

RADIUS Messages

This section contains RADIUS messages.

RADIUS-3

Error Message %RADIUS-3-AIDDEFINEFAILED: a_id definition ignored.

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

Recommended Action Configure a proper authority ID.

Error Message %RADIUS-3-CANNOT_OPEN_SOCKET: Cannot open UDP socket for service %s

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

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

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

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

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

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

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

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

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

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

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

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

Explanation An internal error has occurred.

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

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

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

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

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

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

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

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

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

Recommended Action Collect traceback and contact your technical support representative.

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

Explanation An internal error has occurred.

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

RADIUS-4

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

Explanation The attribute list is syntactically incorrect.

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

Error Message %RADIUS-4-NOATTRLISTDEF: Warning: Attribute list [chars] is not defined.

Explanation The given attribute list is not defined.

Recommended Action Define the attribute list as soon as possible.

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

Explanation No servers are in the global public servers list.

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

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

Error Message %RADIUS-4-RADIUS_ALIVE: RADIUS server [IP_address]:[int],[int] has returned.

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

Recommended Action No action is required.

Error Message %RADIUS-4-RADIUS_DEAD: RADIUS server [IP_address]:[int],[int] is not responding.

Explanation A RADIUS server has not responded to repeated requests.

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

RADIUS-6

Error Message %RADIUS-6-RESETDEADSERVER: Group [chars]: Marked alive as Radius server [IP_address]:[dec],[dec] configured.

Explanation The RADIUS server is configured in the server group that was previously marked dead.

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

RANDOM Messages

This section contains utility messages.

RANDOM-6

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

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

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

RASP16 Messages

This section contains interface multiplexer ASIC messages.

Error Message %RASP16-5-NULL_RASP16_OBJECT: The Interface Multiplexer device object pointer is set to NULL.

Explanation The memory location of the interface multiplexer device object is invalid. The interface multiplexer ASIC operation is disabled and the device interrupt is now masked.

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

Error Message %RASP16-5-RASP_INIT_FAILURE: The Interface Multiplexer ASIC initialization failed.

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

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

RBM Messages

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

RBM-0

Error Message %RBM-0-RBM_EMERG: %s

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

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

RBM-1

Error Message %RBM-1-RBM_ALERT: %s

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

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

RBM-2

Error Message %RBM-2-RBM_CRIT: %s

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

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

RBM-3

Error Message %RBM-3-RBM_ERR: %s

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

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

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

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

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

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

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

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

RBM-4

Error Message %RBM-4-RBM_WARNING: %s

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

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

RBM-5

Error Message %RBM-5-RBM_NOTICE: %s

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

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

RBM-6

Error Message %RBM-6-RBM_INFO: %s

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

Recommended Action No action is required.

RBM-7

Error Message %RBM-7-RBM_ASSERT: Assertion Failure (%s @%s:%d) : %s

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

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

RED_MODE Messages

This section contains high availability redundancy mode messages.

RED_MODE-3

Error Message %RED_MODE-3-CAPENTRY_REG: Red Mode Cap Entry ([dec]) for Entity ([dec]) Registration failed ([chars])

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

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

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

Error Message %RED_MODE-3-CAPGROUP_REG: Red Mode Cap Group ([dec]) for Entity ([dec]) Registration failed ([chars])

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

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

Error Message %RED_MODE-3-CAP_REG: Red Mode cap reg failed: reason [dec]

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

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

Error Message %RED_MODE-3-CAPTYPE_REG: Red Mode Cap Type for Entity ([dec]) Registration failed ([chars])

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

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

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

Error Message %RED_MODE-3-CLIENT_REG: Red Mode Client ([dec]) Registration failed ([chars])

Explanation The redundancy mode ISSU client could not be registered.

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

Error Message %RED_MODE-3-CLIENT_REG_FAILED: Red Mode ISSU client ([dec]) Client registration failed. [chars]

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

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

Error Message %RED_MODE-3-DELAYED_REGISTER: Delayed registration could not be completed succesfully, Operand = [dec]

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

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

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

Error Message %RED_MODE-3-ENTITY_REG: Red Mode Entity ([dec]) Registration failed ([chars])

Explanation The redundancy mode ISSU entity could not be registered.

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

Error Message %RED_MODE-3-GET_BUFFER: Red Mode ISSU session ([dec]) failed to get buffer

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

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

Error Message %RED_MODE-3-IPC_AGENT: [chars] [[chars]]

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

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

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

Error Message %RED_MODE-3-ISSU_BASE_CLIENT_INCOMP: One or more ISSU base clients are incompatible, fallback to RPR

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

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

Error Message %RED_MODE-3-ISSU_NEGOTIATION: [chars] [[chars]]

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

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

Error Message %RED_MODE-3-ISSU_RESET_PEER_IMAGE_COMP: Failed to reset peer image to be compatible

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

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

Error Message %RED_MODE-3-ISSU_SET_BASE_CLIENT_INCOMP: Failed to set base client incompatibility

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

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

Error Message %RED_MODE-3-MSG_DATAPTR: Red Mode Client ([dec]) get msg dataptr failed. Error = [dec]

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

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

Error Message %RED_MODE-3-MSGGROUP_REG: Red Mode Msg Group ([dec]) for Entity ([dec]) Registration failed ([chars])

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

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

Error Message %RED_MODE-3-MSG_MTU: Red Mode Client ([dec]) get msg mtu failed. Error = [dec]

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

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

Error Message %RED_MODE-3-MSG_REG: Red Mode msg reg failed: reason [dec]

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

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

Error Message %RED_MODE-3-MSG_SEND: Red Mode ISSU client for session ([dec]) failed to send message. Error Code = [chars]

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

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

Error Message %RED_MODE-3-MSGTYPE_REG: Red Mode Msg Type for Entity ([dec]) Registration failed ([chars])

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

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

Error Message %RED_MODE-3-NO_DEREGISTER: Could not deregister plugin for redundancy mode [chars]

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

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

Error Message %RED_MODE-3-RED_MODE_MSG_NOT_OK: Red Mode ISSU msg type ([dec]) is not ok

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

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

Error Message %RED_MODE-3-RED_MODE_START_NEGO_FAILED: Red Mode ISSU start nego session failed ([chars])

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

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

Error Message %RED_MODE-3-RED_MODE_XFROM_FAIL: Red Mode ISSU [chars] transformation failed ([chars])

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

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

Error Message %RED_MODE-3-SELECT_MODE: The mode change to [dec] was unsuccessful rc = [dec], force = [dec], caller = [dec]

Explanation The specified mode change operation did not complete successfully.

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

Error Message %RED_MODE-3-SESSION_REG: Red Mode session for Entity ([dec]) Registration failed ([chars])

Explanation The redundancy mode ISSU session could not be registered.

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

Error Message %RED_MODE-3-SESSION_UNREG: Red Mode session ([dec]) Un-Registration failed ([chars])

Explanation The redundancy mode ISSU session could not be unregistered.

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

REDUNDANCY Messages

This section contains high availability redundancy messages.

REDUNDANCY-3

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

Explanation An ISSU-related error occurred in the redundancy 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 %REDUNDANCY-3-EHSAPARSER: parser failure - [chars]: tty=[dec] orig_parse_cli_type=[dec] parse_cli_type=[dec]

Explanation An EHSA parser error occurred. The details about the failure will beprinted.

Recommended Action Copy the error message exactly as it appears. Copy down the system's configuration along with any other relevant information. Contact your technical support representative for assistance.

Error Message %REDUNDANCY-3-MEMORY_DIFF: WARNING, nonsymmetrical configuration:
Active has [dec]K Standby has [dec]K

Explanation The redundant route processors (RPs) have different memory configurations. The configuration is allowed but is discouraged.

Recommended Action Attempt to avoid configuring a system with redundant RPs that have different memory configurations.

REDUNDANCY-4

Error Message %REDUNDANCY-4-PEER_DID_NOT_RESPOND: Resetting peer [chars] because it did not respond to verification of HA role.

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

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

Error Message %REDUNDANCY-4-RELOADING_STANDBY: Reloading the Standby [chars]

Explanation The active system has sent a reload IPC request to the standby peer. If the reload is not successful, the standby peer will be power cycled rather than reloaded.

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

REDUNDANCY-6

Error Message %REDUNDANCY-6-STANDBY_HAS_RELOADED: The Standby [chars] has reloaded; reason: [chars]

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

REDUNDANCY_UTILS Messages

This section contains high availability redundancy utilities messages.

Error Message %REDUNDANCY_UTILS-3-INVALID_UNIT_DESIGNATION: An invalid redundancy designation ([chars]) has been detected.

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

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

REGISTRY Messages

This section contains registry-related (REGISTRY) messages.

REGISTRY-2

Error Message %REGISTRY-2-REG_FLAG_DEADLOCK: Registry call to [chars] timed out due to deadlock

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

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

Error Message %REGISTRY-2-REG_PARSE_ERROR: [chars]: Could not parse notification [chars] : error/no. of items = [dec]

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

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

This issue is serious and affects interprocess communications.

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

REGISTRY-3

Error Message %REGISTRY-3-FASTCASE_OUT_OF_BOUNDS: Attempt made in [chars] to register with out of bounds key.

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

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

Error Message %REGISTRY-3-REG_FLAG_ERR: Invalid combination of registry flag and scheduler control : [chars]

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

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

Error Message %REGISTRY-3-REG_SUSPEND: Registry of type SUSPEND called when suspends are not allowed.

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

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

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

Error Message %REGISTRY-3-REG_XDR: [chars]

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

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

Error Message %REGISTRY-3-SEQ_LIST_OVERWRITE: Attempt made to overwrite a set sequence function (%s)

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

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

REMOTE_OIR_ISSU Messages

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

REMOTE_OIR_ISSU-3

Error Message %REMOTE_OIR_ISSU-3-BUFFER: Cat6K Remote OIR ISSU client failed to a buffer for message, error %d

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

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

Error Message %REMOTE_OIR_ISSU-3-CAPABILITY: Cat6K Remote OIR ISSU client %s

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

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

Error Message %REMOTE_OIR_ISSU-3-INIT: Cat6K Remote OIR ISSU client initialization failed at %s, error %s

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

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

Error Message %REMOTE_OIR_ISSU-3-MSG_NOT_OK: Cat6K Remote OIR ISSU client message %d is not compatible

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

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

Error Message %REMOTE_OIR_ISSU-3-MSG_SIZE: Cat6K Remote OIR ISSU client failed to get the message size for message %d

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

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

Error Message %REMOTE_OIR_ISSU-3-POLICY: Cat6K Remote OIR ISSU client message type %d is %s

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

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

Error Message %REMOTE_OIR_ISSU-3-SEND_FAILED: Cat6K Remote OIR ISSU client failed to send a negotiation message, error %d

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

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

Error Message %REMOTE_OIR_ISSU-3-SESSION: Cat6K Remote OIR ISSU client %s

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

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

Error Message %REMOTE_OIR_ISSU-3-TRANSFORM: Cat6K Remote OIR ISSU client %s transform failed, error %s

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

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

REP Messages

This sections contains Resilient Ethernet Protocol (REP) messages.

REP-4

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

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

Recommended Action No action is required.

REP-5

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

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

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

REP_ISSU Messages

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

REP_ISSU-3

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

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

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

Error Message %REP_ISSU-3-CAPABILITY: REP ISSU client %s

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

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

Error Message %REP_ISSU-3-INIT: REP ISSU client initialization failed at %s, error %s

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

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

Error Message %REP_ISSU-3-MSG_NOT_OK: REP ISSU client message %d is not compatible

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

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

Error Message %REP_ISSU-3-MSG_SIZE: REP ISSU client failed to get the message size for message %d

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

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

Error Message %REP_ISSU-3-POLICY: REP ISSU client message type %d is %s

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

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

Error Message %REP_ISSU-3-SEND_FAILED: REP ISSU client failed to send a negotiation message, error %d

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

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

Error Message %REP_ISSU-3-SESSION: REP ISSU client %s

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

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

Error Message %REP_ISSU-3-SESSION_UNREGISTRY: REP ISSU client failed to unregister session information. Error: %d (%s)

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

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

Error Message %REP_ISSU-3-TRANSFORM: REP ISSU client %s transform failed, error %s

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

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

RESETMGR Messages

This section contains reset manager messages.

RESETMGR-3

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

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

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

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

Error Message %RESETMGR-3-SYSMGR_JOBID_LOOKUP: Failed to get the job ID of the Reset Manger (IOS blob) from SysMgr

Explanation The reset manager was unable to get its job ID from the system manager. The reset manager cannot function without this information and will suspend any further initialization.

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

RESETMGR-4

Error Message %RESETMGR-4-SYSMGR_PROCNAME_LOOKUP: Failed to lookup process name from SysMgr, job ID = %d

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

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

RF Messages

This sections contains redundancy facility (RF) messages.

RF-3

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

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

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

Error Message %RF-3-CANT_GET_VERSION: Cannot get version info from peer Route Processor (RP); the RP software is incompatable.

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

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

Error Message %RF-3-FAILED_SET_RED_MODE: ACTIVE failed to set redundancy mode. STANDBY has selected mode but unable to get confirmation from ACTIVE.

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

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

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

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

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

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

Explanation The switch processor switchover that occurred was not stateful. Stateful switchover (SSO) mode on the route processor requires the switch processor to run with high availability enabled to ensure that appropriate state is synchronized between the switch processors and that there is sufficient state information on the new active switch processor to support the switchover of the route processor while in stateful switchover mode. Because there is insufficient state to support a route processor switchover in stateful switchover mode, the recovery is to reset the route processor and reboot it.

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

Error Message %RF-3-NOTIF_TID: Notification timer extended for the wrong client, cur-client=%d, req-client=%d

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

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

Error Message %RF-3-PEER_RP_RELOAD: The peer Route Processor (RP) is being reset because [chars]

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

Recommended Action If the condition persists after the reset, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will

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

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

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

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

Error Message %RF-3-WAKEUP_STANDBY_NOT_SEEN: Active-Standby RP Handshake Error. The Standby RP did not receive a WAKEUP_STANDBY message from the Active RP during the early initialization phase on the Standby RP.

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

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

RF-4

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

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

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

RF-5

Error Message %RF-5-RF_RELOAD: %s. Reason: %s

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

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

Error Message %RF-5-RF_TERMINAL_STATE: Terminal state reached for (%s)

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

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

Error Message %RF-5-SEND_FAIL: RF client progression send failure for reason (%s)

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

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

RF-6

Error Message %RF-6-CONS_MSG: Console Message from [chars] RP: [chars]

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

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

Error Message %RF-6-NEGOTIATED_RED_MODE: Negotiated Redundancy MODE is [chars]

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

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

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

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

Recommended Action No action is required.

RF-7

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

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

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

RF_ISSU Messages

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

RF_ISSU-3

Error Message %RF_ISSU-3-CAPENTRY_REG: RF Cap Entry ([dec]) for Entity ([dec])
Registration failed

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

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

Error Message %RF_ISSU-3-CAPGROUP_REG: RF Cap Group ([dec]) for Entity ([dec])
Registration failed

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

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

Error Message %RF_ISSU-3-CAP_REG: RF cap reg failed: reason [dec]

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

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

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

Error Message %RF_ISSU-3-CAPTTYPE_REG: RF Cap Type for Entity ([dec]) Registration failed

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

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

Error Message %RF_ISSU-3-CLIENT_REG: RF Client ([dec]) Registration failed

Explanation The RF ISSU client could not be registered.

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

Error Message %RF_ISSU-3-CLIENT_REG_FAILED: RF ISSU client ([dec]) Client registration failed. [chars]

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

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

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

Error Message %RF_ISSU-3-ENTITY_REG: RF Entity ([dec]) Registration failed

Explanation The RF ISSU entity could not be registered.

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

Error Message %RF_ISSU-3-GET_BUFFER: RF ISSU session ([dec]) failed to get buffer

Explanation The RF ISSU failed to get a buffer.

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

Error Message %RF_ISSU-3-MSG_DATAPTR: RF Client ([dec]) get msg dataptr failed.
Error = [dec]

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

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

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

Error Message %RF_ISSU-3-MSGGROUP_REG: RF Msg Group ([dec]) for Entity ([dec])
Registration failed

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

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

Error Message %RF_ISSU-3-MSG_MTU: RF Client ([dec]) get msg mtu failed. Error = [dec]

Explanation The RF ISSU client could not obtain message size.

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

Error Message %RF_ISSU-3-MSG_REG: RF msg reg failed: reason [dec]

Explanation Messages for the RF ISSU could not be registered.

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

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

Error Message %RF_ISSU-3-MSG_SEND: RF ISSU client for session ([dec]) failed to send message

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

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

Error Message %RF_ISSU-3-MSGTYPE_REG: RF Msg Type for Entity ([dec]) Registration failed

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

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

Error Message %RF_ISSU-3-RF_MSG_NOT_OK: RF ISSU msg type ([dec]) is not ok

Explanation RF ISSU message type has not negotiated correctly.

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

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

Error Message %RF_ISSU-3-SESSION_REG: RF session for Entity ([dec]) Registration failed

Explanation The RF ISSU session could not be registered.

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

Error Message %RF_ISSU-3-SESSION_UNREG: RF session ([dec]) Un-Registration failed

Explanation The RF ISSU session could not be unregistered.

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

RFS Messages

This section contains remote file system messages.

RFS-3

Error Message %RFS-3-CAPENTRY_REG: RFS Cap Entry ([dec]) for Entity ([dec])
Registration failed

Explanation RFS ISSU cap entry registration has failed.

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

Error Message %RFS-3-CAPGROUP_REG: RFS Cap Group ([dec]) for Entity ([dec])
Registration failed

Explanation RFS ISSU cap group registration has failed.

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

Error Message %RFS-3-CAPTYPE_REG: RFS Cap Type for Entity ([dec]) Registration
failed

Explanation RFS ISSU cap type registration has failed.

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

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

Error Message %RFS-3-CLIENT_REG: RFS Client ([dec]) Registration failed

Explanation RFS ISSU client registration has failed.

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

Error Message %RFS-3-CLIENT_SESSION_REG: RFS ISSU client shared msg session for entity ([dec]) registration failed

Explanation RFS ISSU client shared message session registration has failed.

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

Error Message %RFS-3-CLIENT_SESSION_UNREG: RFS session ([dec]) Un-Registration failed

Explanation RFS ISSU client session unregistration has failed.

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

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

Error Message %RFS-3-CREATE_ACTIVE_PORT: RFS create active port ([chars]) failed

Explanation RFS ISSU active port creation has failed.

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

Error Message %RFS-3-CREATE_CLIENT_PORT: RFS create client port (%s) failed

Explanation The remote file system (RFS) ISSU client was unable to create a client port.

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

Error Message %RFS-3-CREATE_SERVER_PORT: RFS create server port (%s) failed

Explanation The RFS ISSU client was unable to create a server port.

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

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

Error Message %RFS-3-CREATE_STANDBY_PORT: RFS create standby port ([chars]) failed

Explanation RFS ISSU standby port creation has failed.

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

Error Message %RFS-3-ENTITY_REG: RFS Entity ([dec]) Registration failed

Explanation RFS ISSU entity registration has failed.

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

Error Message %RFS-3-IPC_GET_BUFFER: RFS issu ipc get buffer failed

Explanation RFS ISSU IPC get buffer has failed.

