

## CONST\_V6 Messages

This section contains IP version 6 (CONST\_V6) messages.

### CONST\_V6-5

**Error Message** %CONST\_V6-5-FIB\_EXCEP\_OFF: Protocol IPv6 recovered from FIB exception

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

**Recommended Action** No action is required.

**Error Message** %CONST\_V6-5-FIB\_EXCEP\_ON: Failed to insert an IPv6 prefix in hardware FIB TCAM

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

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

## CONTROLLER Messages

This section contains controller messages.

### CONTROLLER-2

**Error Message** %CONTROLLER-2-UNAVAILABLE: Controller %s, %s

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

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

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

**Error Message** %CONTROLLER-2-UNAVAILABLE: For controller %s

**Explanation** An internal software error occurred.

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

**Error Message** %CONTROLLER-2-UNAVAILABLE: Interface Processor in slot %d not responding (%x): shutting it down

**Explanation** A controller stopped responding to commands over the cBus, so it was put into shutdown mode.

**Recommended Action** Re-enable the controllers by issuing the no shut configuration command on all controllers on the card, or hotswap out the bad card and install the new one. You must still manually **no shut** the controllers.

## CONTROLLER-5

**Error Message** %CONTROLLER-5-UNAVAILABLE: Controller %s, %s

**Explanation** A configurable controller clock changed its state.

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

**Error Message** %CONTROLLER-5-UNAVAILABLE: Controller %s, %s

**Explanation** A configurable controller loopback status.

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

**Error Message** %CONTROLLER-5-UNAVAILABLE: Controller %s, %s

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

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

**Error Message** %CONTROLLER-5-UNAVAILABLE: Controller %s, changed state to %s

**Explanation** A configurable controller changed its state.

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

**Error Message** %CONTROLLER-5-UNAVAILABLE: Controller %s, changed state to %s due to %s

**Explanation** A configurable controller changed its state.

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

**Error Message** %CONTROLLER-5-UNAVAILABLE: Controller %s, remote loop %s %s

**Explanation** A configurable controller entered remote loopback.

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

**Error Message** %CONTROLLER-5-UNAVAILABLE: Insufficient HDLC resources to enable channel %d

**Explanation** Limited number of HDLC channels can be allocated for this trunk

**Recommended Action** Please check the number of HDLC resources supported for this trunk card. Please contact your technical support representative

# COPTMONMIB Messages

This section contains Cisco Optical Monitoring MIB (COPTMINMIB) messages.

## COPTMONMIB-3

**Error Message** %COPTMONMIB-3-UNAVAILABLE: An entry is already present for the registering interface with ifIndex %d

**Explanation** An entry in the OPTICAL MONITORING MIB is already existing for the registering interface

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

**Error Message** %COPTMONMIB-3-UNAVAILABLE: Registering of the interface with ifIndex %d to local data structure failed

**Explanation** An attempt to make an entry for the registering interface failed

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

# Cougar Messages

This section contains Cougar line card messages.

**Error Message** %COUGAR\_EHSA-3-NCLK\_FUNCVER\_MISMATCH: Mismatch in the Network Clock Module Functional Version number. The Functional Version of the Network clock module in the Primary = [dec].[dec]

**Explanation** This may lead to loss of Network Clocking functionality if and when a CPU switchover occurs. The system is now running CONDITIONALLY REDUNDANT - subject to the above mentioned restriction

**Error Message** No action required.%COUGAR\_EHSA-3-TWO\_PRIM\_DETECT: Other RP has declared PRIMARY, two primaries active in chassis. This RP will now crash to avoid this condition.

**Explanation** N/A

**Recommended Action** No action required.

## CPU\_INTF\_FPGA Messages

This section contains CPU interface field programmable gate array (FPGA) messages.

### CPU\_INTF\_FPGA-2

**Error Message** %CPU\_INTF\_FPGA-2-DEV\_INIT\_FAILURE: The CPU Interface FPGA initialization failed due to [chars]

**Explanation** The CPU interface FPGA initialization was not successful due to a hardware problem. This condition will cause packet drops.

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

**Error Message** %CPU\_INTF\_FPGA-2-INT: [chars]

**Explanation** A fatal interrupt has occurred and the device has been reinitialized.

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

**Error Message** %CPU\_INTF\_FPGA-2-NULL\_DEV\_OBJECT: The CPU Interface FPGA device object pointer is set to NULL

**Explanation** The memory location of the CPU Interface FPGA device object is invalid. The CPU interface FPGA operation is disabled and the device interrupt is now masked.

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

## CPU\_INTF\_FPGA-3

**Error Message** %CPU\_INTF\_FPGA-3-DEV\_UNPAUSE\_FAIL: Status register is [hex]

**Explanation** An attempt to unpauses traffic from the CPU interface FPGA to the backplane interface ASIC has timed out. This failure may lead to traffic disruption.

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

**Error Message** %CPU\_INTF\_FPGA-3-QUEUE\_ALLOC\_FAILED: Failed to allocate queue in the CPU Interface FPGA for SPA in bay ([dec])

**Explanation** Failed to allocate a queue for the SPA in the given bay. This failure may lead to traffic disruption.

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

## CPU\_INTF\_FPGA-4

**Error Message** %CPU\_INTF\_FPGA-4-DEV\_WARN\_INT: [chars]

**Explanation** The CPU interface FPGA received a nonfatal interrupt. This event should not affect the normal operation of the device.

**Recommended Action** No action is required.

## CPU\_INTF\_FPGA-5

**Error Message** %CPU\_INTF\_FPGA-5-PAUSE\_FAIL: FPGA status register is [hex]

**Explanation** An attempt to pause traffic from the CPU interface FPGA to the backplane interface ASIC has timed out. This event may lead to traffic disruption.

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

## CPU\_MONITOR Messages

This section contains CPU monitor (CPU\_MONITOR) messages.

### CPU\_MONITOR-2

**Error Message** %CPU\_MONITOR-2-NOT\_RUNNING: CPU\_MONITOR messages have not been sent for [dec] seconds [[chars] [dec]%/[dec]% ([time-stamp] [dec]%/[dec]%) [[chars] [time-stamp]] [[chars] [time-stamp]] [[chars] [time-stamp]]

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

**Recommended Action** No action is required.

**Error Message** %CPU\_MONITOR-2-NOT\_RUNNING\_TB: CPU\_MONITOR traceback: [hex] [hex] [hex] [hex] [hex] [hex]

**Explanation** This message provides additional debugging information for the NOT\_RUNNING message. The message displays the traceback of the interrupted functions.

**Recommended Action** No action is required.

### CPU\_MONITOR-3

**Error Message** %CPU\_MONITOR-3-KERNEL\_OPERATION: CPU\_MONITOR kernel operation failed: [chars]

**Explanation** A CPU\_MONITOR kernel operation required to identify suspect threads has failed.

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

**Error Message** %CPU\_MONITOR-3-PEER\_EXCEPTION: CPU\_MONITOR peer has failed due to exception , resetting [[dec]/[dec]]

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

**Recommended Action** No action is required.

**Error Message** %CPU\_MONITOR-3-PEER\_FAILED: CPU\_MONITOR peer process has failed to receive heartbeats, reset by [%d/%d]

**Explanation** The CPU monitor messages have failed on the peer process and the system is no longer operational.

**Recommended Action** No action is required.



**Error Message** %CPU\_MONITOR-3-TIMED\_OUT: CPU\_MONITOR messages have failed, resetting %s [%d/%d]

**Explanation** The CPU monitor messages failed and the system is no longer operational.

**Recommended Action** No action is required.

## CPU\_MONITOR-6

**Error Message** %CPU\_MONITOR-6-NOT\_HEARD: CPU\_MONITOR messages have not been heard for %d seconds [%d/%d]

**Explanation** CPU monitor messages have not been detected for a significant amount of time. [dec] is the number of seconds. A timeout is likely to occur soon, which will reset the system. This error can be caused by a badly seated module or by high traffic in the EOBC channel.

**Recommended Action** Verify that all modules are seated properly in the chassis. Pull out the module mentioned in the message and inspect the backplane and module for bent pins or hardware damage. If the message persists after reseating all the modules, a hardware problem may exist, such as a defective module or chassis.

## CRYPTO Messages

This section contains encryption (CRYPTO) messages.

### CRYPTO-3

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

**Explanation** An IKE initialization error

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

**Error Message** %CRYPTO-3-UNAVAILABLE: Bad %s magic number (%04x).

**Explanation** An internal software error.

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

**Error Message** %CRYPTO-3-UNAVAILABLE: Crypto Engine id %d is invalid

**Explanation** The packet has its engine\_id set to something other than software crypto or hardware crypto. Unable to determine which crypto engine to use. The packet will be default sent to software crypto engine.

**Recommended Action** No action required

**Error Message** %CRYPTO-3-UNAVAILABLE: Crypto engine failed to allocate a connection ID for negotiation from %i to %i

**Explanation** The crypto engine has exhausted all available connection IDs or is otherwise malfunctioning.

**Recommended Action** Decrease the number of concurrent connections or inspect the crypto engine.

**Error Message** %CRYPTO-3-UNAVAILABLE: Crypto policy checksum failure. Crypto access list %s, crypto map %s, interface %s

**Explanation** Crypto policy checksum failure has been detected in this router whose traffic is protected by the crypto policy. This event may be caused by memory corruption occurring in crypto policy data, or the memory area has been illegally modified. It may also be caused by software defects. As a result of this event, the router has been forced to reload.

**Recommended Action** Contact your Cisco support representatives.

**Error Message** %CRYPTO-3-UNAVAILABLE: Cryptographic Token %s ADMIN Login FAILED

**Explanation** The cryptographic token has rejected the administrator PIN offered by the router

**Recommended Action** Issue 'crypto pki token admin-pin' command to enter correct PIN

**Error Message** %CRYPTO-3-UNAVAILABLE: Cryptographic Token %s API FAILED, error = %d

**Explanation** The cryptographic token returned an unexpected error

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

**Error Message** %CRYPTO-3-UNAVAILABLE: Cryptographic Token %s Administrator PIN Locked due to too many unsuccessful login attempts

**Explanation** The cryptographic token has disabled the Admin PIN due to too many login failures

**Recommended Action** If the user PIN is also locked out, it will be necessary to reinitialize the card. The data on the card will be lost

**Error Message** %CRYPTO-3-UNAVAILABLE: Cryptographic Token %s Change PIN FAILED

**Explanation** The cryptographic token has rejected the new PIN offered by the router

**Recommended Action** Be sure you are logged in to the token as admin. Try a longer PIN.

**Error Message** %CRYPTO-3-UNAVAILABLE: Cryptographic Token %s Login FAILED

**Explanation** The cryptographic token has rejected the PIN offered by the router

**Recommended Action** Issue 'crypto pki token user-pin' command to enter correct PIN

**Error Message** %CRYPTO-3-UNAVAILABLE: Cryptographic Token %s PIN Locked due to too many unsuccessful login attempts

**Explanation** The cryptographic token has disabled the user PIN due to too many login failures

**Recommended Action** Issue 'crypto pki token admin-pin' command to enter correct ADMINISTRATOR PIN

**Error Message** %CRYPTO-3-UNAVAILABLE: EZVPN(%s): Virtual-access interface creation failed

**Explanation** The virtual-interface feature will not work without a virtual-access interface. The EzVPN configuration is unusable. You can choose to remove virtual-interface configuration from ezvpn as a workaround

**Recommended Action** If this message occurs, contact your technical support representative.

**Error Message** %CRYPTO-3-UNAVAILABLE: Generated RSA key failed self test

**Explanation** An automatic test of the newly generated RSA keypair %s failed. That RSA key was automatically deleted.

**Recommended Action** File a DDTS. As an immediate workaround, attempt to create another pair

**Error Message** %CRYPTO-3-UNAVAILABLE: IKE failed to create IKE peer tree or leaf node.

**Explanation** IKE failed to allocate memory for the IKE peer tree

**Recommended Action** More DRAM may be required in order to run the image.

**Error Message** %CRYPTO-3-UNAVAILABLE: Key %s store on Cryptographic Token %s Failed

**Explanation** An error occurred attempting to write a new keypair out to the cryptographic token

**Recommended Action** Try logging in to the token. If the error persists, try logging in as admin

**Error Message** %CRYPTO-3-UNAVAILABLE: Mtree command %d was blocked from the the mtree process queue.

**Explanation** An attempt was made to enqueue a command to the crypto mtree manager process even though IPsec is currently operating in HAPX mode.

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

**Error Message** %CRYPTO-3-UNAVAILABLE: Pak spent too much time in the IKE input queues

**Explanation** An incoming IKE packet spent too much time in the IKE input queues. This can happen when the IKE subsystem is under heavy load, due to a lot of peers trying to setup SAs simultaneously, and IKE is not able to handle all the incoming packets, in a timely manner.

**Recommended Action** It is important to understand why many peers are simultaneously trying to setup SAs at the same time. If possible, try to avoid or minimize such network conditions.

**Error Message** %CRYPTO-3-UNAVAILABLE: Querying key pair failed.

**Explanation** Querying public key/private key using subject name failed

**Recommended Action** Check the subject name in the certificate.

**Error Message** %CRYPTO-3-UNAVAILABLE: Unable to open %s

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration and restart crypto isakmp process

## CRYPTO-4

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**Error Message** %CRYPTO-4-UNAVAILABLE: Please recheck your crypto map %s.

**Explanation** Transform set entry removed from crypto-map as it is no longer valid with hardware crypto engine enabled.

**Recommended Action** Create and apply valid transform set to cryptomap

**Error Message** %CRYPTO-4-UNAVAILABLE: Transform %s is not supported with the current hardware configuration. Global transform %s will be deleted.

**Explanation** System configuration modified. Some ipsec transforms which were earlier valid with software crypto are no longer valid now after switching hardware crypto.

**Recommended Action** Create valid transform sets & update cryptomaps

**Error Message** %CRYPTO-4-UNAVAILABLE: %s

**Explanation** The limit for maximum no of ezvpn tunnels that can be setup on the platform, has reached. Active SAs shall not be terminated, but no additional SAs can be established until the number of existing SAs decreases.

**Error Message** %CRYPTO-4-UNAVAILABLE: %s (ip) dest\_addr= %i, src\_addr= %i, prot= %d (ident) local=%i, remote=%i local\_proxy=%i/%i/%d/%d, remote\_proxy=%i/%i/%d/%d

**Explanation** Decapsulated IPSEC packet not matching negotiated identity The peer is sending other traffic through this SA. It may be due to an SA selection error by the peer. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator to compare policy settings.

**Error Message** %CRYPTO-4-UNAVAILABLE: %s connection id=%d, sequence number=%lu

**Explanation** Replay processing failed. This may be a temporary condition due to waiting for new SAs to be established. In the inbound case, this may also be due to an actual replay attack. Some might consider this a hostile event.

**Recommended Action** If the problem appears to be more than a transient one, contact the peer's administrator.

**Error Message** %CRYPTO-4-UNAVAILABLE: Encryption audit check could not be performed

**Explanation** The audit check verifying encryption entitlement within the IOS image could not be performed due to incomplete system configuration.

**Recommended Action** Manually verify that this IOS image is entitled to contain encryption.

**Error Message** %CRYPTO-4-UNAVAILABLE: IKE active SA count is %lu but SA limit has been set to %lu.

**Explanation** The IKE SA limit that was set is less than the number of active IKE SA. Active SA will not be terminated but no additional IKE SAs can be established unless the limit is increased or the number of active SAs decreases.

