

# SWEPA Messages

This section contains software encryption port adapter (SWEPA) and key management messages.

## SWEPA-6

**Error Message** %SWEPA-6-EPA\_EXP\_RUNNING: Exp Running ....

**Explanation** The EXP process is 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** %SWEPA-6-EPA\_EXP\_TIMER\_EXPIRED: Exp Timer Expired!

**Explanation** The EXP timer has expired.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %SWEPA-6-FAILED\_TO\_ALLOCATE\_ENCRYPT\_QUE: Failed to allocate the encrypt queue.

**Explanation** The encryption queue could not be allocated.

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

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

**Error Message** %SWEPA-6-FAILED\_TO\_START\_DES\_PROCESS: Failed to start DES process

**Explanation** The DES process has failed to start.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %SWEPA-6-FAILED\_TO\_START\_EXP\_PROCESS: Failed to start EXP process

**Explanation** The EXP process has failed to start.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %SWEPA-6-INIT\_SW\_EPA\_IDB: Init swepa idb start ...

**Explanation** The software encryption port adapter information descriptor block (IDB) is being 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** %SWEPA-6-START\_DES\_PROCESS: DES process start ...

**Explanation** The DES process has started.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %SWEPA-6-START\_EXP\_PROCESS: EXP process start ...

**Explanation** The EXP process has started.

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

## SWITCH Messages

This section contains switch interface messages.

### SWITCH-3

**Error Message** %SWITCH-1-RF\_REGISTRN\_FAILED: unable to register switch driver client to RF

**Explanation** The switch driver client could not be registered to the redundancy facility (RF).

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

## SWITCHOVER Messages

This section contains line card switchover-related messages.

### SWITCHOVER-6

**Error Message** %SWITCHOVER-6-LC\_HA\_UNAWARE: Line card (type [hex]) in slot [dec] is not configured HA mode aware

**Explanation** The line card in the specified slot does not support the configured RP redundancy mode. The line card will be reset and reinitialized during RP failover.

**Recommended Action** No action is required.

## SWITCH\_QOS\_TB Messages

This section contains trusted boundary messages.

### SWITCH\_QOS\_TB-5

**Error Message** %SWITCH\_QOS\_TB-5-TRUST\_DEVICE\_DETECTED: [chars] detected on port [chars], port trust enabled.

**Explanation** The trusted boundary facility has detected a device that matches the trusted device setting for the port, and the port trust state has been modified.

**Recommended Action** No action is required.

**Error Message** %SWITCH\_QOS\_TB-5-TRUST\_DEVICE\_LOST: [chars] no longer detected on port [chars], port set to untrusted.

**Explanation** The trusted boundary facility has lost contact with a trusted device, and has set the port trust state to untrusted.

**Recommended Action** No action is required.

## SWITCH\_SPAN\_ISSU Messages

This section contains span switch in-service software upgrade (ISSU) messages.

## SWITCH\_SPAN\_ISSU-3

**Error Message** %SWITCH\_SPAN\_ISSU-3-BUFFER: span switch ISSU client failed to get buffer for message, error %d

**Explanation** The SPAN switch ISSU client was unable to get a buffer for building a negotiation message. As a result, it cannot send the negotiation message to the standby unit and the standby unit cannot be brought up.

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

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

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

**Explanation** The SPAN switch 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** %SWITCH\_SPAN\_ISSU-3-MSG\_NOT\_OK: span switch ISSU client message %d is not compatible

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

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

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

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

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

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

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

**Error Message** %SWITCH\_SPAN\_ISSU-3-SEND\_FAILED: span switch ISSU client failed to send a negotiation message, error %d

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

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

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

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

**Explanation** The SPAN switch 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 SPAN switch state will not be identical with the active unit.

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

## SW\_DAI-4-UNAVAILABLE

**Error Message** %SW\_DAI-4-UNAVAILABLE: %d packets received in %d milliseconds on %s.

**Explanation** The switch has received the given number of ARP packets in the given duration on the given interface. This message is logged just before the port is err-disabled because of exceeded packet rate. And this message is logged when the burst interval is set to 1 second.

**Recommended Action** LOT\_STD\_NO\_ACTION

**Error Message** %SW\_DAI-4-UNAVAILABLE: %d packets received in %d seconds on %s.

**Explanation** The switch has received the given number of ARP packets in the specified burst interval. The interface is errdisabled when the switch receives packets at a rate higher than the configured packet rate every second over the configured burst interval. The message is logged just before the interface is err-disabled, and if the configured burst interval is more than a second.