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

Error Message %RFS-3-LOCATE_PORT: RFS locates port ([chars]) failed

Explanation RFS ISSU port location has failed.

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

Error Message %RFS-3-MSGGROUP_REG: RFS Msg Group ([dec]) for Entity ([dec]) Registration failed

Explanation RFS ISSU message group registration has failed.

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

Error Message %RFS-3-MSG_MTU: RFS Client ([dec]) get msg mtu failed. Error = [dec]

Explanation RFS ISSU client get message MTU has failed.

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

Error Message %RFS-3-MSG_RCV: RFS Client ([dec]) receive msg failed. Error = [dec]

Explanation RFS ISSU client receive message has failed.

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

Error Message %RFS-3-MSGTYPE_REG: RFS Msg Type for Entity ([dec]) Registration failed

Explanation RFS ISSU message type registration has failed.

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

Error Message %RFS-3-MSG_XMIT: RFS Client ([dec]) send msg failed. Error = [dec]

Explanation RFS ISSU client send message has failed.

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

Error Message %RFS-3-NEGO_COMP: RFS nego is not compatible ([dec])

Explanation RFS ISSU start shared negotiation session has failed.

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

Error Message %RFS-3-NEGO_SESSION_REG: RFS nego session for Entity ([dec])
Registration failed

Explanation RFS ISSU shared negotiation session registration has failed.

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

Error Message %RFS-3-NEGO_SESSION_UNREG: RFS session ([dec]) Un-Registration failed

Explanation RFS ISSU shared negotiation session unregistration failed.

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

Error Message %RFS-3-OPEN_ACTIVE_PORT: RFS open active port ([chars]) failed

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

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

Error Message %RFS-3-OPEN_CLIENT_PORT: RFS open client port (%s) failed

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

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

Error Message %RFS-3-OPEN_SERVER_PORT: RFS open server port (%s) failed

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

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

Error Message %RFS-3-OPEN_STANDBY_PORT: RFS open standby port ([chars]) failed

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

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

Error Message %RFS-3-RECEIVE_NEGO_FAILED: RFS receive nego message ([dec]) failed

Explanation RFS ISSU receive negotiation message has failed.

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

Error Message %RFS-3-RECEIVE_NEGO_NOT_DONE: RFS receive nego message is not done ([dec])

Explanation RFS ISSU receive negotiation message is not done.

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

Error Message %RFS-3-REG_PORT: RFS reg port ([dec]) failed

Explanation RFS ISSU register port has failed.

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

Error Message %RFS-3-RFS_BOOL_CREATE_ERR: %s.

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

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

Error Message %RFS-3-RFS_ISSU_NEGO_PROCESS: RFS create rfs_issu_start_port watch boolean failed

Explanation RFS ISSU create negotiation process has failed.

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

Error Message %RFS-3-RFS_ISSU_START_PORT: RFS create rfs_issu_start_port watch boolean failed

Explanation The RFS ISSU client was unable to create anrfs_issu_start_port watched boolean.

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

Error Message %RFS-3-RFS_ISSU_START_SESSION: RFS create rfs_issu_start_session watch boolean failed

Explanation The RFS ISSU client was unable to create anrfs_issu_start_session watched boolean.

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

Error Message %RFS-3-RFS_RF_PROG_ERR: %s %d.

Explanation The RFS RF client detected an error.

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

Error Message %RFS-3-RFS_RF_PROG_NOT_SENT_ERR: %s.

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

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

Error Message %RFS-3-SEND_NEGO_MESSAGE: RFS send nego message ([dec]) failed

Explanation RFS ISSU send negotiation message has failed.

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

Error Message %RFS-3-START_NEGO_SESSION: RFS start shared nego session ([dec]) failed: [dec]

Explanation RFS ISSU start shared negotiation session has failed.

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

Error Message %RFS-3-UNREG_ENTITY: RFS ISSU Client unreg entity failed.

Explanation The RFS ISSU client unregister entity has failed.

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

RFS_ISSU Messages

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

RFS_ISSU-3

Error Message %RF_ISSU-3-INVALID_SESSION: RF ISSU client does not have a valid registered session.

Explanation The redundancy facility (RF) ISSU client does not have a valid registered session.

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

Error Message %RF_ISSU-3-RF_CAP_INVALID_SIZE: RF ISSU client capability list is empty.

Explanation The RF ISSU capability list is empty, which is an invalid condition.

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

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

Error Message %RF_ISSU-3-RF_CAP_RESULT_INCOMP: RF ISSU client capability exchange result incompatible.

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

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

RITE Messages

This sections contains IP traffic export messages.

RITE-5

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

RMON Messages

This section contains Remote Monitoring (RMON) messages.

RMON-5

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

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

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

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

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

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

ROIIBACK-ISSU Messages

ROLLBACK-ISSU-2

Error Message %ROLLBACK_ISSU-2-GET_BUFFER: Rollback ISSU client failed to get buffer for message. Error: [dec] ([chars])

Explanation The Rollback ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

Recommended Action Issue the **show logging and show checkpoint client** command to gather data that may help identify the nature of the error. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance,

open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %ROLLBACK_ISSU-2-INIT: Rollback ISSU client initialization failed to [chars]. Error: [dec] ([chars])

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

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

Error Message %ROLLBACK_ISSU-2-SEND_NEGO_FAILED: Rollback ISSU client failed to send negotiation message. Error: [dec] ([chars])

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

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

Error Message %ROLLBACK_ISSU-2-SESSION_NEGO_FAIL_START: Failed to start Rollback ISSU session negotiation. Error: [dec] ([chars])

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

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

Error Message %ROLLBACK_ISSU-2-SESSION_REGISTRY: Rollback ISSU client failed to register session information. Error: [dec] ([chars])

Explanation The Rollback ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

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

ROLLBACK-ISSU-3

Error Message %ROLLBACK_ISSU-3-INVALID_SESSION: Rollback ISSU client does not have a valid registered session.

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

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

Error Message %ROLLBACK_ISSU-3-MSG_NOT_OK: Rollback ISSU client 'Message Type [dec]' is not compatible

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

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

Error Message %ROLLBACK_ISSU-3-MSG_SIZE: Rollback ISSU client failed to get the MTU for Message Type [dec].Error: [dec] ([chars])

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

Recommended Action Issue the **show issu message group** and **show issu session** and **show issu negotiated version** command to gather data that may help identify the nature of the error. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter

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

Error Message %ROLLBACK_ISSU-3-SESSION_UNREGISTRY: Rollback ISSU client failed to unregister session information. Error: [dec] ([chars])

Explanation The Rollback ISSU client failed to unregister session information.

Recommended Action Issue the **show issu capability entries** and **show issu session** and **show issu negotiated capability** command to gather data that may help identify the nature of the error. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter

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

Error Message %ROLLBACK_ISSU-3-TRANSFORM_FAIL: Rollback ISSU client [chars] transform failed for 'Message Type [dec]'. Error: [dec] ([chars])

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

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

ROUTEMAP Messages

This section contains route map messages.

ROUTEMAP-4

Error Message %ROUTEMAP-4-BADTRACKOBJECTTYPE: can't track this type of object

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

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

RPC Messages

This section contains Remote Procedure Call (RPC) messages.

RPC-2

Error Message %RPC-2-6: Recovered from RPC send failure for request [chars]. Resending request.

Explanation A communication error occurred during an RPC request. RPC will retry.

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

Error Message %RPC-2-CORE_SAT_RPC_FAIL: RPC between Core and Remote Switch - [chars] failed (non-fatal)Expected when VSL goes down

Explanation A nonfatal communication error occurred during an RPC request between the core and a remote switch or vice versa. This error message is not considered a failure when the virtual switch link (VSL) goes down.

Recommended Action No action is required.

Error Message %RPC-2-FAILED: Failed to send RPC request [chars] (fatal)

Explanation A fatal communication error occurred during an RPC request.

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

Error Message %RPC-2-FAILED_RETRY: Failed to send RPC request [chars] (will try again)

Explanation A communication error occurred during an RPC request. The system will attempt the RPC request again.

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

Error Message %RPC-2-FAILED_USERHANDLE: Failed to send RPC request [chars]

Explanation A communication error occurred during an RPC request.

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

Error Message %RPC-2-RETRY: Recovered from RPC send failure for request [chars]. Resending request.

Explanation A communication error occurred during an RPC request.

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

RPF Messages

This section contains multicast Reverse Path Forwarding (RPF) messages.

RPF-3

Error Message %RPF-3-RTAVLDELETE: Error deleting an rpf entry from the multicast rpf tree

Explanation An internal software error occurred.

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

Error Message %RPF-3-RTAVLINSERT: Error inserting a new rpf entry into the multicast rpf tree

Explanation An internal software error occurred.

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

RPF-4

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

Explanation An internal software error occurred.

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

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

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

Explanation An internal software error occurred.

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

Error Message %RPF-4-SNMP_RADIX_ERR: Failed to [chars] snmp node [chars] snmp radix tree for multicast group (*, [IP_address]).

Explanation An error occurred while adding or deleting snmp node in snmp radix tree when mroute is created or deleted.

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

RP_MLP Messages

This section contains route processor Multilink Point-to-Point Protocol (RP_MLP) messages.

RP_MLP-3

Error Message %RP_MLP-3-ADJ_FAIL: Adjacency walk for [chars] failed

Explanation An adjacency update for the specified multilink interface failed.

Recommended Action Reset the multilink interface by entering the **shutdown** command followed by the **no shutdown** command on the interface. If traffic does not resume, collect the output of the **show adjacency internal** and **show cef interface internal** commands. Copy the message exactly as it

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

Error Message %RP_MLP-3-INCOMPATIBLELINK: The current config cannot be supported as link([chars]) [chars] for bundle ([chars])

Explanation When using multilink, the following restrictions must be met:

- All the links should be from the same port.
- Non-channelized T3 interfaces are not supported on multilink.
- Any added link should be compatible with the existing links in the bundle.
- All the links should be distributed.

Recommended Action Modify the configuration so that the restrictions are not violated.

Error Message %RP_MLP-3-UNSUPPORTEDCONFIG: The current config cannot be supported as [chars] for [chars]

Explanation When using multilink on hardware-assisted SPAs, the maximum number of links in the bundle and number of bundles should not exceed the maximum permissible by device. Refer to the product documentation for restrictions.

Recommended Action Modify the configuration so that it does not violate the restrictions.

RP_MLP-4

Error Message %RP_MLP-4-DLFIONELINKSUPPORT: Only ONE link should be configured for dLFI bundle!!

Explanation The system attempted to configure more than one link for the Distributed Link Fragmentation and Interleaving (dLFI) bundle interface. The dLFioFR and the dLFioATM do not support configuring more than one link.

Recommended Action No action is required.

RP_MLP-5

Error Message %RP_MLP-5-SPAWARNING: Feature support switching to LC based software for [chars] as [chars]

Explanation A link was added to the bundle, but it is not on the same bay as other member links of the bundle. The specified link that is not on the same bay has become active, and the bundle has been switched to line card-based software support instead of the hardware mode that is supported on FREEDM.

Recommended Action When a link is added to a bundle, ensure that it is on the same bay as the other member links of the bundle, in order to have the MLP bundle in hardware mode supported on FREEDM.

RSP Messages

This section contains Route Switch Processor (RSP) messages.

RSP-3

Error Message %RSP-3-NORELOAD: reload command not allowed on standby RSP

Explanation The **reload** command in privileged EXEC mode is not allowed on the standby RSP.

Recommended Action Enter the **slave reload** command in privileged EXEC mode to reload the standby RSP.

Error Message %RSP-3-PA_INIT: Malloc to [chars] failed for slot [dec] bay [dec]

Explanation The information structure for the port adapter could not be created. The interfaces on the specified port adapter might no longer be functional. A possible reason for this is a memory allocation failure involving the port adapter. This can occur as a result of insufficient hardware memory or a memory leak.

Recommended Action Confirm that the recommended amount of memory is installed for the platform. If memory is adequate, obtain the output of the **show process memory** command over time to determine the process using increased memory. As an immediate possible solution, attempt to reseal the line card. If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

RSP-4

Error Message %RSP-4-CRASHINFO: Error saving crashinfo for slot [dec]. Reason: [chars]

Explanation A VIP crash information file has not been saved due to the indicated reason.

Recommended Action If the reason indicates Out of space, the bootflash may not have sufficient memory to save the crashinfo file. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

RSP-6

Error Message %RSP-6-TXSTUCK: Txacc of Interface [chars] is at [dec]% of its txlimit

Explanation The specified interface has a low TXACC value. This might be a transient condition and might be harmless if it occurs during periods of high packet traffic. If this condition is detected more than once during periods of relatively moderate traffic, it could indicate a problem. Distributed packet switching might be disrupted as a result of this condition.

Recommended Action If the message recurs during periods of relatively moderate traffic, this might indicate a disruption in distributed packet switching. If such a disruption occurs, enter the **microcode reload** command to recover. Open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

RSVP Messages

This section contains RSVP protocol messages.

RSVP-1

Error Message %RSVP-1-RSVP_AUTH_NO_KEYS_LEFT: No valid keys left for [IP_address]

Explanation The router attempted to use a key in an RSVP key chain but discovered that all the keys in the chain have expired and no other per-neighbor or per-interface keys are available for the specified neighbor. The router will continue to use the last key in the chain rather than revert to an unauthenticated condition. However, the specified neighbor router may start discarding RSVP messages as a result, and reservations with that neighbor may eventually time out.

Recommended Action Update the key chain by updating the text and expiration times for the expired keys.

RSVP-2

Error Message %RSVP-2-RSVP_AUTH_KEY_CHAIN_EXPIRED: All the keys in chain [chars] have expired - please update the key chain now

Explanation The router attempted to use a key in an RSVP key chain but discovered that all the keys in the chain have expired. The router will attempt to find another suitable key. If no other suitable per-neighbor key can be found, the router will attempt to use key (chain) configured for the interface over which the authenticated RSVP message is being sent or received.

Recommended Action Update the key chain by updating the text and expiration time(s) for the expired key(s).

RSVP-3

Error Message %RSVP-3-BAD_RSVP_MSG_RCVD_AUTH_COOKIE: [chars] message from [IP_address] discarded - challenge failed for key ID [chars]

Explanation The router sent an RSVP message to challenge the untrusted source to compute a secure hash on a random piece of data and return the hash with the same data, but the source did not return the expected data. RSVP discarded the response because the untrusted source may be (unsuccessfully) attempting an RSVP challenge response replay attack.

Recommended Action If you can verify that the source is trusted, it is possible that the source has malfunctioned; in this case, copy the error message exactly as it appears on the console or in the system log, enter the **show tech-support rsvp** command to gather data that may help identify the cause of the error, and send this information to your Cisco technical support representative. Otherwise, try to find and disable the untrusted source.

Error Message RSVP-3-BAD_RSVP_MSG_RCVD_AUTH_DIGEST: [chars] message from [IP_address] discarded - incorrect message digest

Explanation The router received an RSVP message that contained a different secure hash from the one computed by the router. RSVP discarded the message because the message may have come from an untrusted source.

Recommended Action Check the configuration on the router and the sending system to make sure that they are using the correct security key and secure hash algorithm.

Error Message %RSVP-3-BAD_RSVP_MSG_RCVD_AUTH_DUP: [chars] message from [IP_address] discarded - authentication seq #[int] is a duplicate

Explanation The router received an RSVP message with an authentication sequence number that has already been seen. RSVP discarded the message because an untrusted source may be (unsuccessfully) attempting an RSVP message replay attack.

Recommended Action If you can verify that the source is trusted, it is possible that the source has rebooted and its clock has gone backward in time; in this case, the source should be configured to synchronize its clock with an NTP server. Otherwise, the sender might be an untrusted source (unsuccessfully) attempting an RSVP message replay attack. Try to locate and disable the untrusted source.

Error Message %RSVP-3-BAD_RSVP_MSG_RCVD_AUTH_NO_SA: [chars] message from [IP_address] discarded: no security association for [IP_address] - no RSVP security key configured or no memory left.

Explanation The router received an RSVP message that contained a secure hash but dropped the message because the router was not able to create a security association for the sending system.

Recommended Action Check the configuration on the router to make sure that RSVP has access to a security key for the sending system. If such a key is configured, then check to see if the router has run out of memory.

Error Message %RSVP-3-BAD_RSVP_MSG_RCVD_AUTH_WIN: [chars] message from [IP_address] discarded - seq #[int] outside authentication window

Explanation The router received an RSVP message whose authentication sequence number is less than the lower limit of the out-of-order window. RSVP discarded the message because an untrusted source may be (unsuccessfully) attempting an RSVP message replay attack.

Recommended Action It is possible that a trusted source is sending a burst of reordered RSVP messages that is too large for the authentication window size. If you can verify that the source is trusted and its messages are being sent in large reordered bursts, use the **ip rsvp authentication window-size** command to increase the window size on the receiving router. It is also possible that a trusted source has rebooted and its clock has gone backward in time; in this case, the source should be configured to synchronize its clock with an NTP server. Otherwise, the sender could be an untrusted source (unsuccessfully) attempting an RSVP message replay attack; try to find and disable the untrusted source.

Error Message %RSVP-3-RSVP_MFI_RECOVERY: RSVP calculated Recovery Time is longer than TE Rewrite Hold-Time registered with LSD. Some LSPs may not be recovered.

Explanation Traffic engineering (TE) registered a maximum cutover time with the label switching database (LSD) that is less than the time it may actually take to recover all LSPs. As a result, more than usual traffic loss may occur on some LSPs during recovery.

Recommended Action Make note of the number of checkpointed LSPs in the RSVP HA database by entering the **show ip rsvp high-availability database internal** command. This number likely exceeds the hard-defined limit of the number of recoverable LSPs. Provide this information to your Cisco technical support representative.

Error Message %RSVP-3-RSVP_MSG_AUTH_CHALLENGE_TIMEOUT: No response to challenge issued to [IP_address] for key ID [chars]

Explanation The router sent an RSVP message to challenge the untrusted source to compute a secure hash on a random piece of data and return the hash with the same data, but the source did not reply. The source may have crashed or lost its network connection. However, it is also possible that the source was (unsuccessfully) attempting to replay an RSVP message before the challenge and gave up when it saw the challenge from the router.

Recommended Action If you can verify that the source is trusted, try to determine if it has crashed or lost its network connection, and then restore network connectivity to it. If the source repeatedly crashes when challenged, a temporary workaround might be to disable challenges on the router by entering the **no ip rsvp authentication challenge** command until the problem on the source is resolved. Otherwise, assume the source is untrusted. Try to locate and disable it.

Error Message %RSVP-3-RSVP_MSG_AUTH_TYPE_MISMATCH: [chars] message from [IP_address] discarded - authentication algorithm mismatch

Explanation The router received an RSVP message from a source that required authentication but the received message was using the wrong authentication algorithm.

Recommended Action Enter the **show ip rsvp authentication detail source** command on the router to display the expected algorithm type. Locate the source and change its configuration to match.

RSVP-4

Error Message %RSVP-4-RSVP_AUTH_DUPLICATE_KEY_ID: Key chains [chars] and [chars] contain duplicate key ID [int]

Explanation An attempt is being made to add a new key identifier to a key chain in the router configuration but RSVP detected that this identifier is found in another key chain already assigned to RSVP. Because key identifiers must be unique across all the key chains used by RSVP, RSVP will not use the keys with this identifier in all such key chains. This could cause RSVP authentication to fail in some cases.

