanation A previously existing MDT entry should have been withdrawn by BGP before sending this conflicting update. [chars] is the MDT entry, the [IP_address],[IP_address] are the linked IP addresses, and the second [chars] is the redirect name.

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 at https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

MFIB_CONST_RP Messages

This section contains Multicast Forwarding Information Base route processor (MFIB_CONST_RP) messages.

MFIB_CONST_RP-6

Error Message `%MFIB_CONST_RP-6-REPLICATION_MODE_CHANGE: Replication Mode Change Detected. Current system replication mode is [chars]`

Explanation When automatic detection of the replication mode is enabled, the system will transition to ingress mode when an egress-incapable line card is inserted. The system will transition back to egress mode when the last egress-incapable line card is removed. The transition between ingress and egress modes will cause temporary loss of traffic,

Recommended Action To prevent traffic loss, enter the **ipv6 mfib hardware-switching replication-mode ingress** command.

MISTRAL Messages

This section contains Mistral ASIC (MISTRAL) messages.

MISTRAL-3

Error Message `%MISTRAL-3-BAD_PAK: Possibly un-encapsulated packet passed to Mistral: int [chars] type [int] stat [hex] flags [hex] size [dec] encsize [dec] offset [dec] requeue_token [int] r1 [int] r2 [int] total detected [int]`

Explanation A badly encapsulated packet from the process level was passed to the Mistral 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%MISTRAL-3-NOEOBCBUF: No EOBC buffer available. Dropping the packet.`

Explanation The Ethernet out-of-band channel pool of receive buffers for the Mistral ASIC has been exhausted. No additional input packets can be handled until some buffers are returned to the pool.

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

MLS_ACL_COMMON

This section contains Multilayer Switching ACL (MLS_ACL_COMMON) messages.

MLS_ACL_COMMON-3

Error Message `%MLS_ACL_COMMON-3-MLS_ACL_CONSIST_FIX: ACL TCAM inconsistency seen at index [dec] and could not be fixed`

Explanation The ACL TCAM inconsistency checker found an inconsistency between software and hardware TCAM entries and could not fix it . [dec] is the index where the inconsistency was found.

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. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

MLS_ACL_COMMON-4

Error Message `%MLS_ACL_COMMON-4-LOG_UPDATE_NO_RL: ACL TCAM update ([chars] direction) occured on interface [chars]; [chars] action taken [chars] msec`

Explanation An update of the ACL TCAM occurred on the specified interface. When the ACL TCAM is updated, the specified security action is taken for the specified time interval.

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

Error Message `%MLS_ACL_COMMON-4-LOG_UPDATE_RL: ACL TCAM update ([chars] direction) occured on interface [chars]; [chars] action taken [chars] msec`

Explanation An update of the ACL TCAM occurred on the specified interface. When the ACL TCAM is updated, the specified security action is taken for the specified time interval.

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

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

Error Message `%MLS_ACL_COMMON-4-MLS_ACL_CONSIST: ACL TCAM inconsistency seen at index [dec]`

Explanation The ACL TCAM inconsistency checker found an inconsistency between software and hardware TCAM entries and has fixed it . [dec] is the index where the inconsistency was found.

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. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

MLSCEF Messages

This section contains Multilayer Switching Cisco Express Forwarding (MLSCEF) messages.

MLSCEF-2

Error Message `%MLSCEF-2-EXCESSIVE_FIB_SSRAM_ERRORS: Too many fib ecc error interrupts.`

Explanation The number of error interruptions exceeded the threshold. As a result of this condition, the system will fail.

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

Error Message %MLSCEF-2-FIB_SSRAM_WRITE_INCONSISTENCY: FIB SSRAM Mismatch for Index: [dec] Expected: [hex], Hardware: [hex]

Explanation A problem occurred when the system attempted to write the FIB SSRAM.

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

Error Message %MLSCEF-2-FIB_TCAM_WRITE_INCONSISTENCY: FIB TCAM Mismatch for [chars]: Index: [dec]
 Expected: Entry: [hex]-[hex]-[hex]
 Hardware: Entry: [hex]-[hex]-[hex]

Explanation A problem occurred when the system attempted to write the specified FIB TCAM entry. The specific entry could be bad.

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

Error Message %MLSCEF-2-RELOAD: maximum routes config mismatch. Reloading with correct config

Explanation The system detected a mismatch between the user configuration route allocation and the current route allocation. A system reload is required to correct this condition.

Recommended Action If this message appears continuously on the same module and the **mls cef maximum-routes** command has not been entered, copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command. Contact your Cisco technical support representative, and provide the representative with the gathered information. If the message does not appear continuously and the **mls cef maximum-routes** command has been entered, no action is required.

Error Message `%MLSCEF-2-SANITY_FAIL: Sanity Check of MLS FIB s/w structures failed`

Explanation The verification process encountered inconsistent MLS FIB data structures.

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

Error Message `%MLSCEF-2-UNCORRECTABLE_SSRAM_ERROR: Bank [dec] Index: [dec], Expected: [hex], Hardware: [hex]. Affected TCAM [hex]-[hex]-[hex]`

Explanation This message indicates a faulty FIB SSRAM location.

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

MLSCEF-7

Error Message `%MLSCEF-7-FIB_MASK_MISMATCH: Attempt to delete an entry not matching block mask - class = [dec], [dec]/[dec], mask [dec]/[dec]`

Explanation The passed mask does not match the stored block mask.

Recommended Action This is a debug message only. No action is required.

MLSM Messages

This section contains Multicast Distributed Shortcut Switching (MDSS)/multilayer switching for multicast (MLSM) messages.

MLSM-6

Error Message `%MLSM-6-MLSM_PMS: MMLS: MLSM is suspending the caller process [chars]`

Explanation   MLSM is suspending the caller process. This message appears when the MLSM routines are called from the PIM/Mwheel context and MLSM routines suspend a process. When MLSM suspends the caller process, data corruption might occur for the data that is handled by the caller process.

Recommended Action   This message is informational.

Error Message `%MLSM-6-MMLS_EGRESS_INFO: MMLS: Please make sure no multicast traffic is going through egress incapable line cards when system is operating in egress mode`

Explanation   There should be no multicast traffic going through egress-incapable line cards while the system is operating in egress replication mode.

Recommended Action   Determine if there are any egress-incapable line cards in the system. If there are egress-incapable line cards, verify that there is no multicast traffic going through them.

Error Message `%MLSM-6-MMLS_LEGACY_INSERTED: MMLS: Legacy Linecard Inserted, Egress Replication Mode will be disabled`

Explanation   Egress replication is not supported with legacy modules. The system will transition to ingress mode and will cause a temporary loss of traffic.

Recommended Action   If the system is required to operate in egress replication mode, remove the legacy module.

Error Message `%MLSM-6-MMLS_MODE_CHANGE: MMLS: Replication Mode Change Detected`

Explanation   When automatic detection of the replication mode is enabled, the system will transition to ingress mode when an egress-incapable module is inserted. The system will transition back to egress mode when the last egress-incapable module is removed.

Recommended Action   Transitioning between ingress and egress mode causes a temporary loss of traffic. To prevent this temporary loss of traffic, enter the **mls ip replication-mode ingress** command.

Error Message `%MLSM-6-MMLS_NO_EGRESS_LOCAL_IN_INGRESS: MMLS: Egress Local feature is NOT applicable in Ingress mode`

Explanation When the system transitions from egress replication mode to ingress mode, the egress local feature will not be applied, even if the egress local feature is enabled.

Recommended Action If the egress local feature is required, restore the system replication mode to egress.

MLS_RATE Messages

This section contains Multilayer Switching Rate Limit (MLS_RATE) messages.

MLS_RATE-4

Error Message `%MLS_RATE-4-CPP_DISABLED_IN_HW: Control Plane Policing NOT performed in hardware, due to the presence of egress QoS.`

Explanation CPP cannot be performed in the hardware when the system is running in PFC3A mode and egress QoS is configured on any other interface. Under these circumstances, CPP is performed only in the software until egress QoS is removed from the running configuration.

Recommended Action Remove any egress QoS from the running configuration, or upgrade to a PFC3B or PFC3-BXL. We strongly recommend the upgrade.

Error Message `%MLS_RATE-4-CPP_RE_ENABLED_IN_HW: Control Plane Policing will now be performed in hardware.`

Explanation CPP cannot be performed in the hardware when the system is running in PFC3A mode and egress QoS is configured on any other interface. Egress QoS has been removed from the running configuration.

Recommended Action Because egress QoS has been removed, no action is required. To prevent this condition from occurring again, we strongly recommend that you upgrade to a PFC3B or PFC3BXL.

Error Message `%MLS_RATE-4-DISABLING: The Layer2 Rate Limiters have been disabled.`

Explanation This feature is turned off with the current hardware configuration. The Layer 2 rate limiters are not supported with this combination of modules.

Recommended Action Refer to the feature usage guidelines for more details.

Error Message `%MLS_RATE-4-LIMITING_DOWN: MLS HARDWARE RATE-LIMITING functionality is not active`

Explanation There are not enough memory resources to support the rate limiting functionality.

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

Error Message `%MLS_RATE-4-NO_RESOURCE: The hardware Rate Limiters are fully used`

Explanation There are no more hardware rate limiters available.

Recommended Action EARL supports a limited number of hardware rate limiters. All may be used. To display the features that use these hardware rate limiters, enter the **show mls rate-limit usage** command. To program a rate limiter for the new feature, unconfigure one of the configured rate limiters.

Error Message `%MLS_RATE-4-NOT_SUPPORTED: This functionality is not configurable.`

Explanation The rate limit functionality is not active with the current hardware configuration.

Recommended Action Refer to the feature usage guidelines for more details.

Error Message `%MLS_RATE-4-OVERWRITING_VALUE: Overwriting the rate value for: [chars] case`

Explanation Some rate limiters share the same hardware register. This message is printed if programming a new rate limiter causes a previously configured one to be overwritten.

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

MLS_STAT Messages

This section contains Multilayer Switching Statistics (MLS_STAT) messages.

MLS_STAT-4

Error Message `%MLS_STAT-4-IP_CSUM_ERR: IP checksum errors`

Explanation Packets with IP checksum errors have been received.

Recommended Action No action is necessary. This message is for informational purposes only.

Error Message `%MLS_STAT-4-IP_LEN_ERR: MAC/IP length inconsistencies`

Explanation Packets with an IP length that does not match their physical length have been received.

Recommended Action No action is necessary. This message is for informational purposes only.

Error Message `%MLS_STAT-4-IP_TOO_SHRT: Too short IP packets received`

Explanation Packets with IP minimum length check errors have been received.

Recommended Action No action is necessary. This message is for informational purposes only.

Error Message `%MLS_STAT-4-IPX_LEN_ERR: MAC/IPX length inconsistencies`

Explanation Packets with an IPX length that does not match their physical length have been received.

Recommended Action No action is necessary. This message is for informational purposes only.

Error Message `%MLS_STAT-4-IPX_TOO_SHRT: Too short IPX packets received`

Explanation Packets with IPX minimum length check errors have been received.

Recommended Action No action is necessary. This message is for informational purposes only.

MMLS Messages

This section Multicast Multilayer Switching (MMLS) messages.

MMLS-6

Error Message %MMLS-6-ADJ_ALLOC_FAILURE: Failed to allocate Adjacency for the multicast flow ([IP_address], [IP_address])

Explanation   The system is unable to allocate an adjacency for the specified flow. The system will attempt the specified flow again. The flow is software switched until it is successfully installed in the hardware. The adjacency table utilization could be very high and might need to be brought down.

Recommended Action   Determine adjacency table utilization. Try removing some hardware-switched flows.

Error Message %MMLS-6-BIDIR_ADJ_LIMIT_EXCEEDED: Failed to allocate Adjacency for Bidir Multicast shortcuts, exceeded limit of ([dec]), subsequent flows will be software switched.

Explanation   The system limit of maximum adjacencies for bidirectional shortcuts is exceeded. As a result, any new multicast flows will be switched by the software.

Recommended Action   The number of bidirectional multicast flows is too large to fit in the hardware. There is no workaround.

Error Message %MMLS-6-FIB_LIMIT_EXCEEDED: Failed to allocate FIB entry, exceeded system limit of ([dec]) entries.

Explanation   The maximum FIB entry limit has been exceeded. FIB entries cannot be allocated by MMLS.

Recommended Action   The total number of multicast shortcuts is too large to fit in the FIB table. Subsequent shortcuts will be switched by the software. There is no workaround.

Error Message %MMLS-6-MET_LIMIT_EXCEEDED: Failed to allocate MET entry, exceeded system limit of ([dec]) entries. Number of times MET limit is exceeded in the last 1 min : [dec]

Explanation   The maximum MET entry limit has been exceeded. MET entries cannot be allocated by MMLS.

Recommended Action   The total number of OIFs is too large to fit in the MET table. Subsequent shortcuts or OIFs will be switched by the software. There is no workaround.

Error Message `%MMLS-6-MMLS_EGRESS_INCAPABLE_LC_INSERTED: MMLS: Egress incapable line card ([dec]) inserted in forced egress replication mode`

Explanation An egress-incapable line card was inserted while the system is operating in forced egress replication mode. No multicast traffic can be sourced from this egress-incapable line card.

Recommended Action Verify that there is no multicast traffic going through this egress-incapable line card.

Error Message `%MMLS-6-MMLS_EGRESS_INCAPABLE_LC_PRESENT: MMLS: Egress incapable line card present while forcing replication mode to egress`

Explanation There is at least one line card that is egress incapable in the system, but forced egress replication mode is configured on the system. Multicast traffic must not be sourced on the egress-incapable line card.

Recommended Action Verify that there is no multicast traffic going through this egress-incapable line card.

Error Message `%MMLS-6-MMLS_LEGACY_LC_PRESENT: MMLS: Legacy line card present, system cannot operate in egress replication mode`

Explanation There is at least one legacy line card in the system. Because this legacy line card is present, the system cannot operate in egress replication mode if egress replication mode is configured.

Recommended Action Remove the legacy line card if you want the system to operate in forced egress replication mode.

Error Message `%MMLS-6-RPF_ADJ_LIMIT_EXCEEDED: Failed to allocate Adjacency for multicast shortcuts with RPF-vlan: ([dec]), exceeded limit of ([dec]), subsequent flows will be software switched`

Explanation The maximum number of adjacencies for multicast shortcuts with the same RPF has exceeded the system limit. Any new multicast flows will be switched by the software.

Recommended Action The number of multicast flows with the same RPF interface is too large to fit in the hardware. There is no workaround.

Error Message `%MMLS-6-RP_LIMIT_EXCEEDED: Failed to allocate DF index for Bidir-RP, exceeded limit of ([dec]) RPs for VPN: ([dec]). Shortcuts for RP: ([IP_address]) will be software switched.`

Explanation The system limit of four route processors per VPN has been exceeded. Multicast flows for the groups served by this RP will be switched by the software.