**Recommended Action** Increase the IKE SA limit if necessary to establish connectivity

**Error Message** %CRYPTO-4-UNAVAILABLE: IKE denied an %s SA request from %s to %s due to %s

**Explanation** Call Admission Control is configured globally or at the IKE level on this device. Consequently an IKE SA request was denied do to the reason described in the error message.

**Recommended Action** Depending on the reason that the request was denied, either reduce the load on the system so that it can handle new IKE SA requests, or increase the maximum allowed IKE sessions if more are needed.

**Error Message** %CRYPTO-4-UNAVAILABLE: IKE in-negotiation SA count currently is %lu but new limit has been set to %lu.

**Explanation** The IKE in-negotiation SA limit that was set is less than the current number of in-negotiation IKE SA. As a result of this, no more new IKE SAs can be created. However, those already in negotiation are allowed to finish.

**Recommended Action** Increase the IKE SA limit if necessary to establish connectivity

**Error Message** %CRYPTO-4-UNAVAILABLE: IKE message from %s failed its sanity check or is malformed

**Explanation** A quick sanity check is done on all received ISAKMP messages to verify that all component payload types are valid, and that the sum of their individual lengths equals the total length of the received message. This message failed the sanity check. Persistently bad messages could be a denial of service attack or bad decryption.

**Recommended Action** Contact the remote peer's administrator.

**Error Message** %CRYPTO-4-UNAVAILABLE: IKE message from %s has no SA and is not an initialization offer

**Explanation** IKE maintains state for a communication in the form of security associations. No security association exists for this packet and it is not an initial offer from the peer to establish one. This situation could denote a denial of service attack.

**Recommended Action** Contact the remote peer and/or his administrator

**Error Message** %CRYPTO-4-UNAVAILABLE: INV SPI RECOV LIMIT %d maxed %s %s %s

**Explanation** INVALID SPI RECOVERY SAs maximum limit has been reached.

**Recommended Action** Possibly the local box reloaded.

**Error Message** %CRYPTO-4-UNAVAILABLE: IPSEC Accounting was unable to send start record

**Explanation** The AAA subsystem was unable to send the accounting start on behalf of IPsec. This could be due to the AAA Server being unreachable.

**Recommended Action** Ensure that the AAA server is reachable and enabled for accounting.

**Error Message** %CRYPTO-4-UNAVAILABLE: IPSEC Accounting was unable to send stop record

**Explanation** The AAA subsystem was unable to send the accounting stop on behalf of IPsec. This could be due to the AAA Server being unreachable.

**Recommended Action** Ensure that the AAA server is reachable and enabled for accounting.

**Error Message** %CRYPTO-4-UNAVAILABLE: ISAKMP message from %s larger (%ld) than the UDP packet length (%ld)

**Explanation** ISAKMP messages are carried in UDP packets. They have their own message length field. The message length field of this message was greater than the length of the UDP packet! This situation could denote a denial of service attack.

**Recommended Action** Contact the remote peer and/or his administrator

**Error Message** %CRYPTO-4-UNAVAILABLE: ISAKMP policy rsa-encr not supported by crypto HW accelerator %s

**Explanation** rsa-encr is not supported by Hifn based crypto HW accelerators

**Recommended Action** Use ISAKMP policy rsa-sig

**Error Message** %CRYPTO-4-UNAVAILABLE: Invalid encryption method for IKE policy %u

**Explanation** Configured encryption method is not supported

**Recommended Action** Use any of the valid encryption methods for the ISAKMP policy

**Error Message** %CRYPTO-4-UNAVAILABLE: RSA keypairs for token %s and associated IPSEC sessions will be deactivated in %d seconds

**Explanation** Router RSA keypairs and associated IPSEC sessions will be deactivated when the timeout expires

**Recommended Action** Re-insert the crypto token before the timeout expires

**Error Message** %CRYPTO-4-UNAVAILABLE: RSA keypairs from token %s and associated IPSEC sessions being deactivated now

**Explanation** Router RSA keypairs and associated IPSEC sessions are being deactivated because the token containing them was removed

**Recommended Action** Re-insert the crypto token

**Error Message** %CRYPTO-4-UNAVAILABLE: Rec'd packet has invalid udp wrapper protocol. cryptoflags = %x, sa-udp\_wrapper\_support = %d, transform = %x

**Explanation** Rec'd packet either udp encapsulated, but is not correct negotiation transform. Or it expected an udp encapsulated packet, but it received a non-udp packet. There may simply be a policy setup error on the peer. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator to compare policy settings.



**Error Message** %CRYPTO-4-UNAVAILABLE: Rec'd packet not an IPSEC packet. (ip)  
vrf/dest\_addr= %s/%i, src\_addr= %i, prot= %d

**Explanation** Rec'd packet matched crypto map ACL, but is not IPSEC-encapsulated. IPSEC Peer is sending unencapsulated packets. There may simply be a policy setup error on the peer. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator to compare policy settings.

**Error Message** %CRYPTO-4-UNAVAILABLE: Security warning: crypto ipsec optional is configured

**Explanation** Currently, the router has the CRYPTO IPSEC OPTIONAL ENABLE setting, which allows data which normally would be encrypted to be sent in the clear.

**Recommended Action** If you did not intend to configure the crypto optional setting, you should reconfigure the box to turn it off

**Error Message** %CRYPTO-4-UNAVAILABLE: Sum of priority class bandwidth exceeds crypto engine's throughput for small packets (crypto b/w=%u kbps, allocated b/w=%u kbps). Some priority traffic may be dropped.

**Explanation** The crypto engine may be oversubscribed by priorityclass traffic. This happens when the user tries to provision more priority class bandwidth than what the crypto engine can handle. If each class is sending at its max rate, some priority packets may be dropped

**Recommended Action** Reduce the priority class bandwidth or reduce the number of priority classes in the policy-map

**Error Message** %CRYPTO-4-UNAVAILABLE: Transform %s not usable with IKE because of IPsec transform %s

**Explanation** Configured encryption algorithm not uable with IKE with current hardware configuration

**Recommended Action** If you need to negotiate this with IKE, specify a valid encryption algorithm for the ipsec transform

**Error Message** %CRYPTO-4-UNAVAILABLE: Transform %s not valid under IPsec transform %s

**Explanation** Configured encryption algorithm not supported

**Recommended Action** Specify a valid encryption algorithm for the ipsec transform

**Error Message** %CRYPTO-4-UNAVAILABLE: Transform %s will run with reduced performance because of IPsec transform %s

**Explanation** Configured encryption algorithm will not run on the hardware encryption card. The transform is still usable, but will run with reduced performance.

**Recommended Action** If you need to use the full performance of the encryption card, specify another encryption algorithm for the ipsec transform

**Error Message** %CRYPTO-4-UNAVAILABLE: Unencrypted traffic %s %i because crypto optional is configured

**Explanation** Cleartext traffic is passing through an interface that is configured for encryption. This traffic is accepted because the router has the CRYPTO IPSEC OPTIONAL ENABLE setting, which allows such traffic.

**Recommended Action** If you did not intend to configure the crypto optional setting, you should reconfigure the box to turn it off

**Error Message** %CRYPTO-4-UNAVAILABLE: decaps: rec'd IPSEC packet has invalid spi for destaddr=%s, prot=%d, spi=0x%x(%u), srcaddr=%s

**Explanation** Rec'd IPSEC packet specifies SPI that doesn't exist in SADB. This may be a temporary condition due to slight differences in aging of SAs between the IPSEC peers, or it may be because the local SAs have been cleared. It may also be because of bogus packets sent by the IPSEC peer. Some might consider this a hostile event.

**Recommended Action** If the local SAs have been cleared, the peer may not know this. In this case, if a new connection is established from the local router, the two peers may reestablish successfully. Otherwise if the problem occurs for more than a brief period, either attempt to establish a new connection or contact the peer's administrator.

**Error Message** %CRYPTO-4-UNAVAILABLE: decapsulate: packet has bad %s length destadr=%i, prot=%d, len=%d

**Explanation** Rec'd IPSEC packet is malformed: possibly encapsulation error? The peer is sending malformed packets. It may be due to a decryption error. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator.

**Error Message** %CRYPTO-4-UNAVAILABLE: decapsulate: packet missing %s, destadr=%i, actual prot=%d

**Explanation** Rec'd IPSEC packet missing an expected AH or ESP header The peer is sending packets that don't match the negotiated security policy. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator.

**Error Message** %CRYPTO-4-UNAVAILABLE: decrypt: mac verify failed for connection id=%d

**Explanation** MAC verify processing failed. This may be due to the use of the wrong key by either party during the MAC calculations. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator.

**Error Message** %CRYPTO-4-UNAVAILABLE: encrypted connection attempted with a peer without the configured certificate attributes

**Explanation** An encrypting peer attempted to establish an IPsec session with an interface which it was not authorized for. Some might consider this a hostile event.

**Recommended Action** Check if the peer should be authorized to connect with the IPsec connection. If he should be allowed, it may be a configuration issue. Otherwise, you should contact the peer's administrator.

**Error Message** %CRYPTO-4-UNAVAILABLE: ipsec check access: identity not allowed by ACL (ip) dest\_addr= %i, src\_addr= %i, prot= %d

**Explanation** After all is said and done, the decaps packet fails the ACL check The peer is sending other traffic through this SA. It may be due to an SA selection error by the peer. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator to compare policy settings.

**Error Message** %CRYPTO-4-UNAVAILABLE: pcp: %d byte packet failed to decompresspcp: dest\_addr=%i, src\_addr=%i

**Explanation** The received IPPCP packet failed to decompress. This may be due to a decompression buffer error.

**Error Message** %CRYPTO-4-UNAVAILABLE: pcp: wrong CPI, %x, in packet from %i

**Explanation** The receive IPPCP packet had an improper CPI. This may be due to use of an old IPPCP security association.

## CRYPTO-5

## CRYPTO-5

**Error Message** %CRYPTO-5-UNAVAILABLE: Certificate received from %s is bad: %s

**Explanation** The certificate given by remote peer has either been revoked or expired (certificate invalid) or the signature check on the certificate failed (bad signature)

**Recommended Action** Contact the CA of the remote peer. Possibly bad CA certificate.

**Error Message** %CRYPTO-5-UNAVAILABLE: Crypto tunnel is %s. Peer %s:%d %s %s %s %s %s %s %s %s

**Explanation** This is a notification message for IPSEC tunnel status

**Recommended Action** No action is required

**Error Message** %CRYPTO-5-UNAVAILABLE: IKE sa's if any, for vip %i will change from %s to %s

**Explanation** This is a notification message for crypto ike sa's changing their HA status

**Recommended Action** No action is required

**Error Message** %CRYPTO-5-UNAVAILABLE: IPsec sa's if any, for vip %i will change from %s to %s

**Explanation** This is a notification message for crypto ipsec sa's changing their HA status

**Recommended Action** No action is required

**Error Message** %CRYPTO-5-UNAVAILABLE: Start registration for group %s using address %s

**Explanation** Start registration for one group

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

**Error Message** %CRYPTO-5-UNAVAILABLE: Unable to initiate or respond to Aggressive Mode while disabled

**Explanation** The router is configured not to accept or respond to ISAKMP aggressive mode with any peer

**Recommended Action** If you did not intend to disable aggressive-mode then remove the command

## CRYPTO-6

**Error Message** %CRYPTO-6-UNAVAILABLE: %s

**Explanation** Ezvpn connection is being closed. The IPsec and IKE security associations will also be brought down along with it.

**Error Message** %CRYPTO-6-UNAVAILABLE: %s

**Explanation** Ezvpn connection is up for the client mentioned. Both IPsec and IKE security Associations are up now.

**Error Message** %CRYPTO-6-UNAVAILABLE: %s

**Explanation** VPN tunnel status.

**Error Message** %CRYPTO-6-UNAVAILABLE: %s caused early termination of show output%s

**Explanation** While showing a list, the list was changed or elements changed. This can happen if SA's are re-negotiated at the time the show-command was paused, or if someone reconfigured or cleared SA's, amongst other things. This is not an error, but a side-effect of a dynamic system.

**Recommended Action** In general, this is merely a warning, that the output from the show command is most likely incomplete. Re-running the show-command should provide the newest information. On a busy system, with ever-changing SA's, this may appear frequently.

**Error Message** %CRYPTO-6-UNAVAILABLE: 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 and this 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 technical support representative.

**Error Message** %CRYPTO-6-UNAVAILABLE: Authentication method %d failed with host %s

**Explanation** The IKE process was unable to authenticate its securityAssociation with its remote peer.

**Recommended Action** Contact the remote peer's administrator.

**Error Message** %CRYPTO-6-UNAVAILABLE: CET connection msg in an IPSEC\_ONLY\_IMAGE

**Explanation** CET has been End-of-lifed in IOS release 12.2(1)

**Error Message** %CRYPTO-6-UNAVAILABLE: Cannot accept Quick Mode exchange from %s if SA is not authenticated!

**Explanation** The IKE security association with the remote peer was not authenticated yet the peer attempted to begin a Quick Mode exchange. This exchange must only be done with an authenticated security association

**Recommended Action** Contact remote peer

**Error Message** %CRYPTO-6-UNAVAILABLE: Certificate for peer at %s prohibits attempted use (%s).

**Explanation** X.509v3 certificates can contain usage restrictions. These can restrict use of the certificate only for signatures or only for key exchange (encryption). The peer attempted to use his certificate in a manner which violated these restrictions.

**Recommended Action** Contact the remote peer, and the remote peer's CA

**Error Message** %CRYPTO-6-UNAVAILABLE: Cryptographic Token %s ADMIN Login Successful

**Explanation** The cryptographic token has accepted the administrator PIN offered by the router

**Recommended Action** Informational message only. No action required.

**Error Message** %CRYPTO-6-UNAVAILABLE: Cryptographic Token %s ADMIN PIN change Successful

**Explanation** The cryptographic token has accepted the new administrator PIN offered by the router

**Recommended Action** Informational message only. No action required.

**Error Message** %CRYPTO-6-UNAVAILABLE: Cryptographic Token %s Login Successful

**Explanation** The cryptographic token has accepted the PIN offered by the router

**Recommended Action** Informational message only. No action required.

**Error Message** %CRYPTO-6-UNAVAILABLE: Cryptographic Token %s Logout Successful

**Explanation** The router has logged out from the cryptographic token

**Recommended Action** Informational message only. No action required.

**Error Message** %CRYPTO-6-UNAVAILABLE: Cryptographic Token %s PIN change Successful

**Explanation** The cryptographic token has accepted the new PIN offered by the router

**Recommended Action** Informational message only. No action required.

**Error Message** %CRYPTO-6-UNAVAILABLE: Cryptographic Token %s re-inserted. removal timeout cancelled

**Explanation** A cryptographic token containing private keyfiles has been re-inserted in time. Router RSA keypairs and associated IPSEC sessions will be NOT be deactivated

**Recommended Action** Informational message only. No action required.

**Error Message** %CRYPTO-6-UNAVAILABLE: Cryptographic token %s inserted in %s

**Explanation** A cryptographic token has been detected

**Recommended Action** Informational message only. No action required.

**Error Message** %CRYPTO-6-UNAVAILABLE: Cryptographic token %s removed from %s

**Explanation** A cryptographic token has been detected

**Recommended Action** Informational message only. No action required.

**Error Message** %CRYPTO-6-UNAVAILABLE: DOI of %d in notify message from %s

**Explanation** The DOI field in notify messages give the receiver a context in which to understand the message being notified. This DOI value is not understood and the message therefore cannot be understood.

