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-TCAM_ERROR: TCAM programming error %d`

Explanation A software error caused a failure in programming ACLs into the TCAM.

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

Error Message `%FM-2-TCAM_MEMORY: ACL merge abandoned when merging Interface [chars] [chars] ACLs due to insufficient memory. Interface traffic handled in Software.`

Explanation The capacity of the hardware TCAM has been exceeded and the packets will be now process-switched. The first [chars] value indicates the VLAN interface for which the ACL merge fails, and the second [chars] indicates whether the ACL is ingress or egress.

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

Error Message `%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-3

Error Message `%FM-3-LABELERROR: Incorrect label to [chars] vlan label attribute copy callback srclabel [dec], dstlabel [dec]`

Explanation The Feature Manager attribute copy callback was called with an incorrect source or destination label.

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

Error Message `%FM-3-NOTEMPTY: Illegal copy of attribute to non empty [chars] vlan label [dec]`

Explanation The Feature Manager attribute copy callback was called with a destination label already being used by a VLAN or routed port.

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

Error Message %FM-3-UNKNOWNACTION: Unknown VMR access group action [hex]

Explanation An internal software error has occurred.

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

FM-4

Error Message %FM-4-EXCESSSECONDARY: More than [dec] secondary IP addresses configured on interface [chars]

Explanation When secondary IP addresses are configured on an interface, the hardware is usually programmed so that the ICMP redirect functionality on the CPU is not notified of packets sent between two subnets configured on the same interface. If many secondary IP addresses are configured on the same interface it becomes impractical to program the hardware in this manner. This message is logged, and the CPU will be notified of every packet sent between two subnets on this interface. No ICMP redirects will be sent in error, but the CPU usage may increase because of the additional notifications.

Recommended Action Enter the **no ip redirects** command on the interface to reduce the CPU load on the system.

Error Message %FM-4-MPLS_RSVD_VLAN_ERROR: Failed attempt to remove the default feature from MPLS reserved vlan [chars]

Explanation MPLS reserved vlan's have a default 'permit ip any any' ACL configured. In some corner cases an event is generated to unconfigure this default feature. Such instances should be blocked.

Recommended Action No functional impact. Contact TAC with the traceback and also with the configuration steps that lead to the error message.

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-IPSG_VACL: VACL Capture & IPSG conflict on i/f [chars]`

Explanation Because VACL capture and IPSG is not supported on the same VLAN port, VACL capture will be inactive. To activate VACL capture, reconfigure the feature after removing IPSG.

Recommended Action Remove either IPSG or VACL capture on this interface.

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: INSPECION & L2EOU conflict on i/f [chars]`

Explanation The inspection feature and the Layer 2 EAP over UDP (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 Layer 2 EAP over UDP (L2EOU) feature or the inspection feature from the interface.

Error Message `%FM-4-L2EOU_VACL: VACL Capture & L2EOU conflict on i/f [chars]`

Explanation Because VACL capture and the Layer 2 EAP over UDP (EOU) 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 Layer 2 EAP over UDP (EOU) feature or VACL capture on 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.

Error Message `%FM-4-TCAM_MASK: Hardware TCAM MASK entry capacity exceeded`

Explanation The hardware TCAM has exhausted its available storage and does not have the capacity to store all configured ACLs.

Recommended Action If the ACL merge algorithm is currently binary decision diagrams (BDD), space could be freed by changing the merge algorithm to order dependent merge (ODM). Enter the **show fm summary** command to determine the current merge algorithm. Enter the **mls aclmerge algorithm odm** command to change the merge algorithm from BDD to ODM. Enter the **mls tcam priority** command to prioritize interfaces for hardware switching. Attempt to share the same ACLs across multiple interfaces in order to reduce TCAM resource contention. If server load balancing is configured, enter the **mls ip slb search wildcard rp** command to reduce the amount of TCAM space used by server load balancing. After you enter the command, server load balancing will increase its utilization of the route processor.

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-4-RACL_REDUCED: Interface [chars] routed traffic will be software switched in [chars] direction`

Explanation TCAM resource contention prevents ACLs from being applied in the TCAM for this interface. The traffic on this interface will be sent to software so that the ACLs can be applied.

Recommended Action The configured ACLs are too large to all fit in the hardware TCAM. Enter the **mls tcam priority** command to prioritize the 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.

FMCORE-6

Error Message `%FMCORE-6-RACL_ENABLED: Interface [chars] routed traffic is hardware switched in [chars] direction`

Explanation Earlier TCAM resource contention may have prevented ACLs from being applied in the TCAM for this interface. It has been enabled and traffic on this interface is hardware switched.

Recommended Action No need to take an action for this as it is an informational message not an error message.

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 enter 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_CONFLICT_ON_IDB: IP ADMISSSION feature conflicts with
other features on interface [chars], feature will work in software

Explanation The IP admission feature conflicts with other features on this interface.

Recommended Action Unconfigure any conflicting features and reapply the IP admission feature.

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-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/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-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 Undo 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 may happen due to TCAM resource exception or flow mask registers resource exception or due to unresolvable flow mask conflict with other NetFlow-based features. NetFlow shortcut installation and hardware acceleration for the feature may be disabled under this condition and the feature may be applied in software.

Recommended Action Check the NetFlow shortcut installation enable/disable status for the feature by entering the **show fm fie flowmask** command. If NetFlow shortcut installation/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 microflow 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 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 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 enter 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 then be updated accordingly.

Recommended Action Change the VLAN to be a primary VLAN or a regular (nonprivate) VLAN and reapply the VLAN filter.

FPD_MGMT Messages

This section contains FPD Management Subsystem (FPD_MGMT) messages.

FPD_MGMT-2

Error Message `%FPD_MGMT-2-CREATE_FAIL: Couldn't create [chars].`

Explanation The system does not have enough free main memory to create the specified resource.

Recommended Action Make sure that the system main memory size meets the minimum requirement that is specified in the Cisco IOS software release note. If the system meets the minimum requirement for this Cisco IOS software release, make sure that the amount of free main memory in the system also meets the minimum memory required to use this software feature. Enter the **show memory** command to find out this information and add more main memory if it is necessary. If the system meets all the memory requirements, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

FPD_MGMT-3

Error Message `%FPD_MGMT-3-BNDL_CARD_TYPE_MISMATCH: The [chars] file does not contain the card type ([hex]) in the image bundle to indicate the support of the target card. Please make sure that this is a valid FPD image [chars] file for card in [chars].`

Explanation The image bundle in the specified file does not contain a correct card type value for the target card.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%FPD_MGMT-3-BNDL_CRC_CHECK_FAIL: The [chars] file contains a corrupted image bundle - CRC mismatch: current value [hex], expected value [hex]. Please make sure that this is a valid FPD image [chars] file for card in [chars].`

Explanation The file failed the CRC checking process. This failure indicates a corrupt FPD image bundle or package file.

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

Error Message `%FPD_MGMT-3-BNDL_NAME_PREFIX_MISMATCH: The [chars] file contains a bundle name prefix ([chars]) that does not match with the expected value of "[chars]" for the image bundle. Please make sure that this is a valid FPD image [chars] file for card in [chars].`

Explanation The content of the selected FPD image bundle does not match its filename.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%FPD_MGMT-3-BNDL_WRONG_HDR_LEN: The [chars] file contains wrong header length for the image bundle: [int] bytes (expected [int] bytes). Please make sure that this is a valid FPD image [chars] file for card in [chars].`

Explanation The specified file might not be a valid FPD image bundle or package file for the target card.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%FPD_MGMT-3-BNDL_WRONG_MAGIC_NUM: The [chars] file contains a wrong magic number for the image bundle: [hex] (expected [hex]). Please make sure that this is a valid FPD image [chars] file for card in [chars].`

Explanation The specified file might not be a valid FPD image bundle or package file for the target card or the file could be corrupted.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%FPD_MGMT-3-BNDL_WRONG_SIZE: The [chars] file contains incorrect image bundle size: [int] bytes (expected [int] bytes). Please make sure that this is a valid FPD image [chars] file for card in [chars].`

Explanation The specified file might not be a valid FPD image bundle or package file for the target card.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%FPD_MGMT-3-BUNDLE_EXTRACT_ERROR: Cannot extract the [chars] bundle from [chars] - [chars]`

Explanation There has been a bundle file-extraction error. The cause of the failure is specified in the message. The specified file might not be a valid FPD image package file.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%FPD_MGMT-3-CLOSE_FAILED: Failed to close [chars] file.`

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

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

Error Message `%FPD_MGMT-3-DUPLICATE_UPGRADE_RESULT: Upgrade result already received for the FPD image upgrade of FPD ID [int] for [chars] card in [chars].`

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

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

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

Error Message %FPD_MGMT-3-FPD_UPGRADE_FAILED: [chars] (FPD ID=[int]) image upgrade for [chars] card in [chars] has FAILED.

Explanation The FPD image upgrade process has failed for the specified device.

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

Error Message %FPD_MGMT-3-IMG_CRC_CHECK_FAILED: The FPD image for [chars] (FPD ID [int]) in [chars] file is corrupted - CRC mismatch: current value [hex], expected value [hex]. Please make sure that this is a valid FPD image bundle or package file for card in [chars].

Explanation The image failed the CRC checking process, this indicates a corrupt FPD image bundle or package file.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%FPD_MGMT-3-IMG_DATA_UNCOMPRESS_ERROR: Could not uncompress [chars] FPD image for [chars] in [chars].`

Explanation An error has been detected during the uncompress operation of the compressed FPD image data.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%FPD_MGMT-3-IMG_VER_NOT_FOUND: FPD image version information is not available for [chars] card in [chars]. All the FPD images will be upgraded to recover from this error.`

Explanation The FPD image version information for the specified card is not available because the system was not able to extract this information for all the FPDs in the card. This could be the result of a corrupted FPD image from a power failure.

Recommended Action If the automatic upgrade feature is not enabled, then the affected card will be disabled. If this happens, follow the recommended action described for the FPD_MGMT-5-CARD_DISABLED message.

Error Message `%FPD_MGMT-3-INCOMP_BNDL_VER: The selected [chars] file contain an image bundle that has a version number that is incompatible for this IOS release - [chars]. Selected version = [int].[int], minimum compatible version = [int].[int]. Please make sure that this is a valid FPD image [chars] file for card in [chars].`

Explanation The version of the selected FPD image bundle does not contain a valid version number that is compatible for the Cisco IOS release. The major version number should be the same and the minor version number should be at least equal to the minimal required version.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

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

Error Message `%FPD_MGMT-3-INCOMP_IMG_VER: Incompatible [chars] (FPD ID=[int]) image version detected for [chars] card in [chars]. Detected version = [int].[int], minimum required version = [int].[int]. Current HW version = [int].[int].`

Explanation An incompatible FPD image version has been detected. The FPD image must be upgraded either automatically or manually to make the card operational. If the automatic upgrade feature is not enabled, or if the system cannot find the necessary FPD image package file, the card will be disabled.