Recommended Action The configured RPs are too large to fit in the DF table for one VPN. Attempt to configure the groups among existing RPs in the hardware, or configure the RP in another VPN.

Error Message `%MMLS-6-VLAN_ADD_FAILURE_ON_MET_FULL: Error adding vlan [dec] to the MET table of some shortcuts`

Explanation The MET is full. The system is unable to add the specified VLAN to some shortcuts. The affected shortcuts will not switch traffic for that VLAN.

Recommended Action The MET utilization is very high and needs to be brought down by removing some VLANs or switching to ingress replication mode.

MMLS_RATE Messages

This section contains Multicast Multilayer Switching Rate Limiting (MMLS_RATE) messages.

MMLS_RATE-3

Error Message `%MMLS_RATE-3-MMLS_PARTIAL_SC_ERROR: Error installing Multicast Partial-sc rate-limiter.Operation failed.`

Explanation The multicast partial-sc rate limiter could not be configured because of an error that was returned from the switch processor.

Recommended Action The LTL index for the partial-sc rate limiter might not have initialized yet. Wait several minutes, and try to configure the rate limiter again.

MRIB_PROXY Messages

This section contains Multicast Routing Information Base proxy (MRIB_PROXY) messages.

MRIB_PROXY-2

Error Message `%MRIB_PROXY-2-MRIB_LC_CREPRC_FAILED: LC in slot [dec] failed to create a required process.`

Explanation The line card could not create a process to perform delayed IPC initialization. The MFIB will not be started on this 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%MRIB_PROXY-2-MRIB_LC_FETCH_FAIL: LC in slot [dec] failed to send an RPC fetch request to the RP: [chars]`

Explanation The line card attempted to read multicast route updates from the route processor, but the RPC request failed. The line card MFIB state might now be inconsistent or frozen.

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

MROUTE Messages

This section contains MROUTE messages.

MROUTE-3

Error Message `%MROUTE-3-IGMP_NOT_FOUND: IGMP group [IP address] to delete from interface [chars] not found in VRF [chars]`

Explanation The group to be deleted from the interface could not be found in the IGMP cache for the VRF. [IP address] is the IP address in the IGMP group, the first [chars] is the interface, and the second [chars] is the VRF.

Recommended Action An inconsistency in maintaining the IGMP cache occurred. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

MSFC2 Messages

This section contains Multilayer Switch Feature Card 2 (MSFC2) messages.

MSFC2-3

Error Message `%MSFC2-3-IDB_INCORRECT_UNTHROTTLE_VECTOR: attempting to throttle idb [hex] ([chars]) with enable vector [hex]`

Explanation This message indicates the presence of an invalid interface enable vector.

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

NBAR Messages

This section contains network-based application recognition (NBAR) messages.

NBAR-4

Error Message `%NBAR-4-COMPILE_FAILED: Compile failed on pattern number [dec] - states [dec] - [chars]`

Explanation Space for the specified regular expression cannot be allocated due to memory limitations.

Recommended Action Perform one or more of the following actions to remedy the problem:
• Disable some features.
• Apply filtering to decrease the size of system data structures (the routing table, for example).
• In general, reduce other system activities to ease memory demands.
• If conditions warrant, upgrade to a larger memory configuration.

NETFLOW_AGGREGATION Messages

This section contains NetFlow Aggregation (NETFLOW_AGGREGATION) messages.

NETFLOW_AGGREGATION-3

Error Message `%NETFLOW_AGGREGATION-3-FLOWMASK_CONFLICT: Netflow [chars] cannot set the required flowmask`

Explanation The NetFlow aggregation flow mask conflicts with other features.

Recommended Action If NetFlow Data Export is configured, increase the size of the NDE flow mask to VLAN full flow by entering the **mls flow ip interface-full** command, and then reconfigure the NetFlow aggregation scheme. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

NETFLOW_AGGREGATION-4

Error Message `%NETFLOW_AGGREGATION-4-NO_TOS_AGGR: Disable hardware switching to enable [chars]`

Explanation NetFlow does not currently support ToS-based aggregation schemes for hardware-switched flows.

Recommended Action If ToS-based aggregation is required, disable hardware switching.

NETWORK_RF_API Messages

This section contains network redundancy feature API (NETWORK_RF_API) messages.

NETWORK_RF_API-3

Error Message `%NETWORK_RF_API-3-FAILDECODEDATADESCINSTDBY: Cannot decode data descriptor in Standby for [chars], descriptor type=[dec]`

> **Explanation** An internal data descriptor could not be decoded by the standby device. This message identifies the interface or controller that caused the decoding failure in the standby device. This interface was encoded in the active device but could not be decoded in the standby device. This failure probably occurred because of 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%NETWORK_RF_API-3-IPC: [chars] [chars]`

> **Explanation** An IPC error occurred. Additional details on the nature of the error are specified in the message text on the console or in the system log.

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

OIR Messages

This section contains online insertion and removal (OIR) messages.

OIR-3

Error Message `%OIR-3-SOFT_RESET: Module [dec] is being soft reset as a part of swichover error recovery`

Explanation The module specified in the error message is being soft reset as a part of switchover error recovery.

Recommended Action No action is required.

Error Message `%OIR-3-STDBY_PWRCYCLE: Standby was notified, Card in module [dec] is being power-cycled [chars]`

Explanation The OIR facility on the redundant supervisor engine was notified that a module on the active supervisor engine is unresponsive. The module is being power-cycled.

Recommended Action No action is required.

Error Message `%OIR-3-STDBY_UNKNOWN: Standby was notified, Unknown card in slot [dec]`

Explanation The OIR facility on the redundant supervisor engine was notified that an undetermined module was detected on the active supervisor engine.

Recommended Action Reseat the module in the specified slot.

OIR-4

Error Message `%OIR-4-WARN: [chars]`

Explanation The OIR facility detected the specified condition.

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

OIR-6

Error Message `%OIR-6-DIAG_OFFLINE: Card inserted in slot [dec], is now ready for offline diagnostics`

Explanation The OIR facility detected a newly inserted module. The user configured the module to be in offline-diagnostic state. This state can be entered only after module is in online-diagnostic state.

Recommended Action No action is required.

Error Message `%OIR-6-DIAG_ONLINE: Card inserted in slot [dec], is now ready for online diagnostics`

Explanation The OIR facility detected a newly inserted module. The user configured the module to be in online-diagnostic state. The module is ready for online diagnostics if a diagnostic failure is detected during startup.

Recommended Action No action is required.

Error Message `%OIR-6-DOWNGRADE: Fabric capable module [dec] not at an appropriate hardware revision level, and can only run in flowthrough mode`

Explanation The specified fabric-capable module is not at an appropriate hardware revision level and can only run in flow through (bus) mode.

Recommended Action Upgrade the module hardware.

Error Message `%OIR-6-DOWNGRADE_EARL: Module [dec] DFC installed is not identical to system DFC and will perform at current system operating mode.`

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

Recommended Action No action is required.

Error Message `%OIR-6-INSFAN: Fan [dec] inserted`

Explanation The OIR facility detected a newly inserted fan tray.

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

Error Message `%OIR-6-INSPS: Power supply inserted in slot [dec]`

Explanation The OIR facility detected the insertion of a power supply. When powered up, the total power will be adjusted.

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

Error Message `%OIR-6-PWRFAILURE: Module [dec] is being disabled due to power convertor failure [hex]`

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

Error Message `%OIR-6-REMFAN: Fan [dec] removed`

Explanation The OIR facility detected the removal of a fan tray.

Recommended Action No action is required.

Error Message `%OIR-6-SEQ_MISMATCH: SCP seq mismatch for card in slot [dec] : [chars]`

Explanation The OIR facility detected an SCP sequence mismatch for the module in the specified slot.

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

Error Message `%OIR-6-STDBY_INSCARD: Standby was notified, card online in slot [dec]`

Explanation The OIR facility on the redundant supervisor engine was notified by the active supervisor engine that a processor was inserted in the specified slot. All interfaces are usable now.

Recommended Action No action is required.

Error Message `%OIR-6-STDBY_REMCARD: Standby was notified, card removed from slot [dec]`

Explanation The OIR facility on the redundant supervisor engine was notified by the active supervisor engine that a processor in the specified slot was removed.

Recommended Action No action is required.

ONLINE Messages

This section contains download processor (ONLINE) messages.

ONLINE-6

Error Message `%ONLINE-6-INVALID_DNLD_REQ: Received an unexpected image download request from Linecard Module [dec], Proc [dec]. Linecard image download request reason was [chars]`

Explanation The system received an image download request from the module and processor complex specified in the message text, but the complex has already downloaded the image and should be initialized and operating normally.

Recommended Action No action is required.

Error Message `%ONLINE-6-LCP_DNLD: Error while downloading image to Module [dec], Proc. [dec].: [chars]`

Explanation An error was encountered while downloading an image to a switching module. The first [dec] is the module number, the second [dec] is the process number, and [chars] is the message explanation.

Recommended Action No action is necessary. This message is provided for informational purposes only.

OSM_MULTILINK Messages

This section contains Optical Services Module distributed multilink (OSM_MULTILINK) messages.

OSM_MULTILINK-3

Error Message `%OSM_MULTILINK-3-PROCESS_FAIL: Process creation failed for [chars]`

Explanation The system failed to create a process. The probable cause of this condition is that the system has low memory.

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

OSM_MULTILINK-4

Error Message `%OSM_MULTILINK-4-BUNDLEERROR: Bundle([chars]) is not disributed`

Explanation The bundle specified in the error message is not associated with the OSM.

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

Error Message `%OSM_MULTILINK-4-BUNDLENULL: Unexpected bundle missing in [chars] searching for [chars]`

Explanation A software error occurred.

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

Error Message `%OSM_MULTILINK-4-BUNDLEVC: [chars] for vc [dec] and if_index [dec]`

Explanation A software error occurred while a bundle was being provisioned.

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

Error Message `%OSM_MULTILINK-4-IDBNULL: Unexpected hwidb missing in [chars]`

Explanation A software error occurred.

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

Error Message `%OSM_MULTILINK-4-IPCNOTREADY: Bundle process on the line card is not ready to handle message of type [dec]`

Explanation A bundle is being deleted on the module because the **ip cef disable** command was entered. The module is not ready to process other messages. The probable cause of this condition is that CEF was disabled and enabled in quick succession.

Recommended Action Reset the module.

Error Message `%OSM_MULTILINK-4-MLPSBNULL: Unexpected subblock missing for [chars]`

Explanation A software error occurred.

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

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

Error Message %OSM_MULTILINK-4-NUMLINKS: The bundle had an unexpected number of links([dec]) in [chars]

Explanation A software error occurred.

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

Error Message %OSM_MULTILINK-4-QUEUE_BUNDLE: Not able to queue the bundle ([chars]), Num. of bundles [dec]

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

OSM_MULTILINK-5

Error Message %OSM_MULTILINK-5-BUNDLEEXCEEDED: Bundle([chars]) cannot be associated with link([chars]), max [dec]

Explanation The number of bundles has exceeded the limit for the group belonging to the link. The bundle specified in the error message will not work in distributed mode. If the module is CT3 (OSM-CT3 module), then ports 1 through 12 belong to one group. If the module is a CHOC-3 module (OSM-CHOC-DS0 module), then ports 1 through 4 belong to one group. If the module is a CHOC-12 module (OSM-CHOC-DS0 module), then port 1 belongs to one group, and port 2 belongs to the second group. Only 168 bundles can be supported per group. The new bundle created will cause an extra load on the RP CPU.

Recommended Action Remove the multilink interface that is causing this condition.

Error Message `%OSM_MULTILINK-5-CFGERROR: Cannot set up this bundle link-- [chars] to bundle [chars] reason:[chars]`

Explanation The system could not set up the bundle link. A resource limit has been reached. The bundle may be forced to become inactive. If the module is a CT3 module (OSM-CT3 module), then ports 1 through 12 belong to one group. If the module is a CHOC-3 module (OSM-CHOC-DS0 module), then ports 1 through 4 belong to one group. If the module is a CHOC-12 module (OSM-CHOC-DS0 module), then port 1 belongs to one group, and port 2 belongs to the second group. Only 168 bundles can be supported per group, and each bundle can have a maximum of 12 links.

Recommended Action Ensure that all links belong to the same group and slot. Determine the number of links in the bundle and the number of bundles in the group. After the configuration has been corrected, enter the **shutdown** and **no shutdown** commands on the multilink interface to shut down, and restart the interface.

OSPF Messages

This section contains Open Shortest Path First (OSPF) messages.

OSPF-4

Error Message `%OSPF-4-FLOOD_WAR: Process [dec] [chars] LSA ID [IP_address] type-[dec] adv-rtr [IP_address] in area [chars]`

Explanation The system is re-originating or flushing the link-state advertisement (LSA) reported by this error message.

Recommended Action If this router is flushing the network LSA, then the router received a network LSA whose LSA ID conflicts with the IP address of one of the router's interfaces, and the router has flushed the LSA out of the network. For OSPF to function correctly, the IP addresses of transit networks must be unique. There is a conflict between this router and the router with the OSPF router ID reported as adv-rtr in this message. If this router is reoriginating an LSA, another router is probably flushing this LSA from the network. Locate that router and resolve the conflict. Conflict for type-2 LSA may be due to duplicate LSA ID; for type-5 LSA, there may be a duplicate router-id on this router and on the routers connected to the different area.

PBI_OPEN Messages

This section contains programmable binary file data processing (PBI_OPEN) messages.

PBI_OPEN-4

Error Message `%PBI_OPEN-4-ERROR_ALLOC: %Error: Can't allocate [dec] bytes for pbi data`

Explanation The system is unable to allocate the memory required to access the file.

Recommended Action Determine system memory usage, and retry the operation.

Error Message `%PBI_OPEN-4-ERROR_OPEN: %Error: Can't open [chars]`

Explanation The system is unable to open the file specified.

Recommended Action Ensure that the filename is correct. Enter the **dir** command to verify the filename.

Error Message `%PBI_OPEN-4-ERROR_READ: %Error: pbi file [chars] read failed`

Explanation An unknown error occurred while the system was copying the PBI program file to a local buffer.

Recommended Action Enter the **del** [*chars*] command to remove the file. Use 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%PBI_OPEN-4-ERROR_SIZE: %Error: Bad file size [chars]`

Explanation The file is too small or too large for a PBI program file.

Recommended Action Enter the **dir** command and verify the size of the file. Retry the operation.

PF_ASIC Messages

This section contains protocol filtering (PF_ASIC) messages.