**Recommended Action** LOT\_STD\_NO\_ACTION

**Error Message** %SW\_DAI-4-UNAVAILABLE: %ld Invalid ARP packets [%CC]

**Explanation** The switch has received ARP packets considered invalid by ARP inspection. The packets are bogus, and their presence may be an indication of man-in-the-middle attacks being attempted in the network. This message differs from other messages in that while the other can be used to provide as much information of the packet as possible, this message is used as a catch all message when the rate of incoming packets exceed DAI logging rate.

**Recommended Action** LOT\_STD\_NO\_ACTION



**Error Message** %SW\_DAI-4-UNAVAILABLE: %ld Invalid ARPs (%s) on %s, vlan %d. ([%e/%s/%e/%s/%CC])

**Explanation** The switch has received ARP packets considered invalid by ARP inspection. The packets are bogus, and their presence indicates that administratively denied packets have been seen in the network. This log message shows up when packet(s) have been denied by acls either explicitly or implicitly (with static acl configuration). The presence of these packets indicates that man-in-the-middle attack(s) may have been attempted in the network.

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

**Error Message** %SW\_DAI-4-UNAVAILABLE: %ld Invalid ARPs (%s) on %s, vlan %d. ([%e/%s/%e/%s/%CC])

**Explanation** The switch has received ARP packets considered invalid by ARP inspection. The packets are bogus, and their presence may be an indication of man-in-the-middle attacks being attempted in the network. This message is logged when the senders ip and mac binding for the received vlan is not present in the dhcp snooping database.

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

**Error Message** %SW\_DAI-4-UNAVAILABLE: %ld Invalid ARPs (%s) on %s, vlan %d. ([%e/%s/%e/%s/%CC])

**Explanation** The switch has received ARP packets considered invalid by ARP inspection. The packets are bogus, and they do not pass one or more of source mac or destination mac or IP validation checks.

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

## SW\_DAI-6

**Error Message** %SW\_DAI-6-UNAVAILABLE: %ld ARPs (%s) on %s, vlan %d. ([%e/%s/%e/%s/%CC])

**Explanation** The switch has received ARP packets that have been permitted as a result of ACL match.

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

**Error Message** %SW\_DAI-6-UNAVAILABLE: %ld ARPs (%s) on %s, vlan %d. ([%e/%s/%e/%s/%CC])

**Explanation** The switch has received ARP packets that have been permitted as a result of senders IP and MAC address match against the dhcp snooping database for the received vlan.

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

# SW\_MGR Messages

This section contains segment switch manager messages.

## SW\_MGR-3

**Error Message** %SW\_MGR-3-CM\_ERROR: Connection Manager Error - [chars].

**Explanation** An error has occurred in the segment switch connection manager.

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

**Error Message** %SW\_MGR-3-CM\_ERROR\_CLASS: Connection Manager Error: Class [chars]: - [chars].

**Explanation** An error has occurred in the connection manager.

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

**Error Message** %SW\_MGR-3-CM\_ERROR\_FEATURE: Connection Manager Feature Error: (%s) - %s.

**Explanation** A segment switch connection manager feature class 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** %SW\_MGR-3-CM\_ERROR\_FEATURE\_CLASS: Connection Manager Feature Error: Class %s: (%s) - %s.

**Explanation** A segment switch connection manager feature 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** %SW\_MGR-3-FHM\_ERROR: SSM Feature Handler Manager Error - %s.

**Explanation** A feature handler manager 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** %SW\_MGR-3-INVALID\_HANDLE: Segment Manager Error - Invalid [chars] handle - [dec].

**Explanation** The connection manager encountered an invalid handle.

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

**Error Message** %SW\_MGR-3-INVALID\_SEGMENT: Segment Switch Manager Error - Invalid segment - [chars].

**Explanation** The segment switch manager encountered an invalid segment.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %SW\_MGR-3-SM\_ERROR: Segment Manager Error - [chars].

**Explanation** An error has occurred in the segment manager.

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

**Error Message** %SW\_MGR-3-SSM\_SEG\_ISSU: SSM Segment ISSU: [chars] not supported.

**Explanation** ISSU of this SSM Segment is not supported.

**Recommended Action** Not Available.

# SW\_VLAN Messages

This section contains Virtual LAN (VLAN) manager messages.

## SW\_VLAN-3

**Error Message** %SW\_VLAN-3-UNAVAILABLE: VLAN Manager synchronization failure with Port Manager over %s

**Explanation** Due to lack of ready pool space, the VLAN manager dropped a notification from the Port Manager as indicated by the message.

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

**Error Message** %SW\_VLAN-3-UNAVAILABLE: VTP protocol code internal error: %s

**Explanation** VTP protocol code encountered an unexpected error will processing configuration request, packet, or timer expiration.

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

## SW\_VLAN-4

**Error Message** %SW\_VLAN-4-VLAN\_ADD\_FAIL: Failed to add VLAN [dec] to vlan database: [chars]

**Explanation** The specified VLAN could not be added to the VLAN database. The platform may not allow the addition or there may be insufficient memory to expand the VLAN database.