Recommended Action Update the listed key chain(s) so they use different key identifiers.

RSVP-5

Error Message %RSVP-5-RSVP_AUTH_KEY_ACL_CHANGE: Key chain [chars] [chars] for [IP_address] because ACL "[chars]" [chars]

Explanation The ACL specified in the message text associates the key chain specified in the message text with a set of RSVP neighbors. RSVP uses the specified key chain to authenticate each RSVP message exchanged with that set of RSVP neighbors after the association is configured. Subsequently, the specified ACL has been reconfigured such that the key chain association is no longer valid for one or more RSVP neighbors in the set. This causes RSVP to search the configuration for another suitable key chain to use with those neighbors. If no such key chain is found, RSVP will no longer be able to provide authentication for messages exchanged with those RSVP neighbors. This causes RSVP to discard RSVP messages from that set of neighbors. Because this may ultimately lead to loss of RSVP functionality with those neighbors, RSVP generates this system message. This system message may also be generated if the ACL is subsequently changed so that it reassociates RSVP neighbors with the specified key chain. If RSVP is not using another key chain for the set of RSVP neighbors specified by the ACL, RSVP will begin using the specified key chain to exchange authenticated RSVP messages with that set of RSVP neighbors, potentially restoring RSVP functionality with those neighbors.

Recommended Action If the ACL change unexpectedly caused authentication to be disabled or enabled for one or more RSVP neighbors, undo the ACL change so that RSVP authentication is not impacted.

Error Message %RSVP-5-RSVP_AUTH_ONE_KEY_EXPIRED: Key (ID) [int] in chain [chars] has expired

Explanation The router has detected that one key in a RSVP key chain has expired and that RSVP has switched to the next unexpired key in that chain.

Recommended Action Update the key chain by changing the text and expiration time(s) for the expired key.

RSVP_HA Messages

This section contains RSVP high availability (HA) protocol messages.

RSVP_HA-3

Error Message %RSVP_HA-3-CF_REGISTER_FAILED: Failed to register with CF

Explanation The system may be low on memory.

Recommended Action Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process and reregister with compact flash (CF).

Error Message %RSVP_HA-3-CLI_ADD_FAILED: Failed to add RSVP HA to CLI

Explanation The system may be low on memory.

Recommended Action Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process and reregister with compact flash (CF).

Error Message %RSVP_HA-3-DB_INIT_FAILED: Database init failed

Explanation The system may be low on memory.

Recommended Action Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process and reregister with compact flash (CF).

Error Message %RSVP_HA-3-ENTRY_MOVE_FAILED: Failed to move a database entry to [chars] tree

Explanation An internal error occurred.

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

Error Message %RSVP_HA-3-ISSU_INIT_FAILED: In Service Software Upgrade (ISSU) Init failed

Explanation The system may be low on memory.

Recommended Action Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process and reregister with compact flash (CF).

Error Message %RSVP_HA-3-ITEM_SIZE_TOO_BIG: Item size ([int]) bigger than default CF buffer ([int])

Explanation An internal error occurred.

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

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

Error Message %RSVP_HA-3-MAIN_INIT_FAILED: Main init failed

Explanation The system may be low on memory.

Recommended Action Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process and reregister with compact flash (CF).

Error Message %RSVP_HA-3-MSG_MGR_INIT_FAILED: Message Manager init failed

Explanation The system may be low on memory.

Recommended Action Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process and reregister with compact flash (CF).

Error Message %RSVP_HA-3-PROCESS_CREATE_FAILED: Failed to create RSVP HA process

Explanation The system may be low on memory.

Recommended Action Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process.

Error Message %RSVP_HA-3-PROCESS_KILL: Killing RSVP HA process

Explanation The RSVP HA process is terminating.

Recommended Action No action is required.

Error Message %RSVP_HA-3-RF_REGISTER_FAILED: Failed to register with RF

Explanation The system may be low on memory.

Recommended Action Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process and reregister with compact flash (CF).

Error Message %RSVP_HA-3-RF_UNREGISTER_FAILED: Failed to unregister with RF

Explanation The RSVP HA client may not have registered with RF.

Recommended Action No action is required.

RTT Messages

This section contains round-trip time monitor messages.

RTT-3

Error Message %RTT-3-PathSetupFailed: %RTR Probe [int]: Error in setting current Path. Probe will be stopped

Explanation An internal software error has occurred.

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

Error Message %RTT-3-SAAMPLS: IP SLA Monitor([dec]): SAA MPLS [chars] Probe [chars] [chars] for destination-address [IP_address] lsp-selector [IP_address]

Explanation This informational message logs violations in the Service Assurance Agent probes. This message appears after the **rtr logging trap** command has been entered.

Recommended Action If this message is not necessary, enter the **no rtr logging trap** command to disable logging. Otherwise, no action is required.

Error Message %RTT-3-SANEGATIVEVALUE: IP SLA Monitor([dec]): Negative Value for [chars]

Explanation The IP SLA monitor statistics generated an error message.

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

Error Message %RTT-3-SAANOPROCESS: IP SLA Monitor: Cannot create a new process

Explanation The IP SLA monitor is unable to start a new process, and may not be running.

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

Error Message %RTT-3-SAAPROBENOTFOUND: IP SLA Monitor: Error deleting the probe

Explanation A deletion attempt was performed on a probe that does not exist.

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

Error Message %RTT-3-SAARESPTWINITFAIL: IP SLAs responder initialization failed

Explanation The IP Service Level Agreement (IP SLA) responder initialization process was unable to initialize the timer wheel. As a result, the IP SLA probes on other routers for which this router acts as responder will not work.

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

Error Message %RTT-3-SAATWINITFAIL: IP SLAs: Generic Timer wheel timer functionality failed to initialize

Explanation IP SLAs could not initialize the timer wheel.

Recommended Action Search for resolved software issues using the Bug Toolkit at Active

Explanation This message is generated only when SGBP errors or events debugging is enabled. This indicates that a link to another SGBP member has completed the interactions to set it up and is now entering the active state.

Recommended Action No action is required.

RTT-4

Error Message %RTT-4-DuplicateEvent: IP SLA Monitor [dec]: Duplicate event received.
Event number [dec]

Explanation The IP SLA monitor process has received a duplicate event.

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

Error Message %RTT-4-OPER_CLOSE: condition %s, entry number = %d

Explanation This message displays connection loss conditions in the IP Service Level Agreement (IP SLA) operations. This message is enabled when the **ip sla monitor logging trap** command is entered.

Recommended Action Ensure that the destination for the IP SLA operation is reachable and that the IP SLA responder operation is configured on the destination. To disable these messages for IP SLA operations, enter the **no ip sla monitor logging trap** command.

Error Message %RTT-4-OPER_TIMEOUT: condition %s, entry number = %d

Explanation The timeout condition is displayed for the IP SLA operations. This message is enabled when the **ip sla monitor logging trap** command is entered.

Recommended Action Ensure that the destination for the IP SLA operation is reachable. To disable these messages for IP SLA operations, enter the **no ip sla monitor logging trap** command.

Error Message %RTT-4-SAACLOCKNOTSET: IP SLA Monitor Probe(s) could not be scheduled because clock is not set.

Explanation One or more IP SLA monitor probes could not be scheduled because the system clock is not set.

Recommended Action Ensure that the system clock is functional by using Network Time Protocol or another mechanism.

Error Message %RTT-4-SAAGRPSCHEDCONFIGFAIL: Group Schedule Entry [dec]: [chars]

Explanation The probes could not be group scheduled. Either the configured starting time has already occurred, or the starting time is invalid.

Recommended Action Reschedule the group scheduling entry with a valid start time.

Error Message %RTT-4-SAASCHEDCONFIGFAIL: IP SLA Monitor Probe [dec]: [chars]

Explanation The IP SLA Monitor probe could not be scheduled. Either the configured starting time has already occurred, or the starting time is invalid.

Recommended Action Reschedule the failed probe with a valid start time.

RTT-6

Error Message %RTT-6-SAATHRESHOLD: IP SLA Monitor([dec]): Threshold [chars] for [chars]

Explanation This informational message logs threshold violations in the Service Assurance Agent probes. This messages appears after the **rtr logging trap** command has been entered.

Recommended Action If this message is not necessary, enter the **no rtr logging trap** command to disable logging. Otherwise, no action is required.

RUNCFGSYNC Messages

This section contains Auto-Running Configuration Synchronization (RUNCFGSYNC) messages.

RUNCFGSYNC-6

Error Message RUNCFGSYNC-6-HASRMSTATE: [chars]

Explanation HA single router mode has changed state. Additional details are provided in the error message text.

Recommended Action No action is required.

SASL Messages

This section contains Simple Authentication and Security Layer (SASL) messages.

SASL-2

Error Message %SASL-2-FORKFAIL: Cannot fork process [chars]

Explanation An attempt to fork a process has failed.

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

Error Message %SASL-2-INITFAIL: Initialization failed - [chars]

Explanation SASL component initialization failed.

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

SATVS_DNLD Messages

This section contains satellite switch virtual switch (VS) download messages.

SATVS_DNLD-3

Error Message %SATVS_DNLD-3-RS_BOOT_RDY_MEM_FAIL: Unable to allocate space for BOOT_READY msg

Explanation The remote switch failed to allocate memory for a BOOT READY message to the virtual switch.

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

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

Error Message %SATVS_DNLD-3-RS_BOOT_RDY_SEND_FAIL: Unable to send BOOT_READY message

Explanation The Remote Switch failed in sending a BOOT READY message to the Virtual Switch.

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

Error Message %SATVS_DNLD-3-RS_DNLD_BAD_EVENT: Got invalid event [hex]:[hex]

Explanation An invalid event was received.

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

Error Message %SATVS_DNLD-3-RS_DNLD_BAD_QUEUE_EVENT: Event on bad queue [hex]

Explanation An unknown message queue event was received.

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

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

Error Message %SATVS_DNLD-3-RS_DNLD_BAD_TIMER_EVENT: Invalid timer [hex]

Explanation An invalid event was received or the message queue was unknown.

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

Error Message %SATVS_DNLD-3-RS_DNLD_CREATE_PROC_FAIL: Failed to create image download process

Explanation Failed to create a message queue on the remote switch for downloading related messages from the virtual switch.

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

Error Message %SATVS_DNLD-3-RS_DNLD_CREATE_QUEUE_FAIL: Failed to created watched queue for download messages

Explanation Failed to create a message queue on the remote switch for downloading related messages from the virtual switch.

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

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

Error Message %SATVS_DNLD-3-RS_DNLD_FAILED: Failed to start download from the Virtual Switch ([chars])

Explanation The remote switch was unable to initiate a download from the virtual switch. This could be because of problems in the RSL.

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

Error Message %SATVS_DNLD-3-RS_DNLD_PROC_FAIL: Download rocess killed. So dropping dnld data

Explanation The download process is not running on the remote switch.

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

Error Message %SATVS_DNLD-3-RS_MSG_ENQUEUE_FAIL: Unable to enqueue message

Explanation Failed to enqueue a message.

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

Error Message %SATVS_DNLD-3-VS_BOOT_MSG_INVALID_SWITCH: Invalid switch_id (Internal) [dec] (switch number [dec])! Dropping BOOT_READY msg

Explanation An invalid BOOT RDY message was received at the virtual switch.

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

Error Message %SATVS_DNLD-3-VS_BOOT_RDY_RESP_MEM_FAIL: Unable to allocate memory for BOOT_READY response for [chars] [dec]

Explanation The virtual switch failed to allocate memory to send a BOOT READY response message to the remote switch.

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

Error Message %SATVS_DNLD-3-VS_BOOT_RDY_RESP_SEND_FAIL: Unable to send BOOT_READY response to [chars] [dec]

Explanation The virtual switch was unable to send a BOOT READY response message to the remote switch.

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

Error Message %SATVS_DNLD-3-VS_BOOT_RDY_SCP_RESP_FAIL: scp_send_pak() returned 0 for BOOT_READY resp for [chars] [dec]

Explanation The virtual switch was unable to send a valid BOOT READY response message to the remote switch.

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

Error Message %SATVS_DNLD-3-VS_CREATE_DNLD_INSTANCE_FAIL: Failed to create a download instance for [chars] [dec]

Explanation An internal error occurred.

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

Error Message %SATVS_DNLD-3-VS_CREATE_DNLD_PROC_FAIL: Failed to create a download process for [chars] [dec]

Explanation An internal error occurred.

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

Error Message %SATVS_DNLD-3-VS_DNLD_IMAGE_INFO_FAIL: Unable to get image info for [chars] [dec]

Explanation Failed to get image information for the remote switch from the bundled image.

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

Error Message %SATVS_DNLD-3-VS_DNLD_IMAGE_VER_INFO_FAIL: Unable to get version for [chars] [dec]

Explanation Failed to get image version information for the remote switch from the bundled image.

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

Error Message %SATVS_DNLD-3-VS_DNLD_UNKNOWN_RS: Unknown RS type [dec] for [chars] sup [dec]

Explanation An unknown type of hardware was detected on the remote switch.

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

Error Message %SATVS_DNLD-3-VS_GET_DNLD_IMAGE_FAIL: Unable to get image for [chars]
[dec]

Explanation Failed to get image information to be downloaded to the remote switch from the internal database.

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

Error Message %SATVS_DNLD-3-VS_GET_DNLD_INSTANCE_FAIL: Failed to get the download process instance for Remote Switch

Explanation An internal error occurred.

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

Error Message %SATVS_DNLD-3-VS_GET_PSLOT_FAIL: Unable to get the physical slot for the Remote Switch in virtual slot [dec]

Explanation Failed to get physical slot for the remote switch.

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

Error Message %SATVS_DNLD-3-VS_IMAGE_DNLD_FAIL: Image download of size ([dec]) failed for [chars] [dec]

Explanation The virtual switch failed to download the image to the remote switch.

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

Error Message %SATVS_DNLD-3-VS_INVALID_BOOT_MSG: BOOT_READY message in ONLINE state for [chars] [dec]. NAKing

Explanation The virtual switch received an invalid BOOT RDY message.

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

Error Message %SATVS_DNLD-3-VS_RS_REGISTRY_ADD_FAIL: [chars] registry addition failed.

Explanation Failed to create registries during initialization.

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

Error Message %SATVS_DNLD-3-VS_SET_DNLD_INSTANCE_FAIL: Failed to set the download process instance for [chars] [dec]

Explanation An internal error occurred.

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

Error Message %SATVS_DNLD-3-VS_VLSOT_ALLOC_FAIL: Unable to allocate vslot for [chars] [dec] slot [dec]

Explanation Failed to allocate a virtual slot to the remote switch.

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

SATVS_IBC Messages

This section contains satellite switch virtual switch (VS) interboard communications messages.

SATVS_IBC-3

Error Message %SATVS_IBC-3-VS_IBC_PVTPOOL_PAKALLOC_FAIL: Unable to allocate Pak from VS Inband Private buffer Pool: [chars] Allocating from Public Buffer Pool

Explanation Inband packet allocation could not be done from the virtual switch link (VSL) inband private buffer pool due to the reason stated.

Recommended Action No action is required.

Error Message %SATVS_IBC-3-VSL_DOWN_IP_DROP: VSL inactive - dropping cached IP-over-EoBC packet: (SA/DA:[hex]/[hex], eSA/eDA:[enet]/[enet])

Explanation The VSL is no longer active. The other virtual switch to which the VSL was attached had one or more IP-over-EoBC packets remaining in the cache after the VSL became inactive (down). The cached IP-over-EoBC packets are being dropped. This condition indicates normal system operation.

Recommended Action No action is required.

Error Message %SATVS_IBC-3-VSL_DOWN_SCP_DROP: VSL inactive - dropping cached SCP packet: (SA/DA:[hex]/[hex], SSAP/DSAP:[hex]/[hex], OP/SEQ:[hex]/[hex], SIG/INFO:[hex]/[hex], eSA:[enet])

Explanation The VSL is no longer active. The other virtual switch to which the VSL was attached had one or more SCP packets remaining in the cache after the VSL became inactive (down). The cached SCP packets are being dropped.

Recommended Action No action is required.

SATVS_IBC-5

Error Message %SATVS_IBC-5-VSL_DOWN_IPC_DROP: VSL inactive - dropping cached IPC packet: (SA/DA:[hex]/[hex], SEQ:[hex], Pak_pointer: [hex])

Explanation The VSL is no longer active. The other virtual switch to which the VSL was attached had one or more IPC packets remaining in the cache after the VSL became inactive (down). The cached IPC packets are being dropped.

Recommended Action This condition does not affect normal system processing. No action is required.

Error Message %SATVS_IBC-5-VSL_DOWN_SCP_DROP: VSL inactive - dropping cached SCP packet: (SA/DA:[hex]/[hex], SSAP/DSAP:[hex]/[hex], OP/SEQ:[hex]/[hex], SIG/INFO:[hex]/[hex], eSA:[enet])

Explanation The VSL is no longer active. The other virtual switch to which the VSL was attached had one or more SCP packets remaining in the cache after the VSL became inactive (down). The cached SCP packets are being dropped.

Recommended Action This condition does not affect normal system processing. No action is required.

SATVS_UL_MGMT Messages

This section contains satellite switch virtual switch (VS) messages.

SATVS_UL_MGMT-3

Error Message %SATVS_UL_MGMT-3-RS_DNLD_ABORT: Image download aborted because RSL went down

Explanation An ongoing remote switch image download was aborted because the remote switch link (RSL) went down. This condition can be caused by any of the following:

- The port channel forming the RSL was shutdown.
- All members of the port channel have been shutdown.
- The cables hooking to all members have been removed.
- The remote switch was deconfigured.
- The remote switch detected another virtual switch with a better priority value.

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

Error Message %SATVS_UL_MGMT-3-RS_HW_PROG_TIMEOUT: H/w programming timed out.

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-RS_INVALID_BNDL_EVENT: Bundle event on already bundled port [chars]

Explanation An internal error has occurred.

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

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

Error Message %SATVS_UL_MGMT-3-RS_INVALID_BOOL_EVENT: Invalid boolean event [hex]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-RS_INVALID_EVENT: [chars]: Invalid event [hex]:[hex]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-RS_INVALID_UNBNDL_EVENT: Unbundle event on already unbundled port [chars]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-RS_INV_FAILED: Failed to send inventory data to Virtual Switch. Will keep trying

Explanation The remote switch failed to send inventory data to the virtual switch even though the RSL is up. It will keep trying forever.