**Recommended Action** If this situation persists contact the remote peer.

**Error Message** %CRYPTO-6-UNAVAILABLE: DOI value %d from SA offer from %s is invalid

**Explanation** The DOI field of an SA offer defines how to parse the fields. SAs with an unknown DOI cannot be parsed

**Recommended Action** If this situation persists contact the remote peer's administrator

**Error Message** %CRYPTO-6-UNAVAILABLE: Generated new %d bit key pair

**Explanation** Auto-Enroll has generated a new router key pair

**Recommended Action** No action required. Informational message

**Error Message** %CRYPTO-6-UNAVAILABLE: ID of %s (type %d) and certificate DN with %s

**Explanation** ISAKMP entities assume an identity to inform the peer of who or what they are. The claimed identity did not match the information gleaned from the distinguished name of the peer's certificate.

**Recommended Action** Contact the remote peer if this situation persists

**Error Message** %CRYPTO-6-UNAVAILABLE: ID of %s (type %d) and certificate addr with %s

**Explanation** ISAKMP entities assume an identity to inform the peer of who or what they are. The claimed identity did not match the information gleaned from the IP address of the peer's certificate.

**Recommended Action** Contact the remote peer if this situation persists

**Error Message** %CRYPTO-6-UNAVAILABLE: ID of %s (type %d) and certificate fqdn with %s

**Explanation** ISAKMP entities assume an identity to inform the peer of who or what they are. The claimed identity did not match the information gleaned from the fqdn of the peer's certificate.

**Recommended Action** Contact the remote peer if this situation persists

**Error Message** %CRYPTO-6-UNAVAILABLE: ID of %s (type %d) and certificate user fqdn with %s

**Explanation** ISAKMP entities assume an identity to inform the peer of who or what they are. The claimed identity did not match the information gleaned from the user fqdn of the peer's certificate.

**Recommended Action** Contact the remote peer if this situation persists

**Error Message** %CRYPTO-6-UNAVAILABLE: IKE (connection id %d) unable to %s packet

**Explanation** Encryption or decryption on a particular IKE thread failed.

**Recommended Action** Contact remote peer

**Error Message** %CRYPTO-6-UNAVAILABLE: IKE SA manually deleted. Do 'clear crypto sa peer %s' to manually clear IPsec SA's covered by this IKE SA.

**Explanation** The IKE SA was deleted by user command. However, keepalives this connection are enabled, and IPsec SA's covered by this IKE SA still exist. Since this IKE SA is now deleted, these IPsec SA's have no IKE SA covering them. The recommended action is to manually delete this IPsec SA's.

**Recommended Action** Use parser command clear crypto sa to clear IPsec SA's.



**Error Message** %CRYPTO-6-UNAVAILABLE: IKE packet from %s was not encrypted and it should've been.

**Explanation** A portion of the IKE exchange takes place in the clear and a portion is encrypted. This message should have been encrypted but was not.

**Recommended Action** Contact remote peer

**Error Message** %CRYPTO-6-UNAVAILABLE: IKE peer at %s sent a message with unknown exchange %d

**Explanation** IKE performs actions on messages based on defined exchanges. The message received had an unknown exchange.

**Recommended Action** Contact the remote peer's administrator

**Error Message** %CRYPTO-6-UNAVAILABLE: ISAKMP is %s

**Explanation** The ISAKMP process has been switched on or off either by CLI or because no crypto map or EzVPN configuration is applied to any interface.

**Recommended Action** No action required.

**Error Message** %CRYPTO-6-UNAVAILABLE: Key %s stored on Cryptographic Token %s Successfully

**Explanation** A new keypair has been written out to the cryptographic token

**Recommended Action** Informational message only. No action required.

**Error Message** %CRYPTO-6-UNAVAILABLE: Processing of %s mode failed with peer at %s

**Explanation** Negotiation with the remote peer failed.

**Recommended Action** If this situation persists contact the remote peer

**Error Message** %CRYPTO-6-UNAVAILABLE: Pseudo-random number generator seed and seed key was identical

**Explanation** The X9.17 random number specification requires us to check for the same value appearing as the seed and the seed key. This message indicates that the condition was discovered.

**Recommended Action** The X9.17 random number will occasionally produce this condition, and this 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 technical support representative.

**Error Message** %CRYPTO-6-UNAVAILABLE: Received TED reply that did not correspond to a TED probe

**Explanation** Rec'd TED reply that does not match a TED probe we currently have outstanding. This may be a one time occurrence due to the TED reply being delayed. It may also be because of ill-formed packets sent by the peer. Some might consider this a hostile event.

**Recommended Action** If the problem occurs more than once, contact the peer's administrator.

**Error Message** %CRYPTO-6-UNAVAILABLE: Remote peer %s responded with attribute %s not offered or changed

**Explanation** IKE peers negotiate policy by the initiator offering a list of possible, alternate, protection suites. The responder responded with one that the initiator did not offer

**Recommended Action** Contact the remote peer

**Error Message** %CRYPTO-6-UNAVAILABLE: Unable to add public key for %s (%15i) to key ring

**Explanation** Keys are stored in keyrings on the router. An attempt to add another key to the ring failed.

**Recommended Action** Check local key rings. This is probably due to other failures.

## CRYPTO\_HA Messages

This section contains crypto high availability messages.

### CRYPTO\_HA-3

**Error Message** %CRYPTO\_HA-3-IKEADDEENTRYFAIL: (VIP=[IP\_address])ISAKMP SA entry insertion on standby device failed for src=[IP\_address], dst=[IP\_address]

**Explanation** An attempt to insert an SA entry transferred from the active device has failed. The SA database is no longer synchronized with that on the active device.

**Recommended Action** Initiate a manual resynchronization of the ISAKMP SA table.

**Error Message** %CRYPTO\_HA-3-IKEDELEENTRYFAIL: (VIP=[IP\_address])ISAKMP SA entry deletion on standby device failed for src=[IP\_address], dst=[IP\_address]

**Explanation** An attempt to delete an SA entry that was removed on the active device has failed. The SA database is no longer synchronized with that on the active device.

**Recommended Action** Initiate a manual resynchronization of the ISAKMP SA table.

**Error Message** %CRYPTO\_HA-3-IKEINSERTKEYFAIL: (VIP=[IP\_address])ISAKMP SA entry key insertion on standby device failed for src=[IP\_address], dst=[IP\_address]

**Explanation** An attempt to insert keys for a new SA entry on the standby device has failed. The standby device will not receive this entry.

**Recommended Action** Initiate a manual resynchronization of the ISAKMP SA table from the standby device.

**Error Message** %CRYPTO\_HA-3-IKEQUERYKEYFAIL: (VIP=[IP\_address])ISAKMP SA entry key query on active device failed for src=[IP\_address], dst=[IP\_address]

**Explanation** An attempt to query an SA entry for key information to send to the standby device has failed. The standby device will not receive this entry.

**Recommended Action** Initiate a manual resynchronization of the ISAKMP SA table from the standby device.

**Error Message** %CRYPTO\_HA-3-IPSECADDENTRYFAIL: (VIP=[IP\_address])IPSEC SA entry insertion on standby device failed

**Explanation** An attempt to insert an SA entry transferred from the active device has failed. The SA database is no longer synchronized with the database on the active device.

**Recommended Action** Initiate a manual resynchronization of the IPsec SA table.

**Error Message** %CRYPTO\_HA-3-IPSECDELEENTRYFAIL: (VIP=[IP\_address])IPSEC SA entry deletion on standby device failed

**Explanation** An attempt to delete an SA entry that was removed on the active device has failed. The SA database is no longer synchronized with the database on the active device.

**Recommended Action** Initiate a manual resynchronization of the IPsec SA table.

## CRYPTO\_HA-6

**Error Message** %CRYPTO\_HA-6-IKEDOWN: (VIP=[IP\_address])Disabling High Availability functionality for the ISAKMP failover group.

**Explanation** This is a normal notification message when HA is unconfigured for this failover group, or a tracked interface is shut down. However, it may also be a result of a failure.

**Recommended Action** If the failover was initiated deliberately (for example, by shutting down a tracked interface), then no action is required. Otherwise, investigate the status of the redundancy protocol (HSRP, for example) that may have lead to the Down state notification to the high availability framework.

**Error Message** %CRYPTO\_HA-6-IKEFAILOVER: (VIP=[IP\_address])Taking over as the new Active device for the ISAKMP failover group.

**Explanation** This is a normal notification message when an active device is first elected. Alternatively, it is triggered when a failover occurs within the high availability group. In that case, the formerly active device within the ISAKMP failover group has gone down and this device is taking over as the new active device for the group.

**Recommended Action** If the failover was initiated deliberately (for example, by shutting down a tracked interface), then no action is required. Otherwise, investigate the status of the previous active device to troubleshoot the reason for failure and take appropriate action.

**Error Message** %CRYPTO\_HA-6-IKEHAINFINITEMSGLOOP: (VIP=[IP\_address])Dropping remainder of this HA IKE SSP message because of suspected infinite message loop.

**Explanation** HA IKE SSP message processing seems to be looping on this message. The processing of this message will be dropped to prevent an infinite loop.

**Recommended Action** Turning on detailed IKE HA debugs on both HA pairs can help determine what message may be causing this problem.

**Error Message** %CRYPTO\_HA-6-IKEHANOTENABLE: IKE HA is not enabled.

**Explanation** IKE HA received a state notification or an SSP message for a VIP that does not have HA enabled.

**Recommended Action** Verify that IKE stateful failover is configured for the interface with this VIP.

**Error Message** %CRYPTO\_HA-6-IKEHASYNCCOMPLETE: (VIP=[IP\_address])IKE HA state synchronization with Active device complete.

**Explanation** This is a normal notification message after the standby has received either REPLY\_ENTRY or DELETE\_ENTRY messages for all requests during synchronization.

**Recommended Action** No action is required.

**Error Message** %CRYPTO\_HA-6-IKESTANDBY: (VIP=[IP\_address])Setting up as a Standby device for the ISAKMP failover group.

**Explanation** This is a normal notification message after a standby device comes up.

**Recommended Action** No action is required.

**Error Message** %CRYPTO\_HA-6-IKEUPDATEENTRYFAIL: (VIP=[IP\_address])ISAKMP SA entry update on standby device failed for src=[IP\_address], dst=[IP\_address]

**Explanation** An attempt to update an SA entry as specified by the active device has failed. The SA entry will be missing the latest packet level update until another update entry is sent by the active device.

**Recommended Action** Normally, a subsequent update entry message will self-correct the problem. Manual resynchronization of the ISAKMP SA table by the standby device may be necessary if this message appears repeatedly.

**Error Message** %CRYPTO\_HA-6-IPSECDOWN: (VIP=[IP\_address])Disabling High Availability functionality for the IPSEC failover group.

**Explanation** This is a normal notification message when HA is unconfigured for this failover group, or a tracked interface is shut down. However, it may also be a result of a failure.

**Recommended Action** If the failover was initiated deliberately (for example, by shutting down a tracked interface), then no action is required. Otherwise, investigate the status of the redundancy protocol (HSRP, for example) that may have lead to the Down state notification to the high availability framework.

**Error Message** %CRYPTO\_HA-6-IPSECFAILOVER: (VIP=[IP\_address])Taking over as the new Active device for the IPSEC failover group.

**Explanation** This is a normal message when a device first becomes active, or when failover occurs within the high availability group. In the failover case, the former active device within the IPsec failover group has gone down and this device is taking over as the new active device for the group.

**Recommended Action** If the failover was initiated deliberately (for example, by shutting down a tracked interface), then no action is required. Otherwise, investigate the status of the previous active device to troubleshoot the reason for failure and take appropriate action.

**Error Message** %CRYPTO\_HA-6-IPSECHAMAXINSERTERRORS: IPsec HA has failed inserting SAs for the last [int] seconds, the box is either out of resources or has suffered a hardware failure

**Explanation** The device is normally out of resources for short periods of time, and retries will automatically occur. In this case, however, the retries have not succeeded and have stopped. Action is required from the administrator.

**Recommended Action** Verify that both devices in the HA pair are identical and that the hardware is working properly.

**Error Message** %CRYPTO\_HA-6-IPSECHANOTENABLE: (VIP=[IP\_address])IPSEC HA is not enabled.

**Explanation** IPsec HA received a state notification or an SSP message for a VIP that does not have HA enabled.

**Recommended Action** Verify that IPsec stateful failover is configured for the interface with this VIP.

**Error Message** %CRYPTO\_HA-6-IPSECHASYNCCOMPLETE: (VIP=[IP\_address])IPSEC HA state synchronization with Active device complete.

**Explanation** This is a normal notification message after the standby has received either a REPLY\_ENTRY or a DELETE\_ENTRY message for all requests during synchronization.

**Recommended Action** No action is required.

**Error Message** %CRYPTO\_HA-6-IPSECSTANDBY: (VIP=[IP\_address])Setting up as a Standby device for the IPSEC failover group.

**Explanation** This is a normal notification message when a standby device comes up.

**Recommended Action** No action is required.

**Error Message** %CRYPTO\_HA-6-IPSECUPDATEENTRYFAIL: (VIP=[IP\_address])IPSEC SA entry update on standby device failed

**Explanation** An attempt to update an IPsec SA entry as specified by the active device failed. The SA entry will be missing the latest packet level update, until another update entry is sent by the active device.

**Recommended Action** Normally, a subsequent update entry message will self-correct the problem. Manual resynchronization of the IPsec SA table by the standby device may be necessary, if this message appears repeatedly.

## CRYPTO\_HA\_IKE Messages

This section contains encryption (CRYPTO) high availability (HA) IKE messages.

### CRYPTO\_HA\_IKE-3

**Error Message** %CRYPTO\_HA\_IKE-3-FAILOVER\_ERROR: Attempt to failover IKE SA ([IP\_address]:[IP\_address]) failed due to [chars]. No stateful failover available for this SA.

**Explanation** The HA active device attempted to checkpoint the state of an IKE SA to the standby device, but the standby device was unable to create the standby IKE SA.

**Recommended Action** Search for other error messages at WARNING log level or turn on debugging messages to find the specific cause of the failure.

## CRYPTO\_HA\_IKE-4

**Error Message** %CRYPTO\_HA\_IKE-4-CRYPTO\_HA\_NOT\_SUPPORTED\_BY\_HW: Crypto hardware is enabled and it does not support HA operation '[chars]'

**Explanation** Crypto hardware is enabled, but the hardware does not support HA operations such as insertion and extraction of keys.

**Recommended Action** Replace the crypto module with one that supports HA operations, or disable the hardware and use the software crypto engine.

## CRYPTO\_HA\_IPSEC Messages

This section contains encryption (CRYPTO) high availability (HA) IPsec messages.

### CRYPTO\_HA\_IPSEC-3

**Error Message** CRYPTO\_HA\_IPSEC-3-FAILOVER\_ERROR: Attempt to failover IPsec SA ([IP\_address]:[IP\_address]) failed due to [chars]. No stateful failover available for this SA.