PF_ASIC-1

Error Message `%PF_ASIC-3-ASIC_DUMP: [[dec]:[hex]] [chars] = [hex]`

Explanation This message displays relevant ASIC counters that might help in diagnosing a problem with the switching bus.

Recommended Action Copy this message and the SWITCHING_BUS_IDLE message exactly as they appear on the console or in the system log. Contact your Cisco technical support representative with the output. Include this output along with the SWITCHING_BUS_IDLE error message.

PFINIT Messages

This section contains platform initialization (PFINIT) messages.

PFINIT-1

Error Message `%PFINIT-1-CONFIG_SYNC_FAIL: Sync'ing the [chars] configuration to the standby Router FAILED`

Explanation The active router could not synchronize its configuration with the redundant router. This condition might be a transient one that was caused by the configuration file being temporarily used by another process.

Recommended Action Retry the synchronization operation.

PFINIT-5

Error Message `%PFINIT-5-CONFIG_SYNC_NOT_SUPPORTED: Sync'ing the [chars] configuration to the standby Router is not supported.`

Explanation The configuration has not been successfully synchronized with the standby router. [chars] is the configuration name.

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

PFREDUN Messages

This section contains platform redundancy (PFREDUN) messages.

PFREDUN-1

Error Message `%PFREDUN-1-VTP_CONFIG_DISLOCATE: VTP config file must be in default location for standby supervisor to come online`

Explanation The redundant supervisor engine failed to come online because the VTP configuration file is not in the default location.

Recommended Action Reset the redundant supervisor engine, and then configure the VTP configuration file so that it is in the default location.

PFREDUN-3

Error Message `%PFREDUN-3-ACTIVE_FORCED_TO_RELOAD: Active not able to operate properly. Standby is ready to take over and forced active to reload.`

Explanation The active supervisor engine is not operating properly. It is failing to respond. The standby supervisor engine is ready to take over and forces the active supervisor engine to reload.

Recommended Action If the active supervisor engine does not reload successfully, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%PFREDUN-3-SUP: [chars]`

Explanation The supervisor engine failed to boot because it detected that the system might contain an invalid combination of supervisor engines.

Recommended Action Examine all modules in the system, and look for an invalid combination of supervisor engines.

PFREDUN-4

Error Message `%PFREDUN-4-AUTOBOOT: [chars]`

Explanation The RP experienced a hardware failure or another type of failure. When the redundant system initializes, the redundant supervisor engine will wait for the RP to initialize. Because the RP cannot initialize due to the failure, the redundant supervisor engine might never initialize. The default wait time for the RP to initialize (three minutes) has now expired, and the autoboot feature for the supervisor engine 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%PFREDUN-4-BOOTSTRING_INVALID: The bootfile [chars] is not present in standby`

Explanation The bootfile that is configured is not present on the redundant supervisor engine. If the redundant supervisor engine resets, it will not come up because it will not find the image specified in the bootstring.

Recommended Action No action is required.

Error Message `%PFREDUN-4-PFC_MISMATCH: My PFC [chars] and Other's PCF [chars] mismatch`

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

Error Message %PFREDUN-4-PHYSMEM_MISMATCH: Asymmetrical redundant configuration:
Active [chars] has ([int]/[int]K) memory, Standby has ([int]/[int]K).

Explanation   To support the high availability feature, we recommend that your redundant supervisor
engines have symmetrical memory configurations.

Recommended Action   Upgrade the memory on the supervisor engine with less memory to match the
amount of memory on the other supervisor engine.

Error Message %PFREDUN-4-SUP_FORCE_TO_ROMMON: Supervisor forced to rommon with
reason: [chars]

Explanation   An application forced the supervisor to stay in ROMMON mode. The message displays
the reason.

Recommended Action   Copy the error message exactly as it appears on the console or in the system
log. Research and attempt to resolve the error using the Output Interpreter
https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the
Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance,
open a case with the Technical Assistance Center via the Internet
http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support
representative and provide the representative with the gathered information.

Error Message %PFREDUN-4-SUP_OS: The peer supervisor is running a different
operating system.

Explanation   Either the two supervisor engines are running different operating systems, or the active
supervisor engine is in user-configured mode (for example, DFC-only mode). Incompatible software
prevents the active supervisor engine from bringing the standby supervisor engine on line. The
active supervisor engine keeps the standby supervisor engine in ROMMON mode.

Recommended Action   If the two supervisor engines are running different operating systems, insert a
supervisor that runs the same operating system as that of the peer supervisor. If the active supervisor
engine is in user-configured mode, remove the user-configured mode on the active supervisor
engine.

Error Message %PFREDUN-4-VERSION_MISMATCH: Defaulting to RPR mode ([chars])

Explanation   There is a mismatch of image versions running on the active supervisor engine and on
the redundant supervisor engine.

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

PFREDUN-7

Error Message `%PFREDUN-7-KPA_WARN: RF KPA messages have not been heard for [dec] seconds`

Explanation The RF KPA messages have not been sent from the peer for the specified numbers of seconds. This message is printed after every third KPA timer expiry.

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

PIMSN Messages

This section contains PIM (Protocol Independent Multicast) Snooping (PIMSN) messages.

PIMSN-6

Error Message `%PIMSN-6-IGMPSN_GLOBAL: PIM Snooping global runtime mode [chars] due to IGMP Snooping [chars]`

Explanation PIM snooping requires that IGMP snooping be enabled. When IGMP snooping is disabled, PIM snooping also becomes disabled. PIM snooping is reenabled when IGMP snooping is reenabled.

Recommended Action No action is required. The system is working properly. We recommend that you leave IGMP snooping enabled.

Error Message `%PIMSN-6-IGMPSN_VLAN: PIM Snooping runtime mode on vlan [dec] [chars] due to IGMP Snooping [chars]`

Explanation PIM snooping requires that IGMP snooping be enabled. When IGMP snooping is disabled, PIM snooping also becomes disabled. PIM snooping is reenabled when IGMP snooping is reenabled.

Recommended Action No action is required. The system is working properly. We recommend that you leave IGMP snooping enabled.

PISA Messages

This section contains Programmable Intelligent Services Accelerator (PISA) messages.

PISA-3

Error Message `%PISA-3-GENERIC_ME_ERROR: microengine [dec] thread [dec] param1 [hex] param2 [hex] param3 [hex] param4 [hex] param5 [hex] param6 [hex] param7 [hex]`

Explanation This message is for testing the debug mechanism of the PISA generic microengine error definition.

Recommended Action No action is required.

Error Message `%PISA-3-MQC_ATTACH_POLICY: Failed to attach policy-map [chars] to interface [chars] on [chars] direction. [chars]`

Explanation PISA MQC policy-map attachment failed because of one of the following policies: convert ixp-policy, add ixp-policy to vlan, write ixp-policy, or attach acls in ixp-policy.

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

Error Message `%%PISA-3-MQC_MODIFY_POLICY: Failed to modify policy-map [chars] from interface [chars] on [chars] direction. [chars]`

Explanation Failed to modify the PISA MQC policy map because the ixp-policy was not found, or the parameters are invalid, or the user failed to remove or attach the policy.

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

Error Message `%%PISA-3-MQC_REMOVE_POLICY: Failed to remove policy-map [chars] from interface [chars] on [chars] direction. [chars]`

Explanation   Removal of the PISA MQC policy map failed because the ixp-policy was not found, or the parameters are invalid, or data structures are corrupted.

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

Error Message `%PISA-3-NBAR_PD_ERROR: Protocol Discovery error on [chars] for vlan [dec]`

Explanation   An error exists in the Network Based Application Recognition (NBAR) protocol discovery configuration.

Recommended Action   Recheck the NBAR configurations. Contact TAC if needed.

Error Message `%PISA-3-SYSLOG_FPM: microengine [dec] thread [dec] param1 [hex] param2 [hex] param3 [hex] param4 [hex] param5 [hex] param6 [hex] param7 [hex]`

Explanation   This message is for testing the debug mechanism of the PISA FPM syslog definition.

Recommended Action   No action is required.

Error Message `%PISA-3-SYSLOG_TEST: microengine [dec], thread [dec]`

Explanation   This message is for testing the debug mechanism of the PISA syslog test.

Recommended Action   No action is required.

PISA-4

Error Message `%PISA-4-PISA_CHANNEL_ADD: Uplink port g[dec]/[dec] will be used for internal PISA channel.`

Explanation   The uplink port is shared with the internal PISA channel port.

Recommended Action   No action is required. This message is for informational purposes only.

Error Message `%PISA-4-PISA_CHANNEL_CFG: Configuration commands must not be applied on PISA-channel port(s).`

Explanation Configuration commands that are executed on PISA channel ports may disrupt the channel.

Recommended Action No action is required. This message is for informational purposes only.

Error Message `%PISA-4-PISA_CHANNEL_REM: Uplink port g[dec]/[dec] will revert to default configuration.`

Explanation Any nondefault uplink port configuration must be reapplied.

Recommended Action Reapply any nondefault uplink port configuration.

Error Message `%PISA-4-PISA_INTERNAL_VLAN_ALLOC: Internal vlan not available. Packets on [chars] will be software switched by RP`

Explanation The internal VLAN allocation for split VLAN failed.

Recommended Action Make some VLANs available for use by the internal VLANs, and then reapply the configuration.

Error Message `%PISA-4-PISA_INTF_EXCEPTION: INTF exception occurred in [chars] direction for vlan [dec]. Packets will be punted to RP`

Explanation Either a TCAM exception occurred or an exception due to incompatible interface configurations occurred.

Recommended Action Remove any incompatible interface configurations and reconfigure the ACL features.

PISA_FM Messages

This section contains Programmable Intelligent Services Accelerator (PISA) Feature Manager (FM) messages.

PISA_FM-5

Error Message `%PISA_FM-5-ACL_DISABLED: [chars] [chars] is removed from [chars] in [chars] direction.`

Explanation The specified ACL or reverse ACL has been disabled on the specified interface in the input or output direction. Packets selected by the ACL will no longer be routed to the Programmable Intelligent Services Accelerator (PISA) for modification.

Recommended Action No action is required. This message is for informational purposes only.

Error Message %PISA_FM-5-ACL_ENABLED: [chars] [chars] is applied on [chars] in [chars] direction.

Explanation The specified ACL or reverse ACL has been enabled on the specified interface in the input or output direction. Packets selected by the ACL will be routed to the Programmable Intelligent Services Accelerator (PISA) for modification.

Recommended Action No action is required. This message is for informational purposes only.

Error Message %PISA_FM-5-FEATURE_DISABLED: PISA Feature is disabled on [chars] in [chars] direction.

Explanation The Programmable Intelligent Services Accelerator (PISA) feature has been disabled on the specified interface in the input or output direction.

Recommended Action No action is required. This message is for informational purposes only.

Error Message %PISA_FM-5-FEATURE_ENABLED: PISA Feature is enabled on [chars] in [chars] direction.

Explanation The Programmable Intelligent Services Accelerator (PISA) feature has been enabled on the specified interface in the input or output direction.

Recommended Action No action is required. This message is for informational purposes only.

Error Message %PISA_FM-5-INSPECT_ACL_DISABLED: [chars] [chars] is removed from [chars] in [chars] direction.

Explanation The specified inspect ACL or reverse inspect ACL has been disabled on the specified interface in the input or output direction. Packets selected by the ACL will no longer be routed to the Programmable Intelligent Services Accelerator (PISA) for inspection.

Recommended Action No action is required. This message is for informational purposes only.

Error Message %PISA_FM-5-INSPECT_ACL_ENABLED: [chars] [chars] is applied on [chars] in [chars] direction.

Explanation The specified inspect ACL or reverse inspect ACL has been enabled on the specified interface in the input or output direction. Packets selected by the ACL will be routed to the Programmable Intelligent Services Accelerator (PISA) for inspection.

Recommended Action No action is required. This message is for informational purposes only.

Error Message %PISA_FM-5-INSPECT_ALL_DISABLED: [chars] [chars] is removed from [chars] in [chars] direction.

Explanation The inspect all feature has been disabled on the specified interface in the input or output direction. Packets in the specified direction will no longer be routed to the Programmable Intelligent Services Accelerator (PISA) for inspection.

Recommended Action No action is required. This message is for informational purposes only.

Error Message `%PISA_FM-5-INSPECT_ALL_ENABLED: [chars] [chars] is applied on [chars] in [chars] direction.`

Explanation   The inspect all feature has been enabled on the specified interface in the input or output direction. All packets in the specified direction will be routed to the Programmable Intelligent Services Accelerator (PISA) for inspection.

Recommended Action   No action is required. This message is for informational purposes only.

PISAL2M Messages

This section contains Programmable Intelligent Services Accelerator (PISA) Layer 2 Module (L2M) messages.

PISAL2M-2

Error Message `%PISAL2M-2-ERROR: [chars] [chars]:[dec]`

Explanation   A software error occurred. The message provides information that might be useful in troubleshooting.

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

PISAL2M-3

Error Message `%PISAL2M-3-ERROR_STAT: [chars] stat:[dec] in [chars]:[dec]`

Explanation   A software error occurred. The message provides information that might be useful in troubleshooting.

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

PISAL2M-4

Error Message `%PISAL2M-4-PISA_L2_SVI_INCONSISTENCY: Config Inconsistency : Feature acc at [chars] with [chars] not ADMINDOWN`

Explanation   Feature acceleration should be configured on an interface only while its switch virtual interface (SVI) is in the administratively down state.

Recommended Action   Remove the feature acceleration or shut down the SVI and reconfigure.

Error Message %PISAL2M-4-WARNING: [chars] [chars]:[dec]

Explanation A software error occurred. The message provides information that might be useful in troubleshooting.

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

PISAL2M-6

Error Message %PISAL2M-6-FPM_ACCEL_DISABLED: feature disabled on [chars] direction of: [chars]

Explanation Flexible Packet Matching (FPM) acceleration is disabled. This traffic will not be sent to PISA.

Recommended Action No action is required.

Error Message %PISAL2M-6-FPM_ACCEL_ENABLED: feature accelerated on [chars] direction of: [chars]

Explanation Flexible Packet Matching (FPM) acceleration is enabled. This traffic is sent to PISA.

Recommended Action No action is required.

Error Message %PISAL2M-6-NBAR_ACCEL_DISABLED: feature disabled on [chars] direction of: [chars]

Explanation Network Based Application Recognition (NBAR) acceleration is disabled. This traffic is not sent to PISA.

Recommended Action No action is required.

Error Message %PISAL2M-6-NBAR_ACCEL_ENABLED: feature accelerated on [chars] direction of: [chars]

Explanation Network Based Application Recognition (NBAR) acceleration is enabled. This traffic is sent to PISA.

Recommended Action No action is required.

Error Message %PISAL2M-6-NBAR_PD_ACCEL_DISABLED: Protocol Discovery disabled on [chars] direction of: [chars]

Explanation NBAR protocol discovery acceleration is disabled. This traffic is not sent to PISA.