Recommended Action Wait 10 minutes for the system to recover from this condition. If the system does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SATVS_UL_MGMT-3-RS_NO_PORT_BNDL_NUMBER: No bundle port number in RSL
-- SI set to BIT BUCKET

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-RS_NO_UPLINK: No uplink to master core -- SI set to BIT BUCKET

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_DEALLOC_VSLOT_MSG_FAIL: [chars] for VS UL dealloc vslot msg [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_DROP_INV_MSG: Dropping Inventory message from unknown Remote Switch number [dec] switch-id(Internal) [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_DUP_INV_MSG: NAKing duplicate inventory from Remote Switch number [dec] switch-id(Internal) [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_GET_PSLLOT_FAIL: Unable to get the physical slot of supervisor for [chars] [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_GET_SWITCH_NUMBER_FAIL: Unable to get switch number for switch-id(internal) [dec]

Explanation Failed to get switch number from internal switch ID. An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_ICC_REQ_FAIL: Unable to alloc memory for status update message for [chars] [chars]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_ICC_RESP_FAIL: icc_get_resp_pak failed

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_ICC_RESP_UPLINK_STATUS_FAIL: icc_req_resp_pak to SP failed for [chars] [chars]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_INVALID_BNDL_EVENT: Bundle event on already bundled port [chars] for switch number [dec] switch-id(Internal) [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_INVALID_UNBNDL_EVENT: Unbundle event on already unbundled port [chars] for switch number [dec] switch-id(Internal) [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_INV_FAILED: Failed to process inventory data for Remote Switch [dec]. Will remain OFFLINE

Explanation The virtual switch is unable to process the inventory data received from the remote switch even though the RSL is up. This switch will be held offline.

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

Error Message %SATVS_UL_MGMT-3-VS_INV_VER_MISMATCH: Versin of INVENTORY message mismatch. Forcing download to switch number [dec] switch-id(internal) [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_NO_INFO_EM_RECOVERY: No PM info on EM recovery for port [chars]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_NON_INV_MSG: Dropping non-INVENTORY message.

Explanation A non-inventory message was received from the remote switch.

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

Error Message %SATVS_UL_MGMT-3-VS_NON_RSL_EM_AGE: EM aging event on non-RSL port [chars]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_NO_SWIDB_EM_AGE: No swidb for EM aging event (gpId = [dec])

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_NO_SWIDB_EM_RECOVERY: No swidb for EM recovery event (gpId = [dec])

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_ADD_PORT_AGPORT_FAIL: Unable to add port [chars] to RSL.

Explanation A failure occurred while attempting to add the port to the RSL.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_ADD_TLV_FAIL: Too few bytes for [chars] TLV in PAgP (reqd. [dec], got [dec]) on port [chars]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_BAD_SUB_OPCODE: Dropping bad sub opcode ([hex]) from [chars] [dec]

Explanation An invalid message was received from the remote switch. The message could be corrupted.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_BAD_VER_STR: Bad version string - inventory failed

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_CF_CLIENT_ADD_FAIL: CF: Failed to create client (err_code = [hex])

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_CF_INVALID_SYNC: CF: TLV sync for unconfigured port ([chars])

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_CHKPT_INVALID_SYNC: CF: Received invalid sync type [hex]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_CHKPT_MSG_FAIL: CF: Send FAIL status

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_CHKPT_MSG_MEM_FAIL: CF: Unable to get chkpt buffer for sync type [hex] (retval [hex])

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_CHKPT_MSG_SEND_FAIL: CF: Unable to sync type [hex] to standby (retval [hex])

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_CLEAR_LTL_INDEX: Unable to clear LTL index [hex] (retval [hex])

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_CREATE_BOOL_FAIL: Failed to create watched boolean to monitor uplink comm up

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_CREATE_PROC_FAIL: Failed to create the [chars] process

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_CREATE_QUEUE_FAIL: Failed to create watched queue for [chars]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_ENQUEUE_FAIL: Unable to enqueue unsolicited message

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_GET_LTL_PORT_INDEX: Unable to get LTL index for port [chars] (retval [hex])

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_GET_OID_FAIL: Failed to get OID - inventory failed

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_GET_UPLINK_INFO_FAIL: Failed to get uplink info for port [chars]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_ICC_REQ_FAIL: RP-SP sync: Unable to get memory for RP-SP sync type [hex]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_IGNORE_IC_S_TLV: Ignore ICS TLV on non-uplink port [chars]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_IMAGE_NOT_FOUND: The system failed to find an image to download to Remote Switch [dec]. Will remain OFFLINE

Explanation The virtual switch failed to find an image for the remote switch. The remote switch will remain offline.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_IMAGE_NOT_FOUND_INV_RESP: Remote Switch image NOT found in Virtual Switch

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_INVALID_ARGS: Both [chars] [dec] and idb for port ([chars]) specified

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_INVALID_BOOL_EVENT: Invalid [chars] boolean event [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_INVALID_EVENT: Invalid [chars] event [dec] : [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_INVALID_ICS_TLV: Invalid ICS TLVs from port [chars]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_INVALID_QUEUE_EVENT: Event on invalid [chars] queue [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_INVALID_SW_ID: Invalid switch-id(Internal) [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_INVALID_SWITCH_INFO: switch number [dec] has no switch_info

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_INVALID_TIMER_ID: Invalid [chars] timer [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_INVALID_TLV: Received [chars] TLV on non-uplink port [chars]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_INVALID_TLV_RS: Received Remote Switch side UL mgmt TLV on Remote Switch on port [chars]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_INVALID_TLV_VS: Received Virtual Switch side UL mgmt TLV on Virtual Switch on port [chars] for [chars] [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_INVENTORY_FAIL: Out of memory - inventory failed

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_INV_RESP_FAIL: Failed sending INVENTORY response [chars]to [chars] [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_INV_RESP_MEM_FAIL: Alloc failure for INVENTORY response to switch number [dec] switch-id(Internal) [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_INV_SEND_FAIL: Inventory:scp send failed - session [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RSL_BOUNCE: Remote switch [dec] OFFLINE since RSL bounced

Explanation The remote switch is now offline because the remote switch link (RSL) was bounced. This condition can be caused by any of the following:

- An SSO switchover resulted in failures on the RSL line cards that required the RSL to be bounced.
- The remote switch failed to respond to a sanity check request after an SSO switchover.

Recommended Action Check for the above conditions. Note that the first condition can occur when the switchover happens during a critical operation on the RSL line card. If this is not the case, or if the second condition occurred, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SATVS_UL_MGMT-3-VS_RS_LTL_ALLOC_FAIL: Dynamic allocation also failed for Remote Switch private indices (retval [hex])

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_MAX_INV_OID_SIZE: OID too long ([dec]) - inventory failed

Explanation An internal error has occurred.

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

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

Error Message %SATVS_UL_MGMT-3-VS_RS_NAK_INV_RESP: Virtual Switch NAKed Inventory.

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_NON_RSL_CONN_INFO_REQ: Dropping non-RSL connect info request message

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_NON_UPLINK_PORT_RM: Attempt to remove port [chars] that is not an uplink of [chars] [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_NO_RS_INFO_INV_SYNC: CF: No Remote Switch info for inventory sync for [chars] [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_NO_RS_INFO_STATE_SYNC: CF: No Remote Switch info for state sync for [chars] [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_NOT_ENOUGH_PRIVATE_INDICES: Not enough private indices (reqd [dec], got [dec])

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_NULL_RP_SP_SYNC_MSG: RP-SP sync: Received NULL sync msg

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_NULL_SWIDB: Unable to get swidb for port [dec]: [dec].

Explanation The specified port has a null software interface descriptor block.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_PO_AGG_RS_OFFLINE: Port [chars] aggregated but switch-id(Internal) [dec] OFFLINE

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_PORT_ADD_REMOVE_ERR: Port ([chars]) add/remove from unconfigured [chars] [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_REGISTRY_ADD_FAIL: [chars] registry addition failed

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_RF_CLIENT_ADD_FAIL: RF: Failed to create client (retcode = [hex])

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_RSL_CONN_INFO_RESP_FAIL: No RSL connect info response received from [chars] [dec]

Explanation The RSL connect information response was not heard from the remote switch. This could be due to an invalid switch number, or the virtual switch may not be actively connected to the remote switch at this time.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_RSL_CONN_INFO_RESP_MSG_FAIL: Unable to alloc memory for RSL connect info response

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_RSL_CONN_REQ_MEM_FAIL: Unable to allocate memory for sending RSL connect info request to [chars] [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_RSL_CONN_RESP_SEND_FAIL: Sending RSL connect info response failed.

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_RSL_LTL_INDEX_FAIL: Unable to get the local RSL LTL index

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_SET_LTL_INDEX: Unable to [chars] index [hex] on supervisor [chars] [chars] (retval [hex])

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_SET_PORT_LTL_INDEX: Unable to set LTL index for port [chars] to [hex]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_SET_RSH_MODE: Unable to set RSH mode on port [chars].

Explanation The system failed to set RSH mode.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_SET_SRC_INDICES_FAIL: Failed to [chars] SCP msg to set src indices.

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_SSO_EVENT: SSO switchover event in oir_online (slot [dec])-- not supported in Remote Switch

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_TLV_INVALID_METRIC: ICS TLV on [dec] with invalid metric on port [chars]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_RS_VSLOT_ALLOC_FAIL: Unable to alloc vslot for switch number [dec] switch-id(Internali) [dec] slot [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-3-VS_UNKNOWN_MSG: Unknown message type [dec]

Explanation An internal error has occurred.

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

SATVS_UL_MGMT-4

Error Message %SATVS_UL_MGMT-4-RS_RS_MISMATCH: Virtual switch indicates software mismatch. Requesting download

Explanation Because the software running on the remote switch does not match that in the virtual switch, the proper image will be downloaded.

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

Error Message %SATVS_UL_MGMT-4-RS_RS_OFFLINE: Remote switch OFFLINE since RSL went down

Explanation The remote switch is now offline because the remote switch link (RSL) went down. This condition can be caused by any of the following:

- The port channel forming the RSL was shutdown.
- All members of the port channel have been shutdown.
- The cables hooking to all members have been removed.
- The remote switch was deconfigured.
- The remote switch detected another virtual switch with a better priority value.

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

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

Error Message %SATVS_UL_MGMT-4-VS_GET_PM_COOKIE_FAIL: RF: Unable to get cookie for port [chars]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-4-VS_RS_MAX_UPLINKS_CONF: Attempt to add port [chars] to [chars] [dec] that already has [dec] uplinks to it

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-4-VS_RS_MISMATCH: Remote switch [dec] software version mismatch. Forcing download

Explanation Because the software that is running on the remote switch does not match the software that is running on the virtual switch, matching software will be downloaded to the remote switch.

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

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

Error Message %SATVS_UL_MGMT-4-VS_RS_OFFLINE: Remote switch [dec] OFFLINE since RSL went down

Explanation The remote switch is now offline because the remote switch link (RSL) went down. This condition can be caused by any of the following:

- The port channel forming the RSL was shutdown.
- All members of the port channel have been shutdown.
- The cables hooking to all members have been removed.
- The remote switch was deconfigured.
- The remote switch detected another virtual switch with a better priority value.
- The remote switch was powered off.
- The remote switch rebooted.

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

Error Message %SATVS_UL_MGMT-4-VS_RS_REG_READ_FAIL: Unable to read register [hex] of port [chars]

Explanation The virtual switch failed to read the port adapter registers to verify that RSH is enabled on them.

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

Error Message %SATVS_UL_MGMT-4-VS_RS_RS_CONF: Attempt to [chars]-configure [chars] [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_UL_MGMT-4-VS_RS_VLAN_BLOCK: Unable to [chars] VLANs [hex] - [hex] for [chars]

Explanation The system could not block or unblock a range of VLANs.

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

SATVS_UL_MGMT-5

Error Message %SATVS_UL_MGMT-5-RS_ICS_SWITCHOVER: ICS swtichover due to priority change on RSL member [chars] from Virtual Switch [enet]

Explanation The remote switch has detected a priority change at the virtual switches and will do an ICS swtichover to a new virtual switch. All RSL members, except the one from which the priority change was detected, will be bounced to allow faster detection of this situation at the virtual switches.

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

Error Message %SATVS_UL_MGMT-5-RS_RSL_DOWN: RSL is DOWN

Explanation The remote switch link is down.

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

Error Message %SATVS_UL_MGMT-5-RS_RSL_UP: RSL is UP

Explanation The remote switch link is up.

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

Error Message %SATVS_UL_MGMT-5-RS_RSL_UP_INV: RSL is UP. Sending inventory data

Explanation The remote switch link is up. The remote switch is sending inventory data to the virtual switch.

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

Error Message %SATVS_UL_MGMT-5-RS_RS_ONLINE: Remote switch is ONLINE. Exporting line card data to Virtual Switch

Explanation The remote switch is now online. The virtual switch will now look for line cards on the remote switch and try to bring them online.

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

Error Message %SATVS_UL_MGMT-5-VS_RSL_UP: RSL to Remote Switch [dec] is UP. Waiting for inventory data

Explanation The remote switch link is up and waiting for inventory from the remote switch.

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

Error Message %SATVS_UL_MGMT-5-VS_RS_ONLINE: Remote switch [dec] ONLINE. Looking for line cards on it

Explanation The remote switch is now online. The virtual switch will now look for line cards on the remote switch and try to bring them online.

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

SATVS_UL_MGMT-6

Error Message %SATVS_UL_MGMT-6-RS_RSL_MEMBER_BOUNCE: RSL member [chars] bounced due to unbundle action

Explanation The RSL member was bounced after it became unbundled.

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

Error Message %SATVS_UL_MGMT-6-RS_VS_RSL_BOUNCE: RSL members to the active Virtual Switch bounced as RSL went down

Explanation Because the remote switch link (RSL) is down, all members to the same virtual switch are bounced to allow the virtual switch to recognize the RSL down condition.

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

Error Message %SATVS_UL_MGMT-6-VS_RS_INVALID_RP_SP_SYNC_TYPE: RP-SP sync: Received invalid sync type [hex]

Explanation An internal RP-SP synchronization error has occurred.

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

Error Message %SATVS_UL_MGMT-6-VS_RSL_MEMBER_BOUNCE: RSL member [chars] bounced due to unbundle action

Explanation The remote switch link (RSL) member was bounced after it became unbundled.

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

SATVS_WARM_UPGRADE Messages

This section contains satellite switch virtual switch (VS) warm upgrade messages.

SATVS_WARM_UPGRADE-3

Error Message %SATVS_WARM_UPGRADE-3-VS_RS_BAD_SUB_OPCODE: (WUG) Dropping bad sub opcode ([hex]) from [chars] [dec]

Explanation Received an invalid message from the remote switch. The message could be corrupted.

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

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

Error Message %SATVS_WARM_UPGRADE-3-VS_RS_INVALID_EVENT: Invalid [chars] event [dec]: [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_WARM_UPGRADE-3-VS_RS_INVALID_QUEUE_EVENT: Event on invalid [chars] queue [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_WARM_UPGRADE-3-VS_RS_WUG_RESP_FAIL: Failed sending WARM_UPGRADE response [chars]to [chars] [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_WARM_UPGRADE-3-VS_RS_WUG_RESP_MEM_FAIL: Alloc failure for WARM_UPGRADE_RESP to switch-id(Internal) [dec]

Explanation An internal error has occurred.

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

Error Message %SATVS_WARM_UPGRADE-3-VS_RS_WUG_SEND_FAIL: WUG start:scp send failed

Explanation An internal error has occurred.

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

Error Message %SATVS_WARM_UPGRADE-3-VS_RS_WUG_TEST: Test msg_satvs_warm_upgrade

Explanation An internal error has occurred.

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

SBFIFO Messages

This section contains packet first-in, first-out (FIFO) MAC controller messages.

SBFIFO-1

Error Message %SBFIFO-1-BAD_IDB: Invalid Interface Descriptor Block

Explanation The driver failed to get the interface descriptor block (IDB).

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

Error Message %%SBFIFO-1-BAD_PARTICLE: Problem getting particle size

Explanation The driver was unable to obtain the particle size for this interface.

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

Error Message %SBFIFO-1-BAD_POOL: Could not init buffer pools

Explanation The driver failed to obtain a pool of buffers from the Cisco IOS software.

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

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

Error Message %SBFIFO-1-BAD_SB_NOMEM: [chars] - Cannot create IDB subblock due to insufficient memory

Explanation There was insufficient system memory to create the subblock.

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

Error Message %SBFIFO-1-BAD_STRUCT: Could not initialize structure

Explanation The driver failed to initialize a structure.

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

Error Message %SBFIFO-1-BAD_SUBBLOCK: [chars] - Could not install or use IDB subblock

Explanation An internal Cisco IOS error prevented the IDB subblock from being installed or used.

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

Error Message %SBFIFO-1-IDBTYPE_UNK: Unknown IDBTYPE while starting driver

Explanation The IDBTYPE in the interface's instance structure is undefined for this driver.

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

Error Message %SBFIFO-1-INITFAIL_NOMEM: [chars], initialization failed, no buffer memory

Explanation The Ethernet port initialization failed due to insufficient memory. The router requires more packet memory.

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

Error Message %SBFIFO-1-MODE_INVALID: Unknown or invalid chip mode (MII/TBI)

Explanation The driver subblock contains an invalid or undefined chip operating mode (MII or TBI mode).

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

Error Message %SBFIFO-1-RESET: MAC-FIFO Still in Reset

Explanation An attempt was made to access the MAC-FIFO while it was in reset.

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

SBFIFO-3

Error Message %SBFIFO-3-ERRINT: [chars], error interrupt, mac_status = [hex]

Explanation The MAC-FIFO controller signalled an error condition.

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

Error Message %SBFIFO-3-TOOBIG: [chars], packet too big ([dec]), from [enet]

Explanation The interface detects a packet larger than the value that is defined by MTU.

Recommended Action Determine the MTU setting of the other station. No action is required.

SCHED Messages

This section contains scheduler messages.

Error Message %SCHED-3-SEMLOCKED: [chars] attempted to lock a semaphore, already locked by itself

Explanation Some sections of code use semaphores to protect critical sections of software. An attempt was made to lock a semaphore that was already locked.

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

SCP Messages

This section contains Switch Module Configuration Protocol (SCP) messages.

SCP-1

Error Message %SCP-1-TASK_CREATE_FAIL: Failed to create SCP Generic Unsolicited message handler task

Explanation The system could not spawn a process that handles certain types of incoming SCP packets. This could be due to low memory on the switch, in which case other related errors may appear.

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

SCP-3

Error Message %SCP-3-ETHERTYPE_FAIL: Ethertype configuration on module [dec], port [dec], failed with return code [hex]

Explanation The EtherType configuration failed on the specified port. This usually means that the module hardware does not support the EtherType configuration. The return error code provides more information.

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

Error Message %SCP-3-SCP_HA_FAIL: SCP HA Seq Set - Module: [dec] failed [dec] times

Explanation The system did not receive the SCP HA sequence set acknowledgment.

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

SCP-4

Error Message %SCP-4-UNK_OPCODE: Received unknown unsolicited message from src_addr [hex], dest_addr [hex], length [dec], dsap [dec], ssap [dec], opcode [hex]

Explanation An unsupported SCP message was sent to this processor.

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

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

SCP-5

Error Message %SCP-5-ASYNC_WATERMARK: [dec] messages pending in [chars]

Explanation The specified number of SCP messages are waiting in the specified local queue. This condition might indicate that the SP is generating many messages, that the SP is too busy to send them, or that the module cannot process them at a faster pace. In most cases, this condition occurs when there is heavy control plane activity, such as the formation of Layer 2 trunks, the addition of new VLANs, or the toggling of links.

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

Error Message %SCP-5-ENABLE: Module enabled [chars]

Explanation The supervisor engine sent a message to the router to indicate that a module has been enabled.

Recommended Action No action is required.