**Explanation** The HA active device attempted to checkpoint the state of an IKE SA to the standby device, but the standby device was unable to create the standby IKE SA.

**Recommended Action** Search for other error messages at log level WARNING or turn on debugging messages to find the specific cause of the failure.

**Error Message** CRYPTO\_HA\_IPSEC-3-HA\_IPSEC\_UPDATE\_PROC\_FAIL: Start of HA IPsec update process failed

**Explanation** The IPsec HA process failed to start. Updates will not be sent from the active device to the standby device.

**Recommended Action** The module may need to be rebooted if this is a part of an IPsec HA setup.

### CRYPTO\_HA\_IPSEC-4

**Error Message** CRYPTO\_HA\_IPSEC-4-CRYPTO\_HA\_NOT\_SUPPORTED\_BY\_HW: Crypto hardware is enabled and it does not support HA operation '[chars]'

**Explanation** Crypto Hardware is enabled, but the hardware does not support HA operations such as insertion and extraction of keys.

**Recommended Action** Replace the crypto module with one that supports HA operations, or disable the hardware and use the software crypto engine.

## CRYPTO\_RSA\_ISSU Messages

This section contains encryption (CRYPTO) RSA in-service software upgrade (ISSU) messages.

### CRYPTO\_RSA\_ISSU-3

**Error Message** %CRYPTO\_RSA\_ISSU-3-GET\_BUFFER: Crypto RSA ISSU client failed to get buffer for message. Error: %d (%s)

**Explanation** The crypto RSA ISSU client was unable to obtain a buffer for building a negotiation message. As a result, the client cannot send the negotiation message to the standby unit and the standby unit cannot be brought up.

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

**Error Message** %CRYPTO\_RSA\_ISSU-3-INIT: Crypto RSA ISSU client initialization failed to %s. Error: %d (%s)

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

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



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

**Explanation** The crypto RSA ISSU client does not have a valid registered session. This condition will prevent the standby unit from coming up.

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

**Error Message** %CRYPTO\_RSA\_ISSU-3-MSG\_NOT\_OK: Crypto RSA ISSU client message type %d is not compatible

**Explanation** The crypto RSA ISSU client received an incompatible message from the peer unit. Because the message is not compatible, it cannot be processed by this unit.

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

**Explanation** The crypto RSA ISSU client was unable to calculate the MTU for the message specified. The 802.1X ISSU client will be unable to send the message to the standby unit.

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

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %CRYPTO\_RSA\_ISSU-3-SEND\_NEGO\_FAILED: Crypto RSA ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The crypto RSA ISSU client failed to send a session negotiation message to the peer. This condition will prevent the standby unit from coming up.

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

**Error Message** %CRYPTO\_RSA\_ISSU-3-SESSION\_NEGO: Crypto RSA ISSU client encountered unexpected client nego\_done. Error: %d (%s)

**Explanation** The crypto RSA ISSU client encountered an unexpected 'client negotiation done'. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

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

**Error Message** %CRYPTO\_RSA\_ISSU-3-SESSION\_REGISTRY: Crypto RSA ISSU client failed to register session information. Error: %d (%s)

**Explanation** The crypto RSA ISSU client failed to register session information. This condition will prevent the standby unit from coming up.

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

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

**Error Message** %CRYPTO\_RSA\_ISSU-3-SESSION\_UNREGISTRY: Crypto RSA ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The crypto RSA ISSU client failed to unregister session information.

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

**Explanation** The crypto RSA 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 crypto RSA state will not match with the active unit.

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

# CSG Messages

This section contains Content Services Gateway (CSG) messages.

## CSG-3

**Error Message** %CSG-3-ERROR: Module [dec]: [chars]

**Explanation** An error occurred in a CSG module.

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

**Error Message** %CSG-3-RELOADNOTOK: CSG ACCOUNTING [chars] reload on module [dec] failed.

**Explanation** This informational message appears whenever a CSG configuration is reloaded as a result of power cycling a CSG card.

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

## CSG-4

**Error Message** %CSG-4-WARNING: Module [dec]: [chars]

**Explanation** An undesired event has occurred in a CSG module.

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

## CSG-6

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

**Explanation** The CSG lawful intercept (LI) configuration was reloaded because of the power cycling of a CSG module.

**Recommended Action** No action is required.

**Error Message** %CSG-6-RELOADOK: CSG ACCOUNTING [chars] reload on module [dec] successful

**Explanation** This informational message appears whenever a CSG configuration is reloaded as a result of power cycling a CSG card.

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

## CSM\_SLB Messages

This section contains Content Switching Module (CSM) server load balancing (SLB) messages.

### CSM\_SLB-4

**Error Message** %CSM\_SLB-4-ENV\_VARIABLE: Module %d warning: %s %s

**Explanation** There is a mismatch between the configuration and the specified environment variable.

**Recommended Action** Check the documentation for any caveats regarding the use of the specified environment variable.

## CT3 Messages

This section contains CT3 shared port adapter messages.

**Error Message** %CT3-3-CT3NOACC: [chars] - Accumulator is not available

**Explanation** An invalid TX accumulator is detected.

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

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

**Error Message** %CT3-3-MBOXRECV: Failed to receive reply [dec] from bay [dec] firmware

**Explanation** A message was not received from CT3 firmware.

**Recommended Action** Copy the error message exactly as it appears, collect the output of the **show tech-support** command immediately, and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

**Error Message** %CARRIER-2-TOOMANY\_CT3: Too many CT3 DFC cards, do not power up invalid card in slot [dec]

**Explanation** The user has put too many CT3 DFC cards in the chassis.

**Recommended Action** Remove the extra CT3 DFC card, or 8PRI DFC card causing the problem.

## CTS Messages

This section contains Cisco TrustSec (CTS) messages.

### CTS-0

**Error Message** %CTS-0-AUTHZ\_OUT\_OF\_MEM: %s failed to create %s due to insufficient memory

**Explanation** A Cisco TrustSec (CTS) process failed due to insufficient system memory.

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

**Error Message** %CTS-0-CTS\_EMERG: [chars]

**Explanation** An internal software error occurred.

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

**Error Message** %CTS-0-IFC\_OUT\_OF\_MEM: %s failed to create %s due to insufficient memory

**Explanation** A Cisco TrustSec (CTS) process failed due to insufficient system memory.

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

## CTS-1

**Error Message** %CTS-1-CTS\_ALERT: [chars]

**Explanation** An internal software error occurred.

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

## CTS-2

**Error Message** %CTS-2-CTS\_CRIT: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <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.

## CTS-3

**Error Message** %CTS-3-AUTHZ\_ADD\_DATA\_FAILED: %s failed to add %s to %s

**Explanation** An error occurred while the Cisco TrustSec (CTS) authorization attempted to build its database.

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

**Error Message** %CTS-3-AUTHZ\_DATA\_CREATE\_FAILED: %s failed to create %s

**Explanation** Cisco TrustSec (CTS) authorization was unable to create an internal data structure.

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



**Error Message** %CTS-3-AUTHZ\_DATA\_EXCEEDS\_LIMIT: %s encountered %s(%d) exceeds max(%d)

**Explanation** Cisco TrustSec (CTS) authorization data exceeded the maximum allowed limit.

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

**Error Message** %CTS-3-AUTHZ\_DATA\_FAILED: %s failed to obtain %s

**Explanation** Cisco TrustSec (CTS) authorization was unable to get or create a data structure.

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

**Error Message** %CTS-3-AUTHZ\_DATA\_NULL: %s encounters NULL %s

**Explanation** Cisco TrustSec (CTS) authorization encountered an unexpected NULL pointer or data.

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

**Error Message** %CTS-3-AUTHZ\_DATA\_UNINIT: %s appears uninitialized

**Explanation** Cisco TrustSec (CTS) authorization unexpectedly encountered uninitialized data.

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

**Error Message** %CTS-3-AUTHZ\_FAILED\_SYNC\_RCV: Standby failed receive sync msg(%s)

**Explanation** An error occurred while the standby unit was receiving synchronization data from the active unit.

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

**Error Message** %CTS-3-AUTHZ\_GENERIC\_FAILURE: %s %s

**Explanation** Cisco TrustSec (CTS) authorization encountered an internal error.

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

**Error Message** %CTS-3-AUTHZ\_INSTALL\_FAILED: %s failed to install %s %s

**Explanation** An error occurred while Cisco TrustSec (CTS) authorization attempted to build its database.

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

**Error Message** %CTS-3-AUTHZ\_INVALID\_DATA: %s encountered invalid %s

**Explanation** Cisco TrustSec (CTS) authorization encountered an invalid data type.

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

**Error Message** %CTS-3-AUTHZ\_NOT\_SUPPORTED: %s encountered %s not unsupported

**Explanation** Cisco TrustSec (CTS) authorization encountered an unsupported data type or feature, possibly due to incompatibility.

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

**Error Message** %CTS-3-AUTHZ\_POLICY\_FALLBACK\_FAILED: Failed to %s Fallback policy for %s

**Explanation** Cisco TrustSec (CTS) was unable to install a fallback authorization policy.

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

**Error Message** %CTS-3-AUTHZ\_POLICY\_INGRESS\_FAILED: Failed to %s Ingress policy for %s

**Explanation** Cisco TrustSec (CTS) was unable to acquire or install an ingress policy from the access control server.

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

**Error Message** %CTS-3-AUTHZ\_POLICY\_INTERNAL\_FAILED: Failed to acquire/install policy for %s due to internal error

**Explanation** Cisco TrustSec (CTS) was unable to acquire or install a policy due to an internal software error.

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

**Error Message** %CTS-3-AUTHZ\_POLICY\_PEER\_DOWNLOAD\_FAILED: Failed to download peer policy for %s

**Explanation** Cisco TrustSec (CTS) was unable to acquire a peer policy from the access control server.

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

**Error Message** %CTS-3-AUTHZ\_POLICY\_RBACL\_FAILED: Failed to %s RBACL %s for SGT=%d

**Explanation** Cisco TrustSec (CTS) was unable to acquire a role-based access control list (RBACL) policy from the access control server.

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

**Error Message** %CTS-3-AUTHZ\_POLICY\_WILDCARD\_FAILED: Failed to download wildcard policy

**Explanation** Cisco TrustSec (CTS) was unable to acquire a wildcard policy from the access control server.

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

**Error Message** %CTS-3-AUTHZ\_SYNC\_FAILED: Failed to send %s sync msg(%s) to Standby

**Explanation** An error occurred while Cisco TrustSec (CTS) authorization was performing a synchronization of the standby unit.

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

**Error Message** %CTS-3-CTS\_ERR: [chars]

**Explanation** An internal software error occurred.

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

**Error Message** %CTS-3-DOT1X\_CONFIG\_FAILED: Failed to configure dot1x for int(%s)

**Explanation** Cisco TrustSec (CTS) was unable to configure 802.1X for a CTS link.

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

**Error Message** %CTS-3-DOT1X\_FORCE\_PORT\_AUTHORIZED\_FAILED: Failed to force dot1x port authorized for int(%s)

**Explanation** Cisco TrustSec (CTS) authorization was unable to FORCE AUTHORIZED an 802.1X port on a CTS link.

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

**Error Message** %CTS-3-DOT1X\_INIT\_FAILED: Failed to initialize dot1x for int(%s)

**Explanation** Cisco TrustSec (CTS) was unable to initialize 802.1X for a CTS link.

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

**Error Message** %CTS-3-DOT1X\_PAE\_FAILED: Failed to %s dot1x PAE(%s) for int(%s)

**Explanation** Cisco TrustSec (CTS) was unable to start or stop an 802.1X Port Access Entity (PAE) for a CTS link.

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

**Error Message** %CTS-3-GENERIC\_FAILURE: %s %s

**Explanation** Cisco TrustSec (CTS) encountered an internal error.

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

**Error Message** %CTS-3-GLOBAL\_DOT1X\_DISABLED: Global dot1x config is currently disabled - CTS will not run

**Explanation** Because global 802.1X is not enabled, Cisco TrustSec (CTS) will not run.

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

**Error Message** %CTS-3-IFC\_DATA\_DESC\_DECODE\_FAILED: %s failed to decode the data-descriptori - swidb unknown

**Explanation** Cisco TrustSec (CTS) was unable to decode the data descriptor in order to obtain the software interface descriptor block (SWIDB).

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



**Error Message** %CTS-3-IFC\_DATA\_DESC\_ENCODE\_FAILED: %s failed to encode the data-descriptor for int(%s)

**Explanation** Cisco TrustSec (CTS) was unable to encode the software interface descriptor block (SWIDB) into the data descriptor.

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

**Error Message** %CTS-3-IFC\_DATA\_NULL: %s encounters NULL %s

**Explanation** Cisco TrustSec (CTS) encountered an unexpected NULL pointer or data.

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

**Error Message** %CTS-3-IFC\_LINK\_OBJ\_FAILED: %s failed to get link\_obj for int(%s)

**Explanation** Cisco TrustSec (CTS) IFC was unable to access the link object.

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

**Error Message** %CTS-3-IFC\_SYNC\_FAILED: Failed to send %s sync msg(%s) to Standby

**Explanation** An error occurred while Cisco TrustSec (CTS) IFC was performing a synchronization of the standby unit.

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

**Error Message** %CTS-3-IFC\_SYNC\_FAILED\_2: %s, Failed to send %s sync msg(%s) to Standby

**Explanation** An error occurred while Cisco TrustSec (CTS) IFC was performing a synchronization of the standby unit.

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

**Error Message** %CTS-3-INVALID\_MSGID\_RCV: %s received invalid HA/ISSU msgId(%d)

**Explanation** Cisco TrustSec (CTS) encountered an unexpected invalid HA/ISSU message ID.

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

**Error Message** %CTS-3-PORT\_AUTHORIZED\_FAILED: Failed to authorize Port for int(%s)

**Explanation** A port could not be authorized on a Cisco TrustSec (CTS) link.

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

**Error Message** %CTS-3-PP\_CTS\_EC\_NOT\_CTS: Physical port is not configured for CTS, but port-channel is.

**Explanation** A physical port cannot join the channel group (port channel) because its Cisco TrustSec (CTS) configuration does not match the channel group's CTS configuration.

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

**Error Message** %CTS-3-PP\_CTS\_MODE\_EC\_MISMATCH: Physical port CTS mode does not match the port-channel's CTS mode.

**Explanation** A physical port cannot join the port channel because its Cisco TrustSec (CTS) mode does not match the port channel's CTS mode.

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

**Error Message** %CTS-3-PP\_CTS\_TIMER\_REAUTH\_EC\_MISMATCH: Cannot bundle interface. CTS Reauth Timer mismatch. %s = %d %s = %d

**Explanation** A physical port cannot join the port channel because its Cisco TrustSec (CTS) reauthentication timer value does not match the port channel's timer value.

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

**Error Message** %CTS-3-PP\_NOT\_CTS\_EC\_CTS: Physical port is configured for CTS, but port-channel is not.

**Explanation** A physical port cannot join the channel group (port channel) because its Cisco TrustSec (CTS) configuration does not match the channel group's CTS configuration.