Recommended Action If the automatic upgrade feature is not enabled, then the affected card will be disabled. If this happens, follow the recommended action described for the FPD_MGMT-5-CARD_DISABLED message.

Error Message `%FPD_MGMT-3-INVALID_IMAGE_SIZE: The [chars] FPD image from [chars] file does not have a valid image size: expected size = [dec] bytes, actual size = [dec] bytes.`

Explanation The size of the specified FPD image does not have the expected size. The FPD image bundle or package might not be a valid file.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%FPD_MGMT-3-INVALID_IMG_VER: Invalid [chars] (FPD ID=[int]) image version detected for [chars] card in [chars].`

Explanation   The specified field programmable device contains an invalid version for the FPD image, because the system was not able to extract this information from the specified card. A failed upgrade attempt might have corrupted the FPD image identification on the device.

Recommended Action   If the automatic upgrade feature is not enabled, the affected card will be disabled. If this happens, follow the recommended action described for the FPD_MGMT-5-CARD_DISABLED message.

Error Message `%FPD_MGMT-3-INVALID_PKG_FILE: The indicated file ([chars]) is not a valid FPD image package file - [chars]`

Explanation   The file format does not appear to be a valid FPD image package.

Recommended Action   Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%FPD_MGMT-3-INVALID_PKG_FILE_SIZE: The indicated file ([chars]) does not have a valid FPD image package file size, minimum size = [dec] bytes.`

Explanation   The file size of the specified FPD image package does not meet the required minimum size. The file is too small to be a valid FPD image package file.

Recommended Action   Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support

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

Error Message %FPD_MGMT-3-INVALID_UPGRADE_RESULT: Invalid upgrade result '[int]' received for the FPD image upgrade of [chars] (FPD ID=[int]) for [chars] card in [chars].

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

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

Error Message %FPD_MGMT-3-IPC_FAILED: Failed to send IPC message to [chars] in [chars] - [chars]

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

Error Message FPD_MGMT-3-MAJOR_VER_MISMATCH: Major image version mismatch detected
with [chars] (FPD ID=[int]) for [chars] card in [chars]. Image will need to be
[chars] from version [int].[int] to at least a minimum version of [int].[int].
Current HW version = [int].[int].

Explanation A major image version mismatch has been detected. This incompatibility will need to be resolved by doing an upgrade or downgrade operation, either automatically, or manually, to make the card operational. If the automatic upgrade feature is not enabled, or if the system cannot find the necessary FPD image package file, then the card will be disabled.

Recommended Action If the automatic upgrade feature is not enabled, the affected card will be disabled. If this happens, you can perform the upgrade using the **upgrade hw-module** privileged EXEC command. For more information about these commands, refer to the FPD image upgrade feature documentation in the software configuration guide for the target card.

Error Message %FPD_MGMT-3-MISSING_BUNDLE_ENTRY: Failed to find a matching entry in
the programmable device bundle information table.

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

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

Error Message %FPD_MGMT-3-MISSING_DEV_INFO: Could not find [chars] (FPD ID=[int])
information for [chars] card in [chars].

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

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

Error Message `%FPD_MGMT-3-MISSING_IMAGE: Could not find the required [chars] image (FPD ID=[int] and FPD version=[int].[int] compatible with HW version=[int].[int]) from the [chars]-fpd.bndl bundle in [chars] file. Please make sure that this is a valid FPD image [chars] file for [chars] card in [chars].`

Explanation   The specified FPD image bundle or package file might not be the correct one. If this is an FPD image package file, then an incompatible package file might have been renamed with a filename that matched the one that the system is expecting for this Cisco IOS software release. You should never rename an FPD image package file name.

Recommended Action   Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%FPD_MGMT-3-OPEN_FAILED: Failed to open [chars] ([chars]). Please make sure that the required file is in a valid path.`

Explanation   The system cannot access the required file from the specified URL.

Recommended Action   Ensure that the specified URL is a valid path and the system has access to the file system where the file has been placed.

Error Message `%FPD_MGMT-3-OUT_OF_MEMORY: Could not allocate the required [dec] bytes of memory.`

Explanation   The system does not have enough free main memory to download the bundle file.

Recommended Action   Make sure that the system main memory size meets the minimum requirement that is specified in the Cisco IOS software release note. If the system meets the minimum requirement for this Cisco IOS software release, make sure that the amount of free main memory in the system also meets the minimum memory required to use this software feature. Enter the **show memory** command to find out this information and add more main memory if it is necessary. If the system meets all the memory requirements, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support

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

Error Message `FPD_MGMT-3-PKG_VER_MISMATCH_NOTE: The FPD image package being used ([chars]) is not the right version for this IOS version (it appears that a '[chars]' package was renamed to '[chars]'). An attempt to find the required FPD image will still be performed with this package.`

Explanation   The indicated FPD image package that is being used in FPD automatic upgrade does not contain the correct version information for the Cisco IOS version that is running in the system. This condition can occur if a different version of the FPD image package was renamed to match the filename that the Cisco IOS image is expecting to use. The upgrade operation will still be performed by trying to find the required FPD image from the renamed package file.

Recommended Action   If the upgrade operation fails because the required FPD image cannot be found with the renamed FPD image package, replace the wrong package file with a valid one and perform the upgrade operation again.

Error Message `%FPD_MGMT-3-PKG_FILE_SEARCH_FAILED: FPD image package ([chars]) cannot be found in system's flash card or disk to do FPD upgrade.`

Explanation   By default, if the **upgrade fpd path** *fpd-pkg-url* global configuration command is not configured, then the system will try to locate the required FPD image package file from removable flash cards or disks that are accessible by the system for an FPD upgrade. This message indicates that the system could not find the package file.

Recommended Action   Make sure that the specified FPD image package file is copied into a flash card or disk that is accessible by the system, then restart the FPD upgrade by reinserting the target card or entering a system command to reload or power-cycle the target card.

Error Message `%FPD_MGMT-3-PKG_VER_FILE_EXTRACT_ERROR: Cannot extract the [chars] version file from [chars] - [chars]`

Explanation   There is a package version file extraction error. The cause of the failure is specified in the message. The specified file might not be a valid FPD image package file.

Recommended Action   Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support

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

Error Message %FPD_MGMT-3-READ_BNDL_HDR_ERROR: Failed to read the FPD bundle header from [chars] file.

Explanation The specified file might not be a valid FPD image bundle or package file.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FPD_MGMT-3-READ_ERROR: Could not read the [chars] file.

Explanation The system cannot read the required file from the specified URL.

Recommended Action Make sure that the specified URL is a valid path and that the system has access to the file system where the file has been placed.

Error Message %FPD_MGMT-3-SEND_IMG_FAILED: [chars] (FPD ID=[int]) image for [chars] card in [chars] has failed to be sent for upgrade operation - [chars]

Explanation The FPD image was not able to be sent for the upgrade operation. The system might be too busy to handle this operation. The affected card will be disabled by this failure.

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

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

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

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

Error Message `%FPD_MGMT-3-TOO_MANY_FPD_ENTRIES: Too many FPD entries for the FPD Bundle Info Table. Required number of entries = [int], maximum number of entries allowed = [int].`

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

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

Error Message `%FPD_MGMT-3-UNKNOWN_BNDL_HDR_FORMAT: Unknown header format version: [hex]`

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

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

Error Message `%FPD_MGMT-3-UPGRADE_LIST_FULL: Could not add a new entry in the FPD Management Upgrade List. No upgrade will be performed for the [chars] card in [chars].`

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

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

Error Message `%FPD_MGMT-3-WRONG_IMG_DATA_LEN: The FPD image for [chars] (FPD ID [int]) in [chars] file contains wrong data length: total data length (with padding) = [int] bytes, data length = [int] bytes. Please make sure that this is a valid FPD image bundle or package file for card in [chars].`

Explanation The specified file might not be a valid FPD image bundle or package file for the card.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%FPD_MGMT-3-WRONG_IMG_HDR_LEN: The FPD image for [chars] (FPD ID [int]) in [chars] file contains wrong header length: [int] bytes (expected [int] bytes). Please make sure that this is a valid FPD image bundle or package file for card in [chars].`

Explanation The specified file might not be a valid FPD image bundle or package file for the card.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show**

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

Error Message `%FPD_MGMT-3-WRONG_IMG_MAGIC_NUM: The FPD image for [chars] (FPD ID [int]) in [chars] file contains wrong magic number: [hex] (expected [hex]). Please make sure that this is a valid FPD image bundle or package file for card in [chars].`

Explanation The specified file might not be a valid FPD image bundle or package file for the card.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%FPD_MGMT-3-WRONG_IMG_MAJOR_VER: The selected FPD image for upgrade contains wrong FPD image major version number = '[int]' (expected number = '[int]') for [chars] (FPD ID [int]). Please make sure that the file being used for upgrade is a valid FPD image [chars] for card in [chars].`

Explanation The file used for upgrade might not be a valid FPD image bundle or package file for the card.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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

FPD_MGMT-4

Error Message %FPD_MGMT-4-BYPASS_AUTO_UPGRADE: The automatic FPD image upgrade feature is not enabled, bypassing the image upgrade for [chars] card in [chars].

Explanation The automatic FPD image upgrade feature is not enabled. The incompatible image will not be automatically upgraded. The card will be disabled until the image is upgraded to a compatible version.

Recommended Action Enable the automatic FPD image upgrade by entering the **upgrade fpd auto** global configuration command, or enter the **upgrade hw-module** privileged EXEC command for a manual upgrade operation. For more information about these commands, refer to the FPD image upgrade feature document for the target card. (This documentation can be found in the software configuration guide for the target card.)

Error Message %FPD_MGMT-4-CFG_NOT_SYNCED: Failed to sync "[chars]" command to standby: [chars]

Explanation A FPD configuration command failed to get synced to standby RP due to the indicated error condition. Usually this can happen if the standby RP hardware doesn't support the type of filesystem supported on the active one.

Recommended Action Configure again the command with a filesystem that is supported on both standby and active RP. To find out if a specific filesystem is also supported on standby RP, the **dir ?** command can be used to display a list of filesytem supported on both standby and active RP.

Error Message %FPD_MGMT-4-UPGRADE_EXIT: Unexpected exit of FPD image upgrade operation for [chars] card in [chars].

Explanation The FPD image upgrade operation was interrupted by the physical removal of the card from the system or by the use of other commands that have interrupted the normal operation of the target card. The partial upgrade operation might have left the card unusable because of corrupted FPD images.