SDLC Messages

This section contains Synchronous Data Link Control (SDLC) protocol messages.

Error Message %SDLC-4-NOUA: [chars], addr [hex] received command [hex] in response to SNRM, expected UA

Explanation The router received a frame other than a UA in response to a SNRM.

Recommended Action Check the end station to see if the SNA stack is up and running.

SDM Messages

This section contains Security Device Manager (SDM) template messages.

SDM-6

Error Message %SDM-6-MISMATCH_ADVISE: [chars]

Explanation This message provides information regarding an SDM mismatch.

Recommended Action No action is required.

SEC_LOGIN Messages

This section contains Secure Login messages.

SEC_LOGIN-1

Error Message %SEC_LOGIN-1-QUIET_MODE_ON: Still timeleft for watching failures is [int] secs, [user: [chars]] [Source: [IP_address]] [localport: [int]] [Reason: [chars]] [ACL: [chars]] at [chars]

Explanation Quiet mode is now on. No request for connections are now accepted other than those allowed by the ACL, if the ACL is configured for the blocking period. An implicit deny all of any logins will be in effect.

Recommended Action Because all requests from other sources are blocked, check the ACL and add any source addresses as necessary.

SEC_LOGIN-3

Error Message %SEC_LOGIN-3-INIT_FAILED: Secure Login Initialization failed. [chars]

Explanation Initialization of the secure login subsystem 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.

SEC_LOGIN-4

Error Message %SEC_LOGIN-4-25: Login failed [user: [chars]] [Source: [IP_address]] [localport: [int]] [Reason: [chars]] at [chars]

Explanation A user name or password is invalid.

Recommended Action Specify a valid user name or password.

SEC_LOGIN-5

Error Message %SEC_LOGIN-5-LOGIN_SUCCESS: Login Success [user: [chars]] [Source: [IP_address]] [localport: [int]] at [chars]

Explanation Login has succeeded.

Recommended Action No action is required.

Error Message %SEC_LOGIN-5-QUIET_MODE_OFF: Quiet Mode is OFF, because [chars] at [chars]

Explanation Quiet mode is now off. The router is now operating in normal connection processing mode. The reason for the change is specified in the message text.

Recommended Action No action is required.

SFF8472 Messages

This section contains floating-point subsystem (SFF8472) messages.

SFF8472-2

Error Message %SFF8472-2-NOMEM: Not enough memory available for [chars]

Explanation The SFF8472 subsystem could not obtain the memory it needed.

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

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

SFF8472-3

Error Message %SFF8472-3-INTERNAL_ERROR: [chars]

Explanation The SFF8472 subsystem encountered an internal software error. The error message contains text that can be used to help identify the nature of the problem.

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

Error Message %%SFF8472-3-READ_ERROR: [chars]

Explanation There was an error reading digital optical monitoring information from the transceiver at the specified interface.

Recommended Action Try removing and reinserting the transceiver. If the error remains, replace the transceiver.

Error Message %SFF8472-3-THRESHOLD_VIOLATION: [chars]: [chars]; Operating value: [chars], Threshold value: [chars].

Explanation There has been a threshold violation as specified in the message.

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

Error Message %SFF8472-3-UNEXPECTEDEVENT: Process received unknown event (maj [hex], min [hex]).

Explanation A process can register to be notified when various events occur in the router. This message indicates that a process received an event it did not know how to handle.

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

SFP Messages

This section contains Small Form-Factor Pluggable (SFP) module messages.

SFP-3

Error Message %SFP-3-EEPROM_DUP_ERR: SFP on ports [chars] and [chars] have duplicate serial numbers

Explanation The GBIC or SFP was identified as a Cisco GBIC, but its vendor ID and serial number match those of another GBIC on the system.

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

SFP-4

Error Message %SFP-4-EEPROM_CRC_ERR: EEPROM checksum error for SFP in [chars]

Explanation The SFP in the port specified in the message text contains invalid EEPROM data.

Recommended Action Remove the SFP from the specified port.

Error Message %SFP-4-EEPROM_READ_ERR: Error in reading SFP serial ID in [chars]

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

Recommended Action Remove the SFP from the port that reported the error.

Error Message %SFP-4-EEPROM_SECURITY_ERR: SFP in [chars] failed security check

Explanation The SFP in the port specified in the message text contains invalid EEPROM data.

Recommended Action Remove the SFP from the port that reported the error.

SFP_SECURITY Messages

This section contains Small Form-Factor Pluggable (SFP) module security check messages.

SFP_SECURITY-4

Error Message %SFP_SECURITY-4-DUPLICATE_SN: SFP interface [chars] has the same serial number as another SFP interface

Explanation The SFP was identified as a Cisco SFP, but its serial number matches that of another interface on the system. Cisco SFPs are assigned unique serial numbers.

Recommended Action Verify that the SFP was obtained from Cisco or from a supported vendor.

Error Message %SFP_SECURITY-4-ID_MISMATCH: Identification check failed for SFP interface [chars]

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

Recommended Action Check the list of supported SFPs for this version of the system software. An upgrade may be required for newer SFPs. If this does not fix the problem, verify that the SFP was obtained from Cisco or from a supported vendor.

Error Message %SFP_SECURITY-4-SFP_INTERR: Internal error occurred in setup for SFP interface [chars]

Explanation The system was unable to allocate resources or encountered some other problem while attempting to set up the specified SFP interface.

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

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

Error Message %SFP_SECURITY-4-UNRECOGNIZED_VENDOR: SFP interface [chars] manufactured by an unrecognized vendor

Explanation The SFP was identified as a Cisco SFP, but the system was unable to match its manufacturer with one on the known list of Cisco SFP vendors.

Recommended Action Check the list of supported SFPs for this version of the system software. A software upgrade may be required for newer SFPs.

Error Message %SFP_SECURITY-4-VN_DATA_CRC_ERROR: SFP interface [chars] has bad crc

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

Recommended Action Check the list of supported SFPs for this version of the system software. A software upgrade may be required for newer SFPs. Even if the system could not recognize the SFP, it may still operate properly, but might perform with limited functionality.

SGBP Messages

This section contains Stack Group Bidding Protocol (SGBP) messages.

SGBP-1

Error Message %SGBP-1-AUTHFAILED: Member [chars] failed authentication

Explanation This message is generated only when SGBP hellos or errors debugging is enabled. This indicates that an attempted peer connection ended in authentication failure. A peer may be misconfigured, or this could indicate an attempted security breach.

Recommended Action Check if the peer is correctly configured. If there is a chance your network is under attack, obtain knowledgeable assistance. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %SGBP-1-DIFFERENT: Rcv [chars]'s addr [IP_address] is different from the hello's addr [IP_address]

Explanation The internally-configured address for an SGBP member does not match the address of the host that tried to authenticate as that member. The configuration is incorrect on either this system or the other member - they must agree.

Recommended Action Determine which configuration is in error and fix it.

Error Message %SGBP-1-DUPLICATE: Rcv Duplicate bundle [chars] is found on member [chars]

Explanation This message is generated only when SGBP hellos or errors debugging is enabled. This indicates that a duplicate bundle was received from the same peer more than once. The duplicate was discarded.

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

Error Message %SGBP-1-MISSCONF: Possible misconfigured member [chars] using [IP_address]

Explanation This message is generated only when SGBP hellos or error debugging is enabled. This indicates a configuration error. Either this router has an incorrect IP address listed for the peer or the peer is using an incorrect IP address.

Recommended Action Find and correct the configuraton error.

Error Message %SGBP-1-UNKNOWNHELLO: Rcv Hello message from non-group member using [IP_address]

Explanation This message is generated only when SGBP hellos or error debugging is enabled. An SGBP Hello message was received from a host that is not a member of the SGBP group, and discarded.

Recommended Action This is a configuration error. Either that host should be listed in this router's configuration as a member (if that is actually true) or the other host is misconfigured to attempt to join this group.

SGBP-3

Error Message %SGBP-3-INVALID: MQ message with [chars]

Explanation This message is generated only when SGBP error debugging is enabled. An invalid message was received and discarded.

Recommended Action This probably indicates an error in network media or a peer which is generating erroneous packets.

Error Message %SGBP-3-INVALIDADDR: Stack group [chars] IP address [IP_address]

Explanation The current configuration does not allow a local IP address to be configured using **sgbp member** . Any local address is automatically removed from the SGBP group.

Recommended Action Do not configure **sgbp member** using a local IP address.

Error Message %SGBP-3-INVALIDDB: [chars] for bundle '[chars]' -- [chars]

Explanation An internal software error has occurred.

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

Error Message %SGBP-3-INVFIELD: [chars] field type [hex] has [chars] [dec] (expected [dec])

Explanation This message indicates that an SGBP request from a peer contained invalid or corrupt data.

Recommended Action Check the peer equipment or network media for any problems.

Error Message %SGBP-3-PEERERROR: Peer [IP_address] [chars] during 'PB [chars]' state for bundle [chars]

Explanation An internal software error has occurred.

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

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

Error Message %SGBP-3-TIMEOUT: Peer [IP_address] bidding; state 'PB [chars]' deleted

Explanation This message is generated only when SGBP event debugging is enabled. It indicates that a peer timed out while closing a query. The connection has been dropped.

Recommended Action Check the peer equipment and network media for problems.

Error Message %SGBP-3-UNEXP: MQ [chars] from [IP_address] for query [dec]:[dec], bundle [chars], bid [dec], state [chars]

Explanation This message is generated only when SGBP error debugging is enabled. The SGBP connection has entered an unexpected state, possibly due to a software error.

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

Error Message %SGBP-3-UNKNOWN: [IP_address] not known

Explanation This message is generated only when SGBP error debugging is enabled. An SGBP connection was attempted by a host which was not recognized as a peer. The connection was not accepted.

Recommended Action Depending on the network topology and firewalling, SGBP connection attempts from a non-peer host could indicate probing and attempts to breach security. If there is a chance your network is under attack, obtain knowledgeable assistance. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %SGBP-3-UNKNOWNEVENT: Event [hex] from peer at [IP_address]

Explanation This message is generated only when SGBP error debugging is enabled. An invalid event occurred, which probably indicates an internal software error.

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

Error Message %SGBP-3-UNKNOWNPEER: Event [hex] from peer at [IP_address]

Explanation This message is generated only when SGBP error debugging is enabled. An SGBP event came from a network host which was not recognizable as an SGBP peer. The event was discarded.

Recommended Action Check if a network media error could have corrupted the address, or if peer equipment is malfunctioning to generate corrupted packets. Depending on the network topology and firewalling, SGBP packets from a non-peer host could indicate probing and attempts to breach security. If there is a chance your network is under attack, obtain knowledgeable assistance. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

SGBP-5

Error Message %SGBP-5-ARRIVING: New peer event for member [chars]

Explanation This message is generated only when SGBP event debugging is enabled. An SGBP peer joined the group.

Recommended Action No action is required.

Error Message %SGBP-5-LEAVING: Member [chars] leaving group [chars]

Explanation This message is generated only when SGBP event debugging is enabled. An SGBP peer has left the group.

Recommended Action No action is required.

Error Message %SGBP-5-SHUTDOWN: [chars]

Explanation This message is generated only when SGBP event debugging is enabled. A process involved in SGBP was terminated upon completion of its work.

Recommended Action No action is required.

Error Message %SGBP-5-STARTUP: [chars]

Explanation This message is generated only when SGBP event debugging is enabled. An process involved in SGBP was started.

Recommended Action No action is required.

SGBP-6

SGBP-7

Error Message %SGBP-7-ACTIVE: Member [chars] State - Active

Explanation This message is generated only when SGBP errors or events debugging is enabled. This indicates that a link to another SGBP member has completed the interactions to set it up and is now entering the active state.

Recommended Action No action is required.

Error Message %SGBP-7-AUTHOK: Member [chars] State - AuthOK

Explanation This message is generated only when SGBP errors or events debugging is enabled. A message was received from another SGBP member indicating that an authentication attempt to that member succeeded.

Recommended Action No action is required.

Error Message %SGBP-7-CANCEL: Local query #[dec]:[dec] for bundle [chars]

Explanation This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

Recommended Action No action is required.

Error Message %SGBP-7-CHALLENGE: Send Hello Challenge to [chars] group [chars]

Explanation This message is generated only when SGBP hellos debugging is enabled. This indicates that an authentication challenge was sent to a peer.

Recommended Action No action is required.

Error Message %SGBP-7-CHALLENGED: Rcv Hello Challenge message from member [chars] using [IP_address]

Explanation This message is generated only when SGBP hellos debugging is enabled. This indicates that an authentication challenge was received from a peer.

Recommended Action No action is required.

Error Message %SGBP-7-CLOSE: Closing pipe for member [chars]

Explanation This message is generated only when SGBP event debugging is enabled. An interprocess communication link was closed.

Recommended Action No action is required.

Error Message %SGBP-7-DONE: Query #[dec] for bundle [chars], count [dec], master is [chars]

Explanation This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

Recommended Action No action is required.

Error Message %SGBP-7-DUPL: Duplicate local query #[dec] for [chars], count [dec], ourbid [dec]

Explanation This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

Recommended Action No action is required.

Error Message %SGBP-7-EQUAL: [dec] equal highest bids, randomly select bid# [dec]

Explanation This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

Recommended Action No action is required.

Error Message %SGBP-7-HANGUP: I am a forward-only member, can't forward bundle [chars], hangup

Explanation This message is generated only when SGBP query, event and/or error debugging is enabled. This indicates a routine change of role for the router in its SGBP interactions with its peers.

Recommended Action No action is required.

Error Message %SGBP-7-KEEPALIVE: Sending Keepalive to [chars], retry=[dec]

Explanation This message is generated only when SGBP hellos debugging is enabled. It indicates that a keepalive message was sent to an SGBP member.

Recommended Action No action is required.

Error Message %SGBP-7-KEEPALIVE_TIMEOUT: Keepalive timeout on [chars]

Explanation This message is generated only when SGBP hellos debugging is enabled. It indicates that keepalive messages were not answered so the pipe to an SGBP member has been closed.

Recommended Action No action is required.

Error Message %SGBP-7-MQ: [chars] ([hex]) for query [dec]:[dec], bundle [chars], bid [dec], len [dec]

Explanation This message is generated only when SGBP error debugging is enabled. This message indicates that an SGBP query has been received.

Recommended Action No action is required.

Error Message %SGBP-7-MQB: Bundle: [chars]State: [chars]OurBid: [dec]

Explanation This message is part of a list of debug states displayed at the request of the operator.

Recommended Action No action is required.

Error Message %SGBP-7-NEWL: Local query #[dec] for [chars], count [dec], ourbid [dec]

Explanation This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

Recommended Action No action is required.

Error Message %SGBP-7-NEWP: Peer query #[dec] for [chars], count [dec], peerbid [dec], ourbid [dec]

Explanation This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

Recommended Action No action is required.

Error Message %SGBP-7-NORESP: Failed to respond to [chars] group [chars], may not have password

Explanation An authentication challenge was received but there was no information available to respond to it. This probably indicates a configuration error, a missing password.

Recommended Action Refer to the documentation to configure a username with the same name as the SGBP group.

Error Message %SGBP-7-PB: [IP_address]State: [chars]Bid: [dec] Retry: [dec]

Explanation This message is part of a list of debug states displayed at the request of the operator.

Recommended Action No action is required.

Error Message %SGBP-7-RCVD: MQ [chars] from [IP_address] for query [dec]:[dec], bundle [chars], bid [dec], prot[chars]

Explanation This message is generated only when SGBP message debugging is enabled. It indicates that an SGBP packet was received.

Recommended Action No action is required.

Error Message %SGBP-7-RCVINFO: Received Info Addr = [IP_address] Reference = [hex]

Explanation This message is generated only when SGBP hellos debugging is enabled. It indicates that data was received by a listener process.

Recommended Action No action is required.

Error Message %SGBP-7-RESPONSE: Send Hello Response to [chars] group [chars]

Explanation This message is generated only when SGBP hellos debugging is enabled. This indicates that a response to an authentication challenge was sent to a peer.

Recommended Action No action is required.

Error Message %SGBP-7-RESPONDED: Rcv Hello Response message from member [chars] using [IP_address]

Explanation This message is generated only when SGBP hellos debugging is enabled. This indicates that a response to an authentication challenge was received from a peer.

Recommended Action No action is required.

Error Message %SGBP-7-SENDAUTHOK: Send Hello Authentication OK to member [chars] using [IP_address]

Explanation This message is generated only when SGBP hellos debugging is enabled. A message was sent or re-sent to another SGBP member indicating that an authentication attempt from that member succeeded.

Recommended Action No action is required.

Error Message %SGBP-7-SENDINFO: Send Info Addr to [chars]

Explanation This message is generated only when SGBP hellos debugging is enabled. It indicates that data was sent by the listener process in response to received data.

Recommended Action No action is required.

Error Message %SGBP-7-SENT: MQ [chars] to [IP_address] for query [dec]:[dec], bundle [chars], bid [dec], prot[chars], len [dec]

Explanation This message is generated only when SGBP message debugging is enabled. It indicates that an SGBP packet was sent.

Recommended Action No action is required.

SGPM Messages

This section contains SG Policy Manager messages.

SGPM-3

Error Message %SGPM-3-POLICY_CTX_POISONED: Policy context %X has bad magic, %X.

Explanation The magic number in the policy context is wrong.

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

Error Message %SGPM-3-POLICY_INCOMPLETE_RULE: Subscriber policy rule (%s), event (%s) is missing a mandatory action for service (%s); automatically adding.

Explanation The subscriber policy rule was missing a mandatory action. The missing action will be automatically added.

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

SHMWIN Messages

This section contains shared memory messages.

SHMWIN-6

Error Message %SHMWIN-6-ALLOC_FAILURE: Insufficient memory

Explanation There was a failure while returning physical memory to the system.

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

Error Message %SHMWIN-6-CORE_NOT_ENABLED: In function [chars] The core has not been enabled to get more physical memory

Explanation The core has not been enabled.

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

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

Error Message %SHMWIN-6-EXCEEDED_MAX_SIZE: In function [chars] The requested memory size exceeded the window size

Explanation The memory requested in this window exceeded the window size.

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

Error Message %SHMWIN-6-EXCEEDED_MAX_USERS: In function [chars] The maximum number of users for a shared window has been exceeded

Explanation The maximum number of users for a shared window has been exceeded.

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

Error Message %SHMWIN-3-FREE_FAILURE: Failure while freeing memory in function [chars]

Explanation An attempt was made to free memory that has already been freed or is not within the address space of the current process.

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

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

Error Message %SHMWIN-6-INCONSISTENCY: Inconsistent state in window

Explanation Inconsistent state in window.

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

Error Message %SHMWIN-6-INVALID_ARGS: One or more invalid arguments have been passed to the function [chars]

Explanation One or more invalid arguments have been passed to the shared memory APIs.

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

Error Message %SHMWIN-6-INVALID_PARAM: An invalid parameter has been passed to the function [chars]

Explanation One or more invalid parameters have been passed to the shared memory APIs.

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

Error Message %SHMWIN-6-MAX_WINDOWS_EXCEEDED: In function [chars] process has exceeded the maximum number of windows that can be opened by it

Explanation The process has exceeded the maximum number of windows that can be opened by a process.