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

**Error Message** %CTS-3-SEND\_MSG\_TO\_CORE\_FAILED: Failed to send msg([dec]) to core process

**Explanation** An error occurred while CTS attempts to send a message event to the core process

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

**Error Message** %CTS-3-SXP\_BINDING\_ERR: Binding [chars]- [chars]

**Explanation** SXP binding update error.

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

**Error Message** %CTS-3-SXP\_CONN\_STATE\_CHG\_OFF: Connection [chars]-[dec] state changed from [chars] to Off.

**Explanation** SXP Connection with the specified instance number changed state.

**Recommended Action** No action is required.

**Error Message** %CTS-3-SXP\_LISTENER: Fail to start global listening socket after TCP process restart.

**Explanation** The Security Exchange Protocol (SXP) process could not start after a restart.

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

**Error Message** %CTS-3-SXP\_MSG\_PARSE: Connection [chars] [chars]

**Explanation** An error occurred while parsing SXP message.

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

## CTS-4

**Error Message** %CTS-4-CTS\_WARNING: [chars]

**Explanation** An internal software error occurred.

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

**Error Message** %CTS-4-SXP\_INTERNAL: CTS SXP [chars]

**Explanation** The CTS SXP system encountered internal failure.

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

## CTS-5

**Error Message** %CTS-5-CTS\_NOTICE: [chars]

**Explanation** Normal but significant conditions

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

**Error Message** %CTS-5-SXP\_BINDING\_ADD: Binding [chars]- added to SXP database.

**Explanation** Binding added to the SXP database.

**Recommended Action** No action is required.

**Error Message** %CTS-5-SXP\_BINDING\_CHG: Binding [chars]- changed: old connection instance number:[dec], old sgt:[dec].

**Explanation** Binding changed in the SXP database.

**Recommended Action** No action is required.

**Error Message** %CTS-5-SXP\_BINDING\_DEL: Binding [chars]- deleted in SXP database.

**Explanation** Binding deleted in the SXP database.

**Recommended Action** No action is required.

**Error Message** %CTS-5-SXP\_BINDING\_FWD: Binding [chars]- is forwarded to the peer.

**Explanation** SXP forwarded binding to the peer.

**Recommended Action** No action is required.

**Error Message** %CTS-5-SXP\_BINDING\_REQ: SXP received binding forwarding request ([chars]) binding [chars].

**Explanation** SXP received a binding forwarding request.

**Recommended Action** No action is required.

**Error Message** %CTS-5-SXP\_BINDING\_UPD: Binding [chars] [chars]. Update binding manager.

**Explanation** SXP updated binding manager with the binding change.

**Recommended Action** No action is required.

**Error Message** %CTS-5-SXP\_DFT\_PASSWORD\_CHANGE: CTS SXP password changed.

**Explanation** The SXP system password has been changed.

**Recommended Action** No action is required.

**Error Message** %CTS-5-SXP\_DFT\_SRCIP\_CHG: SXP default source IP is changed [IP\_address] -- [IP\_address].

**Explanation** SXP default source IP is changed on this device.

**Recommended Action** No action is required.

**Error Message** %CTS-5-SXP\_VRF\_DEL: SXP Connection configuration in VRF:[chars] is removed.

**Explanation** A VRF is removed, the connections configured in this VRF should be removed.

**Recommended Action** No action is required.

**Error Message** %CTS\_HA\_ISSU-3-CAP\_INVALID\_SIZE: CTS HA empty tlv size.

**Explanation** Received empty tlv list during capability negotiation.

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

## CTS-6

**Error Message** %CTS-6-DOT1X\_FORCE\_PORT\_AUTHORIZED\_SUCCESS: Successfully forced dot1x port authorized for int(%s)

**Explanation** Cisco TrustSec (CTS) authorization caused FORCE AUTHORIZED on an 802.1X port on a CTS link.

**Recommended Action** No action is required.

**Error Message** %CTS-6-DOT1X\_PAE\_CONFIG: %s dot1x PAE(%s) for int(%s)

**Explanation** The specified interface has been configured to be an 802.1X Port Access Entity (PAE).

**Recommended Action** No action is required.



**Error Message** %CTS-6-IFC\_CACHE\_APPLIED: Cache data applied for int(%s)

**Explanation** The Cisco TrustSec (CTS) link was brought up using cache data.

**Recommended Action** No action is required.

**Error Message** %CTS-6-CTS\_INFO: [chars]

**Explanation** Informational messages

**Recommended Action** No action is required.

**Error Message** %CTS-6-PORT\_AUTHORIZED\_SUCCESS: Port authorized for int(%s)

**Explanation** A port was authorized on a Cisco TrustSec (CTS) link.

**Recommended Action** No action is required.

**Error Message** %CTS-6-PORT\_UNAUTHORIZED: Port unauthorized for int(%s)

**Explanation** A port has become unauthorized on a Cisco TrustSec (CTS) link.

**Recommended Action** No action is required.

**Error Message** %CTS-6-SXP\_CONFIG: Connection [chars] [chars]

**Explanation** A SXP configuration error occurred. The connection can not be setup correctly.

**Recommended Action** Ensure that the connection configure on both ends have the matched mode, IP addresses.

**Error Message** %CTS-6-SXP\_CONN\_STATE\_CHG: Connection [chars]-[dec] state changed from [chars] to [chars].

**Explanation** SXP Connection with the specified instance number changed state.

**Recommended Action** No action is required.

**Error Message** %CTS-6-SXP\_SRC\_IP: Source IP address ([chars] [IP\_address]) does not belong to this device.

**Explanation** An error occurred while using this source IP address to set up SXP connection.

**Recommended Action** Re-configure SXP connection to have a valid source IP address.

**Error Message** %CTS-6-SXP\_TIMER\_START: Connection [chars] [chars] timer started.

**Explanation** The specified SXP timer started.

**Recommended Action** No action is required.

**Error Message** %CTS-6-SXP\_TIMER\_STOP: Connection [chars] [chars] timer stopped.

**Explanation** The specified SXP timer stopped.

**Recommended Action** No action is required.

## CTS-7

**Error Message** %CTS-7-CTS\_ASSERT: Assertion Failure ( [chars] @[chars]:[dec] ) : [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <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.

## CTS\_HA Messages

This section contains Cisco TrustSec (CTS) high availability (HA) messages.

### CTS\_HA-3

**Error Message** %CTS\_HA-3-CHKPT\_REG\_FAIL: CTS HA add CTS checkpoint client failure

**Explanation** The Cisco TrustSec (CTS) high availability (HA) process failed to add a checkpoint client. No CTS data will be synchronized with the standby device.

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

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

**Error Message** %CTS\_HA-3-RECEIVE\_FAILED: CTS HA client failed to process message recieved from Active device.

**Explanation** The Cisco TrustSec (CTS) high availability (HA) client on the standby device failed to process a checkpoint message from the active device. The CTS state between the active device and the standby device is not identical.

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

**Error Message** %CTS\_HA-3-SEND\_FAILED: CTS HA client on Active device failed to send checkpoint message. CTS component Id %d, message Id %d

**Explanation** The Cisco TrustSec (CTS) high availability (HA) client on the active device failed to send a checkpoint message to the standby device. The CTS state between the active device and the standby device is not identical.

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

## CTS\_HA\_ISSU Messages

This section contains Cisco TrustSec (CTS) high availability (HA) in-service software upgrade (ISSU) messages.

### CTS\_HA\_ISSU-3

**Error Message** %CTS\_HA\_ISSU-3-CAP\_INVALID\_SIZE: CTS HA empty tlv size.

**Explanation** Received empty tlv list during capability negotiation.

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

**Error Message** %CTS\_HA\_ISSU-3-CAP\_NOT\_COMPATIBLE: CTS HA capability not compatible

**Explanation** CTS HA failed during capability negotiation.

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

**Error Message** %CTS\_HA\_ISSU-3-GET\_BUFFER: CTS HA ISSU client failed to get buffer for message. Error: %d (%s)

**Explanation** The Cisco TrustSec (CTS) high availability (HA) ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

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

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %CTS\_HA\_ISSU-3-INIT: CTS HA ISSU client initialization failed to %s.  
Error: %d (%s)

**Explanation** The Cisco TrustSec (CTS) high availability (HA) ISSU client could not be initialized. This initialization failure must be addressed before an in-service software upgrade or downgrade can be performed successfully. Otherwise, a software upgrade or downgrade will result in downtime.

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

**Error Message** %CTS\_HA\_ISSU-3-MSG\_NOT\_COMPATIBLE\_WITH\_PEER: Message [dec] in component [dec] is not compatible with the peer.

**Explanation** Message not compatible with the peer.

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

**Error Message** %CTS\_HA\_ISSU-3-SEND\_NEGO\_FAILED: CTS HA ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The Cisco TrustSec (CTS) high availability (HA) ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

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

**Explanation** The Cisco TrustSec (CTS) high availability (HA) ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

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

**Explanation** The Cisco TrustSec (CTS) high availability (HA) ISSU client failed to unregister session information.

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

## CTS\_HA\_ISSU-6

**Error Message** %CTS\_HA\_ISSU-6-INCOMPAT: CTS HA ISSU client negotiation results incompatible

**Explanation** The Cisco TrustSec (CTS) high availability (HA) ISSU client message version is not compatible on the active and standby devices. As a result, no CTS data will be synchronized to the standby device.

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

## CWAN\_ALARM Messages

This section contains Constellation WAN (CWAN) alarm messages.

### CWAN\_ALARM-6

**Error Message** %CWAN\_ALARM-6-INFO: [chars] [chars] [chars] [chars] [chars]

**Explanation** This message provides alarm assertion or deassertion information.

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

**Error Message** %CWAN\_ALARM-6-SONET: [chars] [chars] [chars] [chars] [chars]

**Explanation** This message is generated whenever an alarm is present in the system (and the alarm status has been reported to the RP) or an alarm has been removed from the system (and the alarm status has been reported to the RP).

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

**Error Message** %CTS-6-SXP\_PASSWORD\_CHANGE: CTS SXP password changed

**Explanation** The Cisco TrustSec (CTS) Security Exchange Protocol (SXP) system password has been changed.

**Recommended Action** No action is required.

**Error Message** %CTS-6-SXP\_STATE\_CHANGE: CTS SXP %s

**Explanation** The Cisco TrustSec (CTS) Security Exchange Protocol (SXP) system component has changed its operational state.

**Recommended Action** No action is required.

## CWAN\_ATM Messages

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

### CWAN\_ATM-3

**Error Message** %CWAN\_ATM-3-LOWMEM: Could not allocate memory for RFC 1483 packet cloning.

**Explanation** Memory is running low.

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

**Error Message** %CWAN\_ATM-3-PORT\_ERR: Invalid PORT [dec]

**Explanation** The specified port does not exist.

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



**Error Message** %CWAN\_ATM-3-VCD\_ERR: Invalid PortVCD [hex]

**Explanation** The specified port VCD does not exist.

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

**Error Message** %CWAN\_ATM-3-VC\_ERR: Invalid VC [hex]

**Explanation** The specified VC does not exist on the port.

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

**Error Message** %CWAN\_ATM-3-VC\_OR\_PORT\_ERR: Invalid VCD [hex] or Port: [dec]

**Explanation** Either the port or the VCD is invalid.

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

## CWAN\_ATOM-5

**Error Message** %CWAN\_ATOM-5-UNKNOWN\_VCD: Unknown port vcd [hex] in egress packet

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

**Recommended Action** No action is required.

## CWAN\_ATOM-HA Messages

This section contains Any Transport over MPLS (AToM) high availability messages.

### CWAN\_ATOM-HA-2

**Error Message** %CWAN\_ATOM\_HA-2-ISSU\_ERROR: [chars] [chars]

**Explanation** Platform ATOM HA ISSU client 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.

### CWAN\_ATOM-HA-3

**Error Message** %CWAN\_ATOM\_HA-3-CF\_ERROR: [chars] [dec]

**Explanation** Platform ATOM HA CF client 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** %CWAN\_ATOM\_HA-3-RF\_ERROR: [chars] [dec]

**Explanation** Platform ATOM HA RF client 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.

## CWAN\_CHOC Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN Channelized OC48/OC12-related (CWAN\_CHOC) messages.

### CWAN\_CHOC-4

**Error Message** %CWAN\_CHOC-4-CORRUPT: [chars] information seems to be corrupted, bad value =[int]

**Explanation** Incorrect parameters were detected internally.

**Recommended Action** This is only a debug warning message. The unexpected value is discarded.

## CWAN\_CHOC\_DSX Messages

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

### CWAN\_CHOC\_DSX-3

**Error Message** %CWAN\_CHOC\_DSX-3-NODESTROYSUBBLOCK: The [chars] subblock named [chars] was not removed

**Explanation** A software error occurred. This message displays when IDB subblocks cannot be removed.

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

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

## CWAN\_CT3 Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN module Channelized T3 (CWAN\_CT3) messages.

### CWAN\_CT3-3

**Error Message** %CWAN\_CT3-4-CORRUPT: [chars] information seems to be corrupted, bad value =[int]

**Explanation** Incorrect parameters were detected internally.

**Recommended Action** This is only a debug warning message. The unexpected value is discarded.

## CWAN\_FWD\_TABLES Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN module forwarding tables messages.

### CWAN\_FWD\_TABLES-3

**Error Message** %CWAN\_FWD\_TABLES-3-CHUNK\_CREATE\_FAIL: [chars]

**Explanation** An internal software error occurred.

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

**Error Message** %CWAN\_FWD\_TABLES-3-CHUNK\_DESTROY\_FAIL: [chars]

**Explanation** An internal software error occurred.

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

**Error Message** %CWAN\_FWD\_TABLES-3-CHUNK\_MALLOC\_FAIL: [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

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

**Error Message** %CWAN\_FWD\_TABLES-3-ENTRY\_BUILD\_FAIL: [chars] [int]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

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

**Error Message** %CWAN\_FWD\_TABLES-3-INVALID\_DEST\_INFO: [chars] [hex] [hex] [hex]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

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

**Error Message** %CWAN\_FWD\_TABLES-3-INVALID\_INDEX: [chars] [int]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

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

**Error Message** %CWAN\_FWD\_TABLES-3-INVALID\_OPR\_TYPE: [chars] [dec]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

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

**Error Message** %CWAN\_FWD\_TABLES-3-MALLOC\_FAILED: [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

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

**Error Message** %CWAN\_FWD\_TABLES-3-TABLE\_ERROR: [chars]

**Explanation** An internal software error occurred.

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

## CWAN\_HA Messages

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

### CWAN\_HA-2

**Error Message** %CWAN\_HA-2-CCB\_PLAYBACK\_ERROR: CCB playback failed for slot [dec].

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

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

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

**Error Message** %CWAN\_HA-2-CCB\_RECORD\_ERROR: CCB record failed for slot [dec].

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

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

**Error Message** %CWAN\_HA-2-IFCFG\_PLAYBACK\_ERROR: Interface Configuration command [int] playback failed for slot [int]/[int].

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

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

**Error Message** %CWAN\_HA-2-IFCFG\_RECORD\_ERROR: Interface Configuration command [int] record failed for slot [int]/[int].

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

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



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

## CWAN\_HA-3

**Error Message** %CWAN\_HA-3-CCB\_INIT\_ERROR: Failed to initialize CCB list for slot [dec].

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

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

**Error Message** %CWAN\_HA-3-IFCFG\_CMD\_NOT\_UNIQUE: More than one command registered for unique-key generator for interface configuration command [int].

**Explanation** The high availability component for WAN modules is unable to properly synchronize state information for the current configuration due to a conflict in command identifiers.