Recommended Action If the card does not come up after reinserting into the system, perform the recovery upgrade operation by entering the **upgrade hw-module** privileged EXEC command. With this command, the system will attempt to reprogram the image to recover from the previous partial upgrade operation. For more information about performing a recovery upgrade operation, refer to the FPD image upgrade feature document for the target card (this documentation can be found in the software configuration guide for the target card).

Error Message %FPD_MGMT-4-VERSION_CHECK_ABORTED: FPD image version check operation
has been aborted for [chars] card in [chars] because manual upgrade has already
being started.

Explanation The FPD image version check operation required for the automatic upgrade feature is not being performed for the specified card because the **upgrade hw-module** privileged EXEC command has already being executed. These two operations cannot be performed at the same time.

Recommended Action If an automatic upgrade operation is required, do not enter the **upgrade hw-module** privileged EXEC command for the manual upgrade while the target card is initializing. Enter the **show hw-module subslot fpd** command and ensure that the target card is displayed in the command output before proceeding with the manual upgrade.

FPD_MGMT-5

Error Message %FPD_MGMT-5-CARD_DISABLED: [chars] card in [chars] is being disabled
because of an incompatible FPD image version. Note that the [chars] package will
be required if you want to perform the upgrade operation.

Explanation The specified card contains an incompatible FPD image version, and is being disabled to avoid operational problems with the existing Cisco IOS software. This can happen if the automatic upgrade feature has not been enabled with the **upgrade fpd auto** global configuration command, if the automatic upgrade operation failed to perform the required upgrade, or because it could not find the necessary FPD image package file. Upgrade the incompatible image so that the system can enable the card.

Recommended Action The FPD image upgrade can be performed automatically by making sure that the automatic upgrade feature is enabled with the **upgrade fpd auto** global configuration command and the necessary FPD image package file is located in the system's default file system (for instance, disk0:) or in a location specified by the **upgrade fpd path** *directory-url* global configuration command. When the automatic upgrade feature is enabled, the upgrade is triggered by the reinsertion of the card into the system or the use of a system command to reload or power-cycle the target card. nother way to perform the upgrade is through the use of the **upgrade hw-module** privileged EXEC command. For more information about these commands, refer to the FPD image upgrade feature document for the target card (this documentation can be found in the software configuration guide for the target card).

Error Message %FPD_MGMT-5-POST_UPGRADE_REMINDER: [chars] card in [chars] will
require a [chars] for the FPD image upgrade to take effect.

Explanation The indicated card will require manual intervention after the FPD image upgrade. The specified operation is required for the upgraded FPD image to take effect.

Error Message No action is required.%FPD_MGMT-5-CARD_POWER_CYCLE: [chars] card in [chars]
is being power cycled for the FPD image upgrade to take effect.

Explanation The specified card is being power cycled after the FPD image upgrade. This action allows the target card to be operational with the new upgraded FPD image or images.

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

Error Message %FPD_MGMT-5-UPGRADE_ATTEMPT: Attempting to automatically upgrade the
FPD image(s) for [chars] card in [chars]. Use 'show upgrade fpd progress' command
to view the upgrade progress ...

Explanation The automatic FPD image upgrade feature is enabled with the **upgrade fpd auto** global
configuration command. The system is currently upgrading an incompatible image version
automatically.

Recommended Action The upgrade process can take a long time. The
FPD_MGMT-6-UPGRADE_TIME message gives an estimate of the total upgrade time. No action
is required.

FPD_MGMT-6

Error Message %FPD_MGMT-6-BUNDLE_DOWNLOAD: Downloading FPD image bundle for [chars]
card in [chars] ...

Explanation The system is downloading the field programmable device image bundle to the system
main memory.

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

Error Message %FPD_MGMT-6-OVERALL_UPGRADE: All the attempts to upgrade the required
FPD images have been completed for [chars] card in [chars]. Number of
successful/failure upgrade(s): [int]/[int].

Explanation All the FPD image upgrades have completed for the specified card.

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

Error Message %FPD_MGMT-6-PENDING_UPGRADE: [int] more FPD image upgrade operation
will be required on [chars] in [chars] after additional power-cycle operation on
the target card.

Explanation All upgrade operations have not completed, and additional power-cycle operations are
required before the upgraded or new FPD image will be applied to the system configuration. The
message text specifies the number of pending upgrade operations that will be performed. More than
one power-cycle operation might be required to complete the overall upgrade process.

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

Error Message %FPD_MGMT-6-UPGRADE_PASSED: [chars] (FPD ID=[int]) image in the
[chars] card in [chars] has been successfully updated from version [chars] to
version [int].[int]. Upgrading time = [time-stamp]

Explanation The FPD image upgrade process has completed successfully for the specified device.

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

Error Message `%FPD_MGMT-6-UPGRADE_RETRY: Attempting to recover from the failed upgrades ...`

Explanation Because of an image upgrade failure, the system will attempt another upgrade operation for the same FPD image.

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

Error Message `%FPD_MGMT-6-UPGRADE_START: [chars] (FPD ID=[int]) image upgrade in progress for [chars] card in [chars]. Updating to version [int].[int]. PLEASE DO NOT INTERRUPT DURING THE UPGRADE PROCESS (estimated upgrade completion time = [time-stamp]) ...`

Explanation The FPD image upgrade process has started. Do not interrupt the upgrade operation because any interruption could render the target card unusable. Avoid actions such as removing the target card from the system, powering off the system, or using commands that can power-cycle the target card during the upgrade process.

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

Error Message `%FPD_MGMT-6-UPGRADE_TIME: Estimated total FPD image upgrade time for [chars] card in [chars] = [time-stamp].`

Explanation The estimated total time for all FPD images to be upgraded is displayed for the specified card.

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

FPOE_DB Messages

This section contains fabric port of exit (FPOE) messages.

FPOE_DB-4

Error Message `FPOE_DB-4-ENTRY_USAGE_ABOVE: FPOE DB entry usage is above [dec]%<[dec] of [dec]>`

Explanation FPOE database entry usage went above the warning threshold.

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

Error Message `FPOE_DB-4-ENTRY_USAGE_BELOW: FPOE DB entry usage is below [dec]%<[dec] of [dec]>`

Explanation FPOE database entry usage went below the warning threshold.

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

Error Message `FPOE_DB-4-ENTRY_USAGE_FULL: FPOE DB entry usage is full <[dec] of [dec]>`

Explanation The FPOE database entry usage is full.

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

Error Message `FPOE_DB-4-ENTRY_USAGE_NOT_FULL: FPOE DB entry usage is not full <[dec] of [dec]>`

Explanation The FPOE database entry usage is not full.

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

FR Messages

This section contains Frame Relay (FR) messages.

FR-3

Error Message `%FR-3-FR_PVC_STATUS_Q_CREATE_ERROR: FR PVC status event queue error: failed to create queue`

Explanation Unable to create FR PVC status event queue

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

Error Message `FR-3-MAP_DELETE_ERROR: [chars]`

Explanation An error occurred while deleting a Frame Relay map.

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

Error Message `FR-3-MFR_UNEXPECTEDEVENT: MFR Timer process error: event table is NULL for event [dec], state [dec]`

Explanation The event was ignored because the state transition table is NULL. Normal processing continues.

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

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

Error Message `%FR-3-SVC_SETUP: [chars]: interface [chars]: DLCI [dec]`

Explanation   An error occurred while attempting to set up a Frame Relay SVC. There may have been
an attempt to set up an SVC using a DLCI that is already in use.

Recommended Action   Check if the DLCI is already in use. For example, a PVC may be configured to
use the same DLCI by entering the **show frame-relay pvc** command. If so, remove the
configuration.

FR-5

Error Message `%FR-5-CONVERT_ROUTE: Converting route pair to connect`

Explanation   A pair of Frame Relay routes is being converted to connections.

Recommended Action   No action is required.

FR_ADJ Messages

This section contains Frame Relay adjacency messages.

Error Message `%FR_ADJ-3-ADD_MEMBER: Unable to add adjacency for vc-bundle [chars]
member [dec]`

Explanation   An error occurred while adding an adjacency for a VC-bundle member.

Recommended Action   Delete the VC bundle and reconfigure on the same interface.

Error Message `%FR_ADJ-3-ARRAY_FULL: Unable to setup adjacencies for vc-bundle
[chars]`

Explanation   An error occurred while setting up VC-bundle adjacencies.

Recommended Action   Try shutting down the subinterface on which the VC bundle is configured.
After a minute or so, verify that the adjacencies on the subinterface have been deleted. Reconfigure
the VC bundle.

Error Message `%FR_ADJ-3-ARRAY_INDEX_ERROR: Adjacency array index is incorrect for vc-bundle [chars] member [dec]`

Explanation An error occurred while setting up VC-bundle adjacencies.

Recommended Action Try shutting down the subinterface on which the VC bundle is configured. After a minute or so, verify that the adjacencies on the subinterface have been deleted. Reconfigure the VC bundle.

FR_HA Messages

This section contains frame relay redundancy messages.

FR_HA-3

Error Message `%FR_HA-3-ISSU: [chars]: [chars]`

Explanation A Frame Relay ISSU error occurred.

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

Error Message `%FR_HA-3-SYNC: [chars]: code [dec]`

Explanation An error occurred when synchronizing the Frame Relay state to the standby route processor. This may affect nonstop forwarding capability on Frame Relay interfaces during and after switchover until the state is recovered through normal protocol operation.

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

FRR_OCE Messages

This section contains Fast Reroute OCE messages.

FRR_OCE-3

Error Message `%FRR_OCE-3-GENERAL: [chars]`

Explanation An internal software error occurred.

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

Error Message `%FRR_OCE-3-INVALIDPAR: [chars]`

Explanation An internal software error occurred.

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

Error Message `%FRR_OCE-3-NULLPOINTER: [chars]`

Explanation An internal software error occurred.

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

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

FR_RP Messages

This section contains Frame Relay Route Processor (FR_RP) messages.

FR_RP-3

Error Message `FR_RP-3-IPC_STATS_INVALID_DLCI: Error processing IPC msg - msg type [chars]`

Explanation An error occurred while an IPC statistics message was being processed.

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

Error Message `FR_RP-3-IPC_STATS_INVALID_INTERFACE: Error processing IPC msg - msg type [chars]`

Explanation An error occurred while an IPC statistics message was being processed.

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

Error Message FR_RP-3-IPC_STATS_INVALID_MSG: Error processing IPC msg - msg type [chars]

Explanation An error occurred while an IPC statistics message was being processed.

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

Error Message FR_RP-3-IPC_STATS_MISC: Error processing IPC msg - [chars]

Explanation An error occurred while an IPC statistics message was being processed.

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

FR_VCB Messages

This section contains Frame Relay VC bundle messages.

FR_VCB-3

Error Message FR_VCB-3-ADJ_SRC_ERROR: Error sourcing adjacency - vc-bundle [chars] dlci [dec]

Explanation An error occurred while setting up the adjacency for a member PVC.