Recommended Action No action is required.

Error Message `%PISAL2M-6-NBAR_PD_ACCEL_ENABLED: Protocol Discovery accelerated on [chars] direction of: [chars]`

Explanation   NBAR protocol discovery acceleration is enabled. This traffic will be sent to PISA.

Recommended Action   No action is required.

Error Message `%PISAL2M-6-NBAR_TAGGING_DISABLED: NBAR protocol Tagging disabled on [chars] direction of: [chars]`

Explanation   NBAR protocol tagging is disabled. This traffic will not be sent to PISA.

Recommended Action   No action is required.

Error Message `%PISAL2M-6-NBAR_TAGGING_ENABLED: NBAR protocol Tagging enabled on [chars] direction of: [chars]`

Explanation   NBAR protocol tagging is enabled. This traffic will be sent to PISA.

Recommended Action   No action is required.

PM Messages

This section contains port manager (PM) messages.

PM-1

Error Message `%PM-1-INCONSISTENT_PORT_STATE: Inconsistent HW/SW port state for [chars]. Please shut/no shut the interface`

Explanation   The hardware and software port state has become inconsistent. [chars] is the interface.

Recommended Action   No action is necessary. This message is for informational purposes only.

PM-4

Error Message `%PM-4-MPLS_MTU_EC_CFG: MPLS MTU size [dec] is not supported by one or more ports in channel [chars].`

Explanation   The MPLS MTU size that was configured on the Ethernet channel is larger than the maximum MTU size that can be supported by one or more ports in this channel. Large packets might be dropped.

Recommended Action   Reduce the MPLS MTU size, or remove these ports from the channel before increasing the MPLS MTU size.

Error Message `%PM-4-MPLS_MTU_PORT_CFG: MPLS MTU size [dec] is not supported by port [chars].`

Explanation The MPLS MTU size that was configured on the port is larger than the maximum MTU size that can be supported by this port. Large packets might be dropped.

Recommended Action Reduce the MPLS MTU size.

Error Message `%PM-4-PORT_BOUNCED: Port [chars] was bounced by [chars].`

Explanation During a switchover, the PM needed to perform a reactivation of a port that was in the link-down state. A port is only reactivated when the port data structures lack consistency between the active and redundant supervisor engines. Active ports in the link-down state were returned to the link-up state by the reactivation event.

Recommended Action No action is required.

PM_SCP Messages

This section contains port manager Switch-Module Configuration Protocol (PM_SCP) messages.

PM_SCP-1

Error Message `%PM_SCP-1-LCP_FW_ERR_POWERDOWN: Module [dec] will be powered down due to firmware error: [chars]`

Explanation A nonrecoverable error was detected by the switching module firmware and the switching module will be powered down to keep the system functioning. [dec] is the module number and [chars] explains that the system will be powered down.

Recommended Action No action is required.

PM_SCP-2

Error Message `%PM_SCP-2-TRANSCEIVER_INCOMPATIBLE: Transceiver inserted in [chars] port [dec]/[dec] is not compatible with its interface (transceiver speed is [chars], interface speed is [chars])`

Explanation An incompatible transceiver was inserted in the specified module. This transceiver should not be used with this module.

Recommended Action Replace the specified transceiver with another transceiver that is compatible with this module.

PM_SCP-4

Error Message `%PM_SCP-4-FPOE_INFO: An unsupported distributed fabric card has been detected`

Explanation Fabric-capable modules are not supported in this 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%PM_SCP-4-UNSUPPORTED: Interface [chars] does not support receive-only transceivers`

Explanation A receive-only transceiver has been inserted into a slot that does not support it.

Recommended Action Use the receive-only transceiver with a supported module.

POSLC Messages

This section contains Packet over SONET module (POSLC) messages.

POSLC-3

Error Message `%POSLC-3-PROCESS_CREATEFAIL: [chars]`

Explanation The PoS module could not create a process required for its operation. This condition might occur because a resource is 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%POSLC-3-PROCESS_TIMEREVENT: [chars]`

Explanation An unexpected process timer event occurred on the OSM.

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

Error Message `%POSLC-3-UNEXPECTED_PROCESSEVENT: [chars]`

Explanation An unexpected process event occurred on the OSM.

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

QM Messages

This section contains Quality of Service Management (QM) messages.

QM-2

Error Message `%QM-2-PLC_ATTACH_REJECT_2_PLCRS: Command rejected: (policy [chars] interface [chars] dir [chars]) police and police aggregate commands present in same traffic class`

Explanation This message indicates one of two conditions: either a policy map that contains a traffic class with both **police** and **police aggregate** commands is attached to an unsupported interface or a policy attached to an interface is being modified in an unsupported manner.

Recommended Action Remove the unsupported command combination from the same traffic class. In the case of a modification to a policy that is already attached to unsupported interfaces, no action is required because the command is automatically rejected.

Error Message %QM-2-PLC_ATTACH_REJECT_SET: Command rejected: (policy [chars]
interface [chars] dir [chars]) police/trust and set commands present in same
traffic class

Explanation This message indicates one of two conditions: either a policy map that contains a traffic class with both **set** and **police/trust** commands is attached to an unsupported interface or a policy attached to an interface is being modified in an unsupported manner.

Recommended Action Remove the unsupported command combination from the same traffic class. In the case of a modification to a policy that is already attached to unsupported interfaces, no action is required because the command is automatically rejected.

QM-4

Error Message %QM-4-AGG_POL_EXCEEDED: QoS Hardware Resources Exceeded : Out of
Aggregate policers

Explanation Only a limited number of aggregate policers can be supported. On EARL7-based switches, this limit is 1023.

Recommended Action Attempt to aggregate policers if possible.

Error Message %QM-4-MFLOW_POL_EXCEEDED: QoS Hardware Resources Exceeded : Out of
Micro flow policers

Explanation Only a limited number of microflow policers can be supported. On EARL7-based switches, this limit is 63.

Recommended Action No action is required.

QM-6

Error Message %QM-6-EOM_FORCE_TRUSTED: EoMPLS on [chars] caused install of 'trust
cos' state

Explanation If EoMPLS is configured on the interface or any of its subinterfaces, the "no trust" state is automatically replaced by the "trust CoS" state.

Recommended Action Remove all EoMPLS configurations from the interface to restore the "no trust" state.

Error Message %QM-6-EOM_RESTORE_UNTRUSTED: The 'no trust' state is restored on
EoMPLS removal from [chars]

Explanation If EoMPLS is unconfigured on the interface and all its subinterfaces, the "no trust" state is restored.

Recommended Action No action is required.

Error Message `%QM-6-EOM_TRUST_NOT_INSTALLED: 'no trust' command is not installed on [chars] in presence of EoMPLS`

Explanation If EoMPLS is configured on the interface or any of its subinterfaces, the **no trust** command is not installed.

Recommended Action Remove all EoMPLS configurations from the interface.

R4K_MP Messages

This section contains central processing unit (R4K_MP) messages.

R4K_MP-3

Error Message `%R4K_MP-3-CRASHED: CPU [dec] has now crashed a total of [dec] times.`

Explanation The specified CPU failed the specified number of times and has been restarted.

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

R4K_MP-5

Error Message `%R4K_MP-5-DELEGATE_GETBUF: Delegated call to [hex] failed, out of buffers`

Explanation An RPC to the specified function failed.

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

REGISTRY Messages

This section contains registry-related (REGISTRY) messages.

REGISTRY-2

Error Message `%REGISTRY-2-REG_FLAG_DEADLOCK: Registry call to [chars] timed out due to deadlock`

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

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

Error Message `%REGISTRY-2-REG_PARSE_ERROR: [chars]: Could not parse notification [chars] : error/no. of items = [dec]`

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

  – There is a bug in the sscanf function.

  – The notification block is corrupted.

  – The pathname published to the name server is invalid.

This issue is serious and affects IPC.

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

RF Messages

This sections contains redundancy feature (RF) messages.

RF-3

Error Message `%RF-3-FAILED_SET_RED_MODE: ACTIVE failed to set redundancy mode. STANDBY has selected mode but unable to get confirmation from ACTIVE.`

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

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

Error Message `%RF-3-NON_HA_SWITCHOVER: The SP switchover was NOT stateful. To support SSO on the RP, the SP must be configured with HA enabled.`

Explanation The switch processor switchover that occurred was not stateful. Stateful switchover mode on the route processor requires the switch processor to run with high availability (HA) enabled to ensure that appropriate state is synchronized between the switch processors and that there is sufficient state information on the new active switch processor to support the switchover of the route processor while in stateful switchover mode. The recovery is to reset and reboot the route processor, because there is insufficient state information to support a route processor switchover in stateful switchover mode.

Recommended Action Configure the SP to enable HA. If HA is enabled, it is possible that resource exhaustion (such as memory) might have caused this non-HA switchover. If the problem persists, contact Cisco technical support representative for further analysis.

Error Message `%RF-3-PEER_RP_RELOAD: The peer Route Processor (RP) is being reset because [chars]`

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

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

Error Message `%RF-3-WAKEUP_STANDBY_NOT_SEEN: Active-Standby RP Handshake Error. The Standby RP did not receive a WAKEUP_STANDBY message from the Active RP during the early initialization phase on the Standby RP.`

Explanation   As part of the early initialization phase, the standby route processor (RP) asks the active RP to awaken it when the active RP is ready to support the standby RP. The active RP has failed to awaken the standby RP. The active RP may have failed during the standby RP's early initialization phase or some other error has prevented the active RP from completing this handshake.

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

RF-6

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

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

Recommended Action   No action is required.

RPC Messages

This section contains Remote Procedure Call (RPC) messages.

RPC-2

Error Message `%RPC-2-FAILED: Failed to send RPC request [chars] (fatal)`

Explanation   A fatal communication error occurred during an RPC request.

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

Error Message `%RPC-2-FAILED_RETRY: Failed to send RPC request [chars] (will try again)`

Explanation A communication error occurred during an RPC request. The system will attempt the RPC request again.

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

Error Message `%RPC-2-FAILED_USERHANDLE: Failed to send RPC request [chars]`

Explanation A communication error occurred during an RPC request.

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

RPF Messages

This section contains Reverse Path Forwarding (RPF) messages.

RPF-3

Error Message `%RPF-3-RTAVLDELETE: Error deleting an rpf entry from the multicast rpf tree`

Explanation An internal software error occurred.

Recommended Action Copy the 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 at 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 at http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require

assistance, open a case with the Technical Assistance Center using the Internet
http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support
representative and provide the representative with the gathered information.

Error Message `%RPF-3-RTAVLINSERT: Error inserting a new rpf entry into the multicast
rpf tree`

Explanation   An internal software error occurred.

Recommended Action   Copy the error message exactly as it appears on the console or in the system
log. Research and attempt to resolve the error using the Output Interpreter at
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 at http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require
assistance, open a case with the Technical Assistance Center via the Internet
http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support
representative and provide the representative with the gathered information.

RP_MLP Messages

This section contains Route Processor Multilink Point-to-Point Protocol (RP_MLP) messages.

RP_MLP-4

Error Message `%RP_MLP-4-DLFIONELINKSUPPORT: Only ONE link should be configured for
dLFI bundle!!`

Explanation   The system attempted to configure more than one link for the Distributed Link
Fragmentation and Interleaving (dLFI) bundle interface. The dLFIoFR and the dLFIoATM do not
support configuring more than one link.

Recommended Action   No action is required.

RUNCFGSYNC Messages

This section contains Auto-Running Configuration Synchronization (RUNCFGSYNC) messages.

RUNCFGSYNC-6

Error Message `%RUNCFGSYNC-6-HASRMSTATE: [chars]`

Explanation   The high availability (HA) single router mode has changed state. Additional details are
provided in the error message text.

Recommended Action   No action is required.

SBFIFO Messages

This section contains MAC FIFO controller (SBFIFO) messages.

SBFIFO-1

Error Message `%SBFIFO-1-BAD_IDB: Invalid Interface Descriptor Block`

Explanation The driver failed to get the interface IDB.

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

Error Message `%SBFIFO-1-BAD_PARTICLE: Problem getting particle size`

Explanation The driver was unable to obtain the particle size for this interface.

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

Error Message `%SBFIFO-1-BAD_POOL: Could not init buffer pools`

Explanation The driver failed to obtain a pool of buffers from the Cisco IOS software.

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

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

Error Message `%SBFIFO-1-BAD_SB_NOMEM: [chars] - Cannot create IDB subblock due to insufficient memory`

Explanation   There was insufficient system memory to create the IDB subblock.

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

Error Message `%SBFIFO-1-BAD_STRUCT: Could not initialize structure`

Explanation   The driver failed to initialize a structure.

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

Error Message `%SBFIFO-1-BAD_SUBBLOCK: [chars] - Could not install or use IDB subblock`

Explanation   An internal Cisco IOS error prevented the IDB subblock from being installed or used.

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

Error Message `%SBFIFO-1-IDBTYPE_UNK: Unknown IDBTYPE while starting driver`

Explanation The IDBTYPE in the instance structure of the interface is undefined for this driver.

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

Error Message `%SBFIFO-1-INITFAIL_NOMEM: [chars], initialization failed, no buffer memory`

Explanation The Ethernet port initialization failed due to insufficient memory. The router requires more packet memory.

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

Error Message `%SBFIFO-1-MODE_INVALID: Unknown or invalid chip mode (MII/TBI)`

Explanation The driver subblock contains an invalid or undefined chip operating mode (MII or TBI mode).

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

Error Message `%SBFIFO-1-RESET: MAC-FIFO Still in Reset`

Explanation The system attempted to access the MAC-FIFO while it was still being reset.

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

SBFIFO-3

Error Message `%SBFIFO-3-ERRINT: [chars], error interrupt, mac_status = [hex]`

Explanation The MAC-FIFO controller signalled an error condition.

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

Error Message `%SBFIFO-3-TOOBIG: [chars], packet too big ([dec]), from [enet]`

Explanation The interface detects a packet larger than the value that is defined by MTU.

Recommended Action Determine the MTU setting of the other station. No action is required.

SCP Messages

This section contains Switch Module Configuration Protocol (SCP) messages.

SCP-3

Error Message `%SCP-3-SCP_HA_FAIL: SCP HA Seq Set - Module: [dec] failed [dec] times`

Explanation The system did not receive the SCP HA sequence set acknowledgment.

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

SCP-5

Error Message `%SCP-5-ASYNC_WATERMARK: [dec] messages pending in [chars]`

Explanation The specified number of SCP messages are waiting in the specified local queue. This condition might indicate that the SP is generating many messages, that the SP is to busy too send them, or that the module cannot process them at a faster pace. In most cases, this condition occurs when there is heavy control plane activity, such as the formation of Layer 2 trunks, the addition of new VLANs, or the toggling of links.