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

Error Message %SHMWIN-6-MEM_COLLISION: In function [chars] the requested memory space collides with the memory space of other windows

Explanation There is a memory space collision.

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

Error Message %SHMWIN-6-MUTEX_ERROR: An internal mutex error has occurred in the function [chars]

Explanation An error has been encountered in the locking or unlocking of the shared memory mutual exclusivity lock (mutex).

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

Error Message %SHMWIN-6-MUTEX_MONITOR_FAILURE: Registration failed with mutex monitor in [chars]

Explanation An error occurred while trying to monitor a shared memory mutual exclusivity lock (mutex).

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

Error Message %SHMWIN-6-NOT_SUPPORTED: The option passed to function [chars] is not supported

Explanation This option is not supported.

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

Error Message %SHMWIN-7-PHYS_MAP_FAILURE: In function [chars] Failed to map physical memory

Explanation Failed to map physical memory in the specified function.

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

Error Message %SHMWIN-6-PTHREAD_MUTEX_LOCK_FAILED: An internal mutex error has been encountered in function [chars]

Explanation A process that has obtained the access mutex has not released it.

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

Error Message %SHMWIN-6-PTHREAD_MUTEX_UNLOCK_FAILED: An internal mutex error has been encountered in function [chars]

Explanation An internal mutex error has been encountered.

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

Error Message %SHMWIN-6-SHMEM_FAILURE: The function [chars] Could not access shared memory

Explanation Could not access shared memory.

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

Error Message %SHMWIN-6-SYS_LOCK_CREATE_FAILED: The lock creation for the shared memory failed in function [chars]

Explanation Lock creation for the shared memory has failed.

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

Error Message SHMWIN-6-SYS_LOCK_CREATE_SUCCEEDED: The lock creation for the shared memory succeeded in function [chars]

Explanation Lock creation for the shared memory succeeded.

Recommended Action No action is required.

Error Message %SHMWIN-6-SYS_LOCK_FAILED: In function [chars] The process was unable to lock the shared memory against other processes

Explanation The process was unable to lock the shared memory against other users.

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

Error Message %SHMWIN-6-SYS_LOCK_MMAP_FAILED: The mmap for the shared memory lock creation failed in function [chars]

Explanation Lock creation for the shared memory has failed.

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

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

Error Message %SHMWIN-6-SYS_UNLOCK_FAILED: In function [chars] The process was unable to unlock the shared memory

Explanation The shared memory could not be unlocked due to an internal error.

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

Error Message %SHMWIN-7-UNLINK_ERROR: An internal error occurred while unlinking in function [chars]

Explanation An internal error occurred while unlinking.

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

Error Message %SHMWIN-6-VIRT_MAP_FAILURE: In function [chars] Could not reserve virtual memory

Explanation Could not reserve virtual memory.

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

Error Message %SHMWIN-6-WINDOW_EXCEEDED_MAX_POOLS: The maximum number of pools has been exceeded in function [chars]

Explanation The maximum number of pools has been exceeded.

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

SIBYTE Messages

This section contains SiByte processor complex messages.

SIBYTE-0

Error Message %SIBYTE-0-ADDRESS_TRAP: Address trap: [dec] occurred on physical address: [hex] at EPC: [hex], ERR_EPC: [hex]

Explanation A previously defined address trap has occurred.

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

Error Message %SIBYTE-0-MISDIRECTED_INTERRUPT: A misdirected interrupt occurred with int_mask: [hex]

Explanation A misdirected interrupt has occurred.

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

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

Error Message %SIBYTE-0-UNCORRECTABLE_ECC_ERR: An uncorrectable ECC error has occurred, A_BUS_L2_ERRORS: [hex], A_BUS_MEMIO_ERRORS: [hex], A_SCD_BUS_ERR_STATUS: [hex]

Explanation An uncorrectable ECC error has occurred.

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

SIBYTE-3

Error Message %SIBYTE-3-CORRECTABLE_ECC_ERR: A correctable ECC error has occurred, A_BUS_L2_ERRORS: [hex], A_BUS_MEMIO_ERRORS: [hex], A_SCD_BUS_ERR_STATUS: [hex]

Explanation The card detected and corrected a single-bit parity error using the error correction code (ECC) functionality. There was no interruption of service. Transient parity errors are typically caused by RF radiation.

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

SIBYTE-6

Error Message %SIBYTE-6-SB_RMON_OVRFL: RMON register [dec] overflow on mac [dec]

Explanation The indicated RMON register has overflowed (wrapped around), meaning that the counter reached its maximum value and restarted from zero. The affected register is in the RMON statistical information associated with the specified MAC interface of the Sibyte ethernet controller located on the linecard.

Recommended Action This message is informational, and is normal when the service internal command is enabled. The service internal command should be enabled only for troubleshooting. To disable service internal messages, enter the global configuration command no service internal.

SIBYTE_ION

This section contains Sibyte Ion messages.

SIBYTE_ION-3

Error Message %SIBYTE_ION-3-SB_THREAD_CTL_ERR: Call to ThreadCTL() failed: function = [chars], line number = [dec], return_code = [dec], errno = [dec]

Explanation A QNX call to ThreadCTL() failed. [chars] is the function, the first [dec] is the line number, the second [dec] is the return code, and the third [dec] is the error number.

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

SIP10G_QM Messages

This section contains 10Gigabit Ethernet SPA Interface Processor (SIP10G) QoS manager (QM) messages.

SIP10G_QM-2

Error Message %SIP10G_QM-2-ACL_MERGE_NO_MEM: Memory low: ACL merge failed for interface %s in %s direction

Explanation An ACL merge failed due to insufficient system memory.

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

Error Message %SIP10G_QM-2-BAD_TLV: Error in internal messaging - bad tlv %d

Explanation A software error occurred during the programming of ACLs into the TCAM.

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

Error Message %SIP10G_QM-2-CONFORM_ACTION_NE: Different aggregate and microflow conform-action in class %s[policy %s]

Explanation The conform actions must be identical in both the **police** and **police flow** commands for the same class in a service policy applied to MLS interfaces.

Recommended Action Change the conform action in the **police** or the **police flow** command to make both actions the same, or remove one of two commands.

Error Message %SIP10G_QM-2-DSCP_NE: Different aggregate and microflow DSCP in class %s[policy %s]

Explanation The conform actions must be identical in both the **police** and **police flow** commands for the same class in a service policy applied to MLS interfaces.

Recommended Action Change the conform action in the **police** or the **police flow** command to make both actions the same, or remove one of two commands.

Error Message %SIP10G_QM-2-MERGE_ERROR: ACL merge error for Interface %s in %s direction status %d

Explanation An ACL merge failed before programming the ACLs into the TCAM.

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

Error Message %SIP10G_QM-2-NO_AGGREG_PLC: Hardware aggregate policer resources exceeded

Explanation The hardware cannot support the number of aggregate policers required by configuration.

Recommended Action Reduce the total number of aggregate policers required by all service policies installed in the device. For example, use shared aggregate policers, as defined by the **mls qos aggregate-policer** command, instead of default per-interface policers.

Error Message %SIP10G_QM-2-NO_FLOW_PLC: Hardware microflow policer resources exceeded

Explanation The hardware cannot support the microflow policers required by the policy map.

Recommended Action Adjust the microflow policing rate and burst parameters to reduce the total number of different rate and burst combinations in the device.

Error Message %SIP10G_QM-2-P10G_PLC_ATTACH_REJECT_ARP_UFLOW: Command rejected: (policy-map %s class %s interface %s dir %s) flow policer is not supported for traffic classes matching ARP ACL.

Explanation In a policy map, a flow policer is not supported if the traffic class matches an ARP ACL.

Recommended Action Remove the flow policer from the traffic class matching the ARP ACL and reattach the policy, or change the traffic class to match a non-ARP ACL and configure the flow policer.

Error Message %SIP10G_QM-2-TCAM_BAD_LOU: Bad TCAM LOU operation in ACL

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

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

Error Message %SIP10G_QM-2-TCAM_ENTRIES_EXCEEDED: ACL merge failed, ACES exceed TCAM capacity or 0 ACES, %d ACES for interface %s in %s direction

Explanation An ACL merge was aborted because the number of ACES exceeded the TCAM capacity or because the number of ACES was zero.

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

Error Message %SIP10G_QM-2-TCAM_ERROR: TCAM programming error %d

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

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

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

Error Message %SIP10G_QM-2-TCAM_MEMORY: NMP processor memory low

Explanation The programming of ACLs into the TCAM failed due to insufficient memory.

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

SIP10G_QM-4

Error Message %SIP10G_QM-4-TCAM_CAPMAP: Interface %s hardware TCAM LOU usage capability exceeded

Explanation The hardware TCAM cannot support the number of logical operations used with the configured ACLs on this specific interface. The hardware TCAM can support a maximum of 9 logical operations per interface and a maximum total of 64 logical operations.

Recommended Action Reduce the use of logical operations in the ACLs.

Error Message %SIP10G_QM-4-TCAM_ENTRY: Hardware TCAM entry capacity exceeded

Explanation The configured ACLs exceed the capacity of the hardware TCAM.

Recommended Action To reduce TCAM resource contention, try to share the same ACLs across multiple interfaces.

Error Message %SIP10G_QM-4-TCAM_LABEL: Hardware TCAM label capacity exceeded

Explanation The hardware TCAM cannot support the number of interfaces configured with ACLs. The hardware TCAM supports 500 interfaces configured with ACLs.

Recommended Action Unconfigure ACLs from some of the interfaces.

Error Message %SIP10G_QM-4-TCAM_LOU: Hardware TCAM LOU capacity exceeded

Explanation The hardware TCAM cannot support the number of logical operations used with the configured ACLs. The hardware TCAM can support a maximum of 9 logical operations per interface and a maximum total of 64 logical operations.

Recommended Action Reduce the use of logical operations in the ACLs.

Error Message %SIP10G_QM-4-TCAM_MASK: Hardware TCAM mask entry capacity exceeded

Explanation The hardware TCAM does not have the mask capacity to handle the number of configured ACLs.

Recommended Action To reduce TCAM resource contention, try to share the same ACLs across multiple interfaces.

SIP10G_QM-6

Error Message %SIP10G_QM-6-IOS_AND_PS_FEATURE: %s action cannot be present in classmap %s of policymap %s because this service-policy cannot be executed in Cat6K HW due to the presence of filters which require packets to be processed in IOS SW

Explanation Network-Based Application Recognition (NBAR) is required for the match protocol commands used. Because NBAR exists only in software, hardware-specific actions are not supported.

Recommended Action Remove the hardware-specific commands or remove the match protocol criteria in the class map.

Error Message %SIP10G_QM-6-SET_AND_POLICE: 'set' and 'police' commands cannot co-exist in classmap %s of policymap %s

Explanation The **set** and **police** commands cannot coexist in a class map for a QoS manager (QM) supported interface.

Recommended Action Remove one of the commands or use the **set-dscp-transmit | set-precedence-transmit | set-exp** option for the conform action of the **police** command.

Error Message %SIP10G_QM-6-SET_AND_TRUST: 'set' and 'trust' commands cannot co-exist in classmap %s of policymap %s

Explanation The **set** and **trust** commands cannot coexist in a class map for a QM supported interface.

Recommended Action Remove one of the commands.

Error Message %SIP10G_QM-6-SHAREDAG_AND_POLICE: 'police aggregate' and regular 'police' commands cannot co-exist in classmap %s of policymap %s

Explanation The **police aggregate** and **police** commands cannot coexist in a class map for a QM supported interface.

Recommended Action Remove one of the commands or use the **set-dscp-transmit** | **set-precedence-transmit** | **set-exp** option for the conform action of the **police** command.

SIP200 Messages

This section contains SPA Interface Processor 200 (SIP200) messages.

SIP200-3

Error Message %SIP200-3-BADIFCTRL: Corrupted sip-200 information for interface [chars] [[hex]]

Explanation The interface SIP-200 information is not valid. This is an internal software error.

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

SIP200-4

Error Message %SIP200-4-MEM_MODULE_MISMATCH: Memory modules are not identical

Explanation The memory modules do not have identical parameters. This may impact the performance.

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

SIP200_MP Messages

This section contains SPA Interface Processor 200 (SIP200) multiprocessing messages.

SIP200_MP-1

Error Message %SIP200_MP-1-UNSAFE: Multiprocessor error on [chars]

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

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

SIP200_MP-3

Error Message %SIP200_MP-3-INIT_FAILURE: Second CPU initialization failed

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

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

SIP200_MP-4

Error Message %SIP200_MP-4-PAUSE: Non-master CPU is suspended for too long, from [hex]([int]) to [hex] for [int] CPU cycles. [chars]

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

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

Error Message %SIP200_MP-4-TIMEOUT: Master CPU request timed out [chars]

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

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

SIP200_SPIRX Messages

This section contains SPA Interface Processor 200 (SIP200) SPI4.2 bus ingress interface messages.

SIP200_SPIRX-3

Error Message %SIP200_SPIRX-3-INITFAIL: Failed to configure the ingress SPI4.2 device. Error = [hex]

Explanation The system was unable to program or configure the ingress SPI4.2 device on the line card. This indicates an internal hardware error.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPIRX-3-SPA_INTERRUPT: SPA [int] - [chars], SPA Int status = [hex]

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

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPIRX-3-SRAM_ERROR_DATA:
SRAM[dec] Address = [hex][hex] Data =
[hex][hex][hex]_[hex][hex][hex]_[hex][hex][hex]_[hex][hex][hex]

Explanation An SRAM address and data dump is displayed.

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

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPIRX-3-SRAM_INTERRUPT: [chars], Sram Int status = [hex]

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

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPIRX-3-STATUS_INTERRUPT: [chars], Global Int status = [hex]

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

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

SIP200_SPITX Messages

This section contains SPA Interface Processor 200 (SIP200) SPI4.2 bus egress interface messages.

SIP200_SPITX-3

Error Message %SIP200_SPITX-3-BADDESC: descriptor [hex], tag [hex], global channel [int]

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

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-BADPAK: corrupted packet to [chars]

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

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-CHANNEL_ENABLE_FAIL: SPI4 Channel [int] for Bay [int], [chars] Failed

Explanation The system was unable to enable or disable a given SPI4 channel.

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

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-DESCR_ERR_SPA0: SPAsatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

Explanation The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a transmit descriptor. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-DESCR_ERR_SPA1: SPAsatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

Explanation The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a transmit descriptor. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-DESCR_ERR_SPA2: SPAsatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

Explanation The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a transmit descriptor. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-DESCR_ERR_SPA3: SPAsatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

Explanation The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a transmit descriptor. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-DMA_SQERR: Syndrome=[hex], SPA=[int], Ch=[int], RdSz=[int], RdOff=[int] [chars]

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

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

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-EFC_ERR_SPA0: SPAstatus=[hex] [chars]

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

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-EFC_ERR_SPA1: SPAstatus=[hex] [chars]

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

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-EFC_ERR_SPA2: SPAstatus=[hex] [chars]

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

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

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-EFC_ERR_SPA3: SPAstatus=[hex] [chars]

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

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-EFCEVNT_ERR: [chars]

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

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-EFC_QUEUE_STUCK: [chars]

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

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

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-EFCSTAT_FAIL_SPA0: [chars]

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

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-EFCSTAT_FAIL_SPA1: [chars]

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

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-EFCSTAT_FAIL_SPA2: [chars]

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

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

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-EFCSTAT_FAIL_SPA3: [chars]

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

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-FCSTAT_FAIL_SPA0: [chars]

Explanation The egress SPI4.2 device on the line card detected an SPI4.2 status clock or synchronization failure. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-FCSTAT_FAIL_SPA1: [chars]

Explanation The egress SPI4.2 device on the line card detected an SPI4.2 status clock or synchronization failure. This condition could cause packet drops.

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

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-FCSTAT_FAIL_SPA2: [chars]

Explanation The egress SPI4.2 device on the line card detected an SPI4.2 status clock or synchronization failure. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-FCSTAT_FAIL_SPA3: [chars]

Explanation The egress SPI4.2 device on the line card detected an SPI4.2 status clock or synchronization failure. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-INITFAIL: Failed to configure the egress SPI4.2 device. Error = [hex]

Explanation The system was unable to program or configure the egress SPI4.2 device on the line card. This indicates an internal hardware error.

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

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-INT_PERR_SPA0: IntMemPerr=[hex] [chars]

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

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-INT_PERR_SPA1: IntMemPerr=[hex] [chars]

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

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-INT_PERR_SPA2: IntMemPerr=[hex] [chars]

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

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

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-INT_PERR_SPA3: IntMemPerr=[hex] [chars]

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

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-MISMATCH: Descriptor ring mismatch: expects [int] got [int]

Explanation The egress SPI4.2 device on the line card returns a descriptor entry that does not match what the line card CPU expects. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-OVERRUN_DROP: SPI4 overrun drops packet for SPA [int], queue [int], count [int]

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

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

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-SPI4_ERR_SPA0: SPAstatus=[hex] [chars]

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

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-SPI4_ERR_SPA1: SPAstatus=[hex] [chars]

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

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message SIP200_SPITX-3-SPI4_ERR_SPA2: SPAstatus=[hex] [chars]

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

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

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-SPI4_ERR_SPA3: SPAstatus=[hex] [chars]

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

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %SIP200_SPITX-3-SRAM_ECCERR: EccSynd=[hex], Err1bit=[int], ErrMbit=[int], SecHalf=[int], SPA=[int], Ch=[int], Addr=[hex], DataHi=[hex], DataLo=[hex], DataEcc=[hex]

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

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

SIP400 Messages

This section contains SPA Interface Processor 400 (SIP400) messages.

SIP400-2

Error Message %SIP400-2-IOBUS_ERROR: IO bus error occurred: [chars] last addr [hex] data [hex] tran [hex]

Explanation There was a communication problem with a device on the I/O bus.

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

Error Message %SIP400-2-PCI_BUS_ERROR: A PCI Bus Error occurred while trying to access a device (status reg = [hex], addstatus reg = [hex])

Explanation There was a problem with a PCI read access to a device that caused a bus error on the host processor.

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

Error Message %SIP400-2-PCI_ERROR_INT: A PCI Error interrupt occurred while trying to access a device (status reg = [hex], addstatus reg = [hex])

Explanation There was a problem with a PCI write access to a device that caused a PCI error interrupt.

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

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

SIP600 Messages

This section contains SPA Interface Processor 600 (SIP600) messages.

SIP600-2

Error Message %SIP600-2-DEVMGR_ASIC_INIT_FAILED: SIP-600 ASIC Initialization failed at stage-asic_init[dec]

Explanation The SIP-600 received an error during initialization when attempting to initialize the ASICs that make up the forwarding hardware. A hardware problem has prevented the SIP-600 from fully initializing on the target line card. This will result in packets not being forwarded.

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

Error Message %SIP600-2-DEVMGR_PROC_CREATE_FAILED: SIP-600 Initialization failed to create a required IOS process[dec]

Explanation The SIP-600 received an error during initialization when attempting to create the ASIC stage2 initialization process. A potential memory or other software resource problem has prevented the SIP-600 from fully initializing on the target line card. This will result in packets not being forwarded.

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

Error Message %SIP600-2-INITFAIL: SIP-600 Initialization Failed - [chars]: [chars]
[dec] [dec]

Explanation The SIP-600 could not initialize the memory that is needed for the feature specified in the message.