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

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

Error Message `%FR_VCB-3-BUMPING: Bumping error - vcb [chars] - [chars]`

Explanation An error occurred while bumping traffic in a VC bundle.

Recommended Action As a workaround, reconfigure the VC bundle to avoid bumping.

Error Message `%FR_VCB-3-CONFIG: Configuration error - vcb [chars] - [chars]`

Explanation An error occurred while interpreting the VC bundle configuration.

Recommended Action Try reconfiguring the VC bundle.

Error Message `%FR_VCB-3-FIBSW_MISSING_TABLE_ENTRY: FIB switching error - vc-bundle [chars]`

Explanation An error occurred while FIB switching packet(s) across a VC bundle.

Recommended Action As a workaround, delete the VC bundle and use a PVC to substitute for the VC bundle.

Error Message `%FR_VCB-3-PROCESS_SWITCHING: Switching error - vcb [chars] - [chars]`

Explanation An error occurred while switching packets across a VC bundle.

Recommended Action As a workaround, delete the VC bundle and employ a PVC to substitute for the VC bundle.

FR_VCB-5

Error Message `%FR_VCB-5-UPDOWN: FR VC-Bundle [chars] changed state to [chars]`

Explanation The state of a Frame Relay VC bundle changed to up/down.

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

FR_VIP Messages

This section contains Frame Relay VIP messages.

FR_VIP-3

Error Message `%FR_VIP-3-INCONSISTENT: Invalid state on VIP: DLCI [dec]: Slot [dec]: Error code [dec]`

Explanation An error occurred while the Frame Relay state of the VIP was being processed.

Recommended Action Enter the **shutdown** and **no shutdown** commands to disable and enable the Frame Relay-encapsulated interface for the specified slot.

Error Message `%FR_VIP-3-MISSING_STATE: Missing state on VIP: DLCI [dec]: Slot [dec]`

Explanation An error occurred while an IPC statistics unit was being prepared.

Recommended Action Enter the **shutdown** and **no shutdown** commands to disable and enable the Frame Relay-encapsulated interface for the specified slot.

Error Message `%FR_VIP-3-SWITCHING: [chars] DLCI [dec]: [chars]`

Explanation An error was detected while a packet was being switched on the VIP.

Recommended Action Enter the **shutdown** and **no shutdown** commands to disable and enable the Frame Relay-encapsulated interface for the specified slot, or unconfigure then reconfigure the interface. If this does not solve the problem, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

FR_VIP-5

Error Message `%FR_VIP-5-FLUSH: Flushing frame relay state`

Explanation The Frame Relay state of the VIP card is being cleared.

Recommended Action No action is required.

FS_IPHC Messages

This section contains Fast IP Header Compression messages.

FS_IPHC-2

Error Message `%FS_IPHC-2-LC_IPHC_SETUP_FAIL: Failed to initialise or allocate memory for IP Compression database.`

Explanation The IP compression main database could not be created because of a lack of memory resources. The line card cannot allocate memory for an IP compression database.

Recommended Action If possible, add more memory to the VIP. Obtain more free memory on the VIP by reducing the features that are used or buffer allocations. Enter the **ip rtp compression-connections** command in interface configuration mode to reduce the number of contexts configured on all interfaces on the affected line card.

FS_IPHC-4

Error Message `%FS_IPHC-4-LC_IPCSENDFAIL: LC unable to send IPHC msg to RP ([int])`

Explanation The IP compression main database could not be created because of a lack of memory resources. The line card cannot allocate memory for an IP compression database.

Recommended Action If possible, add more memory to the VIP. Obtain more free memory on the VIP by reducing the features that are used or buffer allocations. Enter the **ip rtp compression-connections** command in interface configuration mode to reduce the number of contexts configured on all interfaces on the affected line card.

Error Message `%FS_IPHC-4-RP_NOIPCBUFFER: Unable to malloc IPC msg buffer ([int]) on RP`

Explanation The line card was unable to send IPHC information to the route processor because of a lack of memory in its private memory pool.

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

FTTM Messages

This section contains Full Ternary TCAM Manager (FTTM) messages.

FTTM-3

Error Message `%FTTM-3-ERROR: [chars]`

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

FX1000 Messages

This section contains FX1000 messages.

FX1000-1

Error Message `%FX1000-1-BAD_STRUCT: Could not initialize structure`

Explanation The driver failed to initialize a structure.

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

GBIC Messages

This section contains Gigabit Interface Converter (GBIC) messages.

GBIC-4

Error Message `%GBIC-4-CHECK_SUM_FAILED: GBIC EEPROM data check sum failed for GBIC interface [chars]`

Explanation The GBIC was identified as a Cisco GBIC, but the system was unable to read vendor-data information to verify its correctness.

Recommended Action Remove and reinsert the GBIC. If it fails again in the same way, the GBIC may be defective.

Error Message `%GBIC-4-NOREAD_VSDATA: Unable to read vendor-specific data for GBIC interface [chars]`

Explanation The GBIC was identified as a Cisco GBIC, but the system was unable to read identifying vendor-specific information to verify its authenticity.

Recommended Action Remove and reinsert the GBIC. If it fails again in the same way, the GBIC may be defective.

Error Message `%GBIC-4-UNRECOGNIZED_EXTTYPE: GBIC interface [chars] has unrecognized extended type`

Explanation The GBIC was identified as a Cisco GBIC, but the system does not recognize its reported extended type code.

Recommended Action Check the list of supported GBICs for this version of the system software. An upgrade may be required for newer GBICs. Even if unrecognized, the GBIC may still operate properly, perhaps with limited functionality.

GBIC-6

Error Message `%GBIC-6-SERDES_MODULE_UNKNOWN: Unrecognizable GBIC found in [chars] (module mask 0x%02x)`

Explanation The GBIC presented data to the system which did not correctly identify the type of the GBIC. It will be handled as a generic GBIC.

Recommended Action If the GBIC fails to become operational, carefully reinsert it in the slot. If it continues to fail after reinsertion, the GBIC may be defective or incompatible with the switch.

GBIC_1000BASET Messages

This section contains Gigabit Interface Converter (GBIC) module messages.

GBIC_1000BASET-6

Error Message `%GBIC_1000BASET-6-GBIC_1000BASET_DEFAULT_CONFIG: 1000-BaseT GBIC module is detected in [chars]. Speed and duplex will be autonegotiated`

Explanation 1000-BaseT GBIC modules only support autonegotiation on speed/duplex.

Recommended Action No action is required.

Error Message `%GBIC_1000BASET-6-GBIC_1000BASET_NO_CONFIG_NEGOTIATE: Configuration ignored. 1000-BaseT GBIC modules only support autonegotiation.`

Explanation 1000-BaseT GBIC modules only support autonegotiation.

Recommended Action No action is required.

GBIC_SECURITY Messages

This section contains Gigabit Interface Converter (GBIC) security check messages.

GBIC_SECURITY-4

Error Message `%GBIC_SECURITY-4-EEPROM_CRC_ERR: EEPROM checksum error for GBIC in [chars]`

Explanation The GBIC in the port specified in the error message contains invalid EEPROM data.

Recommended Action Remove the GBIC from the specified port.

Error Message `%GBIC_SECURITY-4-EEPROM_READ_ERR: Error in reading GBIC serial ID in [chars]`

Explanation An error occurred while the GBIC type was being read from EEPROM.

Recommended Action Remove the GBIC from the specified port.

Error Message `%GBIC_SECURITY-4-EEPROM_SECURITY_ERR: GBIC in [chars] failed security check`

Explanation The GBIC in the port specified in the error message contains invalid EEPROM data.

Recommended Action Remove the GBIC from the specified port.

GBIC_SECURITY_CRYPT Messages

This section contains Gigabit Interface Converter (GBIC) security check messages.

GBIC_SECURITY_CRYPT-4

Error Message `%GBIC_SECURITY_CRYPT-4-ID_MISMATCH: Identification check failed for GBIC in port [dec]`

Explanation The GBIC was identified as a Cisco GBIC, but the system was unable to verify its identity

Recommended Action Check to see if the Cisco IOS software running on the system supports the GBIC. If the GBIC is newer, a system software upgrade might be required. Otherwise, verify that the GBIC was obtained from Cisco or from a supported vendor.

Error Message `%GBIC_SECURITY_CRYPT-4-VN_DATA_CRC_ERROR: GBIC in port [dec] has bad crc`

Explanation The GBIC was identified as a Cisco GBIC, but it does not have valid CRC in the EEPROM data.

Recommended Action Check to see if the Cisco IOS software running on the system supports the GBIC. If the GBIC is newer, a system software upgrade might be required. Even if the GBIC is unrecognized by the system, the GBIC may still operate properly, but might have limited functionality.

GBIC_SECURITY_UNIQUE Messages

This section contains Gigabit Interface Converter (GBIC) security unique messages.

GBIC_SECURITY_UNIQUE-4

Error Message `%GBIC_SECURITY_UNIQUE-4-DUPLICATE_SN: GBIC interface [dec]/[dec] has the same serial number as another GBIC interface`

Explanation The GBIC was identified as a Cisco GBIC, but its serial number matches that of another interface on the system.

Recommended Action Cisco GBICs are assigned unique serial numbers. Verify that the GBIC was obtained from Cisco or a supported vendor.

GDOI Messages

This section contains Group Domain of Interpretation (GDOI) messages.

GDOI-1

Error Message `%GDOI-1-GDOI_ACE_DENY: A Group Member ACL policy containing deny was attempted. This is not supported.`

Explanation A Group Member ACL policy containing deny was attempted. This is not supported.

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

Error Message `%GDOI-1-GDOI_ACL_NUM: The ACL has too many entries. GDOI will honor only the first 100 ACL entries specified.`

Explanation The ACL has too many entries. GDOI will honor only the first 100 ACL entries specified.

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

Error Message `%GDOI-1-KS_NO_RSA_KEYS: RSA Key - [chars] : Not found, Required for group [chars]`

Explanation RSA keys are required for signing and verifying rekey messages, but no RSA keys were found in the key server.

Recommended Action Ask the administrator of the key server to create the required RSA key pair.

Error Message `%GDOI-1-UNAUTHORIZED_IDENTITY: Group [chars] received registration from unauthorized identity: [chars]`

Explanation The registration request was dropped because the requesting device was not authorized to join the group.

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

Error Message `%GDOI-1-UNAUTHORIZED_IPADDR: Group [chars] received registration from unauthorized ip address: [chars]`

Explanation The registration request was dropped because the requesting device was not authorized to join the group.

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

Error Message `%GDOI-1-UNREGISTERED_INTERFACE: Group [chars] received registration from unregistered interface.`

Explanation Receiving registration from an unregistered interface. Processing has stopped.