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

Error Message `%SCP-5-ENABLE: Module enabled [chars]`

Explanation The supervisor engine sent a message to the router to indicate that a module has been enabled.

Recommended Action No action is required.

SFF8472 Messages

This section contains Optical Transceiver Diagnostic Monitoring (SFF8472) messages.

SFF8472-2

Error Message `%SFF8472-2-NOMEM: Not enough memory available for [chars]`

Explanation The SFF8472 subsystem could not obtain the memory it needed.

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

SFF8472-3

Error Message `%SFF8472-3-INTERNAL_ERROR: [chars]`

Explanation The SFF8472 subsystem encountered an internal software error. The error message contains text that can be used to help identify the nature of the problem.

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

Error Message `%SFF8472-3-READ_ERROR: [chars]`

Explanation An error occurred when the system was reading the digital optical monitoring information from the transceiver at the specified interface.

Recommended Action Remove and reinsert the transceiver. If the transceiver still does not work, replace it.

Error Message `%SFF8472-3-THRESHOLD_VIOLATION: [chars]: [chars]; Operating value: [chars], Threshold value: [chars].`

Explanation There has been a threshold violation. The violation is specified in the message.

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

Error Message `%SFF8472-3-UNEXPECTEDEVENT: Process received unknown event (maj [hex], min [hex]).`

Explanation A process can register to be notified when various events occur. A process received an event that it did not know how to handle.

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

SIBYTE_ION

This section contains Sibyte Ion messages.

SIBYTE_ION-3

Error Message `%SIBYTE_ION-3-SB_THREAD_CTL_ERR: Call to ThreadCTL() failed: function = [chars], line number = [dec], return_code = [dec], errno = [dec]`

Explanation A QNX call to ThreadCTL() failed. [chars] is the function, the first [dec] is the line number, the second [dec] is the return code, and the third [dec] is the error number.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet
http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support
representative and provide the representative with the gathered information.

SIP400 Messages

This section contains SPA Interface Processor 400 (SIP400) messages.

SIP400-2

Error Message `%SIP400-2-IOBUS_ERROR: IO bus error occurred: [chars] last addr [hex] data [hex] tran [hex]`

Explanation A device on the I/O bus had a communication problem.

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

Error Message `%SIP400-2-PCI_BUS_ERROR: A PCI Bus Error occurred while trying to access a device (status reg = [hex], addstatus reg = [hex])`

Recommended Action A PCI bus error occurred while trying to access a device.

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

Error Message `%SIP400-2-PCI_ERROR_INT: A PCI Error interrupt occurred while trying to access a device (status reg = [hex], addstatus reg = [hex])`

Explanation   A PCI error interrupt occurred while trying to access a device.

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

SIP600 Messages

This section contains SPA Interface Processor 600 (SIP600) messages.

SIP600-2

Error Message `%SIP600-2-DEVMGR_ASIC_INIT_FAILED: SIP-600 ASIC Initialization failed at stage-asic_init[dec]`

Explanation   The SIP 600 received an error when attempting to initialize the ASICs that make up the forwarding hardware. A hardware problem has prevented the SIP 600 from fully initializing on the line card. Packets will not be forwarded.

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

Error Message `%SIP600-2-DEVMGR_PROC_CREATE_FAILED: SIP-600 Initialization failed to create a required IOS process[dec]`

Explanation The SIP 600 received an error during initialization when attempting to create the ASIC "stage2 init" process. A memory problem or another software resource problem has prevented the SIP 600 from fully initializing on the line card. Packets will not be forwarded.

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

Error Message `%SIP600-2-INITFAIL: SIP-600 Initialization Failed - [chars]: [chars] [dec] [dec]`

Explanation The SIP 600 could not initialize the memory that is needed for the feature that is specified in the message.

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

Error Message `%SIP600-2-NULL_OBJECT: Missing device object ([chars]) for pending interrupt`

Explanation A hardware device asserted an interrupt to report an event, but there is no device object for this device.

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

Error Message `%SIP600-2-NULL_SPA_BAY_OBJECT: SPA Bay [dec] is missing`

Explanation   A SPA bay object is missing.

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

Error Message `%SIP600-2-PE_BUS_UNRECOVERABLE_INT: Packet Engine Unrecoverable Bus Interrupt: [chars] = [hex]`

Explanation   A packet engine unrecoverable bus interrupt has occurred.

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

Error Message `%SIP600-2-QUPDATE: SIP-600 Update Queue Hardware Failed - [chars]: [chars] [dec] Cause: [hex]`

Explanation   The SIP 600 received an error on the specified hardware queue when attempting the specified action. A hardware problem has prevented system queues from being updated on the line card. Packets might no be forwarded.

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

Error Message `%SIP600-2-UNRECOVERABLE_FAILURE: SIP-600 Unrecoverable Failure`

Explanation An unexpected fatal condition has occurred on the SIP 600. This message indicates a hardware failure or malfunction. The system will reload to attempt to fix the problem. See the previous error on the console or in the system log for specific details about the condition.

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

SIP600-3

Error Message `%SIP600-3-IO_BUS_ERR_INT: IO Bus Error Interrupt: [hex] - Deadman Timer = [hex] Trans Status = [hex] Last Address = [hex] Last Data = [hex]`

Explanation An I/O bus error interrupt has occurred.

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

Error Message `%SIP600-3-NMI: NMI Reset Status = [hex]`

Explanation A nonmaskable interrupt occurred.

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

Error Message `%SIP600-3-NOMEM: [chars]`

Explanation The OSM could not obtain statistics because of insufficient memory.

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

Error Message `%SIP600-3-NO_STATID: PXF([dec]): no stat_id is available for statistics collection`

Explanation The OSM has used up all statistics-collection resources. No resources are available for further statistics collection.

Recommended Action Reduce the number of features configured on the specified PXF. If conditions warrant, copy the error message exactly as it appears on the console or in the system log, and contact your Cisco technical support representative.

Error Message `%SIP600-3-NO_STAT_PROCESS: Failed to create stat process`

Explanation The SIP 600 failed to create a statistics process. All statistics counters will be zero.

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

Error Message `%SIP600-3-PE_BUS_ERR_INT: Packet Engine Bus Error Interrupt: [chars]`

Explanation A packet engine bus error interrupt has occurred.

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

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

Error Message `%SIP600-3-PE_SPA_BUS_ERR_INT: SPA Bus Error Interrupt: SPA Bus Error Status ([hex]) = [hex], SPA Bus Trans Status ([hex]) = [hex], SPA Bus Last Data ([hex]) = [hex]`

Explanation A SPA bus error interrupt has occurred.

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

Error Message `%SIP600-3-PE_UNEXPECTED_INT: Unexpected Packet Engine Interrupt: [chars]`

Explanation An unexpected packet engine interrupt has occurred.

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

Error Message `%SIP600-3-SIP10G_GEN_DEV_ERR: [chars] unexpected error: [chars]`

Explanation The software driver for the specified SIP-600 device has detected an unexpected condition. The condition is specified in the message.

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

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

Error Message %SIP600-3-STATID_INCONSISTENCY: PXF([dec]):Inconsistent stats id([hex]) [int] packets dropped.

Explanation A WAN line card has received inconsistent statistics from PXF. PXF reported that one or more packets have been dropped, but no corresponding packet count has been reported.

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

Error Message %SIP600-3-UNEXPECTED_GLOBAL_INT: Unexpected Global Interrupt: [chars]

Explanation An unexpected global interrupt has occurred.

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

Error Message %SIP600-3-UNSUPPORTED_LABEL_RANGE: The maximum label range configured for this system exceeds
the [int] limit supported by the OSM module.

Explanation The MPLS label range that was configured for this system is not supported. The maximum label range limit is specified in the message.

Recommended Action Change the maximum MPLS label range by entering the **mpls label range** command.

SIP600-4

Error Message `%SIP600-4-INVALID_STATID: PXF:Invalid-Statid ([dec]) for vc [int] under interface [int]`

Explanation The OSM encountered an internal error while setting up the statistics report subsystem.

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

Error Message `%SIP600-4-SIP10G_PXF_IRAM_PARITY_ERROR: Correcting a PXF instruction error.`

Explanation This is a Parallel Express Forwarding (PXF) error message that indicates a detection and correction of a typically rare event. If the error is persistent, it may indicate faulty hardware.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

SIP600-6

Error Message `%SIP600-6-NULLQID: PXF([dec]):Null-QID ([chars]) [int] packets dropped.`

Explanation A Catalyst 6500 series switch or a Cisco 7600 series router line card encountered an invalid queue. A packet has been dropped. The packet will be counted in the null queue statistics, and packet traffic should continue normally.

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

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

SIP600_PARSING_ENGINE Messages

This section contains SPA Interface Processor 600 parsing engine (SIP600_PARSING_ENGINE) messages.

SIP600_PARSING_ENGINE-3

Error Message %SIP600_PARSING_ENGINE-3-DROP_FIFO_OVERFLOW: Parsing Engine Drop Fifo Overflow

Explanation The SIP-600 parsing engine has detected that the drop FIFO queue has exceeded the maximum limit. New updates will be discarded. The parsing engine continues to process data from the interfaces if possible.

Recommended Action If traffic resumes, no action is required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SIP600_PARSING_ENGINE-3-INTERRUPT_ERROR: [chars]

Explanation The SIP-600 parsing engine has detected the specified interrupt event. The message text on the console or in the system log provides more information about this error. The parsing engine continues to process data from the interfaces if possible.

Recommended Action If traffic resumes, no action is required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%SIP600_PARSING_ENGINE-3-MASTER_ABORT: Parsing Engine CPU Master Abort Error`

Explanation The SIP-600 parsing engine has detected a CPU master abort interrupt. A read-only to write-only register or a write-only to read-only register could cause this interrupt. The parsing engine continues to process data from the interfaces, if possible.

Recommended Action If traffic resumes, no action is required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%SIP600_PARSING_ENGINE-3-PARITY_ERROR: Parsing Engine CPU Parity Error`

Explanation The SIP-600 parsing engine has detected a CPU parity error. Suspect a hardware fault on the second occurrence of this message. Otherwise, the parsing engine continues to process data from the interface, if possible.

Recommended Action If traffic resumes, no action is required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%SIP600_PARSING_ENGINE-3-RP_INT_WATCHDOG_TIMEOUT: Parsing Engine RP Interface Watchdog Timeout`

Explanation The SIP-600 parsing engine has detected an RP interface watchdog timeout. The RP interface process has not relinquished the processor for the watchdog timeout period. The parsing engine continues to process data from the interfaces if possible.

Recommended Action If traffic resumes, no action is required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

SIP600_QOS Messages

This section contains SPA Interface Processor 600 quality of service (SIP600_QOS) messages.

SIP600_QOS-2

Error Message `%SIP600_QOS-2-INITFAIL: SIP-600 Initialization Failed [chars]: [chars]`
`[dec] [dec]`

Explanation The SIP 600 could not initialize the memory that is needed for the QoS feature. A hardware problem has occurred on the line card that prevents QoS from functioning.

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

Error Message `%SIP600_QOS-2-NOMEM: Memory Allocation Failure - [chars]: [chars]`
`[dec] [dec]`

Explanation The SIP 600 could not allocate the memory that is required for the QoS feature. This condition might indicate that more memory must be installed on the affected line card or platform to service all features and related entries that are enabled in the configuration.

Recommended Action Determine the available memory, and install more if necessary. If sufficient memory is available, reload the Cisco IOS image on the affected line card or platform. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SIP600_QOS-3

Error Message `%SIP600_QOS-3-CLASSIFYUPDATE: SIP-600 Update QOS Classify Hardware Failed - [chars]: [chars] [dec] Cause: [hex]`

Explanation   The SIP 600 received an error on the specified hardware classify entry when attempting the specified action.

Recommended Action   If the error occurs when allocating any of the default classify entries, try to reload the line card and then verify that traffic can be forwarded out the line card. If the error occurs in all other cases, remove the QoS action that was just performed, wait a period of time, then reapply the service policy. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%SIP600_QOS-3-EXCEEDEXCESSQRATE: SIP-600 Exceeded system maximum excess queue rates - [chars]: [chars] [dec] Cause: [hex]`

Explanation   The SIP 600 received an error on the specified hardware queue when attempting the specified action. This condition is the result of attempting to configure a QoS action. The sum of excess bandwidth for all allocated queues has exceeded the system limit.

Recommended Action   Remove the service policy that failed and try applying the **shape** command to each of the classes if they are not already configured. Then reapply the service policy. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%SIP600_QOS-3-EXCEEDGUARTQRATE: SIP-600 Exceeded Guaranteed Rates on interface - [chars]: [chars] [dec] Cause: [hex]`

Explanation   The SIP 600 received an error on the specified hardware queue when attempting the specified action. This condition is the result of attempting to configure a QoS action. The sum of all queue guaranteed rates has exceeded the maximum that can be configured for the interface to which the queues are applied. This condition could be caused when the **priority** command is configured without the **police** command.

Recommended Action   Add the **police** command to limit the rate of the priority queue. If this is not the case, remove the service policy and reapply it. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%SIP600_QOS-3-INSUFFDFLTBW: SIP-600 Insufficient bandwidth for default processing: port [dec] queue id [dec] Cause: [hex]`

Explanation   The SIP 600 reserves 1 percent of the bandwidth of a port for router control packets. When a service policy is applied, this bandwidth is first deducted from the QoS class-default queue. If there is not sufficient bandwidth in the class-default queue and the sum of queue guaranteed bandwidth exceeds the link rate, this message is generated instead of the EXCEEDGUARTQRATE message.

Recommended Action   Determine if there is any bandwidth available for class-default so that space is made available for the port's queue to handle control packets. Reduce the amount of bandwidth configured on user-defined classes so that more bandwidth is available for class-default. If necessary, explicitly configure bandwidth for class-default by entering the **bandwidth** command. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%SIP600_QOS-3-NORESOURCE: SIP-600 Out of Resources- [chars]: [chars] [dec] Cause: [hex]`

Explanation   The specified resource has been depleted from the SIP 600.

Recommended Action   Change the SIP 600 configuration to conserve its use of the specified resource.

Error Message `%SIP600_QOS-3-NOTFOUND: SIP-600 Software Element Not Found - [chars]: [chars] [dec]`

Explanation The SIP 600 client could not locate a required software element.

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

Error Message `%SIP600_QOS-3-NOTSUP: SIP-600 Feature Not Supported - [chars]: [chars] [chars]`

Explanation The SIP 600 does not support the specified feature.

Recommended Action Change the SIP 600 configuration so that it does not include the specified feature.

Error Message `%SIP600_QOS-3-QEXCEEDWREDGRP: SIP-600 Exceeded WRED limit groups for queue [dec]`

Explanation The SIP 600 depleted available resources when configuring WRED on the specified hardware queue. This condition is the result of attempting to configure a QoS action.