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

**Error Message** %CWAN\_HA-3-IFCFG\_INIT\_ERROR: Failed to initialize Interface Configuration list for slot [int]/[int].

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

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

**Error Message** %CWAN\_HA-3-IFCFG\_NO\_UNIQUE\_KEY: No unique-key generator registered for interface configuration command [int].

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

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

## CWAN\_HA-4

**Error Message** %CWAN\_HA-4-CCB\_PLAYBACK\_ERROR: CCB playback failed for slot [dec].

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

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

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

**Error Message** %CWAN\_HA-4-CCB\_RECORD\_ERROR: CCB record failed for slot [dec].

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

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

**Error Message** %CWAN\_HA-4-IFCFG\_DFLT\_LIST\_ERROR: For Interface Configuration command %u, default retval list search resulted 0x%x for slot %u/%u

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

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

**Error Message** %CWAN\_HA-4-IFCFG\_PLAYBACK\_ERROR: Interface Configuration command [int] playback failed for slot [int]/[int].

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

**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** %CWAN\_HA-4-IFCFG\_RECORD\_ERROR: Interface Configuration command [int] record failed for slot [int]/[int].

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

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

**Error Message** %CWAN\_HA-4-LTLSYNCFAIL: Failed to sync LTL data during [chars] for [chars] [int]: (slot=[dec],slotunit=[dec],if\_num=[dec]) to standby (vlan=[int],hash=[int],ltl=[int])

**Explanation** Some local target logic (LTL) data did not synchronize correctly from the active to the standby RP.

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

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

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

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

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

**Error Message** %CWAN\_HA-4-NOSRPSYNC: Failed to sync srp packet (slot=[dec],intf=[dec]) to standby, HA\_SYNC\_STATUS=[dec]

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

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

**Error Message** %CWAN\_HA-4-SRPSYNC: Slot [dec]: [chars]

**Explanation** The specified error occurred while synchronizing the SRP states from the active supervisor engine RP to the redundant supervisor engine RP.

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

# CWAN\_HAL Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN module Halcyon (CWAN\_HAL) messages.

## CWAN\_HAL-3

**Error Message** %CWAN\_HAL-3-CHUNK\_CREATE\_FAIL: [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

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

**Error Message** %CWAN\_HAL-3-CHUNK\_MALLOC\_FAIL: [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

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

**Error Message** %CWAN\_HAL-3-DELETION\_FAILED: [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

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

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

**Error Message** %CWAN\_HAL-3-FILL\_OCE\_INFO\_FAIL: [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

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

**Error Message** %CWAN\_HAL-3-ILLEGAL\_DEAGG\_PROT\_TYPE: [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

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

**Error Message** %CWAN\_HAL-3-ILLEGAL\_OBJ\_TYPE: [chars] [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

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

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

**Error Message** %CWAN\_HAL-3-INSERTION\_OR\_UPDATION\_FAILED: [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

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

**Error Message** %CWAN\_HAL-3-LABEL\_SPACE\_INCONSISTENT: [chars] [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

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

**Error Message** %CWAN\_HAL-3-NULL\_OBJ\_HANDLE: [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

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



**Error Message** %CWAN\_HAL-3-NULL\_PLT\_SPACE: [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

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

**Error Message** %CWAN\_HAL-3-TABLE\_CREATION\_FAILED: [chars] [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

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

**Error Message** %CWAN\_HAL-3-TABLE\_DELETION\_FAILED: [chars] [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

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

## CWAN\_HAL-4

**Error Message** %CWAN\_HAL-4-UN\_SUPPORTED\_CONFIG: %s

**Explanation** The configuration of the WAN module is not supported. A common cause is configuring TE on a GRE tunnel.

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

## CWAN\_IFMGR Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN module Interface Manager (CWAN\_IFMGR) messages.

## CWAN\_IFMGR-4

**Error Message** %CWAN\_IFMGR-4-CREATEFAIL: IM Driver Creation Failed: Interface [dec]/[dec]: [chars]

**Explanation** Driver failed to create an interface with the interface manager.

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

**Error Message** %CWAN\_IFMGR-4-DESTROYFAIL: IM Driver Destroy Failed: Interface [dec]/[dec]: [chars]

**Explanation** Driver failed to destroy the interface with the interface manager.

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

**Error Message** %CWAN\_IFMGR-4-REGISTERFAIL: IM Registration Failed: [chars]

**Explanation** Driver failed to register with the interface manager.

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

## CWANLC Messages

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

### CWANLC-3

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

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

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

**Error Message** %CWANLC-3-CWANLC\_EARL\_VERSION\_NOTICE: CWAN receives mismatch Earl version notification. New Earl[int] vs Earl[int]

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

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

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

**Explanation** The OSM encountered a fatal error.

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

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

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

**Recommended Action** Perform the FPD upgrade operation with a newer version of the FPD image package that is compatible with the running Cisco IOS software. Consult with the FPD image package section of the Cisco IOS software release note to confirm if your board revision is supported for a particular release.

**Error Message** %CWANLC-3-IPCPORT: Failed to %s IPC port '%s', error %s

**Explanation** The line card failed to create a port for communication with the route processor.

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

**Error Message** %CWANLC-3-LTL\_NOPPEPORTMAP: Failed to retrieve default port mapping for packet processor [int]

**Explanation** The line card software initialization was not completed correctly.

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

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

**Error Message** %CWANLC-3-TVPN\_NOMEM: Failed to start vpn, not enough memory

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

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

## CWANLC-5

**Error Message** %CWANLC-5-NOSCPPING: Linecard has not sent SCP PING responses for too long

**Explanation** The SCP ping mechanism is used by the RP and SP processors to monitor whether the line card that is executing Cisco IOS is in a healthy state. This SCP ping response has not been sent by the line card for a long time; the line card has exported its context information to the RP and may be power cycled. The exported context is available in the output of the **show diag** command.

**Recommended Action** Save the **show diag** command output and contact your Cisco technical support representative if the line card is reset.

## CWANLC\_ATM Messages

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

### CWANLC\_ATM-3

**Error Message** %CWANLC\_ATM-3-NOVPSpace: [chars]: out of VP space for VPI [dec]

**Explanation** Out of virtual paths (VPs) on the segmentation and reassembly (SAR) engine.

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

**Error Message** %CWANLC\_ATM-3-VC\_CLOSEFAIL: [chars]: Failed to remove VC [dec]/[dec] cause [int]

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

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

## CWAN\_POSEIDON Messages

This section contains Optical Services Module (OSM) GE-WAN Route Processor (RP) driver messages.

**Error Message** %CWAN\_POSEIDON-6-ALARM\_INFO: [chars] [chars] [chars] [chars] [chars]

**Explanation** This message is generated whenever an alarm is present in the system and the alarm status has been reported to the RP, or an alarm has been removed from the system and the alarm status has been reported to the RP.

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

## CWAN\_QINQ Messages

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

### CWAN\_QINQ-3

**Error Message** %CWAN\_QINQ-3-CWAN\_POCH\_QINQ\_NULL\_EGRESS: [chars] QinQ Ether VC have received invalid egress assignment on phyport [chars]for trunk encapsulation dot1q [int]

**Explanation** The port channel QinQ Ether VC subinterface being configured contains an invalid egress port assignment. The egress traffic of the OSM port will be stopped for this EVC.

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

**Error Message** %CWAN\_QINQ-3-CWAN\_QINQ\_TRUNK\_DATAINCONSISTENCY: QinQ data integrity check failed for bridge-vlan [int] dot1q [int] using trunk encapsulation dot1q [int], existing record shows mapping with encapsulation dot1q [int].

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

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

## CWAN\_RP Messages

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

### CWAN\_RP-0

**Error Message** %CWAN\_RP-0-LCLOG\_MSG : slot [dec]/[dec]: [chars]

**Explanation** An error has occurred on a module. The slot and CPU number are indicated after the CWAN\_RP-0-LCLOG\_MSG text. The error message that appears after the slot number is the original message from the module.

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



## CWAN\_RP-1

**Error Message** %CWAN\_RP-1-LCLOG\_MSG : slot [dec]/[dec]: [chars]

**Explanation** An error has occurred on a module. The slot and CPU number are indicated after the CWAN\_RP-1-LCLOG\_MSG text. The error message that appears after the slot number is the original message from the module.

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

**Error Message** %CWAN\_RP-1-OVERRIDE\_MAC\_INVALID: [chars] has invalid override-mac-address.

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

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

## CWAN\_RP-2

**Error Message** %CWAN\_RP-2-LCLOG\_MSG : slot [dec]/[dec]: [chars]

**Explanation** An error has occurred on a module. The slot and CPU number are indicated after the CWAN\_RP-2-LCLOG\_MSG text. The error message that appears after the slot number is the original message from the module.

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

## CWAN\_RP-3

**Error Message** %CWAN\_RP-3-FAILED\_CONFIG: Failed to send line card config message [chars] for slot [int] port [int]

**Explanation** The RP could not send the specified configuration message to the line card.

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

**Error Message** %CWAN\_RP-3-IFCFG\_CMD\_NOT\_OWNER: Process '[chars]' waiting for interface configuration command ([hex]) to slot [int]/[int] without acquiring lock owned by process '[chars]'

**Explanation** A process on the RP sent a configuration command to the slot specified in the message and a different process waited for the result. This condition could cause incorrect line card configuration states.

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

**Error Message** %CWAN\_RP-3-LCLOG\_MSG : slot [dec]/[dec]: [chars]

**Explanation** An error has occurred on a module. The slot and CPU number are indicated after the CWAN\_RP-3-LCLOG\_MSG text. The error message that appears after the slot number is the original message from the module.

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

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

**Error Message** %CWAN\_RP-3-MODULE\_TYPE: cannot find FCI for module type [int] in slot [int]

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

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

**Error Message** %CWAN\_RP-3-PROCMSG: Process msg send failed for process[dec]

**Explanation** An attempt to send a process message failed for the specified process.

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

**Error Message** %CWAN\_RP-3-UPGRADE\_ERROR: Slot [int]: The ROMMON upgrade failed to complete.

**Explanation** An error occurred during the upgrade process.

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

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

**Error Message** %CWAN\_RP-3-WAN\_BRIDGING\_CONFIG\_EXCEEDED: The number of VPLS/EoMPLS/Bridging/QinQ VCs exceeded the maximum supported by the platform

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

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

## CWAN\_RP-4

**Error Message** %CWAN\_RP-4-CONFIG\_MISMATCH: Irreconcilable Configuration difference between Active & Standby Supervisors due to OIR/Config Event -> Reloading Standby Supervisor to synchronize the configuration.

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

**Recommended Action** The standby supervisor engine is being reloaded. No action is required.

**Error Message** %CWAN\_RP-4-EMPTY\_CWANBAYS: FLEXWAN in slot [dec] is empty. Please remove the Flexwan or insert it with atleast one PA

**Explanation** The FlexWAN in the specified slot does not contain any port adapters.

**Recommended Action** The FlexWAN should be removed. This is an unsupported configuration.

**Error Message** %CWAN\_RP-4-IFCFG\_CMD\_TIMEOUT: Interface configuration command ([hex]) to slot [int]/[int] timed out

**Explanation** The RP sent a configuration command to the slot specified in the message and received no confirmation for the command.

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

**Error Message** %CWAN\_RP-4-INCR\_CFG\_SYNC\_FAIL: 7600 incremental running-config sync for [[dec]/[dec]] failed - [chars]([dec]), Reload Standby

**Explanation** The specified 7600 series router incremental running configuration synchronization has failed.

**Recommended Action** Power cycle the redundant supervisor engine.

**Error Message** %CWAN\_RP-4-INVALID\_UNIT: Invalid 7600 Unit: [[dec]/[dec]].

**Explanation** The specified 7600 series router slot and CPU are beyond the chassis limit.

**Recommended Action** Power cycle the redundant supervisor engine.

**Error Message** %CWAN\_RP-4-LCLOG\_MSG : slot [dec]/[dec]: [chars]

**Explanation** An error has occurred on a module. The slot and CPU number are indicated after the CWAN\_RP-4-LCLOG\_MSG text. The error message that appears after the slot number is the original message from the module.

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

**Error Message** %CWAN\_RP-4-MODULE\_CONFIG\_MISSING: configuration missing for slot [int]

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

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

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

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

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

## CWAN\_RP-5

**Error Message** %CWAN\_RP-5-LCLOG\_MSG : slot [dec]/[dec]: [chars]

**Explanation** An error has occurred on a module. The slot and CPU number are indicated after the CWAN\_RP-5-LCLOG\_MSG text. The error message that appears after the slot number is the original message from the module.

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

## CWAN\_RP-6

**Error Message** %CWAN\_RP-6-ADF\_FILE: Slot [int]: Using VPN-SM Upgrade File: "[chars]"

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

**Recommended Action** No action is required.

**Error Message** %CWAN\_RP-6-AUX\_FILE: Slot [int]: Found VPN-SM Firmware in File: "[chars]"

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

**Recommended Action** No action is required.

**Error Message** %CWAN\_RP-6-LCLOG\_MSG : slot [dec]/[dec]: [chars]

**Explanation** An error has occurred on a module. The slot and CPU number are indicated after the CWAN\_RP-6-LCLOG\_MSG text. The error message that appears after the slot number is the original message from the module.

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

**Error Message** %CWAN\_RP-6-LC\_RESET: The RP is reloaded, resetting slot [dec] is necessary. Please ignore errors if any, till the linecard comes up.

**Explanation** If the system is running Catalyst operating system software on the supervisor engine and Cisco IOS software on the MSFC, the WAN line cards that power up before the RP powers up will be reset automatically.

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

**Error Message** %CWAN\_RP-6-NO\_LC\_IMAGE: Line card image in slot [dec] for card\_id [dec] is not bundled with IOS.

**Explanation** The line card in the specified slot will be powered down to prevent it from running an image that is not supported by the RP. If the line card image is compatible with the image running on the RP, there might be another problem with the software.

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

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

**Error Message** %CWAN\_RP-6-OUT\_OF\_RESOURCE: [chars] configuration has exceeded available internal resources.

**Explanation** The resources required for configuration are no longer available. They may have been acquired by another application.

**Recommended Action** If the requested resources have not been allocated to another application, contact your Cisco technical support representative for further assistance.

**Error Message** %CWAN\_RP-6-OVERRIDE: Slot [int]: ...Overriding Intrinsic VPN-SM Firmware.

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

**Recommended Action** No action is required.

**Error Message** %CWAN\_RP-6-UPGRADE\_COMPLETE: Slot [int]: ROMMON upgrade complete. Reset the card for the changes to take effect.

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

**Recommended Action** No action is required.

## CWAN\_RP-7

**Error Message** %CWAN\_RP-7-LCLOG\_MSG : slot [dec]/[dec]: [chars]

**Explanation** An error has occurred on a module. The slot and CPU number are indicated after the CWAN\_RP-7-LCLOG\_MSG text. The error message that appears after the slot number is the original message from the module.