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

GDOI-4

Error Message `%GDOI-4-GM_RE_REGISTER: The IPSec SA created for group [chars] may have been expired or cleared. Re-register to KS.`

Explanation The IPsec SA created for one group may have been expired or cleared. You need to reregister to the key server (KS).

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

GDOI-5

Error Message `%GDOI-5-GM_REGS_COMPL: Registration complete for group [chars] using address [chars]`

Explanation Registration was completed for the specified group.

Recommended Action No action is required.

GEFC Messages

This section contains GE-FC line card messages.

GEFC-3

Error Message `%GEFC-3-ACCESS_FAIL: LRC access Failed`

Explanation An attempt to access the line card redundancy controller (LRC) has failed.

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

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

Error Message `%GEFC-3-BDI_E_ALM: End-to-End Backward Defect Indication [chars]`

Explanation An attempt to access the line card redundancy controller (LRC) has failed.

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

Error Message `%GEFC-3-FPGA_NOT_SUPPORT: Jamesport FPGA need upgrade. slot:[dec] port:[dec] [chars] function`

Explanation The FPGA on the Jamesport card requires an upgrade so that it can support JP2 functions.

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

Error Message `%GEFC-3-GEFC_INTRPEND: Pending unexpected interrupt [addr [hex] = [hex]]`

Explanation One or more pending unexpected interrupts have occurred.

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

Error Message `%GEFC-3-GEFC_MAGICFAIL: Magic number read failed [[chars]]`

Explanation The FPGA has reset.

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

Error Message `%GEFC-3-GEFC_PTFAILASSERTED: Unexpected portfail asserted`

Explanation One or more unexpected port failures have been asserted.

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

Error Message `%GEFC-3-GEFC_RDWRFAIL: Read/write failed [[chars]]`

Explanation A read or write error occurred while the hardware was being accessed.

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

Error Message `%GEFC-3-IDPROM_ACCESS_FAIL: Access to IDPROM Failed`

Explanation An attempt to access to the IDPROM has failed.

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

Error Message `%GEFC-3-INT_LPBK_FAIL: Internal CardLoopback Failed`

Explanation An attempt to perform an internal card loopback operation has failed.

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

Error Message `%GEFC-3-KPA_TIMEOUT_ALM: Keep-alive timeout [chars]`

Explanation Either normal packets or CDL idle packets were not received.

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

Error Message `%GEFC-3-LASER_TX_FAULT_ALM: Optic Laser Transmit Fault [chars]`

Explanation A transceiver laser transmittal fault has occurred.

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

Error Message `%GEFC-3-LOSS_OF_LIGHT_ALM: Loss of Light [chars]`

Explanation The cable for the transceiver has been cut or removed.

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

Error Message `%GEFC-3-LOSS_OF_LOCK_ALM: Transceiver CDR Loss of Lock [chars]`

Explanation The CDR is experiencing problems while attempting to lock onto the signal.

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

Error Message `%GEFC-3-LOSS_OF_SYNC_ALM: Transceiver Loss of Sync [chars]`

Explanation A loss of synchronization error has occurred.

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

Error Message `%GEFC-3-MIB_HW_LASER_DOWN_ALM: Laser Disabled [chars] [chars] [chars]`

Explanation The client laser has been disabled.

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

Error Message `%GEFC-3-MIB_KPA_TIMEOUT_ALM: Keep-alive timeout [chars] [chars] [chars]`

Explanation Normal packets or CDL idle packets were not received.

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

Error Message `%GEFC-3-MIB_LASER_TX_FLT_ALM: Laser Transmit Fault [chars] [chars]`
`[chars]`

Explanation   A client laser transmittal fault has occurred.

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

Error Message `%GEFC-3-MIB_LOSS_OF_LIGHT_ALM: Transceiver Loss of Light [chars]`
`[chars] [chars]`

Explanation   No light is being received from the client side.

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

Error Message `%GEFC-3-MIB_LOSS_OF_LOCK_ALM: Loss of Lock [chars] [chars] [chars]`

Explanation   The GEFC has lost its lock on the signal.

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

Error Message `%GEFC-3-MIB_LOSS_OF_SYNC_ALM: Loss of Sync [chars] [chars] [chars]`

Explanation   The GEFC has lost its synchronization.

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

Error Message `%GEFC-3-MIB_SFP_VENDOR_UNKNOWN: Unknown Vendor SFP inserted [chars] [chars] [chars]`

Explanation   The SFP is not qualified to work with Cisco products.

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

Error Message `%GEFC-3-TX_CRC_ERR_THR_ALM: GEFC TX CRC Error Threshold [chars]`

Explanation   The maximum threshold for transmission CRC errors has been exceeded.

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

Error Message `%GEFC-3-UNKNOWN_SFP_INSERTED: Unknown SFP inserted [chars]`

Explanation An unknown SFP has been inserted.

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

GEFC-6

Error Message `%GEFC-6-FLOW_CTRL_ACTIVE: Flow control become active at slot:[dec] port:[dec]`

Explanation Flow control is now active.

Recommended Action No action is required.

Error Message `%GEFC-6-FLOW_CTRL_DEACTIVE: Flow control become inactive at slot:[dec] port:[dec]`

Explanation Flow control has been deactivated.

Recommended Action No action is required.

GENERAL Messages

This section contains Zenith route processor messages.

GENERAL-2

Error Message `%GENERAL-2-CRITEVENT: [chars]`

Explanation A critical error has occurred.

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

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

GENERAL-3

Error Message `%GENERAL-3-EREVENT: [chars]`

Explanation This is a general error message to be used for sanity tests.

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

Error Message `%GENERAL-3-WSHALEVENT: [chars]`

Explanation This message provides general error information to be used for sanity testing.

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

GENERIC_SUBBLOCK Messages

This section contains generic subblock messages.

GENERIC_SUBBLOCK-2

Error Message `%GENERIC_SUBBLOCK-2-BUILDXDR: Failed to build message for GSB: [chars]`

Explanation An attempt to build a message so that a generic subblock could be distributed has failed.

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

Error Message `%GENERIC_SUBBLOCK-2-GSBNOTISSUAWARE: GSB [chars] is not ISSU aware. Cannot distribute it to ISSU-aware slots`

Explanation This GSB is expected to be ISSU aware but it is not. It cannot be distributed safely to ISSU-aware slots because it may not be correctly interpreted.

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

Error Message `%GENERIC_SUBBLOCK-2-LATE_REGISTER: Late registration of GSB type [chars], with id [dec]`

Explanation An attempt to register a new generic subblock type was received after subblocks with previously registered types had already been allocated from the control structure.

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

Error Message `%GENERIC_SUBBLOCK-2-UNPACKXDR: Unpacked [dec] bytes and attempted to consume [dec] bytes for GSB: [chars]`

Explanation A discrepancy was detected between the expected length of a message and the actual length of the message that was received.

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

GK Messages

This section contains GK-H.323 Gatekeeper messages.

GK-3

Error Message `%GK-3-SUBNET_NOT_FOUND: Subnet not found under specified IP address [IP_address]/[IP_address].`

Explanation Not Available

Recommended Action Not Available

GLBP Messages

This section contains Gateway Load Balancing Protocol messages.

GLBP-4

Error Message `%GLBP-4-BADVIP: [chars] Grp [dec] address [IP_address] is in the wrong subnet for this interface`

Explanation The Gateway Load Balancing Protocol virtual IP address contained in the hello message cannot be learned because it is not within a subnet configured on the interface.

Recommended Action Check the configuration on all GLBP routers and ensure that the virtual IP address is within a configured subnet.

GPRSFLTMG Messages

This section contains Global Packet Radio Service fault management essages.

GPRSFLTMG-3

Error Message `%GPRSFLTMG-0-RESOURCE: GSN: [IP_address], TID: [hex][hex], APN: [chars], Reason: [dec], [chars]`

Explanation   Available resources exhausted to continue GGSN service because of the following reasons :
1. Number of PDP reaches Limit.
2. Number of Network Initiated PDP reached percentage - Insuffient
   in GGSN.
3. Number of IP PDP regenerated PPP reaches limit.

Recommended Action   Check whether you can increase number of PDP that can be handled by GGSN. If the problem recurs, contact your technical support representative with the error message you got and with the output of the **show gprs gtp status** command.

G_QOS_Classify Messages

This section contains messages.

Error Message `%G_QOS_CLASSIFY-3-NOMEM: Memory Allocation Failure - [chars]`

Explanation   Memory required to service one or more Network Processors could not be allocated.

Recommended Action   This error may indicate that more memory must be installed on the affected card or platform in order to service all the features and related entities enabled via the configuration. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support.

Error Message `%G_QOS_CLASSIFY-3-QOS_CONFIG: error detected: [chars]`

Explanation   A QoS policymap classification configuration error was detected.

Recommended Action   This configuration error is not considered fatal to the operation of the Network Processors. The software is designed to detect and report the error condition. Change the QOS Policymap Filter configuration to correct the problem.

Error Message `%G_QOS_CLASSIFY-4-MACACL_CONFIG: [chars]`

Explanation Only source mac address in extended named MAC ACL is supported on X40G linecard interfaces.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support.

GT96100 Messages

This section contains GT96100 DMA controller driver messages.

GT96100-3

Error Message `%GT96100-3-ECC: CPU corrected [dec] single bit memory errors`

Explanation The system has detected and corrected single-bit errors. The number of errors is displayed 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to 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 Messages

This section contains high availability system messages.

HA-3

Error Message `%HA-3-TIFKEY: Tifkey [hex] (Card Type [hex], (S)PA Type [hex]) not present in the Standby Tif table (Hash Slot [dec]) - Standby Reloading`

Explanation The standby route processor encountered an error while the TIF number (channel ID) for the indicated interface was being received from the active route processor. In most situations, this error is self-correcting and affects the standby route processor only. Upon encountering this error, the standby route processor reloads itself automatically and reestablishes synchronization with the active route processor.

Recommended Action If the standby route processor does not reload itself automatically, reload it from the active route processor console by entering the **how-module standby reload** command. If this command fails, reload the standby route processor by entering the **hw-module standby reset** command. If the standby route processor still does not reload or this error is seen again, collect the output from **show c7300**, **show c7300 ha tif entries**, **show c7300 ha statistics**, **show c7300 ha registers**, **show redundancy**, **show redundancy state**, **show redundancy switchover history**, **show redundancy history**, and **show checkpoint clients**. Also, copy the running configuration and all system messages exactly as they appear on the console or in the system log. Open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message `%HA-3-TIFTAKEN: Tif number [dec] (Card Type [hex], (S)PA Type [hex]) already allocated in the Standby (Hash Index [hex]) - Standby Reloading`

Explanation An error was encountered in reserving the TIF (Channel ID) number that was meant for a specific physical or logical interface in the standby route processor. This condition occurs if there is a race condition in the synchronization of TIF numbers and the running configuration from the active route processor to the standby route processor. In most situations, this error is self-correcting and affects the standby route processor only. Upon encountering this error, the standby route processor reloads itself automatically and reestablishes synchronization with the active route processor.