Recommended Action For each queue, there is a limited number of unique WRED limits sets that can be configured. The user-configuration action has caused the limits to go beyond the system limit. As a result, WRED is not configured on that queue. The following configuration illustrates three unique sets of WRED min/max limits:

random-detect
random-detect prec 0 1000 2000 1
random-detect prec 1 1000 2000 1
random-detect prec 2 2000 3000 1
random-detect prec 3 2000 3000 1
random-detect prec 4 1000 2000 1
random-detect prec 5 3000 4000 1
random-detect prec 6 2000 3000 1
random-detect prec 7 3000 4000 1

Update your configuration so that the WRED configuration is within the limits, and reapply the service policy.

Error Message `%SIP600_QOS-3-QUPDATE: SIP-600 Update Queue Hardware Failed - [chars]:` `[chars] [dec] Cause: [hex]`

Explanation The SIP 600 received an error on the specified hardware queue when attempting the specified action. This condition is the result of attempting to configure a QoS action.

Recommended Action There are a variety of reasons that this condition occurs: 1) If the user configuration action was to remove a service policy and then reapply a service policy to the same interface, it is possible that queues are still draining, which prevents new queues from being allocated. You need to remove the service-policy that failed, wait for a period of time, and then reapply the service policy. 2) It is possible that the number of resources has been depleted. You can consolidate your current QoS configuration to free up resources and then try reapplying your new configuration. 3) If the error was the result of removing queue hardware, then there is a hardware problem that must be reported. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%SIP600_QOS-3-QWREDGTQLIMIT: SIP-600 WRED maximum threshold exceeds` `queue-limit for queue [dec]`

Explanation The WRED maximum threshold values should be greater than the assigned queue limit. This condition is the result of the user attempting to configure WRED or changing bandwidth rates, which changes queue-limit values. If this error has occurred, the queue is allocated but WRED is not enabled.

Recommended Action Make sure the queue-limits configured does not exceed any of the WRED max_threshold values. If the **queue-limit** command is not configured, configure one that is greater than WRED max_threshold values.

SIPSPA Messages

This section contains SPA messages on GSR line cards (SIPSPA).

SIPSPA-4

Error Message `%SIPSPA-4-MAX_BANDWIDTH_NS: Total SPA bandwidth exceeds line card` `capacity, full utilization of installed SPA interfaces is not supported`

Explanation The total bandwidth of the SPAs exceeds the rated capacity of this line card.

Recommended Action Refer to the line card guidelines for the maximum allowed aggregated SPA bandwidth for the line card.

SMSC_RP Messages

This section contains route processor messages for short message service centers (SMSC_RP).

SMSC_RP-3

Error Message `%SMSC_RP-3-GETHWVER_FAILED: Unable to set 7600-SSC-400 in slot [dec] in single-spa-mode because of error in obtaining its hardware revision.`

Explanation   The 7600-SSC-400 could not be set to single-SPA mode.

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

Error Message `%SMSC_RP-3-NO_SCP_BUFFER: Unable to set 7600-SSC-400 in slot [dec] in single-spa-mode because of insufficient scp buffers.`

Explanation   The 7600-SSC-400 could not be set to single-SPA mode.

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

Error Message `%SMSC_RP-3-SSC_SSPA_RETRY: 7600-SSC-400 in slot [dec] is reset as a [dec] try to set it in single-spa-mode.`

Explanation   The specified slot has reset in an attempt to set the 7600-SSC-400 in single-SPA mode. Reattempting to set the 7600-SSC-400 in single-SPA mode will occur three times.

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

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

Error Message `%SMSC_RP-3-SSC_SSPA_SHUT: 7600-SSC-400 in slot [dec] is shutdown because it cannot be set in single-spa-mode`

Explanation The specified slot has shut down because it could not be set in single-SPA mode.

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

SMSC_RP-6

Error Message `%SMSC_RP-6-INVALID_HW_VERSION: Single-spa-mode is not allowed for 7600-SSC-400 hardware version [dec].[dec].`

Explanation Only 7600-SSC-400 versions greater than 0.3 can be set in single-SPA mode.

Recommended Action To use single-SPA mode, use 7600-SSC-400 versions greater than 0.3.

SNMP Messages

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

SNMP-5

Error Message `%SNMP-5-MODULERESET: [chars] object has been set to 'reset' for [chars]=[dec] from IP address [chars].`

Explanation The SNMP server has reset a module.

Recommended Action No action is required.

SPA_CHOC_DSX Messages

This section contains common channelized Shared Port Adapter (SPA_CHOC_DSX) messages.

SPA_CHOC_DSX-3

Error Message `%SPA_CHOC_DSX-3-SEMAHOG: SPA on [chars]: Semaphore Hog was encountered.`

Explanation One process has failed to release the semaphore used by IPC communication between the host and the SPA. This behavior might cause other processes to fail to send commands down to the SPA. This condition might cause improper operation.

Recommended Action Stop all traffic on the SPA and then reload the configuration by entering the **shut/no shut** command on the controllers. If the problem persists, power cycle the SPA.

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 on the SPA. This condition might result in improper operation.

Recommended Action Reload the configuration by entering the **shut/no shut** command on the controllers. If the problem persists, power cycle the SPA.

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 on the SPA. This condition might result in improper operation.

Recommended Action Power down and reset the indicated SPA line card.

SPA_T3E3 Messages

This section contains T3E3 (SPA_T3E3) messages.

SPA_T3E3-3

Error Message `%SPA_T3E3-3-SSBINIT: [chars]: Fail to initialize serial IDB`

Explanation The system failed to initialize the serial IDB. The probable cause is a lack of system memory. Earlier 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in 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. This condition 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. Note that the FPD image package used in the upgrade should match the Cisco IOS release that is operating on the module. A match between the two can be verified by entering the **show upgrade fpd package default** command.

SPAN Messages

This section contains Switched Port Analyzer (SPAN) messages.

SPAN-3

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 error message. It is possible that a distributed EtherChannel has been configured in the system and that it is using the 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 error 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.

SPANTREE Messages

This section contains Spanning Tree (SPANTREE) messages.

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 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. This auto-detection of prestandard neighbors is not always completely accurate, so we recommend that you configure the port for prestandard MST BPDU transmission. This warning message will display only once.

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

SPANTREE-6

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

Explanation   The specified interface has been added to all VLANs.

Recommended Action   No action is required.

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

Explanation   The specified interface has been deleted from all VLANs.

Recommended Action   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 specified interface has been deleted from the specified VLAN.

Recommended Action No action is required.

SPLITVLANM Messages

This section contains Split VLAN Manager (SPLITVLANM) messages.

SPLITVLANM-2

Error Message `%SPLITVLANM-2-ERROR: [chars] [chars]:[dec]`

Explanation This message provides information about a software error.

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

SPLITVLANM-3

Error Message `%SPLITVLANM-3-ERROR_STAT: [chars] stat:[dec] in [chars]:[dec]`

Explanation This message provides information about a software error.

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

SPLITVLANM-4

Error Message `%SPLITVLANM-4-WARNING : [chars] [chars]:[dec]`

Explanation This message provides information about a software warning.

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

SPLITVLANM-6

Error Message `%SPLITVLANM-6-FPM_DISABLED: feature disabled on [chars] direction of: [chars]`

Explanation Flexible Packet Matching (FPM) is disabled, and traffic is not directed to the PISA.

Recommended Action No action is required. This message is for informational purposes only.

Error Message `%SPLITVLANM-6-FPM_ENABLED: feature accelerated on [chars] direction of: [chars]`

Explanation Flexible Packet Matching (FPM) is enabled, the feature is accelerated, and all traffic is directed to the PISA.

Recommended Action No action is required. This message is for informational purposes only.

Error Message `%SPLITVLANM-6-NBAR_DISABLED: feature disabled on [chars] direction of: [chars]`

Explanation NBAR is disabled, and traffic is not directed to the PISA.

Recommended Action No action is required. This message is for informational purposes only.

Error Message `%SPLITVLANM-6-NBAR_ENABLED: feature accelerated on [chars] direction of: [chars]`

Explanation NBAR is enabled, the feature is accelerated, and all traffic is directed to the PISA.

Recommended Action No action is required. This message is for informational purposes only.

Error Message `%SPLITVLANM-6-NBAR_PD_DISABLED: Protocol Discovery disabled on [chars] direction of: [chars]`

Explanation NBAR protocol discovery is disabled, and traffic is not directed to the PISA.

Recommended Action No action is required. This message is for informational purposes only.

Error Message `%SPLITVLANM-6-NBAR_PD_ENABLED: Protocol Discovery accelerated on [chars] direction of: [chars]`

Explanation   NBAR protocol discovery is enabled, the feature is accelerated, and all traffic is directed to the PISA.

Recommended Action   No action is required. This message is for informational purposes only.

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.

SSA-5

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

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

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

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 The 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 The 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 The 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 The SSP has entered standby state.

Recommended Action No action is required.

STAPL Messages

This section contains Standard Test and Programming Language (STAPL) messages.

STAPL-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 file specified in the error message.

Recommended Action Ensure that the filename is correct. Enter the **dir** command to verify the filename.

Error Message `%STAPL_OPEN-4-ERROR_READ: %Error: STAPL file [chars] read failed`

Explanation An unknown error 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. Use 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case 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, determine the size of the file, and retry the operation.

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.

SW_VLAN Messages

This section contains VLAN manager (SW-VLAN) messages.

SW_VLAN-4

Error Message `%SW_VLAN-4-MAX_SUB_INT: The number of sub-interfaces allocated for interface [chars] has exceeded recommended limits of [dec]`

Explanation The number of subinterfaces allocated for the interface has exceeded the recommended limit.

Recommended Action Reduce the number of subinterfaces allocated for the interface to within the recommended limit.

Error Message `%SW_VLAN-4-VLAN_CREATE_FAIL: Failed to create VLANs [chars]: [chars]`

Explanation The VLANs specified in the error message could not be created. The VLAN manager called a VLAN database routine to create one or more VLANs, but the PM failed to create the requested VLANs. A possible cause of this error is that the VLANs already exist in the PM as internal VLANs.

Recommended Action Determine the internal VLAN usage by entering the **show vlan internal usage** command. Unconfigure the feature that occupies the internal VLAN, and retry the VLAN creation operation. If this condition recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

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

Error Message %SW_VLAN-4-VTP_DB_INVALID_VLANID: Invalid VLAN ID [dec] found in VTP
database download

Explanation An invalid VLAN ID was detected in the VTP database during the download of the VTP
configuration file. This condition indicates that the VTP configuration file in NVRAM is corrupted.
[dec] is the VLAN ID.

Recommended Action Save a copy of the vlan.dat file that includes the invalid VLAN ID to help
investigate the condition. Collect the output from the **show vtp status** command and the **show vlan**
command. Contact your Cisco technical support representative with the information that you have
collected.

Error Message %SW_VLAN-4-VTP_SEM_BUSY: VTP semaphore is unavailable for function
[chars]. Semaphore locked by [chars]

Explanation The VTP database is currently locked by another task and is not available.

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

SYS Messages

This section contains operating system (SYS) messages.

SYS-4

Error Message `%SYS-4-GREEDY_REGEXP: [chars] while processing the input regular expression. Aborting processing, use alternate regular expression. Input regular expression: "[chars]"`

Explanation   The specified regular expression requires excessive resources for processing. To avoid processing timeouts or an unexpected reload, the processing was aborted.

Recommended Action   Use a different regular expression.

SYS-5

Error Message `%SYS-5-NV_LOCK_EBUSY: Failed to acquire nvram lock at [chars]:[dec]. REQ path: [chars] pid:[dec] proc: [chars] RFS client:[dec] c/s:[dec]/[dec] mode:[dec]. OWN nv_ifs_path: [chars] proc: [chars] RFS client:[dec] c/s:[dec]/[dec] rfs_ac:[dec]. nv_ifs_pid:[dec] local_lock:[dec] rfs_lock:[dec] last_req:[dec] nv_fs_ac:[dec] nv_ifs_trace: [chars]`

Explanation   A request to access NVRAM has failed because the NVRAM is locked by another application. The NVRAM can serve only one application request at a time.

Recommended Action   This message can be ignored if it is seen only occasionally or during bootup, when the NVRAM might be locked by another application. If this message is seen for all NVRAM access requests (such as write memory or dir nvram), then Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

SYS-7

Error Message `%SYS-7-NV_LOCK_EACCES: Failed to acquire/release nvram lock at [chars]:[dec]. REQ path: [chars] pid:[dec] proc: [chars] RFS client:[dec] c/s:[dec]/[dec] mode:[dec]. OWN nv_ifs_path: [chars] proc: [chars] RFS client:[dec] c/s:[dec]/[dec] rfs_ac:[dec] nv_ifs_pid:[dec] local_lock:[dec] rfs_lock:[dec] last_req:[dec] nv_fs_ac:[dec] nv_ifs_trace: [chars]`

Explanation A request to release NVRAM has failed.

Recommended Action This message can be ignored if it is seen during a switchover, reload, or bootup. If this message is seen under normal conditions, Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

SYS_CONTROLLER Messages

This section contains system controller (SYS_CONTROLLER) messages.

SYS_CONTROLLER-3

Error Message `%SYS_CONTROLLER-3-CREATE_IBC_FAILED: Creation of ibc idb failed`

Explanation The IBC IDB creation has failed.

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

Error Message `%SYS_CONTROLLER-3-INIT_IBC_FAILED: Initialization of ibc failed`

Explanation IBC initialization has failed.

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

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

Error Message %SYS_CONTROLLER-3-INIT_ICDM_FAILED: Initialization of icdm driver failed

Explanation ICMD driver initialization failed for IBC.

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

Error Message %SYS_CONTROLLER-3-INIT_MAC_DRIVER_FAILED: Initialization of ethernet mac driver failed

Explanation Ethernet MAC driver initialization failed for IBC.

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

Error Message %SYS_CONTROLLER-3-MASKED_RCV_INTR: ibc_rcv_interrupt called while masked: [int]

Explanation A software error occurred. An IBC receive interrupt was received despite being masked.

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

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

Error Message `%SYS_CONTROLLER-3-NO_BUFFER_POOLS: Initialization of private buffer pools failed`

Explanation Private buffer pools were not created for IBC.

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

Error Message `%SYS_CONTROLLER-3-NO_PARTICLE: no particle available to populate the ethernet dma ring`

Explanation No particle is available to populate the Ethernet DMA ring.

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

Error Message `%SYS_CONTROLLER-3-RX_ADD_BUFFER_FAILED: particle not added to the ethernet dma ring`

Explanation The particle was not added to the Ethernet DMA ring.

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

SYSMGR Messages

This section contains system manager (SYSMGR) messages.