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



## CWAN\_SLOT Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN slot (CWAN\_SLOT) messages.

### CWAN\_SLOT-1

**Error Message** %CWAN\_SLOT-1-CF\_ADDFAILED: Failed to register chkpt client, client = %d

**Explanation** The checkpoint facility client could not be registered.

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

**Error Message** %CWAN\_SLOT-1-CF\_NOBUF: Failed to get chkpt buffer, client = %d

**Explanation** The checkpoint facility could not obtain buffer memory.

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

## CWAN\_SP Messages

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

### CWAN\_SP-3

**Error Message** %CWAN\_SP-3-INIT\_FAIL: Failed to allocate [dec] bytes memory needed for CWAN SP module initialization

**Explanation** A memory allocation failure has occurred during initialization of WAN SP module.

**Recommended Action** Upgrade to a higher memory size on the switch processor (SP).

## CWAN\_SP-4

**Error Message** %CWAN\_SP-4-UNKNOWN\_PW: Unknown CWAN pseudo wire on vlan [dec], port [dec]/[dec]

**Explanation** An unknown WAN pseudowire is being used.

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

## CWAN\_SPA Messages

This section contains shared port adapter (SPA) on OSR messages.

**Error Message** %CWAN\_SPA-3-CREATION\_FAILURE: slot=[dec] subslot=[dec], spa\_type=[hex], lc\_type=[hex].

**Explanation** An attempt to create a SPA object has failed.

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

**Error Message** %CWAN\_SPA-3-DIAG\_CONFIG: [chars] did not complete [dec]/[dec]

**Explanation** An error has occurred during diagnostic test.

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

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

**Error Message** %CWAN\_SPA-3-INVALID\_DATA\_INSTANCE: interface type [chars], slot [dec] port [dec] vc [dec] : [chars]

**Explanation** The data required to support the specified interface is not available.

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

**Error Message** %CWAN\_SPA-3-INVALID\_IF\_INDEX: index= [dec], cardType=[hex], spaType=[hex], slot [dec] subSlot [dec] slotunit [dec] vc [dec]

**Explanation** The index for the interface is not valid.

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

**Error Message** %CWAN\_SPA-3-INVALID\_INDX\_RANGE: index1= [dec], index2= [dec], maxIndex= [dec]

**Explanation** Invalid index range.

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

**Error Message** %CWAN\_SPA-3-MEM\_ALLOC\_ERROR: [chars]

**Explanation** A memory allocation error has occurred.

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

**Error Message** %CWAN\_SPA-3-NULL\_SPA\_PTR:

**Explanation** The pointer to a SPA object is null.

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

**Error Message** %CWAN\_SPA-3-NULL\_VFT: [chars] virtual function table is not initialized. spaType=[hex]

**Explanation** A required function table is not initialized.

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

**Error Message** %CWAN\_SPA-3-NULL\_VFUNC: [chars] vector is not initialized.  
spaType=[hex]

**Explanation** A required function vector is not initialized.

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

**Error Message** %CWAN\_SPA-3-POWER\_CYCLE: [chars] occurred on Shared Port Adapter  
[int]/[int]

**Explanation** An error has occurred that will cause the shared port adapter to be power cycled.

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

**Error Message** %CWAN\_SPA-3-SPA\_CREATION\_FAILURE: slot=[dec] subslot=[dec],  
PID=[chars] lc\_type=[hex].

**Explanation** An attempt to create a SPA object has failed.

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

# CWPA Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router port adapter module (CWPA) messages.

## CWPA-2

**Error Message** %CWPA-2-BAD\_HWVERS: Unable to determine board hardware version

**Explanation** The module software cannot read the module hardware version. This condition indicates a hardware error.

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

**Error Message** %CWPA-2-PAOIR: Port adapter OIR not supported, reloading

**Explanation** An OIR operation occurred on the port adapters of the specified module, but OIR is not supported on the port adapter. This error has caused the module to fail and reload.

**Recommended Action** Do not attempt OIR on the port adapters of the specified module.

**Error Message** %CWPA-2-PA\_VOLFAIL: Port adapter [dec]V failed, Reloading flexwan

**Explanation** The module encountered an error involving power delivery to the module. Probable causes for this error are an environmental condition, an overtemperature condition, or inconsistent voltage to the module.

**Recommended Action** Verify that the input voltage and the temperature of the module are within acceptable ranges.

**Error Message** %CWPA-2-WHICH\_INT: Unexpected [chars] interrupt, INT status = [hex]

**Explanation** The module specified in the error message has encountered an unexpected interrupt.

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

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

## CWPA-3

**Error Message** %CWPA-3-DIAGFAIL: Failed to handle diag [chars] [dec]

**Explanation** The module failed to execute a diagnostics command.

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

**Error Message** %CWPA-3-PROCCREATEFAIL: Failed to create [chars] process

**Explanation** A module failed to create a process that is necessary for proper functioning of the module.

**Recommended Action** If a statistics export process was not created, check the I/O rate and the bytes that are getting incremented in the **show interface** command output for the nonchannelized interfaces on the FlexWAN and Enhanced FlexWAN modules. You can also get the statistics from the **show interface acc** command output or the **show interface stats** command output. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWPA-4

**Error Message** %CWPA-4-HEADER\_TOO\_BIG: Needs [dec] bytes, with only [dec] bytes available. Packet size [int], received from [chars], buffer [hex] packet start [hex]:  
 [hex]:[hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]  
 [hex]:[hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]

**Explanation** A packet was sent from the port adapter to either the route processor or the line card. That packet did not have enough available space to append the header. A new particle has been linked to the packet to store the header.

**Recommended Action** No action is required.

## CWPABRIDGE Messages

This section contains CWPA bridging messages.

**Error Message** %CWPABRIDGE-3-BADLTL: [chars] got bad LTL index [hex] for vlan [int] ckt\_id [int] sent from RP

**Explanation** The RP has provided the line card with an invalid value for the local target logic (LTL) index value.

**Recommended Action** If the bridging traffic stops going through, copy the message exactly as it appears on the console or in the system log. At the RP console exec prompt, enter the following commands:

```
show log,
show cwan bridge,
show atm vlan,
show mac-address-table dynamic detail,
show cwan ltl
```

The output of these commands will enable the engineer to gather more information about the condition. Contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %CWPABRIDGE-3-NOCLONEDPAK: Unable to allocate pak header for cloned pak

**Explanation** A line card is not able to allocate a pak header for a cloned pak that is used for flooding packets among bridged WAN links.

**Recommended Action** On the Cisco support website, use the online Software Advisor and check the release notes for the code you are running to determine the minimum amount of memory. If you have sufficient memory and are still seeing this error message, load the previous image on the unit to return the unit to an operational state and retrieve the information needed to report this problem.



Copy the contents of the line card's **crashinfo** data from the **cwan slot/bay bootflash:** command, where slot and bay belong to the line card. When you open a TAC case, provide the line card's **crashinfo** data and the output of the **show tech** command from the router.

## CWRPSPA Messages

This section contains messages for shared port adapters (SPAs) on the Catalyst 6500 Series Switch and Cisco 7600 Series Router WAN route processor (RP).

### CWRPSPA-3

**Error Message** %CWRPSPA-3-HWIDB\_FAILURE: Creation: slot [dec] subSlot [dec] port [dec] vc [dec]

**Explanation** Failed to create a hardware interface descriptor block (HWIDB).

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

**Error Message** %CWRPSPA-3-INVALID\_PORT\_NUM: slot=[dec] port=[dec], hwidbType=[hex], max\_port\_num=[dec], LCtype=[hex]

**Explanation** The port number is out of range.

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

**Error Message** %CWRPSPA-3-MAX\_SPA: Power to IPSEC-SPA-2G in [chars] is denied because it has exceeded the number allowed([dec])

**Explanation** The number of IPSEC-SPA-2G port adapters in a chassis is limited. This message displays when the number of IPSEC-SPA-2G port adapters in the chassis has exceeded the limit.

**Recommended Action** Use only the number of supported IPSEC-SPA-2G port adapters.

**Error Message** %CWRPSPA-3-NO\_HOST\_INFO: slot [dec] subSlot [dec], spaType [hex]

**Explanation** Failed to get information about the host line card.

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

## CWRPSPA-4

**Error Message** %CWRPSPA-4-SPA\_CMD\_NO\_RESP: [chars]: No response for interface configuration command [int]

**Explanation** A timeout occurred while the RP was waiting for a response from the line card. This condition may occur when the line card CPU is too busy to respond to the configuration command.

**Recommended Action** Retry the configuration command.

**Error Message** %CWRPSPA-4-SPA\_RESP\_CMD\_MISMATCH: [chars]: Expecting response to interface configuration command [int] but received response to command [int].

**Explanation** An internal synchronization error occurred while configuring the interface. The configuration may not have succeeded.

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

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

## CWRPSPA-6

**Error Message** %CWRPSPA-6-CARDRELOAD: Module [int] reload due to SPA insert in [int]/[int].

**Explanation** When inserting a SPA on the specified module, the module resets.

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

## CWSLC Messages

This section contains WAN SiByte Module (CWSLC) messages.

### CWSLC-3

**Error Message** %CWSLC-3-DIAGFAIL: Failed to handle diag [chars] [dec]

**Explanation** The module failed to execute a diagnostics command.

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

**Error Message** %CWSLC-3-DIAGSKIP: Skipped diag for port [dec]

**Explanation** The module skipped diagnostics for the specified port.

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

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

**Error Message** %CWSLC-3-DIAGWARNING: Backplane DIP switches settings incorrect

**Explanation** The backplane DIP switches need to be set properly.

**Recommended Action** Refer to the *7600 SIP and SPA Hardware Installation Guide* for information about how DIP switches must be set.

**Error Message** %CWSLC-3-IPCALLOCFAIL: Failed to allocate IPC buffer [chars]

**Explanation** An Enhanced FlexWAN module failed to allocate a buffer for communication with the route processor (MSFC).

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

**Error Message** %CWSLC-3-IPCSENFFAIL: Failed to send IPC message [chars]

**Explanation** An Enhanced FlexWAN module failed to send a message to the route processor (MSFC).

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

**Error Message** %CWSLC-3-LC\_ENCAP\_UPDATEFAIL: Could not update encapsulation on [chars] to [int]

**Explanation** The line card failed to update the new encapsulation that was requested. The interface data structures could not be temporarily locked to perform the encapsulation change

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

## CWTLC Messages

This section contains WAN Optical Services Module (CWTLC) messages.

### CWTLC-0

**Error Message** %CWTLC-0-FATAL\_EXCEPTION: [chars]

**Explanation** The OSM encountered a fatal exception.

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

## CWTLC-2

**Error Message** %CWTLC-2-FATAL\_ATM: [chars]

**Explanation** The OSM encountered a fatal line management interrupt. This error is not recoverable and will cause the system to fail.

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

**Error Message** %CWTLC-2-PCITIMEOUT: Fatal Local I-O Bus [dec] Timeout Addr = [hex]

**Explanation** The OSM encountered a PCI timeout.

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

**Error Message** %CWTLC-2-PLIM\_RX: [chars]

**Explanation** The OSM encountered an FPGA error that caused a sequence error.

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

**Error Message** %CWTLC-2-SLAVEPCI: [chars]

**Explanation** The OSM encountered a PCI error.

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

**Error Message** %CWTLC-2-TESTCRASH: [chars]

**Explanation** The user entered a command that caused the module to fail.

**Recommended Action** No action is required.

## CWTLC-3

**Error Message** %CWTLC-3-ATMTXFIFO: [chars]

**Explanation** The OSM encountered an error with the FPGA that has caused the FIFO queue to exceed the maximum limit. This condition will cause the system to fail.

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

**Error Message** %CWTLC-3-CONST\_SWITCHING\_BUS\_INTERFACE\_ASIC\_ERR: Constellation Switching Bus Interface Asic [[dec]] error: [chars]

**Explanation** The CWTLC switching bus interface ASIC received an error.

**Recommended Action** If traffic recovers, no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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

**Error Message** %CWTLIC-3-CONST\_SWITCHING\_BUS\_INTERFACE\_ASIC\_HWERR: Constellation Switching Bus Interface Asic [[dec]] HW error: [chars]

**Explanation** The CWTLIC switching bus interface ASIC received a hardware error and will be reset.

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

**Error Message** %CWTLIC-3-DMA\_ENGINE\_ASIC\_ERR: DMA Engine Asic [[dec]] error: [chars]

**Explanation** The CWTLIC DMA engine ASIC received an error.

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

**Error Message** %CWTLIC-0-DMA\_ENGINE\_ASIC\_FATAL\_ERR: DMA Engine Asic[[dec]] fatal error: [chars]

**Explanation** The CWTLIC DMA engine ASIC received a fatal error.

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



**Error Message** %CWTLIC-3-ERR\_DETAIL: [chars]

**Explanation** This message provides additional error details for a previous message, which may be of use to your technical support representative.

**Recommended Action** Follow the instructions for any system messages preceding this one and be sure to include the text from this error.

**Error Message** %CWTLIC-3-EXCEPTION\_ERR: [chars]

**Explanation** The OSM encountered an error exception.

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

**Error Message** %CWTLIC-3-FABRIC\_INTERFACE\_ASIC\_FATAL: OSM Fabric Interface ASIC Fatal Error. ERROR CODE: [chars]

**Explanation** The OSM fabric interface ASIC received a fatal error.

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

**Error Message** %CWTLIC-3-FABRIC\_INTERFACE\_ASIC\_PXF: CWAN PXF Client [[dec]] Not Running

**Explanation** An ASIC device on the OSM has detected that the designated PXF client is not running.

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

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

**Error Message** %CWTLC-3-FR\_BAD\_BRIDGING: Frame Relay: old bridge-vlan([int]) or new bridge-vlan([int]) on the bridged interface [chars] is malformed

**Explanation** This is an unexpected update from the route processor and should be ignored.

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

**Error Message** %CWTLC-3-FR\_INTLEVEL: unexpected interrupt level invocation of frame-relay handler:[chars] if\_number([dec]) dlci([dec])

**Explanation** Some feature code mistakenly invoked the module Frame Relay handler, which is designed to run at process level. This condition may lead to data corruption and a module failure.

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

**Error Message** %CWTLC-3-LTL\_ERR: Inconsistent port selection [hex] assignment for PXF([dec]) Vlan([dec]) on PXF([int])

**Explanation** The port selection information stored in the database is not valid.

**Recommended Action** Shut down the interface VLAN and restart the interface VLAN.

**Error Message** %CWTLC-3-MCAST\_REPL\_ENGINE\_FATAL: Multicast Replication Engine Asic Fatal Error. Resetting ASIC.

**Explanation** The OSM multicast replication engine ASIC received a fatal error.

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

**Error Message** %CWTLC-3-MEDUSA\_FATAL: OSM Medusa ASIC Fatal Error. ERROR CODE:  
[chars]

**Explanation** The OSM Medusa ASIC received the specified fatal error.

**Recommended Action** No action is required if traffic recovers. If traffic does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC-3-MEDUSAPXF: CWAN PXF Client [[dec]] Not Running

**Explanation** An ASIC device on the OSM has detected that the specified PXF client is not running.

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

**Error Message** %CWTLC-3-NOMEM: [chars]

**Explanation** The OSM could not obtain statistics due to depleted memory.

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

**Error Message** %CWTLC-3-NO\_STATID: PXF([dec]): no stat\_id is available for statistics collection

**Explanation** The OSM has used up all resources for statistics collection. No additional resources are available for further statistics collection.

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

**Error Message** %CWTLC-3-OLDIOFPGA: Upgrade your I/O FPGA

**Explanation** The OSM has an earlier release of the I/O FPGA software.

**Recommended Action** Contact your Cisco technical support representative to upgrade the I/O FPGA software.

**Error Message** %CWTLC-3-PLIM\_TX: [chars]

**Explanation** The OSM encountered an FPGA error that caused a sequence error. The module will attempt to recover from the error.