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

Error Message %SIP600-2-NULL_OBJECT: Missing device object ([chars]) for pending interrupt

Explanation A hardware device asserted an interrupt to report an event, but there is no device object for this device.

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

Error Message %SIP600-2-NULL_SPA_BAY_OBJECT: SPA Bay [dec] is missing

Explanation A SPA bay object is missing.

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

Error Message %SIP600-2-PE_BUS_UNRECOVERABLE_INT: Packet Engine Unrecoverable Bus Interrupt: [chars] = [hex]

Explanation A packet engine unrecoverable bus interrupt has occurred.

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

Error Message %SIP600-2-QUPDATE: SIP-600 Update Queue Hardware Failed - [chars]: [chars] [dec] Cause: [hex]

Explanation The SIP-600 received an error on the specified hardware queue when attempting the specified action. A hardware problem has prevented system queues from being updated on the target line card. This could result in packets not being forwarded.

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

Error Message %SIP600-2-UNRECOVERABLE_FAILURE: SIP-600 Unrecoverable Failure

Explanation An unexpected fatal condition has occurred on the SIP-600. The message that was previously received on the console or in the system log should provide more information on the specific nature of the problem. This message indicates a hardware failure or malfunction. The system will reload to attempt to fix the problem.

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

SIP600-3

Error Message %SIP600-3-IO_BUS_ERR_INT: IO Bus Error Interrupt: [hex] - Deadman Timer = [hex] Trans Status = [hex] Last Address = [hex] Last Data = [hex]

Explanation An I/O bus error interrupt has occurred.

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

Error Message %SIP600-3-NMI: NMI Reset Status = [hex]

Explanation A nonmaskable interrupt has occurred.

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

Error Message %SIP600-3-NOMEM: [chars]

Explanation The SIP-600 card could not obtain statistics due to insufficient memory.

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

Error Message %SIP600-3-NO_STATID: PXF([dec]): no stat_id is available for statistics collection

Explanation The SIP-600 line card has used up all statistics collection resources. No more resources are available for further statistics collection.

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

Error Message %SIP600-3-NO_STAT_PROCESS: Failed to create statistics process

Explanation The SIP-600 card failed to create a statistics process. All statistics counters will be zero.

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

Error Message %SIP600-3-PE_BUS_ERR_INT: Packet Engine Bus Error Interrupt: [chars]

Explanation A packet engine bus error interrupt has occurred.

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

Error Message %SIP600-3-PE_SPA_BUS_ERR_INT: SPA Bus Error Interrupt: SPA Bus Error Status ([hex]) = [hex], SPA Bus Trans Status ([hex]) = [hex], SPA Bus Last Data ([hex]) = [hex]

Explanation A SPA bus error interrupt has occurred.

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

Error Message %SIP600-3-PE_UNEXPECTED_INT: Unexpected Packet Engine Interrupt: [chars]

Explanation An unexpected packet engine interrupt has occurred.

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

Error Message %SIP600-3-SIP10G_GEN_DEV_ERR: [chars] unexpected error: [chars]

Explanation The software driver for the specified SIP-600 device has detected the specified unexpected condition.

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

Error Message %SIP600-3-STATID_INCONSISTENCY: PXF([dec]):Inconsistent stats id([hex]) [int] packets dropped.

Explanation A WAN line card has received inconsistent statistics from PXF. PXF reported that one or more packets have been dropped, but no corresponding packet count has been reported.

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

Error Message %SIP600-3-UNEXPECTED_GLOBAL_INT: Unexpected Global Interrupt: [chars]

Explanation An unexpected global interrupt has occurred.

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

Error Message %SIP600-3-UNSUPPORTED_LABEL_RANGE: The maximum label range configured for this system exceeds the [int] limit supported by the OSM module.

Explanation The MPLS label range that was configured for this system is not supported. The maximum label range limit is specified in the message.

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

SIP600-4

Error Message %SIP600-4-INVALID_STATID: PXF:Invalid-Statid ([dec]) for vc [int] under interface [int]

Explanation The SIP-600 line card has encountered an internal error while setting up the statistics report subsystem.

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

Error Message %SIP600-4-MR_CFG_ALL_PORTS: CFM configuration is global to sip-600 and applies to all ports

Explanation An SCP message to configure match register functionality on the specified port will apply to all ports on the MSC-600 card as match register configurations are done on the parsing engine.

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

Error Message %SIP600-4-SIP10G_PXF_IRAM_PARITY_ERROR: Correcting a PXF instruction error.

Explanation This is a Parallel Express Forwarding (PXF) error message that indicates a detection and correction of a typically rare event. If the error is persistent, it may indicate faulty hardware.

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

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

SIP600-6

Error Message %SIP600-6-NULLQID: PXF([dec]):Null-QID ([chars]) [int] packets dropped.

Explanation The SIP-600 line card has encountered an invalid queue. The packet has been dropped. The packet will be counted in the null queue statistics. Packet traffic should continue normally.

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

SIP600_PARSING_ENGINE Messages

This section contains SIP-600 parsing engine messages.

Error Message %SIP600_PARSING_ENGINE-3-DROP_FIFO_OVERFLOW: Parsing Engine Drop Fifo Overflow

Explanation The SIP-600 parsing engine has detected that the drop FIFO queue has exceeded the maximum limit. New updates will be discarded. The parsing engine continues to process data from the interfaces if possible.

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

Error Message %SIP600_PARSING_ENGINE-3-INTERRUPT_ERROR: [chars]

Explanation The SIP-600 parsing engine has detected the specified interrupt event. The message text on the console or in the system log provides more information on this error. The parsing engine continues to process data from the interfaces, if possible.

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

Error Message %SIP600_PARSING_ENGINE-3-MASTER_ABORT: Parsing Engine CPU Master Abort Error

Explanation The SIP-600 parsing engine has detected a CPU Master Abort Interrupt. A read to a write-only register or a write to a read-only register could cause this interrupt. The parsing engine continues to process data from the interfaces, if possible.

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

Error Message %SIP600_PARSING_ENGINE-3-PARITY_ERROR: Parsing Engine CPU Parity Error

Explanation The SIP-600 parsing engine has detected a CPU parity error. A hardware fault is suspected on the second occurrence only. Otherwise, the parsing engine continues to process data from the interface if possible.

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

Error Message %SIP600_PARSING_ENGINE-3-RP_INT_WATCHDOG_TIMEOUT: Parsing Engine RP Interface Watchdog Timeout

Explanation The SIP-600 parsing engine has detected an RP interface watchdog timeout. The RP interface process has not relinquished the processor for the watchdog timeout period. The parsing engine continues to process data from the interfaces, if possible.

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

SIP600_QOS Messages

This section contains SPA Interface Processor 600 quality of service (SIP600_QOS) messages.

SIP600_QOS-2

Error Message %SIP600_QOS-2-INITFAIL: SIP-600 Initialization Failed [chars]: [chars] [dec] [dec]

Explanation The SIP-600 could not initialize the memory that is needed for the QoS feature. A hardware problem has occurred on the line card that prevents QoS from functioning.

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

Error Message %SIP600_QOS-2-NOMEM: Memory Allocation Failure - [chars]: [chars] [dec] [dec]

Explanation SIP-600 could not allocate the memory that is required for the QoS feature. This condition might indicate that more memory must be installed on the affected line card or platform to service all features and related entries that are enabled in the configuration.

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

SIP600_QOS-3

Error Message %SIP600_QOS-3-CLASSIFYUPDATE: SIP-600 Update QoS Classify Hardware Failed - [chars]: [chars] [dec] Cause: [hex]

Explanation SIP-600 received an error on the specified hardware classify entry when attempting the specified action.

Recommended Action If the error occurs on allocating any of the Default Classify Entries, attempt to reload the line card because traffic cannot be forwarded out this line card. If the error occurs in all other cases, remove the QoS action just performed at the user interface, wait a period of time, then reapply the service-policy. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SIP600_QOS-3-EXCEEDEXCESSQRATE: SIP-600 Exceeded system maximum excess queue rates - [chars]: [chars] [dec] Cause: [hex]

Explanation The SIP-600 received an error on the specified hardware queue when attempting the specified action. This condition is the result of attempting to configure a QoS action. The sum of excess bandwidth for all allocated queues has exceeded the system limit.

Recommended Action Remove the service policy that failed and try applying the **shape** command to each of the classes if they are not already configured. Then reapply the service policy. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and

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

Error Message %SIP600_QOS-3-EXCEEDGUARTQRATE: SIP-600 Exceeded Guaranteed Rates on interface - [chars]: [chars] [dec] Cause: [hex]

Explanation The SIP-600 received an error on the specified hardware queue when attempting the specified action. This condition is the result of attempting to configure a QoS action. The sum of all queue-guaranteed rates has exceeded the maximum that can be configured for the interface to which the queues are applied. This condition could be caused when the **priority** command is configured without the **police** command.

Recommended Action Add the **police** command to limit the rate of the priority queue. If this is not the problem, remove the service policy and reapply it. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SIP600_QOS-3-INSUFFDFLTBW: SIP-600 Insufficient bandwidth for default processing: port [dec] queue id [dec] Cause: [hex]

Explanation The SIP-600 reserves 1 percent of the bandwidth of a port for router control packets. When a service policy is applied, this bandwidth is first deducted from the QoS class default queue. If there is not sufficient bandwidth in the class default queue and the sum of queue-guaranteed bandwidth exceeds the link rate, this message is generated instead of the EXCEEDGUARTQRATE message.

Recommended Action Determine if there is any bandwidth available for class default so that space is made available for the port's queue to handle control packets. Reduce the amount of bandwidth configured on user-defined classes so that more bandwidth is available for class default. If necessary, explicitly configure bandwidth for class default by entering the bandwidth command. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

Error Message %SIP600_QOS-3-NORESOURCE: SIP-600 Out of Resources- [chars]: [chars] [dec] Cause: [hex]

Explanation The specified resource has been depleted from the SIP-600.

Recommended Action Change the SIP-600 configuration to conserve the specified resource.

Error Message %SIP600_QOS-3-NOTFOUND: SIP-600 Software Element Not Found - [chars]: [chars] [dec]

Explanation SIP-600 client could not locate a required software element.

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

Error Message %SIP600_QOS-3-NOTSUP: SIP-600 Feature Not Supported - [chars]: [chars] [chars]

Explanation The SIP-600 does not support the specified feature.

Recommended Action Change the SIP-600 configuration so that it does not include the specified feature.

Error Message %SIP600_QOS-3-QEXCEEDWREDGRP: SIP-600 Exceeded WRED limit groups for queue [dec]

Explanation The SIP-600 depleted available resources when configuring WRED on the specified hardware queue. This condition is a result of attempting to configure a QoS action.

Recommended Action For each queue, there is a limited number of unique WRED limits sets that can be configured. The user's configuration action has caused the limits to go beyond the system limit. As a result, WRED is not configured on that queue. The following configuration illustrates three unique sets of WRED min/max limits:

```
random-detect
random-detect prec 0 1000 2000 1
random-detect prec 1 1000 2000 1
random-detect prec 2 2000 3000 1
```

```

random-detect prec 3 2000 3000 1
random-detect prec 4 1000 2000 1
random-detect prec 5 3000 4000 1
random-detect prec 6 2000 3000 1
random-detect prec 7 3000 4000 1

```

Update your configuration so that the WRED configuration is within the limits and reapply the service policy.

Error Message %SIP600_QOS-3-QUPDATE: SIP-600 Update Queue Hardware Failed - [chars]: [chars] [dec] Cause: [hex]

Explanation The SIP-600 received an error on the specified hardware queue when attempting the specified action. This condition is the result of attempting to configure a QoS action.

Recommended Action There are a variety of reasons that this condition occurs: 1) If the user configuration action was to remove a service policy and then reapply a service policy to the same interface, it is possible that queues are still draining, which prevents new queues from being allocated. You need to remove the service-policy that failed, wait for a period of time, and then reapply the service policy. 2) It is possible that the number of resources has been depleted. You can consolidate your current QoS configuration to free up resources, and then try reapplying your new configuration. 3) If the error was the result of removing queue hardware, then there is a hardware problem that must be reported. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SIP600_QOS-3-QWREDGTQLIMIT: SIP-600 WRED maximum threshold exceeds queue-limit for queue [dec]

Explanation The WRED maximum threshold values should be greater than the assigned queue limit. This condition is the result of the user attempting to configure WRED or changing bandwidth rates, which changes queue-limit values. If this error has occurred, the queue is allocated but WRED is not enabled.

Recommended Action Make sure that the queue-limits configured does not exceed any of the WRED max_threshold values. If the queue-limit command is not configured, configure one that is greater than WRED max_threshold values.

SIP600_QOS-4

Error Message %SIP600_QOS-4-NOTINSHAPE: Warning - Ingress shaping on [chars] not supported on this interface.

Explanation Ingress shaping on the specified precedences or DSCP is not supported on this interface because such packets are control data, which go through a separate high-priority path.

Recommended Action Because the specific match statements are ignored, no action is required.

SIPSPA Messages

This section contains shared port adapter (SPA) on GSR line card messages.

SIPSPA-3

Error Message %SIPSPA-3-BADCMD: [chars]: Unsupported command [dec], arg0=[hex], arg1=[hex], arg2=[hex]

Explanation The route processor issued a command that the software was not able to process.

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

Error Message %SIPSPA-3-BAD_IFCOMTYPE: Bad ifcom message type=[int]

Explanation The route processor sent a message that the software was not able to process.

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

Error Message %SIPSPA-3-BADINT: Attempted to access HWIDB for port [int]

Explanation The line card attempted to access the hardware interface descriptor block (IDB) associated with a nonexistent port.

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

Error Message %SIPSPA-3-CMDNOINT: HWIDB Null for command [dec], arg=[hex]

Explanation The route processor issued a command that the software was unable to process.

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

Error Message %SIPSPA-3-DEVICE_ERROR: subSlot [dec], spatype [hex]. Device error: [chars]

Explanation An error related to a device on the SPA has been detected.

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

Error Message %SIPSPA-3-EFC_CHAN_ERR: EFC error - interface [chars], vc [dec], anyphy [dec], err_code [dec] : [chars]

Explanation There was a failure to configure EFC channel or parameters.

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

Error Message %SIPSPA-3-FCI_NOT_SET: Bay [dec]: [chars]: FCI type not set

Explanation An FCI type of zero was detected.

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

Error Message %SIPSPA-3-HWIDB_FAILURE: Creation: port [dec] vc [dec]

Explanation There was a failure to create a hardware interface descriptor block (IDB).

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

Error Message %SIPSPA-3-INVALID_ANYPHY: Bay [dec] - Invalid anyphy number [int] for vc [dec]

Explanation The specified interface has an invalid anyphy number.

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

Error Message %SIPSPA-3-IPCALLOCFAIL: Failed to allocate IPC buffer [chars]

Explanation The line card failed to allocate a buffer for communication with the route processor.

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

Error Message %SIPSPA-3-IPCSENDFAIL: Failed to send IPC message [chars]

Explanation The line card failed to send a message to the route processor.

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

Error Message %SIPSPA-3-ISR_RC_ERROR: ISR return code out of range. rc=[dec]

Explanation The ISR error return code is out of range.

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

Error Message %SIPSPA-3-LINKREC_ERROR: Link record error - Bay [dec] vc [dec], error code [dec]

Explanation There was an error during processing of the link record structure.

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

Error Message %SIPSPA-3-MESSAGE_ERROR: Bay [dec]: [chars]

Explanation An unexpected error has occurred.

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

Error Message %SIPSPA-3-MSGTOOBIG: Message length exceeds max, [int] bytes

Explanation The line card attempted to send too large a message to the route processor.

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

Error Message %SIPSPA-3-NODISPATCH: Dispatch vector Null, cmd=[dec], dintf=[dec]

Explanation No command dispatch vector was found for the specified interface.

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

Error Message %SIPSPA-3-POWER: Bay [dec] 12V power is [chars]

Explanation The SPA 12 V power fault indicator is displaying the indicated condition.

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

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

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

Recommended Action If the SPA SONET clock does not recover, perform an online insertion and removal (OIR).

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

Explanation The SPA SONET clock has recovered.

Recommended Action No action is required.

Error Message %SIPSPA-3-SPI4_CONFIG_FAILURE: Bay [dec], spi4 configuration failure, error [dec]

Explanation An attempt to configure the SPI4 interface has failed.

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

Error Message %SIPSPA-3-SPI4_INIT_FAILURE: Bay [dec] initialization failure

Explanation An attempt to create a SPI4 subblock has failed.

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

SIPSPA-4

Error Message %SIPSPA-4-MAX_BANDWIDTH: Total SPA bandwidth exceeds line card capacity of [int] Mbps

Explanation The total bandwidth of SPAs exceeds the specified rated capacity of this line card.

Recommended Action Refer to the line card guidelines for the maximum allowed aggregated SPA bandwidth for the line card.

Error Message %SIPSPA-4-MAX_BANDWIDTH_NS: Total SPA bandwidth exceeds line card capacity, full utilization of installed SPA interfaces is not supported

Explanation The total bandwidth of SPAs exceeds the rated capacity of this line card.

Recommended Action Refer to the line card guidelines for the maximum allowed aggregated SPA bandwidth for the line card.

Error Message %SIPSPA-4-SPABUS: Bay [dec] [chars] failed. sz=[int] rd_par=[int] noresp=[int] err_l=[int] addr=[hex] data=[hex] parity=[hex] deadman=[int]

Explanation The SPA bus has reported an error.

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

Error Message %SIPSPA-4-SPABUS2: Bay [dec] [chars] failed. sz=[int] rd_par=[int] noresp=[int] absent=[int] err_l=[int] addr=[hex] data=[hex] parity=[hex] deadman=[int]

Explanation The SPA bus has reported an error.

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

SIPSPA-6

Error Message %SIPSPA-6-ERRORRECOVER: A Hardware or Software error occurred on [chars]. Reason : [chars] Automatic Error recovery initiated. No further intervention required.

Explanation An error occurred in one of the devices. Automatic recovery will be attempted. If recovery succeeds, no further messages will be logged and no action will be required.

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

SLB Messages

This section contains server load-balancing messages.

Error Message %SLB-4-CF: Unexpected error: [chars]

Explanation An unexpected error occurred in SLB slave replication.

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

Error Message %SLB-4-CF_BULK: [chars]

Explanation An unexpected error has occurred in SLB slave replication and bulk synchronization.

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

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

Error Message %SLB-4-CF_IPC: Slave replication messages are creating a backlog in IPC. Some SLB objects may not be synchronized.

Explanation Due to an IPC resource contention, SLB was unable to replicate all objects.

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

Error Message %SLB-4-CF_NUM: Unexpected error: [chars] [dec]

Explanation An unexpected error has occurred in SLB slave replication.

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

Error Message %SLB-4-CF_RATE: Overrun of SLB's slave replication rate, some SLB objects may not be synchronized.

Explanation Due to a high connection rate, SLB was unable to replicate all objects.

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

Error Message %SLB-4-IF_REMOVED: Access interface removed: [chars] being set to outofservice.

Explanation An interface being referenced in SLB access configuration has been removed. The virtual server or firewall farms referencing this interface will be brought out of service.

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

SMC Messages

This section contains Services Management Channel (SMC) messages.