SYSMGR-6

Error Message `%SYSMGR-6-RESTART: Restarting process [chars] by [chars]`

Explanation A process was restarted using the CLI.

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

TCP Messages

This section contains Transmission Control Protocol (TCP) messages.

TCP-3

Error Message `%TCP-3-BADMSS: Incorrect mss [dec] observed`

Explanation The maximum segment size (MSS) is incorrect, and reliable operation for this connection cannot be guaranteed.

Recommended Action Increase the interface MTU. If increasing the MTU does not help, contact your technical support representative for assistance.

Error Message `%TCP-3-FORKFAIL: Failed to start a process to negotiate options.`

Explanation The system failed to create a process to handle requests from a client. This condition could be caused by insufficient memory.

Recommended Action Reduce other system activity to ease memory demands.

TFIB Messages

This section contains Tag Forwarding Information Base (TFIB) messages.

TFIB-3

Error Message `%TFIB-3-TAGTYPEMISMATCH: Existing tag type [dec], Incoming tag type [dec]`

Explanation The tag type of incoming tag_rewrites does not match the tag type of existing tag_rewrites.

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

TRANGE Messages

This section contains time-range (TRANGE) messages.

TRANGE-2

Error Message `%TRANGE-2-NOMEMORY: Alloc fail for time-range config buffer. Disabling distributed mode on lc`

Explanation The system is unable to allocate a buffer to send a time-range configuration to the linecards.

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

Error Message `%TRANGE-2-WRONGREQUEST: Invalid request to allocate chunk of size [dec]`

Explanation   A request to allocate a time-range chunk was denied because it exceeded the maximum size TRANGE_LARGE_CHUNK_SZ.

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

Error Message `%TRANGE-2-WRONGSIZE: Incorrect length trange ipc xdr of len=[dec] received`

Explanation   The route processor sent a time-range configuration message of the wrong length.

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

TRANSCEIVER Messages

This section contains transceiver (TRANSCEIVER) messages.

TRANSCEIVER-3

Error Message `%TRANSCEIVER-3-INTERNAL_ERROR: [chars]`

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

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

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

UNICAST_FLOOD Messages

This section contains unicast flooding (UNICAST_FLOOD) messages.

UNICAST_FLOOD-4

Error Message `%UNICAST_FLOOD-4-DETECTED: Host [enet] on vlan [dec] is flooding to an unknown unicast destination at a rate greater than/equal to [dec] Kfps`

Explanation   A host was found going up and down between ports.

Recommended Action   Verify the reason why the host is sending traffic to an unknown unicast destination.

Error Message `%UNICAST_FLOOD-4-FILTER_TABLE_FULL: The filter table is full`

Explanation   The system has detected too many unicast floods to unknown destinations.

Recommended Action   Investigate the reason why so many hosts in the network are sending traffic to unknown unicast destinations.

UNICAST_FLOOD-5

Error Message `%UNICAST_FLOOD-5-FILTER_INSTALLED: Filter for host [enet] has been installed. It will be removed in [dec] minute(s)`

Explanation   A host was flooding unicast packets to an unknown destination. A filter has been installed.

Recommended Action   No action is required.

URLF Messages

This section contains URL filtering (URLF) messages.

URLF-3

Error Message `%URLF-3-ALLOW_MODE: Connection to all the URL filter servers are down and the allow mode is '[chars]'`

Explanation No URL filter servers are available. If the allow mode is on, the router will pass HTTP traffic; otherwise, the router will drop HTTP traffic and close the TCP connection.

Recommended Action Check the status of the URL filter server (WebSense/N2H2). Restart the server if necessary. If the server cannot be recovered, install another URL filter server and configure the new server location on the router.

Error Message `%URLF-3-MAX_REQ: The number of pending request exceeds the maximum limit [dec]`

Explanation The number of pending URL authentication requests from the URL filter server exceeds the maximum limit. As a result, HTTP requests will be dropped.

Recommended Action No action is required.

Error Message `%URLF-3-RESOURCE_ALLOC_FAILED: The resource allocation failed for URL filter subsystem`

Explanation The URL filtering feature is unable to allocate memory for various data structures.

Recommended Action Disable unused features or check for other reasons why the router may be running out of memory.

Error Message `%URLF-3-SERVER_DOWN: Connection to the URL filter server [IP_address] is down`

Explanation The connection between the router and a URL filter server is down. If multiple servers are configured, the router will try another server for URL authentication. If no URL filter server is available, the router will check the allow mode. If the allow mode is 'on,' the router will pass HTTP traffic; otherwise, the router will drop HTTP traffic and close the TCP connection.

Recommended Action Check the status of the URL filter server (WebSense/N2H2). Restart the server if necessary. If the server cannot be recovered, install another URL filter server and configure the new server location on the router.

Error Message `%URLF-3-URL_TOO_LONG: URL sent from [IP_address] is too long (more than [dec] bytes), possibly a fake packet?`

Explanation The URL in the HTTP GET request is too long. Because the packet may be fake, it will be dropped.

Recommended Action No action is required.

URLF-4

Error Message `%URLF-4-SITE_BLOCKED: Access denied for the site '[chars]', client [IP_address]:[dec] server [IP_address]:[dec]`

Explanation A user attempted to browse a forbidden site. All underlying URLs of the indicated domain are blocked from access.

Recommended Action No action is required.

Error Message `%URLF-4-URL_BLOCKED: Access denied URL '[chars]', client [IP_address]:[dec] server [IP_address]:[dec]`

Explanation A user attempted to browse a forbidden site. Access to the requested URL is denied and the corresponding TCP connection is closed.

Recommended Action No action is required.

URLF-5

Error Message `%URLF-5-SERVER_UP: Connection to an URL filter server([IP_address]) is made, the router is returning from ALLOW MODE`

Explanation At least one URL filter server is now available. The router will return to normal operation from allow mode.

Recommended Action No action is required.

URLF-6

Error Message `%URLF-6-SITE_ALLOWED: Client [IP_address]:[dec] accessed server [IP_address]:[dec]`

Explanation All URLs belonging to the indicated server address are allowed to be accessed without URL filtering authentication.

Recommended Action No action is required. This message can be used to track the number of GET requests sent from a client to the server.

Error Message `%URLF-6-URL_ALLOWED: Access allowed for URL '[chars]', client [IP_address]:[dec] server [IP_address]:[dec]`

Explanation An HTTP GET request from a client is allowed to be transmitted to the indicated server.

Recommended Action No action is required.

VPN_HW Messages

This section contains VPN Hardware Accelerator for IPsec (VPN_HW) messages.

VPN_HW-1

Error Message `%VPN_HW-1-ALIGN: Slot: [dec] - Alignment failure on packet buffer: [hex]`

Explanation A software error has occurred. The VPN hardware accelerator driver has detected that the buffer is not aligned correctly.

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

Error Message `%VPN_HW-1-ERROR: slot: [dec] - [chars]`

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

Error Message `%VPN_HW-1-HEARTBEAT: VPN Module in slot: [dec]: Keepalive lost.`

Explanation Keepalive messages have been lost, indicating that the VPN hardware accelerator is no longer operating.

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

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

Error Message %VPN_HW-1-INITFAIL: Slot [dec]: [chars]

Explanation The VPN hardware accelerator driver could not initialize the accelerator at the slot specified in the error message at the specified point.

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

Error Message %VPN_HW-1-NOMEMORY: [chars] creation failed for slot [dec]

Explanation During its initialization phase, the VPN hardware driver could not allocate memory for the data structure that is specified in the error message.

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

Error Message %VPN_HW-1-OWNER: slot: [dec]: [chars] packet buffer, pak=[hex]

Explanation A software or hardware error has occurred. The VPN hardware accelerator driver has detected that the buffer ring is in an inconsistent and unrecoverable state.

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

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

Error Message `%VPN_HW-1-PACKET_ERROR: slot: [dec] Packet Encryption/Decryption error, [chars]`

Explanation An unexpected error occurred during the encryption or decryption of a packet.

Recommended Action This message can occur occasionally during normal operation of the system. It may occur during the transition to a new session key for a Security Association. In such cases, no action is required. However, if it happens frequently, or is associated with traffic disruption, then note the status value and contact your Cisco technical support representative. The VPN hardware accelerator will most likely need to be replaced.

Error Message `%VPN_HW-1-TOOBIG: Slot: [dec] - [chars] received a packet with size [dec].`

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

Error Message `%VPN_HW-1-UNSUPP: VPN Module in slot: [dec]: [chars] ([hex]).`

Explanation This revision or version of the VPN hardware accelerator in the slot specified in the error message is not supported.

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

VPN_HW-3

Error Message %VPN_HW-3-MULTDEV: Cannot support more than one Encryption AIM

Explanation A second Encryption AIM was discovered present in the system. The Encryption AIM software only supports a single Encryption AIM. All other Encryption AIMs installed will be ignored.

Recommended Action Remove one of the Encryption AIMs that are installed in your system.

VPN_HW-6

Error Message %VPN_HW-6-INFO: slot: [dec] [chars]

Explanation This is informational message from the VPN hardware accelerator driver.

Recommended Action This message occurs during normal system operation. No action is required.

Error Message %VPN_HW-6-SHUTDOWN: [chars] shutting down

Explanation The specified VPN hardware is shutting down. It may have been physically removed.

Recommended Action This message occurs during normal system operation. No action is required.

VPNSM Messages

This section contains Virtual Private Network Services Module (VPNSM) messages.

VPNSM-3

Error Message %VPNSM-3-ACEI0BADPARAM: PcpManCreateTunn: cannot create tunnel with expiring 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%VPNSM-3-ACEI0TCAMFAILED: SpdSpInstall: cannot install Sp [dec]:`
`TmInsertSp 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

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

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

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

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

Error Message `%VPNSM-3-ACEI10OUTOFCME: PcpManCreateAcl: cannot allocate new Acl for aclId=[int]`

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

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

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

Error Message `%VPNSM-3-ACEI11OUTOFSEL: PcpAclGetSpSelSet: cannot clone SelSet for ACL [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%VPNSM-3-ACEI12IDNOTINUSE: PcpManRemoveAcl: cannot remove non-existing access list [int]`

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

Error Message `%VPNSM-3-ACEI12OUTOFSAPAR: SpdSaSetKeys: cannot allocate new SaPar for Sa [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%VPNSM-3-ACEI13IDINUSE: PcpManRemoveAcl: cannot remove access list [int] while in use`

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

Error Message %VPNSM-3-ACEI14BADCMEID: PcpSpdCreateCme: cannot create Cme with
ID=[dec]: too large

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

Error Message %VPNSM-3-ACEI14NOLOGA: SpdSaSetParams: cannot allocate SPI with
TcamMan for Sa [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or
contact your Cisco technical support representative and provide the representative with the
information you have gathered. Attach the following information to your case in nonzipped,
plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your
pertinent troubleshooting logs.

Error Message %VPNSM-3-ACEI15IDNOTINUSE: PcpManRemoveCme: cannot remove
non-existing Cme [int]

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

Error Message `%VPNSM-3-ACEI16BADPARAM: PcpManActivateFlowAsync: cannot activate flow [dec]: Sa is in the wrong state`

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

Error Message `%VPNSM-3-ACEI16TCAMFAILED: SpdSaTmInstallIn: cannot install inbound Sa [dec] with TcamMan`

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

Error Message `%VPNSM-3-ACEI17BADPARAM: PcpManActivateFlowAsync: cannot activate non-existing flow [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%VPNSM-3-ACEI17TCAMFAILED: SpdSaTmInstallOut: cannot install outbound Sa [dec] with TcamMan`

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

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

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

Error Message `%VPNSM-3-ACEI19BADCMEID: PcpManActivateFlowAsync: cannot activate flow [dec] with non-existing Cme [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%VPNSM-3-ACEI2BADPARAM: PcpManUpdateFlow: cannot update flow [dec]`
`with invalid ID`

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

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

Error Message `%VPNSM-3-ACEI2OOUTOFSEL: PcpUtilSelSetFromPar: cannot allocate new`
`selector set`

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

Error Message %VPNSM-3-ACEI21BADPARAM: PcpAclAppend: got too many denys for aclId=[dec], max is [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VPNSM-3-ACEI22BADPARAM: PcpAclAppend: got out-of-sequence line number [dec] for aclId=[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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VPNSM-3-ACEI23IDINUSE: PcpSpdCreateCme: cannot create Cme with ID=[int]: already used

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

Error Message `%VPNSM-3-ACEI24BADPARAM: PcpAclAppend: got invalid ranges for selector set at lineNo=[dec], aclId=[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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%VPNSM-3-ACEI25IDINUSE: PcpAclAppend: got duplicate line number [dec] for aclId=[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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

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

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

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

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

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

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

Error Message %VPNSM-3-ACEI29SPDFAILED: PcpCmeInstallNext: cannot install Sp [dec] with SpdMan

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

Error Message `%VPNSM-3-ACEI3NESTOVERFLOW: SpdSaGetXformSeq: outer inbound 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or
contact your Cisco technical support representative and provide the representative with the
information you have gathered. Attach the following information to your case in nonzipped,
plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your
pertinent troubleshooting logs.

Error Message `%VPNSM-3-ACEI3OUTOFSEL: PcpQOpActSaBegin: cannot allocate selector set`
`for outer Sa in flowId [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or
contact your Cisco technical support representative and provide the representative with the
information you have gathered. Attach the following information to your case in nonzipped,
plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your
pertinent troubleshooting logs.

Error Message `%VPNSM-3-ACEI3OBADPARAM: PcpSpdUpdateCme: cannot update already queued`
`Cme [int]`

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

Error Message %VPNSM-3-ACEI31BADALENUM: PcpQOpActSaBegin: cannot find access list
entry number [dec] for cmeId=[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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or
contact your Cisco technical support representative and provide the representative with the
information you have gathered. Attach the following information to your case in nonzipped,
plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your
pertinent troubleshooting logs.

Error Message %VPNSM-3-ACEI32BADPARAM: PcpQOpActSaBegin: cannot delete old
[chars]bound flow [dec] while activating [chars]bound flow [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or
contact your Cisco technical support representative and provide the representative with the
information you have gathered. Attach the following information to your case in nonzipped,
plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your
pertinent troubleshooting logs.

Error Message %VPNSM-3-ACEI33BADPARAM: PcpCmeActivateSa: got invalid lifetime values
softSecs=[int], hardSecs=[int]

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

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

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

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

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

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

Error Message %VPNSM-3-ACEI37OUTOFSEL: PcpQOpActSaBegin: cannot clone selector set
to activate per-host flow [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or
contact your Cisco technical support representative and provide the representative with the
information you have gathered. Attach the following information to your case in nonzipped,
plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your
pertinent troubleshooting logs.