Recommended Action If the standby route processor does not reload itself automatically, reload it from the active route processor console by entering the **how-module standby reload** command. If this command fails, reload the standby route processor by entering the **hw-module standby reset** command. If the standby route processor still does not reload or this error is seen again, collect the output from **show c7300**, **show c7300 ha tif entries**, **show c7300 ha statistics**, **show c7300 ha registers**, **show redundancy**, **show redundancy state**, **show redundancy switchover history**, **show redundancy history**, and **show checkpoint clients**. Also, copy the running configuration and all system messages exactly as they appear on the console or in the system log. Open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

HA-4

Error Message `%HA-4-CHKPT: Platform CF - [chars]`

Explanation A failure has occurred during a Cisco 7300 checkpointing activity.

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

Error Message `%HA-4-CHKPTSEND: [chars] (rc [dec], event [chars])`

Explanation Cisco 7300 checkpointing data could not be sent.

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

Error Message `%HA-4-DECODE: Data decode - [chars] ([dec])`

Explanation Failure to decode 7300 checkpointing data descriptors.

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

Error Message `%HA-4-ENCODE: Data Encode - [chars] ([chars])`

Explanation The Cisco 7300 checkpointing data descriptors could not be decoded.

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

Error Message `%HA-4-INCOMPATIBLE: Incompatible RP ([chars]) in slot [dec] - Peer RP being held in reset state`

Explanation The peer route processor (RP) is not compatible with the active RP. The peer RP is being held in reset state.

Recommended Action Remove the peer RP and replace it with an RP that is the same type as the active RP so that the peer RP will successfully boot as the standby RP.

Error Message `%HA-4-NOBUF: Failed to allocate buffer for inter-RP IPC message receive`

Explanation While IPC messages were being received from the peer route processor (RP), a packet buffer could not be allocated to receive the packet.

Recommended Action Enter the **show buffers** command to confirm that the IPC buffer pool is experiencing missed IPC messages. The IPC retry process will manage intermittent errors. However, if this error message is seen with regularity, the system may require more memory as the IPC buffer pool is automatically sized in direct proportion to the total amount of memory in the system. There is no configuration command available that will resize the IPC buffer pool.

Error Message `%HA-4-NOPROCESS: Creation of [chars] process failed`

Explanation The creation of a platform high availability process has failed.

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

Error Message %HA-4-RESET: Reset of [chars] RP triggered [chars]

Explanation The active route processor (RP) was reset by the standby RP in response to an event that caused the standby RP to determine that the active RP was no longer functional.

Recommended Action The RP that was reset will produce a crash information (crashinfo) file and, if configured, a core dump. These files provide information about the events that triggered the RP to reset. Open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %HA-4-STBYINITFAIL: Initialization of standby Route Processor in slot [dec] failed

Explanation Initialization of the standby route processor (RP) has failed. This condition will result in the high availability features not being operational.

Recommended Action If additional error messages indicate that the type of the standby RP is incompatible with the current active RP, insert a compatible standby RP. If the standby RP is of a type that is compatible with the active RP, attempt to remove and firmly reinsert the standby RP. If the problem persists, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %HA-4-SYNC: [chars]

Explanation An error was encountered during a data synchronization operation.

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

HA-6

Error Message `%HA-6-FALLBACK: [chars] - configured mode([chars]), fallback mode([chars])`

Explanation The specified route processor redundancy mode has fallen back to the mode specified in the message.

Recommended Action No action is required.

Error Message `%HA-6-NOCOEXIST: Line card in slot [dec] ([chars]) cannot co-exist in [chars] redundancy mode`

Explanation The specified line card cannot coexist with the rest of the system in the current redundancy mode configuration of the system.

Recommended Action No action is required.

Error Message `%HA-6-STANDBY_READY: Standby RP in slot [dec] is operational in [chars]mode`

Explanation The standby route processor is operational.

Recommended Action No action is required.

Error Message `%HA-6-SWITCHOVER: Route Processor switched from being standby to being active`

Explanation This route processor has switched over to become the active route processor.

Recommended Action No action is required.

Error Message `%HA-6-TOOBIG: Running config too big, config sync failed`

Explanation The running configuration was too large to be synchronized.

Recommended Action No action is required.

HA_CONFIG_SYNC Messages

This section contains high availability configuration synchronization messages.

HA_CONFIG_SYNC-3

Error Message `%HA_CONFIG_SYNC-3-BOOTVAR: Cannot communicate boot variable to standby (%s)`

Explanation The active supervisor failed to send the specified boot variable to the standby supervisor. As a result, a subsequent reload or a switchover operation will probably result in the standby supervisor booting a wrong image.

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

Error Message `%HA_CONFIG_SYNC-3-CONFREG: Cannot communicate config register to standby`

Explanation The active supervisor failed to send the configuration register to the standby supervisor. As a result, the active and standby supervisors might not have matching configuration registers.

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

Error Message `%HA_CONFIG_SYNC-3-FS_BULK_CFGSYNC: %s [%s]`

Explanation A synchronization of the file system bulk configuration has failed. The reason for the failure is provided in the string.

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

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

Error Message `%HA_CONFIG_SYNC-3-ISSU_MTU: CONFIG SYNC Failed to get MTU Size for session[[dec]] msg_type[[dec]], MTU[[dec]], rc[[dec]]`

Explanation An ISSU configuration synchronization failed to get the message MTU.

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

Error Message `HA_CONFIG_SYNC-3-ISSU_REG: CONFIG SYNC [chars] rc([dec])`

Explanation An ISSU configuration synchronization registration error has occurred.

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

Error Message `HA_CONFIG_SYNC-3-ISSU_XFORM: CONFIG SYNC [chars] msg_type[[dec]], rc[[dec]]`

Explanation An ISSU configuration synchronization failed to transform a message.

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

HA_CONFIG_SYNC-6

Error Message `%HA_CONFIG_SYNC-6-BULK_CFGSYNC_SUCCEED: Bulk Sync succeeded`

Explanation A bulk synchronization has succeeded.

Recommended Action No action is necessary.

Error Message `%HA_CONFIG_SYNC-6-LBL_PRC_SUBCODE: CONFIG SYNC : Subcode not matching for command %s Active subcode[0x%x], Standby subcode[0x%x]`

Explanation The line-by-line synchronization of a command has succeeded. A command entered on the active system was successfully synchronized with the standby system. However, the subcode of parser return code returned by the active system differed from the subcode returned by the standby system.

Recommended Action Normally, no action is required. If any problems with line-by-line synchronization are found, copy the system's configuration along with any other relevant information. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

HA_EM Messages

This section contains Embedded Event Manager (HA_EM) messages.

HA_EM-3

Error Message `%HA_EM-3-ACTION_CNS_OPEN_FAIL: [chars]: Unable to open connection to CNS Event Agent: [dec]`

Explanation The Cisco Network Services (CNS) action process failed to open a CNS handle to the event agent.

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

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

Error Message `%HA_EM-3-FMC_CBH_PROCESS_CREATE: [chars]: callback handler process create failed for eid: [dec]`

Explanation The process create function reported an error while trying to create the callback handler process.

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

Error Message `%HA_EM-3-FMC_FH_INIT: [chars]: fh_init failed : [dec]`

Explanation The fh_init function reported an error while trying to initialize EEM for a callback process.

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

Error Message `%HA_EM-3-FMFD_EMPTY_QUEUE: [chars]: The [chars] event detector I/O queue empty.`

Explanation The I/O queue is unexpectedly empty.

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

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

Error Message `%HA_EM-3-FMFD_QUEUE_INIT: [chars]: Unable to initialize queue;`

Explanation The queue initialization function reported an error.

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

Error Message `%HA_EM-3-FMFD_TTY_NUM: [chars]: Error occurred while fetching TTY number.`

Explanation An internal software error has occurred.

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

Error Message `%HA_EM-3-FMPD_ACTION: [chars]: Error occurred while performing action: [chars].`

Explanation An internal software error has occurred.

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

Error Message `%HA_EM-3-FMPD_ACTION_INFO: [chars]: Error occurred while fetching action information: [dec].`

Explanation Failed to obtain Embedded Event Manager action information.

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

Error Message `%HA_EM-3-FMPD_ADJUST_HIST_SIZE: [chars]: Error attempting to adjust event history table size.`

Explanation The Embedded Event Manager policy director could not adjust the size of the event history table.

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

Error Message `%HA_EM-3-FMPD_CHECKSUM_MISMATCH: [chars]: file checksum mismatch`

Explanation The checksum value of a an installed policy does not match the value provided by the installation manager.

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

Error Message `%HA_EM-3-FMPD_CHKPT_INIT: [chars]: could not register the application with the checkpointing server: [chars]`

Explanation Failed to register an application with the checkpointing server.

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

Error Message `%HA_EM-3-FMPD_CHKPT_TBL_INFO_READ: [chars]: could not read the existing table information: [chars]`

Explanation Failed to read the existing table information using the checkpointing API.

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

Error Message `%HA_EM-3-FMPD_CHKPT_TBL_INIT: [chars]: failed to initialize [chars]: [chars]`

Explanation Could not initialize a table with the checkpointing server.

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

Error Message %HA_EM-3-FMPD_CHKPT_TBL_RECOVER: [chars]: could not recover the checkpointed [chars]: [chars]

Explanation Failed to recover a checkpointed table.

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

Error Message %HA_EM-3-FMPD_CLI_CONNECT: Unable to establish CLI session: [chars]

Explanation Unable to establish a CLI session.

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

Error Message %HA_EM-3-FMPD_CLI_DISCONNECT: Error disconnecting from CLI session: [chars]

Explanation An error occurred while disconnecting from the CLI session.

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

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

Error Message %HA_EM-3-FMPD_CLI_READ: Unable to read CLI response: [chars]

Explanation Unable to read a CLI response.

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

Error Message `%HA_EM-3-FMPD_CLI_WRITE: Unable to send CLI command: [chars]`

Explanation Unable to send a CLI command.

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

Error Message `%HA_EM-3-FMPD_ERROR: Error executing applet [chars] statement [chars]`

Explanation The Embedded Event Manager policy director found an error when processing an applet.

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

Error Message `%HA_EM-3-FMPD_EVM_ASYNC_ATTACH: [chars]: could not attach handler for Event Manager asynchronous event: [chars]`

Explanation An internal error was detected when attaching a handler for an Event Manager asynchronous event.

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

Error Message `%HA_EM-3-FMPD_EVM_CREATE: [chars]: could not create event manager: [chars]`

Explanation An internal error was detected when creating Event Manager.