**Recommended Action** If the system recovers, no action is required. If the system does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC-3-PORTERROR: Port control error, cmd=[chars], port=[dec]

**Explanation** The port control command function has failed.

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

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

**Error Message** %CWTLIC-3-SECPAIRINT: Unexpected VA/Toaster interrupt from second pair

**Explanation** The OSM experienced an unexpected interrupt.

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

**Error Message** %CWTLIC-3-TITANFATAL: Titan Fatal Error. Resetting ASIC.

**Explanation** The OSM Titan ASIC received a fatal error.

**Recommended Action** No action is required if traffic recovers. If traffic does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC-3-TMC\_STATID\_INCONSISTENCY: PXF([dec]):Inconsistent stats id([hex]) [int] packets dropped.

**Explanation** The WAN module received inconsistent statistics from the PXF. The PXF reported that a packet was dropped, but the PXF did not report the correct packet count.

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

**Error Message** %CWTLC-3-TMTRIE\_ALLOC\_FAILED: Failed to allocate toaster mtrie nodes.

**Explanation** The system encountered an error while it was attempting to allocate memory from a WAN OSM component.

**Recommended Action** Reduce the number of routes associated with a VRF identifier or upgrade the WAN OSM to a higher version.

**Error Message** %CWTLC-3-UNSUPPORTED\_LABEL\_RANGE: The maximum label range configured for this system exceeds the [int] limit supported by the OSM module.

**Explanation** The MPLS label range configured for this system is not supported. The maximum label range limit is specified in the message.

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

**Error Message** %CWTLC-3-VTMS: [chars]

**Explanation** The OSM could not schedule the wheel entry. The reason for the error is specified in the error message text.

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

**Error Message** %CWTLC-3-VTMSQ\_NOTIDLE: Queue not idle when modifying Q([hex])

**Explanation** The VTMS queue was in the process of being modified for a change in QoS configuration, but packets were still going through the queue. When the queue is being modified, there is usually no traffic in the queue.

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

## CWTLC-4

**Error Message** %CWTLC-4-ASIC\_RESET: Reset asics - [chars]

**Explanation** The ASICs on the OSM are resetting. System traffic should recover and continue normally after the module resets.

**Recommended Action** No action is required.

**Error Message** %CWTLC-4-CONST\_SWITCHING\_BUS\_INTERFACE\_ASIC\_CONFIG\_ERR: Constellation Switching Bus Interface Asic [[dec]] configuration failed after [dec] retries.

**Explanation** The CWTLC switching bus interface ASIC failed to be configured correctly.

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

**Error Message** %CWTLC-4-MEDUSAERROR: Medusa Error. [chars]

**Explanation** The CWTLC Medusa ASIC received a recoverable error.

**Recommended Action** No action is required if traffic recovers. If traffic does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC-4-PINNACLE\_OLDIOFPGA: Link negotiation maybe be affected, upgrade I/O FPGA

**Explanation** The system detected an earlier release of the I/O FPGA software. The I/O FPGA software needs to be upgraded to the latest release.

**Recommended Action** Upgrade the I/O FPGA software to the newest release. If you require assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved

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

**Error Message** %CWTLC-4-PORT\_ASIC\_OLDIOFPGA: Link negotiation maybe be affected, upgrade I/O FPGA

**Explanation** An earlier version of the I/O FPGA software has been detected.

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

**Error Message** %CWTLC-4-TMC\_INVALID\_STATID: PXF:Invalid-Statid ([dec]) for vc [int] under interface [int]

**Explanation** The OSM has encountered an internal error while setting up the statistics system.

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



## CWTLC-5

**Error Message** %CWTLC-5-BUS\_SEQ\_ERR: Constellation bus Sequence Error. Resetting port ASICs.

**Explanation** The SP detected a sequence error on the backplane bus of the OSM. The system called a reset sequence from the EARL to recover from this error. System traffic should recover and continue normally.

**Recommended Action** If traffic recovers, no action is required. If traffic does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC-5-DATAPATH\_RECOVERY\_PATCH: EARL reset patch invoked.

**Explanation** The ASICs on the OSM were reset so that the module could recover from a bus sequence error. This condition usually occurs under heavy traffic with HA-related switchover or a module OIR operation. System traffic should recover and continue normally.

**Recommended Action** If traffic recovers, no action is required. If traffic does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC-5-FABRIC\_INTERFACE\_ASIC\_RE\_INIT: Fabric Interface Asic Re-initialize.

**Explanation** The OSM fabric interface ASIC is being reinitialized because of a system backplane bus sequence error, a fatal ASIC error, or a line card error.

**Recommended Action** If traffic recovers, no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

**Error Message** %CWTLC-5-MEDUSA\_RE\_INIT: Medusa Re-initialize.

**Explanation** The OSM Medusa ASIC is being reinitialized because of a system backplane bus sequence error or a fatal ASIC error on the module itself.

**Recommended Action** If traffic recovers, no action is required. If traffic does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC-5-PENDING\_PATCH: Invoke pending data recovery patch.

**Explanation** The ASICs on the OSM line card has been reset so that it can recover from backplane switching bus sequence errors or local hardware ASIC errors. This condition is usually occurs under stress trafficwith HA-related switchover or a line card OIR operation. System traffic should recover and continue normally.

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

## CWTLC-6

**Error Message** %CWTLC-6-FABRIC\_INTERFACE\_ASIC\_MODECHANGE: Fabric Interface Asic switching bus Mode changed to [chars]

**Explanation** The supervisor engine has changed the CWTLC fabric interface ASIC switching bus mode.

**Recommended Action** No action is required.

## CWTLC\_ATOM Messages

This section contains Any Transport over MPLS messages for WAN Optical Services Modules (CWTLC\_ATOM).

### CWTLC\_ATOM-3

**Error Message** %CWTLC\_ATOM-3-INTFID\_ERR: The internal interface ID [hex] for the AToM interface [chars] is invalid for the connection ID [hex]

**Explanation** The internal interface ID that is required by the OSM to establish an AToM connection is either invalid or is mismatched with the control plane MPLS data structure for this connection. The current interface ID of the OSM has lost its synchronization with the interface ID of the control plane for this connection. This condition is usually caused by unfavorable network conditions such as a failover operation and can occur during normal system operation.

**Recommended Action** Enter the appropriate AToM commands for either the Frame Relay over MPLS, Cell Relay over MPLS, AAL5 over MPLS, or Frame Relay local switching to remove the AToM connection, then add the connection again. Performing this action once should successfully reestablish the connection.

**Error Message** %CWTLC\_ATOM-3-OSM\_BB1\_CONFIG\_UNSUPPORTED: Attempt to configure Frame Relay over MPLS or Frame Relay localswitching on a non-enhanced OSM

**Explanation** Frame Relay over MPLS and Frame Relay local switching features are supported only on enhanced Optical Services Modules. Nonenhanced OSMs do not support these features.

**Recommended Action** Remove the configuration of the unsupported features, or upgrade this module to an enhanced OSM.

## CWTLC\_CHOC Messages

This section contains Cyclops Channelized OC48/OC12 (CWTLC\_CHOC) messages.

### CWTLC\_CHOC-3

**Error Message** %CWTLC\_CHOC-3-HWERROR: [chars]

**Explanation** The module hardware has experienced the specified error.

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

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

## CWTLC\_CHOC\_DSX Messages

This section contains Optical Services Module (OSM) CHOC DSX LC common messages.

**Error Message** %CWTLC\_CHOC\_DSX-3-HWERROR: [chars]

**Explanation** A hardware error involving the OSM line card has occurred.

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

## CWTLC\_CHOCX Messages

This section contains Optical Services Module (OSM) Channelized OC12/OC3 module (CWTLC\_CHOCX) messages.

### CWTLC\_CHOCX-3

**Error Message** %CWTLC\_CHOCX-3-HWERROR: [chars]

**Explanation** The module hardware has experienced the specified error.

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

# CWTLC\_GEWAN Messages

This section contains Gigabit Ethernet WAN module (CWTLC\_GEWAN) messages.

## CWTLC\_GEWAN-3

**Error Message** %CWTLC\_GEWAN-3-FPGA\_PROG\_FAILED: [chars] FPGA initialization failed due to [chars]

**Explanation** The FPGA could not be initialized. The cause of this condition is specified in the message text on the console or in the system log. As a result of this condition, the device is not operational and has been disabled.

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

**Error Message** %CWTLC\_GEWAN-3-GEMAC\_9K\_MODE\_FIX\_FAILED: Fix for 9k buffer mode failed for GEMAC[[dec]]

**Explanation** An error has occurred while the system was setting the GEMAC component of the Gigabit Ethernet WAN module in 9,000-buffer mode (a buffer mode that supports jumbo frames). This condition occurred on the port specified in the error message.

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

**Error Message** %CWTLC\_GEWAN-3-GEMAC\_INIT\_FAILED: Device initialization failed for GEMAC[[dec]]

**Explanation** An error occurred during initialization of the GEMAC device.

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

**Error Message** %CWTLC\_GEWAN-3-IF2PORT: Cannot determine port from interface [dec] for operation [dec] with [[enet]]

**Explanation** The port number could not be determined from the given interface number.

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

**Error Message** %CWTLC\_GEWAN-3-MAC\_OP\_BAD: Unknown MAC address operation [dec] with [[enet]] on port [dec]

**Explanation** The specified MAC address operation is unknown and cannot be performed.

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

**Error Message** %CWTLC\_GEWAN-3-PORT\_AUTONEG\_FAIL: Failed to [chars] auto-negotiation [chars] on port [dec]

**Explanation** The enabling/disabling of the auto-negotiation functionality on a GE-WAN port has failed.

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

**Error Message** %CWTLC\_GEWAN-3-PORT\_CMD\_FAIL: Port [chars] failed on port [dec]

**Explanation** A GE-WAN port command has failed.

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

**Error Message** %CWTLC\_GEWAN-3-TABLE\_ADD\_REMOVE\_FAILED: MAC address table [chars] with [[enet]] failed on port [dec]

**Explanation** The addition or removal of a MAC address from the MAC address table has failed.

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

**Error Message** %CWTLC\_GEWAN-3-ZICO\_INIT\_FAILED: Device initialization failed for Zico FPGA[[dec]]

**Explanation** An error occurred during initialization of the protocol converter FPGA.

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

## CWTLC\_GEWAN-5

**Error Message** %CWTLC\_GEWAN-5-GEMAC\_INTR: [chars]:[chars]

**Explanation** The GEMAC component of the Gigabit Ethernet WAN module caused an error interruption.

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

**Error Message** %CWTLC\_GEWAN-5-LINKFPGA\_INTR: Index[[dec]] Cause[[hex]]: [chars]

**Explanation** The link FPGA component of the Gigabit Ethernet WAN module caused an error interruption to occur.

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



# CWTLC\_QOS Messages

This section contains Optical Services Module (OSM) supervisor engine line card QoS messages.

**Error Message** %CWTLC\_QOS-3-CHUNK\_INIT\_FAIL: [chars]: [chars] allocation failed

**Explanation** The OSM detected a memory allocation failure. The installed amount of memory could be insufficient for the software features that are configured.

**Recommended Action** If this message appears continuously, a memory upgrade might be required.

**Error Message** %CWTLC\_QOS-3-CHUNK\_MALLOC\_FAIL: [chars]: chunk\_malloc for [chars] failed

**Explanation** The OSM detected a memory allocation failure. The installed amount of memory could be insufficient for the software features that are configured.

**Recommended Action** If this message appears continuously, a memory upgrade might be required.

**Error Message** %CWTLC\_QOS-3-MISC: [chars]: [chars] [dec]

**Explanation** The OSM detected the software error event that is specified in the message text.

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

**Error Message** %CWTLC\_QOS-4-STATS\_CLASS\_INFO\_INVALID: Stats process found invalid class\_info [[hex]], stat\_type [[hex]] caller\_pc [[hex]] caller\_pc1 [[hex]].

**Explanation** The OSM has detected invalid class data. This condition is transient when the policy map is modified and the update is propagated to the OSM.

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

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

**Error Message** %CWTLC\_QOS-3-WRED\_CLASS\_INDEX\_NOT\_FOUND: sub-class limit has exceeded

**Explanation** The OSM supports only 29 WRED classes: 8 CS, 12 AF, 1 EF, and 8 user-defined DSCP values.

**Recommended Action** Refer to the technical documentation for more information about WRED configurations on the OSM.

## CWTLC\_RP Messages

This section contains WAN Toaster-based module route processor (CWTLC\_RP) messages.

### CWTLC\_RP-3

**Error Message** %CWTLC\_RP-3-TMEM\_IMPROPER\_SEL: Improperly nested PXF [int] memory select/deselect at nested level [int]. Value stored with select ([hex]) does not match the value passed with deselect ([hex])

**Explanation** The last PXF select operation was not followed by a deselect operation.

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

### DATA CORRUPTION-1

**Error Message** %DATA CORRUPTION-1-UNAVAILABLE: %s, -PC= 0x%08X

**Explanation** Data corruption has been detected

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

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

## DATA\_DESCR-3

**Error Message** %DATA\_DESCR-3-UNAVAILABLE: Defer failure on %s for descriptor %u-%u/%u/%u/%u

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An error occurred during the processing of a data descriptor. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

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

**Error Message** %DATA\_DESCR-3-UNAVAILABLE: Encode failure: %s, descriptor type=%d

**Explanation** An internal data descriptor could not be encoded for synchronization for the interface or controller in the run-time module specified in the message output. The failure most likely occurred because of a software error. The descriptor type specified in the message output identifies the type of failure. The system state between the active and standby units might not be properly synchronized.

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

**Error Message** %DATA\_DESCR-3-UNAVAILABLE: Found expired message entry for descriptor %u-%u/%u/%u

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An error occurred during the processing of a data descriptor. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

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

**Error Message** %DATA\_DESCR-3-UNAVAILABLE: Internal error on data descriptor queue: %s

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An error occurred during the processing of a data descriptor. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

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

**Error Message** %DATA\_DESCR-3-UNAVAILABLE: Lookup Failure: %0-8x.%0-8x.%0-8x.%0-8x.%0-8x (%u-%u/%u)

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An interface corresponding to a data descriptor index was not found on the Standby unit when it was looked up. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

**Recommended Action** Gather system logs and error messages at both the active and the standby units. Issue the recommended show commands at the active unit. Show data-descriptor controller. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some

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

**Error Message** %DATA\_DESCR-3-UNAVAILABLE: Lookup Failure:  
%0-8x.%0-8x.%0-8x.%0-8x.%0-8x (%u-%u/%u/%u/%u)

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An interface corresponding to a data descriptor index was not found on the Standby unit when it was looked up. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

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

**Error Message** %DATA\_DESCR-3-UNAVAILABLE: Lookup Failure:  
%0-8x.%0-8x.%0-8x.%0-8x.%0-8x (%u-%u/%u/%u/%u)

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An interface corresponding to a data descriptor index was not found on the Standby unit when it was looked up. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

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

**Error Message** %DATA\_DESCR-3-UNAVAILABLE: Lookup Failure:  
%0-8x.%0-8x.%0-8x.%0-8x.%0-8x (%u-%u/%u/%u/%u/%u)

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An interface corresponding to a data descriptor index was not found on the Standby unit when it was looked up. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

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