SMC-2

Error Message %SMC-2-BAD_ID_HW: Failed Identification Test in [chars] [[dec]/[dec]]
The module in [chars] in this router may not be a genuine Cisco product. Cisco warranties and support programs only apply to genuine Cisco products. If Cisco determines that your insertion of non-Cisco memory, WIC cards, AIM cards, Network Modules, SPA cards, GBICs or other modules into a Cisco product is the cause of a support issue, Cisco may deny support under your warranty or under a Cisco support program such as SmartNet.

Explanation The hardware in the specified location could not be identified as a genuine Cisco product.

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

Error Message %SMC-2-FAILED_ID_HW: Failed Identification Test in [chars]
[[dec]/[dec]]

Explanation An error occurred while identifying the hardware in the specified location.

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

Error Message %SMC-2-PROTO_HW: Module ([chars]) is a registered proto-type for Cisco Lab use only, and not certified for live network operation.

Explanation The hardware in the specified location is a prototype module from Cisco and should not be used in a live network.

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

SMSC_RP Messages

This section contains short message service center route processor messages.

SMSC_RP-3

Error Message %SMSC_RP-3-GETHWVER_FAILED: Unable to set 7600-SSC-400 in slot [dec] in single-spa-mode because of error in obtaining its hardware revision.

Explanation The 7600-SSC-400 could not be set to single-SPA mode.

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

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

Error Message %SMSC_RP-3-NO_SCP_BUFFER: Unable to set 7600-SSC-400 in slot [dec] in single-spa-mode because of insufficient scp buffers.

Explanation The 7600-SSC-400 could not be set to single-SPA mode.

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

Error Message %SMSC_RP-3-SSC_SSPA_RETRY: 7600-SSC-400 in slot [dec] is reset as a [dec] try to set it in single-spa-mode.

Explanation The specified slot has reset in an attempt to set it to single-SPA mode. A maximum of three retries are performed.

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

Error Message %SMSC_RP-3-SSC_SSPA_SHUT: 7600-SSC-400 in slot [dec] is shutdown because it cannot be set in single-spa-mode

Explanation The specified slot has been shut down because it cannot be set to single-SPA mode.

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

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

SMSC_RP-6

Error Message %SMSC_RP-6-INVALID_HW_VERSION: Single-spa-mode is not allowed for 7600-SSC-400 hardware version [dec].[dec].

Explanation Only 7600-SSC-400 versions greater than 0.3 can be set in single-SPA mode.

Recommended Action To use single-SPA mode, use 7600-SSC-400 versions greater than 0.3.

SNASW Messages

This section contains Systems Network Architecture (SNA) Switching Services messages.

SNASW-3

Error Message %SNASW-3-CLS_LOG_0: PROBLEM - [int] - Could not validate process handle [chars]

Explanation CLS has passed the SNA switch a DLC packet, but the SNA switch does not have a valid handle to invoke the correct SNA process. The CLS message has been discarded.

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

Error Message %SNASW-3-HPR_LOG_20: PROBLEM - [int] - Remote node supplied a corrupted RSCV: the next hop is the local CP [chars]

Explanation A high performance routing (HPR) route setup request or response unit (RU) has been received with a Route Selection Control Vector (RSCV) that gives the local node as the next ANR hop, which is an invalid vector. The remote node is sending invalid protocol data.

Recommended Action Report the error to the remote end administrator.

SNASW-4

Error Message %SNASW-4-RTP_LOG_10: EXCEPTION - [int] - LFSID in use, moving on to next one. [chars]

Explanation An LFSID was found to be in use. The SNA switch will use another one.

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

SNMP Messages

This section contains Simple Network Management Protocol (SNMP) messages.

SNMP-3

Error Message %SNMP-3-AUTHFAILIPV6: Authentication failure for SNMP request from host %P

Explanation An SNMP request sent by this host was not authenticated.

Recommended Action Make sure that the community and user name used in the SNMP request has been configured on the router.

Error Message %SNMP-3-BADIFINDEXTABLE: The file nvram:ifIndex-table is corrupt.

Explanation The file is not in the expected format.

Recommended Action Delete the file if possible.

Error Message %SNMP-3-DVR_DUP_REGN_ERR: Attempt for dupe regn with SNMP IM by driver having ifIndex [dec] and ifDescr [chars]

Explanation A driver is attempting to register an IDB with the interface manager while there is already an interface with the same ifIndex and ifDescr but different IDB registered. A duplicate registration would cause the interface counters shown by SNMP to not work properly for this particular interface.

Recommended Action Fix the duplicate registration in the driver level.

Error Message %SNMP-3-DVR_DUP_REGN_WARNING: Attempt for dupe regn with SNMP IM by driver having ifIndex [dec] and ifDescr [chars]

Explanation A driver is attempting to register an IDB that is already registered with the interface manager. This is just a warning message and handled by SNMP.

Recommended Action Fix the duplicate registration in the driver level.

Error Message %SNMP-3-DYNSYNCFAIL: Sntp Dynamic Sync Failed for %s %s %s%s

Explanation The dynamic synchronization of an SNMP MIB to the standby device failed.

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

Error Message %SNMP-3-INPUT_QFULL_ERR: Packet dropped due to input queue full

Explanation An SNMP packet was dropped because the input queue is full.

Recommended Action Enter the **show snmp** command to see the number of packets dropped. Stop any SNMP access to the device until the error condition has recovered.

Error Message %SNMP-3-INTERRUPT_CALL_ERR: [chars] function, cannot be called from interrupt handler

Explanation A call has been made to the function from an interrupt handler. This is not permitted. The function call will fail and the device will reboot down the stack in a memory allocation call.

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

Error Message %SNMP-3-ISSU_ERR: [chars]

Explanation An error occurred during an ISSU versioning operation.

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

Error Message %SNMP-3-MAX_TRAPS_EXCEED_ERR: Maximum number of traps exceeded the maximum allowed in the current sync-message to STANDBY

Explanation This is a software development debug message. The number of SNMP traps defined exceeded the maximum allowed in a checkpoint synchronization message.

Recommended Action (These actions apply only to the developer, and not to the user.) Increase SNMP_SYNC_BITMASK_MAX to a higher value. Check smci_rf_status_event() for further details.

Error Message %SNMP-3-SYNCFAIL: SNMP MIB Sync Failure: [chars]

Explanation An error occurred while synchronizing an SNMP MIB to standby.

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

SNMP-4

Error Message %SNMP-4-HIGHCPU: Process exceeds %dms threshold (%dms IOS quantum) for %s of %s--result %s

Explanation A warning threshold was exceeded when SNMP was processing a variable binding.

Recommended Action Enter the **debug snmp packet** command to determine the contents of the SNMP request that is causing the message. Some MIB objects require a relatively large amount of time to process. MIB objects in the multi-variable-binding are processed one by one. If possible, do

not retrieve MIB objects appearing in this messages by using multi-variable-binding SNMP PDUs. Copy the error message exactly as it appears, and report it along with any debug output to your technical support representative.

Error Message %SNMP-4-NOENGINEIDV6: Remote snmpEngineID for %P not found when creating user: %s

Explanation An attempt to create a user failed, probably because the engine ID of the remote agent or SNMP manager was not configured.

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

SNMP-5

Error Message %SNMP-5-LINK_DOWN: LinkDown:Interface %s changed state to down

Explanation The state of the interface is changed to down.

Recommended Action No action is required.

Error Message %SNMP-5-LINK_UP: LinkUp:Interface %s changed state to up

Explanation The state of the interface is changed to up.

Recommended Action No action is required.

Error Message %SNMP-5-MODULERESET: [chars] object has been set to 'reset' for [chars]=[dec] from IP address [chars].

Explanation The SNMP server has reset a module.

Recommended Action No action is required.

SNMP_BULKSTAT Messages

This section contains Simple Network Management Protocol (SNMP) bulk data collection messages.

SNMP_BULKSTAT-3

Error Message %SNMP_BULKSTAT-3-5: Memory not available for [chars] for [chars]

Explanation Data collection or transfer could not be successfully carried out because of lack of memory.

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

Error Message %SNMP_BULKSTAT-3-REMOTE_FILE_WRITE_ERR: File Write failed for the remote file [chars]

Explanation The user name or password specified in the error message might not have the required privileges to write a file to the network management station specified in the error message, or the destination directory specified in the error message is invalid.

Recommended Action Ensure that the user name and password in the network management station address has the necessary privileges to write to the destination directory.

Error Message %SNMP_BULKSTAT-3-TOOSMALL_BUFFER: Buffer size is insufficient to accommodate even the header part for [chars]

Explanation The buffer size is insufficient to accommodate the header for the bulk data file. The header contains the schema definitions of all the configured schemas.

Recommended Action Increase the maximum buffer size using the **buffer-size** *size-of-buffer* command, where *size-of-buffer* is the increased buffer size.

SNMP_BULKSTAT-4

Error Message %SNMP_BULKSTAT-4-BUFFER_OVERFLOW: Buffer size too small to accommodate data for one collection interval for [chars]

Explanation The bulk data file is too large for the configured buffer size for a single transfer interval. Data collection will continue in another new buffer of the configured size, and the collected buffer will be transferred to the configured destination.

Recommended Action Increase the maximum buffer size using the **buffer-size** *size-of-buffer* command, where *size-of-buffer* is the increased buffer size.

Error Message %SNMP_BULKSTAT-4-PRI_URL_UNREACHABLE: Primary network management station is unreachable for [chars]

Explanation The collected bulk data file could not be successfully transferred to the primary network management station address specified in the error message. This condition can occur because the primary network management address is not configured or the configured primary network

management station address is unreachable. If a secondary network management station address is configured, the collected bulk data file will be sent to the secondary network management station address.

Recommended Action Ensure that the primary network management station address is configured. If the primary network management station address is configured, check the connectivity to the destination indicated by the primary network management station address specified in the error message.

Error Message %SNMP_BULKSTAT-4-SEC_URL_UNREACHABLE: Secondary network management station is unreachable for [chars]

Explanation The collected bulk data file could not be successfully transferred to the secondary network management station address destination specified in the error message. This condition can occur because the secondary network management station address is not configured or the configured secondary network management station address is unreachable. If a retention interval is not configured, the bulk data file will be immediately deleted. If a retention interval is configured, retries will be attempted for the configured number of times.

Recommended Action Check the connectivity to the destination indicated by the secondary network management station address shown in the error message.

SNMP_MGR Messages

This section contains Simple Network Management Protocol (SNMP) manager messages.

SNMP_MGR-3

Error Message %SNMP_MGR-3-BADINFORMTRANSPORT: Unknown inform transport type: [chars]

Explanation This SNMP inform destination uses an unknown transport type. Inform notifications cannot be sent to this destination.

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

Error Message %SNMP_MGR-3-MISSINGHOSTIPV6: Cannot locate information on SNMP informs host: %P

Explanation A table entry cannot be found for the indicated SNMP informs destination. As a result, inform notifications will not be sent to this destination.

Recommended Action Delete and readd the informs destination by entering the **snmp-server host** configuration command. If this does not clear the condition, reload the system and copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require

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

SNMP_MGR-4

Error Message %SNMP_MGR-4-BADRESPONSESTATUS: Unknown response status code: [int]

Explanation The SNMP Manager process received an internal response with an unknown status code.

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

SNMP_MIB_ISSU Messages

This section contains Simple Network Management Protocol (SNMP) MIB in-service software upgrade (ISSU) messages.

SNMP_MIB_ISSU-2

Error Message %SNMP_MIB_ISSU-2-GET_BUFFER: SNMP MIB ISSU client failed to get buffer for message. Error: %d (%s)

Explanation The SNMP MIB ISSU client was unable to get buffer space for building a negotiation message. As a result, the negotiation message cannot be sent to the standby device and the standby device cannot be brought up properly.

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

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

Error Message %SNMP_MIB_ISSU-2-INIT: SNMP MIB ISSU client initialization failed to %s. Error: %d (%s)

Explanation The SNMP MIB ISSU client could not be initialized. This initialization failure must be addressed before an in-service software upgrade or downgrade can be performed successfully. Otherwise, a software upgrade or downgrade will result in downtime.

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

Error Message %SNMP_MIB_ISSU-2-SEND_NEGO_FAILED: SNMP MIB ISSU client failed to send negotiation message. Error: %d (%s)

Explanation The SNMP MIB ISSU client was unable to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

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

Error Message %SNMP_MIB_ISSU-2-SESSION_NEGO: SNMP MIB ISSU client encountered unexpected client nego_done. Error: %d (%s)

Explanation An ISSU-compliant client transitions through a series of internal states. The SNMP MIB ISSU client encountered a client negotiation done state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

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

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

Error Message %SNMP_MIB_ISSU-2-SESSION_REGISTRY: SNMP MIB ISSU client failed to register session information. Error: %d (%s)

Explanation The SNMP MIB ISSU client was unable to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

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

SNMP_MIB_ISSU-3

Error Message %SNMP_MIB_ISSU-3-CAP_INVALID_SIZE: SNMP MIB ISSU client capability list is empty.

Explanation The SNMP MIB ISSU client capability exchange list is empty, which is an invalid condition.

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

Error Message %SNMP_MIB_ISSU-3-CAP_NOT_COMPATIBLE: SNMP MIB ISSU client capability exchange result incompatible.

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

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

Error Message %SNMP_MIB_ISSU-3-INVALID_SESSION: SNMP MIB ISSU client does not have a valid registered session.

Explanation The SNMP MIB ISSU client does not have a valid registered session.

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

Error Message %SNMP_MIB_ISSU-3-MSG_NOT_OK: SNMP MIB ISSU client 'Message Type %d' is not compatible

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

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

Error Message %SNMP_MIB_ISSU-3-MSG_SIZE: SNMP MIB ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)

Explanation The SNMP MIB ISSU client was unable to calculate the MTU for the specified message. The SNMP MIB ISSU client is not able to send the message to the standby device.

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

Error Message %SNMP_MIB_ISSU-3-SESSION_UNREGISTRY: SNMP MIB ISSU client failed to unregister session information. Error: %d (%s)

Explanation The SNMP MIB ISSU client was unable to unregister session information.

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

Error Message %SNMP_MIB_ISSU-3-TRANSFORM_FAIL: SNMP MIB ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

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

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

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

SONET Messages

This section contains Synchronous Optical Network (SONET) messages.

SONET-3

Error Message %SONET-3-APSCOMMCHANGE: [chars]: Link to [chars] channel reverts to PGP protocol version [dec]

Explanation APS has reverted to a different version of the PGP protocol between working and protect routers.

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

Error Message %SONET-3-APSEVENT: [chars]: APS event type error: event [dec] undefined

Explanation The APS software has malfunctioned.

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

Error Message %SONET-3-APSHAHOLDTIME: [chars]: [chars]

Explanation The PGP hold time was adjusted.

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

Error Message %SONET-3-APSSYNCSECONDARY: [dec]/[dec]: No hwidb

Explanation A new secondary RP was unable to find a device descriptor block corresponding to slot and unit specified by primary the RP.

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

Error Message %SONET-3-DELAYTIMER: [chars]

Explanation The system was unable to create a delay timer.

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

SONET-6

Error Message %SONET-6-APSREFL: [chars]: Remote reflection of APS status now [chars]

Explanation The APS software has detected a change in the reflected local APS status.

Recommended Action This is an informational message only and occurs in normal operation. No action is required.

Error Message %SONET-6-APSREMSWI: [chars]: Remote APS status now [chars]

Explanation The APS software has detected a change in the APS status of the remote interface.

Recommended Action This is an informational message only and occurs in normal operation. No action is required.

SPA Messages

This section contains shared port adapter (SPA) messages.

SPA-0

Error Message %SPA-0-TEMP_SHUTDOWN: [chars] temperature too high. ([dec]C) SPA has been shut down.

Explanation The SPA has been shut down.

Recommended Action Ensure that the temperature is normal in the area where the router is located and resolve any conditions, such as malfunctioning fans, that are causing a temperature increase.

Error Message %SPA-0-TEMP_SHUTDOWN_OVR: [chars] temperature too high ([dec]C) but shutdown has been overridden.

Explanation SPA shutdown has been overridden by the configuration.

Recommended Action Ensure that the temperature is normal in the area where the router is located and resolve any conditions, such as malfunctioning fans, that are causing a temperature increase.

Error Message %SPA-0-VOLT_SHUTDOWN: [chars] voltage out of operating range. Nominal ([dec]mV), value ([dec]mV). The SPA has been shut down.

Explanation The SPA has been shut down to prevent component damage.

Recommended Action Replace the SPA immediately. Record the associated messages and return the SPA for service.

SPA-2

Error Message %SPA-2-TEMP_CRITICAL: [chars] temperature too high. ([dec]C)

Explanation The SPA temperature is too high.

Recommended Action Ensure that the temperature is normal in the area where the router is located and resolve any conditions, such as malfunctioning fans, that are causing a temperature increase.

Error Message %SPA-2-VOLT_CRITICAL: [chars] voltage outside of nominal range.
Nominal ([dec]mV), value([dec]mV)

Explanation One of the measured environmental test points exceeded the nominal voltage threshold. This condition could cause the system to fail to operate properly.

Explanation Correct the specified condition, or the system may shut itself down as a preventive measure. Enter the **show environment all** command to help determine if this problem is due to a voltage condition.

Error Message %SPA-2-VOLT_SHUTDOWN_OVR: [chars] voltage outside of operating range.
Nominal ([dec]mV), value([dec]mV). SPA shutdown has been overridden by configuration.

Explanation One of the measured environmental test points exceeded the nominal voltage threshold. SPA shutdown has been overridden by the configuration.

Recommended Action Correct the specified condition. Enter the **show environment all** command to help determine if this problem is due to a voltage condition.

SPA-3

Error Message %SPA-3-BAD_FCITYPE: [chars]: Illegal FCI type [dec].

Explanation An invalid FCI type was passed to the SPA. This is a software error.

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

Error Message %SPA-3-ENVMON_INITFAIL: SPA environmental monitoring initialization error

Explanation A failure occurred during the SPA environmental monitoring subsystem startup. Environmental monitoring is not enabled.

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

Error Message %SPA-3-ENVMON_NOT_MONITORED: Environmental monitoring is not enabled for [chars]

Explanation The specified SPA has not registered any sensors with the environmental monitoring system.

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

Error Message %SPA-3-RESOURCE_ERROR: [chars] ([hex], [hex], [hex], [hex]) [chars]

Explanation A required resource could not be allocated.

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

Error Message %SPA-3-SOFTWARE_ERROR: [chars] ([hex], [hex], [hex], [hex]) [chars]

Explanation The specified software error has been detected.

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

SPA-4

Error Message %SPA-4-TEMP_WARNING: [chars] temperature too high. ([dec]C)

Explanation The SPA temperature is too high.

Recommended Action Ensure that the temperature is normal in the area where the router is located and resolve any conditions, such as malfunctioning fans, that are causing a temperature increase.

Error Message %SPA-4-TEMP_WARNLOW: [chars] temperature too low. ([dec]C)

Explanation The SPA temperature too low. Component reliability and data integrity may be compromised.

Recommended Action Raise the ambient temperature if it is too low. If there is no issue with the ambient temperature, then the SPA temperature sensor has likely failed. If there are no data errors, this warning can be ignored.