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

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

Error Message %HA_EM-3-FMPD_EVM_EVENT_BLOCK: [chars]: failed to block waiting for Event Manager events: [chars]

Explanation An internal error was detected when block-waiting for Event Manager events.

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

Error Message %HA_EM-3-FMPD_EVM_INIT_EVENT: [chars]: could not initialize Event Manager event: [chars]

Explanation An internal error was detected when initializing an Event Manager event.

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

Error Message %HA_EM-3-FMPD_EVM_MSG_ATTACH: [chars]: could not attach handler for Event Manager message event: [chars]

Explanation An internal error was detected when attaching a handler for an Event Manager message event.

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

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

Error Message %HA_EM-3-FMPD_EXECUTE_CALLBACK: [chars]: failed to execute callback

Explanation Failed to execute a callback routine.

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

Error Message %HA_EM-3-FMPD_FH_INIT: [chars]: could not initialize Embedded Event Manager service: [chars]

Explanation An internal error was detected when initializing the Embedded Event Manager service.

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

Error Message %HA_EM-3-FMPD_GET_PRIO: [chars]: failed to get process priority: [chars]

Explanation There has been an internal error. A call to get a process-scheduling priority failed.

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

Error Message `%HA_EM-3-FMPD_IPC_PORT_CREATE: [chars]: failed to create an IPC port: [chars]`

Explanation Embedded Event Manager failed to create an IPC port.

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

Error Message `%HA_EM-3-FMPD_IPC_PORT_OPEN: [chars]: failed to open an IPC port: [chars]`

Explanation Embedded Event Manager failed to open an IPC port.

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

Error Message `%HA_EM-3-FMPD_IPC_PORT_REGISTER: [chars]: failed to register an IPC port: [chars]`

Explanation Embedded Event Manager failed to register an IPC port.

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

Error Message `%HA_EM-3-FMPD_NOEID: %s: No such event id found.`

Explanation The Embedded Event Manager (EEM) policy director could not find a record of the event ID.

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

Error Message `%HA_EM-3-FMPD_NOESID: [chars]: No such event spec id found.`

Explanation The Embedded Event Manager policy director could not find the triggered event specification ID.

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

Error Message `%HA_EM-3-FMPD_NO_PROC: %s: Failed to create process`

Explanation The Embedded Event Manager (EEM) policy director could not create a process.

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

Error Message `%HA_EM-3-FMPD_OVL_NOTIF_REG: [chars]: could not register for Version Manager notification: [chars]`

Explanation An internal error was detected when registering for Version Manager notification.

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

Error Message `%HA_EM-3-FMPD_POLICY_UNREG_ERR: [chars]: could not unregister policy [chars]: [chars]`

Explanation A registered policy changed or deleted by the last installation update was detected. Because the update used the start option, the old policy was automatically unregistered. This message signaled an unsuccessful unregistration.

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

Error Message `%HA_EM-3-FMPD_POLICY_UNREGREG_ERR: [chars]: could not replace policy [chars]: [chars]`

Explanation A registered policy changed by the last installation update was detected. Because the update used the start option, the old policy was automatically replaced by the new policy. This message signaled an unsuccessful replacement of 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%HA_EM-3-FMPD_PROCESS_XML: %s: error processing xml buffer`

Explanation An error occurred in processing the event publishing information XML buffer.

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

Error Message `%HA_EM-3-FMPD_PTHRD_CREATE: [chars]: failed to create POSIX thread: [chars]`

Explanation An internal error occurred when trying to create a POSIX thread.

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

Error Message `%HA_EM-3-FMPD_QUEUE_INIT: [chars]: could not initialize queue`

Explanation An internal error was detected when initializing the Embedded Event Manager queue.

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

Error Message `%HA_EM-3-FMPD_REQINFO: [chars]: Error attempting to fetch event`
`information: [chars].`

Explanation The Embedded Event Manager policy director could not obtain event information.

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

Error Message `%HA_EM-3-FMPD_SET_INFO: [chars]: Error occurred while fetching`
`variable information: [dec].`

Explanation An error occurred while attempting to obtain Embedded Event Manager variable information.

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

Error Message `%HA_EM-3-FMPD_SMTP_CHK_REPLY: Reply code unexpected from SMTP server:`
`[chars]`

Explanation An unexpected reply code was received from the connected SMTP server.

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

Error Message `%HA_EM-3-FMPD_SMTP_CONNECT: Unable to connect to SMTP server: [chars]`

Explanation Unable to connect to the SMTP server socket.

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

Error Message `%HA_EM-3-FMPD_SMTP_DISCONNECT: Unable to disconnect from SMTP server: [chars]`

Explanation Unable to disconnect from the connected SMTP server.

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

Error Message `%HA_EM-3-FMPD_SMTP_READ: Unable to read from SMTP server: [chars]`

Explanation Unable to read from the connected SMTP server.

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

Error Message `%HA_EM-3-FMPD_SMTP_WRITE: Unable to write to SMTP server: [chars]`

Explanation Unable to write to the connected SMTP server.

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

Error Message `%HA_EM-3-FMPD_SVCEVM_CREATE: [chars]: could not initialize RPC server for event manager: [chars]`

Explanation Initializing RPC server stub for event manager has failed.

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

Error Message `%HA_EM-3-FMPD_SVC_REG: [chars]: RPC service registration for Embedded Event Manager Script Director failed`

Explanation Embedded Event Manager Script Director failed to register with the RPC facility.

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

Error Message `%HA_EM-3-FMPD_UNKNOWN_ENV: [chars]: could not find environment variable: [chars]`

Explanation The Embedded Event Manager policy director could not find the environment variable specified in the action message.

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

Error Message `%HA_EM-3-FMPD_UNKNOWNTYPE: [chars]: Unknown event type found in applet.`

Explanation An internal software error has occurred.

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

Error Message `%HA_EM-3-FMPD_WRONGTYPE: [chars]: Published event type does not match event spec`

Explanation The Embedded Event Manager policy director event specification does not match the published event.

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

Error Message `%HA_EM-3-FMS_CNS_FAIL: [chars]: Failed to perform CNS action: [chars]`

Explanation The Embedded Event Manager failed attempting to send a CNS message.

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

Error Message `%HA_EM-3-FMS_EMPTY_QUEUE: [chars]: The I/O queue empty.`

Explanation The I/O queue is empty, but it should not be empty.

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

Error Message `%HA_EM-3-FMS_ENQUEUE_FAIL: [chars]: The Unable to enqueue packet onto queue.`

Explanation The queue is not in a state to accept packets.

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

Error Message `%HA_EM-3-FMS_POLICY_LOOKUP_FAIL: [chars]: Failed to look up in the table the registration specification for policy [chars].`

Explanation A table lookup for the registration specification for the policy has failed.

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

Error Message `%HA_EM-3-FMS_QUEUE_INIT: [chars]: The Unable to initialize queue.`

Explanation The queue cannot be initialized.

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

Error Message `%HA_EM-3-FMS_SWITCH_NOT_RF_ACTIVE: [chars]: This processor is not in ACTIVE state (state = [dec]). Switchover must be performed on ACTIVE processor.`

Explanation Switchovers must occur on the active unit, not the standby unit.

Recommended Action Ensure that the switchover occurs on a unit that is designated as an active unit and not a standby unit.

HA_EM-4

Error Message `%HA_EM-4-FMPD_IPC_GET_PAK: [chars]: failed to allocate an IPC buffer`

Explanation Embedded Event Manager failed to allocate a buffer from 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

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

Error Message `%HA_EM-4-FMPD_IPC_SEND_MSG: [chars]: failed to send an IPC message:`
`[chars]`

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

Error Message `%HA_EM-4-FMPD_NO_ACTION: No action configured for applet [chars]`

Explanation No action has been configured for the specified applet.

Recommended Action Configure at least one action for this applet.

Error Message `%HA_EM-4-FMPD_NO_EVENT: No event configured for applet [chars]`

Explanation No event has been configured for the specified applet.

Recommended Action Configure an event for this applet.

Error Message `%HA_EM-4-FMPD_NOTAGNAME: %s: No tag %s found corresponding to this`
`event publish.`

Explanation The Embedded Event Manager policy director could not associate the tag name with a
published event.

Recommended Action In the **action info type event reqinfo** command, use only tag names that
correspond to the published event.

Error Message %HA_EM-4-FMPD_NO_TRACK: Use of the "track" keyword in the correlate
statement is not supported in this image. All tracked objects will return the
"unset" state of 0

Explanation The Embedded Event Manager Track ED is not supported in this image.

Recommended Action If you require Embedded Event Manager Track ED, upgrade to an image that
supports the feature.

HA_EM-6

Error Message %HA_EM-6-FMPD_EEM_CONFIG: Embedded Event Manager configuration: %s

Explanation The Embedded Event Manager (EEM) reports an error in the Event Manager (EM)
configuration.

Recommended Action Check the applet configuration.

Error Message %HA_EM-6-FMPD_POLICY_CHANGED: [chars]: registered policy [chars]
changed by the last installation update

Explanation A registered policy was changed by the last installation update. If the update used the
start option, the old policy was automatically unregistered and the new policy registered. Otherwise,
the old policy would remain registered and functional until the user unregisters it manually.

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

Error Message %HA_EM-6-FMPD_POLICY_DELETED: [chars]: registered policy [chars]
deleted by the last installation update

Explanation A registered policy was deleted by the last installation update. If the update used the
start option, the policy was automatically unregistered. Otherwise, the policy would remain
registered and functional until the user unregisters it manually.

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

Error Message %HA_EM-6-FMPD_POLICY_UNREGREG_SUCC: [chars]: policy [chars] replaced
successfully

Explanation A registered policy changed by the last installation update was detected. Because the
update used the start option, the old policy was automatically replaced by the new policy. This
message signaled a successful replacement of the policy.

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

Error Message `%HA_EM-6-FMPD_POLICY_UNREG_SUCC: [chars]: policy [chars] unregistered successfully`

Explanation A registered policy changed or deleted by the last installation update was detected. Because the update used the start option, the old policy was automatically unregistered. This message signaled a successful unregistration.

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

Error Message `%HA_EM-6-FMPD_UPDATE_POLICY_COPY: Policy update has copied %d bytes from %s to %s`

Explanation As a result of an event manager update command, an Embedded Event Manager (EEM) policy has been copied.

Recommended Action No action is required.

Error Message `%HA_EM-6-FMPD_UPDATE_POLICY_REGISTER: Policy update has successfully re-registered policy %s`

Explanation As a result of an event manager update command, an EEM policy has been successfully reregistered.

Recommended Action No action is required.

Error Message `%HA_EM-6-FMPD_UPDATE_POLICY_REGISTER_FAIL: Policy update has failed to register policy %s %s`

Explanation As a result of an event manager update command, an EEM policy could not be registered.