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

Error Message %VPNSM-3-ACEI39BADPARAM: PcpTrInProcess: got invalid opcode [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or
contact your Cisco technical support representative and provide the representative with the
information you have gathered. Attach the following information to your case in nonzipped,
plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your
pertinent troubleshooting logs.

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

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

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

Error Message `%VPNSM-3-ACEI41SPDFAILED: PcpQOpSaActivated: cannot finish activating Sa [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VPNSM-3-ACEI42QUEUEFULL: PcpCmeActivateSa: cannot activate Sa [dec]: queue is full

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

Error Message %VPNSM-3-ACEI43BADPARAM: PcpAclAppend: got invalid line number [dec] for ACL [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VPNSM-3-ACEI44QUEUEFULL: PcpSpdCreateCme: cannot create Cme [int] (aclId=[int]): queue is full

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

Error Message `%VPNSM-3-ACEI45IDNOTINUSE: PcpManDestroyFlowAsync: cannot delete already deleted flow [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

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

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

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

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

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

Error Message %VPNSM-3-ACEI49BADPARAM: PcpManQueryFlow: cannot query flow [dec]: Sa
is not active

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

Error Message %VPNSM-3-ACEI5BADPARAM: SpdSaActivate: cannot activate Sa [dec], old
Sa [dec] already has successor Sa [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%VPNSM-3-ACEI5OUTOFSA: PcpQOpCreSaBegin: cannot create new Sa for flow [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%VPNSM-3-ACEI50CMEINUSE: PcpQOpRemCmeBegin: cannot remove Cme [dec]: TcamMan is in Init mode`

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

Error Message `%VPNSM-3-ACEI51BADPARAM: PcpSpdCreateCme: got invalid flags (manual,dynamic,discover,drop,clear) = ([dec],[dec],[dec],[dec],[dec]), cmeId=[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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VPNSM-3-ACEI52IDINUSE: PcpManCreateAcl: cannot process opcode [int] for Acl [int] in state [int]

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

Error Message %VPNSM-3-ACEI53BADPARAM: PcpManCreateAcl: cannot create Acl with id [int] out of range [0,[int]]

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

Error Message %VPNSM-3-ACEI54CMENOTREADY: PcpSpdCreateCme: cannot create Cme [int] with Acl [int] when Acl state is [int]

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

Error Message `%VPNSM-3-ACEI55SPDFAILED: PcpQOpActSaBegin: cannot begin activating Sa [dec] for flowId [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%VPNSM-3-ACEI56IDNOTINUSE: PcpManDestroyFlowAsync: cannot delete flow [dec] already being deleted`

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

Error Message `%VPNSM-3-ACEI57CMEINUSE: PcpManSetInitMode: cannot set normal init-mode in TcamMan: there are pending Flows or Cmes`

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

Error Message `%VPNSM-3-ACEI58IDNOTINUSE: PcpManDestroyFlowAsync: flow [dec] already queued for deletion`

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

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

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

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

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

Error Message %VPNSM-3-ACEI60SPDFAILED: PcpManSaUpdateError: cannot update Flow [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VPNSM-3-ACEI61BADPARAM: PcpQOpActSaBegin: cannot activate Sa for cmeId=[dec], entry=[dec] with bad spdId=[dec]

Explanation An error has been reported by the firmware.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message %VPNSM-3-ACEI62IDINUSE: PcpQOpCreSaBegin: cannot setup Flow [dec] in trans.adj. with outer SA in tunnel mode

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

Error Message %VPNSM-3-ACEI63CMEINUSE: PcpManActivateFlowAsync: cannot activate flow [dec] while using fast policy mode

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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or

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

Error Message %VPNSM-3-ACEI64BADPARAM: PcpQOpActSaBegin: got invalid ranges for selector set of fully-specified flow [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VPNSM-3-ACEI65BADPARAM: PcpManSetInitMode: got invalid flags [hex] for setting fast policy mode

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

Error Message %VPNSM-3-ACEI66NOTREADY: PcpManUpdateFlow: cannot update flow [dec] when SA is not active

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

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

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

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

Error Message `%VPNSM-3-ACEI68BADPARAM: PcpAclAppend: got invalid flags [hex] at lineNo=[dec], aclId=[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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

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

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

Error Message %VPNSM-3-ACEI7BADPARAM: PcpManSetFlowKeys: cannot set keys for flow [dec]: invalid ID

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

Error Message %VPNSM-3-ACEI7OUTOFSEL: SpdSaTmInstallOut: cannot compute outbound SA's permit-SelSets from mixed SelSet list

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

Error Message %VPNSM-3-ACEI7OIDNOTINUSE: PcpManUpdateCme: cannot update non-existing Cme [int]

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

Error Message `%VPNSM-3-ACEI71QUEUEFULL: PcpSpdUpdateCme: cannot update Cme [int]: queue is full`

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

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

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

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

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

Error Message %VPNSM-3-ACEI74IDINUSE: PcpSpdCreateSMap: cannot create SPD map with mapId [int] already in use

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

Error Message %VPNSM-3-ACEI75TMFAILED: PcpSMapInstall: cannot insert SMap [int] with TcamMan

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

Error Message %VPNSM-3-ACEI76BADPARAM: PcpSpdCreateSMap: cannot create SPD map [int] with invalid flags [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

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

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

Error Message `%VPNSM-3-ACEI78OUTOFSMAP: PcpSpdCreateSMap: cannot create SPD map`
`[int]: out of memory`

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

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

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

Error Message %VPNSM-3-ACEI80QUEUEFULL: PcpManDestroyFlowAsync: cannot delete flowId [dec]: operation queue is full

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

Error Message %VPNSM-3-ACEI81IDNOTINUSE: PcpQOpDelSaBegin: cannot delete already deleted flow [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VPNSM-3-ACEI82QUEUEFULL: PcpManRemoveCme: cannot remove Cme with cmeId [int]: queue is full

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

Error Message `%VPNSM-3-ACEI83TMFAILED: PcpSpdInitialize: cannot insert SPD [int]`
`with TcamMan`

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

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

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

Error Message `%VPNSM-3-ACEI85OUTOFSMAP: PcpManCreateSpd: cannot create SPD [int]:`
`out of memory`

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

Error Message %VPNSM-3-ACEI86IDINUSE: PcpManActivateFlowAsync: cannot activate already active flow [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VPNSM-3-ACEI87BADPARAM: PcpManCreateFlow: cannot create Flow with id=[dec], max is [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VPNSM-3-ACEI88IDNOTINUSE: PcpManRemoveSMap: cannot remove non-existing SMap [int]

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

Error Message `%VPNSM-3-ACEI89OUTOFCME: PcpSpdCreateCme: cannot allocate new Cme for aclId=[int]`

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

Error Message `%VPNSM-3-SPI_NOT_AVAIL: SPI [hex] is not available`

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

VPNSM-4

Error Message `%VPNSM-4-ACETCAMFULLINSMANSP: Full SA insertion for a manual SP.`

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

Error Message %VPNSM-4-ACETCAMPKTNOSA: Packet event for a non-existing 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VPNSM-4-ACETCAMPKTNOSP: Packet event for a non-existing SP.

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

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

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

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

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

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

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

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

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

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

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

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

Error Message %VPNSM-4-EDSDEBUG: SingleBufErr:([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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

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

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

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

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

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

Error Message %VPNSM-4-ICPUPP3: Illegal pkt dst:[dec].[dec].[dec].[dec] proto:[dec] spi:[hex], no match on SA SPI [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

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

Error Message %VPNSM-4-ICPUPP8: Illegal clear pkt src:[dec].[dec].[dec].[dec] dst:[dec].[dec].[dec].[dec] proto:[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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

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

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

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

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

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

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

Error Message `%VPNSM-4-ICPUPP13: Policy check failed for pkt src:[dec].[dec].[dec].[dec] dst:[dec].[dec].[dec].[dec] proto:[dec] SA index:[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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%VPNSM-4-ICPUPP14: Pkt src:[dec].[dec].[dec].[dec] dst:[dec].[dec].[dec].[dec] proto:[dec] match deny; SA index [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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%VPNSM-4-ICPUPP15: SecInfo [hex] doesn't match with SA [hex] SA index:[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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%VPNSM-4-ICPUPP16: Inner proto [dec] must be IPSec but is not`

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

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

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

Error Message %VPNSM-4-ISAUNCA7: PktProcAtnModSas: Mismatch valid flag unca:invalid
index:[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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

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

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

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

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

VPNSM-6

Error Message   `%VPNSM-6-ACEPKAHWCRNGT: PKA: HW RNG has duplicate data, discarding`

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

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

VPNSMIOS Messages

This section contains VPNSM crypto connection (VPNSMIOS) messages.

VPNSMIOS-3

Error Message `%VPNSMIOS-3-ILLEGALINTERFACE: Traffic matching crypto maps on [chars] will go through unencrypted. Please reconfigure crypto maps as required by VPN service module.`

Explanation   An attempt was made to apply an encryption (crypto) map set to an interface that is not a VLAN interface. When this IPsec VPN accelerator is being used, crypto map sets can only be applied to a VLAN interface that has a proper encryption (crypto) connection to a physical port. The interface has been disabled. For more information about crypto guidelines, consult the system configuration manuals.

Recommended Action   Remove the crypto map set from the virtual interface. For more details, consult the configuration guidelines.

Error Message `%VPNSMIOS-3-MACEDONNOCCONB2BERR: [chars]no crypto connect is disallowed`

Explanation   The system cannot remove the cryptographic connection when a module-to-module partner is still active.

Recommended Action   Remove the module-to-module configuration before removing the cryptographic connection.

Error Message `%VPNSMIOS-3-MACEDONTUNNELADDCBERR: [chars]: tunnel addcb failed: reason[[chars]] tvlan[[dec]] slot[[dec]]`

Explanation An error response was received while an attempt was made to seize the tunnel.

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

Error Message `%VPNSMIOS-3-MACEDONTUNNELADDERR: [chars]: tunnel add failed: reason[[chars]] ifvlan[[dec]] tvlan[[dec]] slot[[dec]] src[[IP_address]] dst[[IP_address]]`

Explanation An error response was received while an attempt was made to seize the tunnel.

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

Error Message `%VPNSMIOS-3-MACEDONTUNNELCREATEPOLOQERR: Failed to create PoloReplicateCfg Q`

Explanation An internal error has occurred.

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

Error Message `%VPNSMIOS-3-MACEDONTUNNELCREATEPROCERR: Failed to create Ace Tunnel Task`

Explanation An internal error has occurred.

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

Error Message `%VPNSMIOS-3-MACEDONTUNNELCREATEQERR: Failed to create watched Q`

Explanation An internal error has occurred.

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

Error Message `%VPNSMIOS-3-MACEDONTUNNELDELETEIFVLANNOTFOUNDERR: [chars]: no tm found while attempting to delete from ifvlan[[dec]]`

Explanation An internal error has occurred.

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

Error Message %VPNSMIOS-3-MACEDONTUNNELDELETETMNOTFOUNDERR: [chars]: no tm found
while attempting to delete

Explanation An internal error has occurred.

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

Error Message %VPNSMIOS-3-MACEDONTUNNELNOEVENTMSGHANDLERERR: msgtype[[chars]]: No
event msg handler found.

Explanation An internal error has occurred.

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

Error Message %VPNSMIOS-3-MACEDONTUNNELNOIDBERR: No tunnel idb

Explanation An internal error has occurred.

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

Error Message `%VPNSMIOS-3-MACEDONTUNNELNOTMMSGHANDLERERR: msgtype[[chars]]: No tm`
`msg handler found.`

Explanation An internal error has occurred.

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

Error Message `%VPNSMIOS-3-MACEDONTUNNELREMOVECBERR: [chars]: tunnel removecb`
`failed: reason[[chars]] tvlan[[dec]] slot[[dec]]`

Explanation An error response was received while the tunnel was being released.

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

Error Message `%VPNSMIOS-3-MACEDONTUNNELREMOVEERR: [chars]: tunnel remove failed:`
`reason[[chars]] ifvlan[[dec]] tvlan[[dec]] slot[[dec]] src[[IP_address]]`
`dst[[IP_address]] id[[dec]]`

Explanation An error response was received while the tunnel was being released.

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

Error Message %VPNSMIOS-3-MACEDONTUNNELVACLERR: vlan[[dec]]: failed to set vacl: action[[dec]] reason[[dec]]

Explanation An internal error has occurred.

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

Error Message %VPNSMIOS-3-MACEDONTUNNELVLANERR: [chars]: allocated idb has invalid vlan id

Explanation An internal error has occurred.

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

Error Message %VPNSMIOS-3-MACEDONTUNNELVLANIDBERR: [chars]: unable to allocate idb

Explanation An internal error has occurred.

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

Error Message `%VPNSMIOS-3-SLOTMISMATCH: [chars] has mismatch crypto engine binding.`
`Egress interface is binded to crypto engine [int]/[int] but tunnel protection is`
`binded to [int]/[int]. This tunnel is now shutdown.`

Explanation   In order to use VPN-SM for tunnel protection, the user must enter the **crypto engine slot** *slot* command on both the egress interface VLAN and the tunnel interface. The slot on both must match. When this requirement is not met, this message is displayed. The tunnel is now in a shutdown state.

Recommended Action   Modify either one or both crypto engine slot values so that they match.

Error Message `%VPNSMIOS-4-VPNSMILLEGALQOS0: VPNSM Slot: [dec] can only support [dec]`
`cos maps in high priority queue, CoS configuration ignored, reset cos map by`
`issuing no priority queue cos-map 1 command`

Explanation   An illegal configuration has been detected.

Recommended Action   Reset the CoS map by entering the **no priority-queue cos-map 1** 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://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

VSEC Messages

This section contains VACL logging (VSEC) messages.

VSEC-4

Error Message `%VSEC-4-VLANACCESSLOGRF: FAILED to set VACL-LOG rate limiter. Is`
`strongly suggested to rate limit when using this feature`

Explanation   The configuration for the VACL logging rate limiter has failed.

Recommended Action   Determine the rate limiter usage, free some resources if possible, and then try to set the rate limiter again.

WCCP Messages

This section contains Web Cache Communication Protocol (WCCP) messages.

WCCP-3

Error Message `%WCCP-3-BADACE: Service [chars], invalid access-list entry (seq:[dec] reason:[chars])`

Explanation The access control list (ACL) associated with the specified WCCP service contains an incompatible entry. The hardware cannot process the resultant merged access list and will fall back to software-based NetFlow switching.

Recommended Action Remove or change the incompatible entry in the ACL.

WiSM Messages

This section contains wireless service module (WiSM) messages.

WiSM-3

Error Message `%WiSM-3-PORTCHANNEL: Portchannel allocation failed for module [dec].`

Explanation The system is unable to allocate enough port channel groups for the WiSM card. [dec] is the module number.

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. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.