Recommended Action No action is required.

Error Message `%HA_EM-6-FMPD_UPDATE_POLICY_UNREGISTER_FAIL: Policy update has failed to unregister policy %s %s`

Explanation As a result of an event manager update command, an EEM policy could not be unregistered.

Recommended Action No action is required.

Error Message `%HA_EM-6-FMS_SWITCH_HARDWARE: [chars]: Policy has requested a hardware switchover`

Explanation An Embedded Event Manager policy requested that a hardware switchover occur.

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

HA_EM-7

Error Message %HA_EM-7-ACTION_ADD_PARSER: [chars]: Unable to add action [chars] command;

Explanation Failed to add the specified action command.

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

Error Message %HA_EM-7-ACTION_CNS_AGENT_UNAVAIL: [chars]: CNS Event Agent not available: [dec]

Explanation The CNS Event Agent is currently not available.

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

Error Message %HA_EM-7-ACTION_CNS_CLEAR_RESTART: [chars]: Unable to clear restart callback;

Explanation The CNS action process failed to clear restart callback.

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

Error Message `%HA_EM-7-ACTION_CNS_SET_RESTART: [chars]: Unable to set restart callback;`

Explanation The CNS action process failed to set restart callback.

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

Error Message `%HA_EM-7-ACTION_ENQUEUE_FAIL: [chars]: Unable to enqueue [chars];`

Explanation The enqueueing function reported an error.

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

Error Message `%HA_EM-7-ACTION_WB_CREATE: [chars]: create_watched_boolean failed: [chars]`

Explanation The function for creating a watched boolean reported an error trying to create the watched boolean.

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

Error Message `%HA_EM-7-ACTION_WB_DELETE: [chars]: delete_watched_boolean failed: [chars]`

Explanation The function for deleting a watched boolean reported an error trying to delete the watched boolean.

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

Error Message `%HA_EM-7-FMC_CB_DM_THREADPOOL_CREATE: [chars]: dispatch_manager_threadpool_create failed [chars]`

Explanation The dispatch manager reported an error trying to create a thread pool.

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

Error Message `%HA_EM-7-FMC_CB_DM_THREADPOOL_START: [chars]: dispatch_manager_threadpool_start failed [chars]`

Explanation The dispatch manager reported an error trying to start a thread pool.

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

Error Message `%HA_EM-7-FMC_ENQUEUE_FAIL: [chars]: Unable to enqueue [chars];`

Explanation   The enqueueing function reported an error.

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

Error Message `%HA_EM-7-FMC_INV_REPLY: [chars]: Application client library unable to handle message receive.`

Explanation   The API received a message reply when it was not in a state to accept such messages.

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

Error Message `%HA_EM-7-FMC_MALLOC: [chars]: Unable to allocate [chars];`

Explanation   The malloc function reported an error.

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

Error Message `%HA_EM-7-FMFD_ADD_PARSER: [chars]: Unable to add [chars] event`
`detector command;`

Explanation The event detector failed to add a command.

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

Error Message `%HA_EM-7-FMFD_COND_WAIT: [chars]: conditional wait error: [chars]`

Explanation Internal error. The event detector has failed to perform a conditional wait.

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

Error Message `%HA_EM-7-FMFD_DM_CREATE: [chars]: could not create dispatch manager:`
`[chars]`

Explanation The event detector has failed to create a dispatch manager.

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

Error Message %HA_EM-7-FMFD_ENQUEUE_FAIL: [chars]: Unable to enqueue [chars];

Explanation The enqueueing function reported an error.

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

Error Message %HA_EM-7-FMFD_MALLOC: [chars]: Unable to allocate [chars]; [chars]

Explanation The malloc function reported an error.

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

Error Message %HA_EM-7-FMFD_NO_CLOCK: [chars]: unable to read clock using clock_gettime: [chars]

Explanation The clock reading function reported an error.

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

Error Message `%HA_EM-7-FMFD_OID_UNAVAIL: [chars]: The following oid has become unavailable: [chars]`

Explanation An internal error has occurred. The registered OID is no longer available in the system.

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

Error Message `%HA_EM-7-FMFD_OPEN_CONF: [chars]: could not open event detector config file: [chars]`

Explanation The event detector has failed to open the configuration file for event detector information.

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

Error Message `%HA_EM-7-FMFD_READ_CONF: [chars]: could not read event detector config file: [chars]`

Explanation The event detector has failed to read the configuration file for event detector information.

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

Error Message %HA_EM-7-FMFD_THRD_POOL_CREATE: [chars]: could not create thread pool: [chars]

Explanation The event detector has failed to create a thread pool.

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

Error Message %HA_EM-7-FMMD_NO_CLOCK: [chars]: unable to read clock using clock_gettime: [chars]

Explanation The clock reading function reported an error.

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

Error Message %HA_EM-7-FMPD_CHKPT_ITERATE_END: [chars]: call to chkpt_iterate_end returned unexpected failure.

Explanation An attempt to register an application with the checkpointing server has failed.

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

Error Message `%HA_EM-7-FMPD_CHKPT_NULL_PTR: [chars]: Got a null [chars] but non-null value was expected`

Explanation An attempt to do further processing has failed because a null value was received when a non-null value was expected.

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

Error Message `%HA_EM-7-FMPD_CHKPT_TBL_ADD: [chars]: could not save a record into a checkpointing table: [chars]`

Explanation An attempt to save a record into the specified checkpointing table has failed.

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

Error Message `%HA_EM-7-FMPD_CHKPT_TBL_REMOVE: [chars]: could not delete a record from a checkpointing table: [chars]`

Explanation An attempt to delete a record from the specified checkpointing table has failed.

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

Error Message `%HA_EM-7-FMPD_CHKPT_TBL_RESET: [chars]: could not reset a record in a checkpointing table: [chars]`

Explanation An attempt to reset a record in the specified checkpointing table has failed.

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

Error Message `%HA_EM-7-FMPD_COUNTER_SET: [chars]: failed to set a counter: [chars]`

Explanation An attempt to set an Embedded Event Manager counter has failed.

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

Error Message `%HA_EM-7-FMPD_EVENT_CREATE: [chars]: failed to create an event: [chars]`

Explanation An attempt to create an Embedded Event Manager event has failed.

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

Error Message `%HA_EM-7-FMPD_EVENT_REG: [chars]: failed to register an event: [chars]`

Explanation An attempt to register an Embedded Event Manager event has failed.

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

Error Message `%HA_EM-7-FMPD_EVENT_TYPE: [chars]: unknown event type [dec]`

Explanation An unknown Embedded Event Manager event type was detected.

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

Error Message `%HA_EM-7-FMPD_FILE_OPEN: [chars]: failed to open file [chars] : [chars]`

Explanation An attempt to open the specified file has failed due to an internal error.

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

Error Message `%HA_EM-7-FMPD_FORMAT_TIME: [chars]: error attemting to format time string`

Explanation An attempt to format a time string has failed.

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

Error Message `%HA_EM-7-FMPD_GET_NODE_NAME: [chars]: failed to get the local node name: [chars]`

Explanation An attempt to get the local node name has failed.

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

Error Message `%HA_EM-7-FMPD_LAST_POLICY: [chars]: invalid last policy name replied [chars]`

Explanation There has been an internal error. The last policy name that the script director replied to the **show event manager policy registered** command is an invalid policy name.

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

Error Message `%HA_EM-7-FMPD_LONG_PATHNAME: [chars]: too long path name`

Explanation There has been an internal error. A path name could not be formed because it exceeded the maximum 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message `%HA_EM-7-FMPD_NO_CLOCK: [chars]: unable to read clock using clock_gettime: [chars]`

Explanation The clock reading function reported an error.

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

Error Message `%HA_EM-7-FMPD_NO_MEM: [chars]: not enough memory: [chars]`

Explanation Memory allocation failed due to a low-memory condition.

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

Error Message `%HA_EM-7-FMPD_OVL_SETUP_ENV: [chars]: could not update environment variables: [chars]`

Explanation Updating environment variables of the process according to stored system variables has failed.

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

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

Error Message %HA_EM-7-FMPD_TIMER_ARM: [chars]: failed to arm a timer: [chars]

Explanation An attempt to arm an Embedded Event Manager timer has failed.

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

Error Message %HA_EM-7-FMS_ASYNC_ATTACH_CHKPT: [chars]: Failed to attach to handle chkpt asychronous events; [chars]

Explanation The event pulse attach event function reported an error trying to attach the checkpoint pulse handler.

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

Error Message %HA_EM-7-FMS_CHKPT_ITERATE_END: [chars]: call to chkpt_iterate_end returned unexpected failure.

Explanation An attempt to register an application with the checkpointing server has failed.

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

Error Message `%HA_EM-7-FMS_CHKPT_TBL_UNREG: [chars]: could not unregister the checkpointed table [chars]: [chars]`

Explanation Failed to unregister a checkpointed table.

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

Error Message `%HA_EM-7-FMS_FDC_OPEN: [chars]: Failed to open Event Detector context control block`

Explanation The open_fd function reported an error trying to open an Event Detector context control block.

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

Error Message `%HA_EM-7-FMS_NO_CLOCK: [chars]: unable to read clock using clock_gettime: [chars]`

Explanation The clock reading function reported an error.

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

Error Message %HA_EM-7-FMS_POLICY_MAX_ENTRIES: [chars]: Maximum number of script publish entries exceeded; some events have been discarded

Explanation An attempt to publish an event requiring a script failed because there is no more room in the script publish queue.

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

Error Message %HA_EM-7-FMS_REALLOC_FAIL: [chars]: Unable to reallocate [chars]; [chars]

Explanation The reallocation function reported an error.

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

Error Message %HA_EM-7-FMS_SWITCH_FAIL: [chars]: The system is unable to switch to standby processor. Switchover cancelled.

Explanation Switchovers must occur when a standby processor is available and ready.

Recommended Action Ensure that a standby processor is available and ready.

Error Message %HA_EM-7-FMS_WB_CREATE: [chars]: create_watched_boolean failed; [chars]

Explanation The create watched boolean function reported an error trying to create the watched boolean.

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

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

Error Message `%HA_EM-7-FMS_WQ_CREATE: [chars]: create_watched_queue failed; [chars]`

Explanation The create watched queue function reported an error trying to create the watched queue.

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

Error Message `%HA_EM-7-PTHREAD_MUTEX_LOCK: [chars]: Error locking mutex [chars]; [chars]`

Explanation The pthread mutex lock function reported an error while attempting to lock the specified mutex.

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

Error Message `%HA_EM-7-PTHREAD_MUTEX_UNLOCK: [chars]: Error unlocking mutex [chars]; [chars]`

Explanation The pthread mutex unlock function reported an error while attempting to unlock the specified mutex.

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

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