**Recommended Action** Check the usage of the VLAN in the active and standby device to determine whether the VLAN is valid. Check the memory usage in the standby device. Unconfigure the feature that occupies more memory and retry the VLAN creation operation. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %SW\_VLAN-4-VLAN\_CREATE\_FAIL: Failed to create VLANs [chars]: [chars]

**Explanation** The specified VLANs could not be created. The VLAN manager called a VLAN database routine to create one or more VLANs, but the port manager failed the VLAN creation requests. A possible cause of this error is that the VLANs already exist in the port manager as internal VLANs.

**Recommended Action** Check the internal VLAN usage by entering the **show vlan internal usage** command. Unconfigure the feature that occupies the internal VLAN and retry the VLAN creation operation. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %SW\_VLAN-4-VLANMGR\_INVALID\_DATABASE\_DATA: VLAN MANAGER received bad data of type %s: value %d from function %s

**Explanation** The VLAN manager received invalid data from a VLAN configuration database 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** %SW\_VLAN-4-VTP\_DB\_INVALID\_VLANID: Invalid VLAN ID [dec] found in VTP database download

**Explanation** An invalid VLAN ID was detected in the VTP database during the download of the VTP configuration file. This condition indicates that the VTP configuration file in NVRAM is corrupted.

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

**Error Message** %SW\_VLAN-4-VTP\_DB\_SIZE\_CHECK\_FAILED: The %s VTP database of length %d cannot be supported by the system

**Explanation** The VLAN trunking protocol (VTP) database size is larger than the system can support.

**Recommended Action** Reduce the database size by decreasing the configuration parameters. For example, reduce the size of vlan-names.

## SW\_VLAN-6

**Error Message** %SW\_VLAN-6-VTP\_DOMAIN\_NAME\_CHG: VTP domain name changed to [chars].

**Explanation** The VTP domain name was changed through configuration to the name specified in the message. A management domain is the naming scope of a VLAN name. Each VLAN has a name that is unique within the management domain.

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

**Error Message** %SW\_VLAN-4-VTP\_PRIMARY\_SERVER\_CHG: %e has become the primary server for the %s VTP feature

**Explanation** The primary server status has changed and the indicated device has become the primary server for the indicated VTP feature.

**Recommended Action** No action is required.

**Error Message** %SW\_VLAN-4-VTP\_SEM\_BUSY: VTP semaphore is unavailable for function [chars]. Semaphore locked by [chars]

**Explanation** The VTP database is currently locked by another task and is not available.

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

## SW\_VLAN-6

**Error Message** %SW\_VLAN-6-OLD\_CONFIG\_FILE\_READ: Old version [dec] VLAN configuration file detected and read OK. Version [dec] files will be written in the future.

**Explanation** This message indicates that the VLAN software detected an old version of the VLAN configuration file format. The software was able to interpret the file with no problems but will create files using the new format in the future. The first [dec] is the old version number, and the second [dec] is the new version number.

**Recommended Action** No action is required.

**Error Message** %SW\_VLAN-6-VTP\_DOMAIN\_NAME\_CHG: VTP domain name changed to [chars].

**Explanation** The VTP domain name was changed through configuration to the name specified in the message. A management domain is the naming scope of a VLAN name. Each VLAN has a name that is unique within the management domain.

**Recommended Action** No action is required.



**Error Message** %SW\_VLAN-6-VTP\_MODE\_CHANGE: VLAN manager changing device mode from [chars] to [chars].

**Explanation** Some switch devices must automatically change VTP device modes upon receipt of a VLAN configuration database containing more than a set number of VLANs, depending on the device. This message indicates that such a spontaneous conversion has occurred, what the previous mode was, and what the current mode is. [chars] is the VTP device mode. In VTP server mode, the VLAN manager must record each change of VTP configuration and each change of device configuration relating to VTP (such as mode changes, device domain name changes, and password changes) to non-volatile storage using IFS system calls. If a system call fails, the device must spontaneously convert to the VTP client mode. Call failures are usually the result of a hardware failure of the non-volatile storage system, which may require replacement. Other possible causes include software bugs or, in the case of TFTP storage, a transient network or TFTP server failure.

**Recommended Action** No action is required.

**Error Message** %SW\_VLAN-6-VTP\_PRUNING\_CHANGE: VTP Operational Pruning [chars].

**Explanation** VTP operational pruning has been enabled or disabled as shown in [chars], due to either an administrative pruning change, a VTP mode change, or VTP configuration propagation. To view the reason for the change, enter the **show vtp status** command.

**Recommended Action** No action is required.

## SW\_SP-VLAN

**Error Message** %SW\_VLAN-SP-6-VTP\_DOMAIN\_NAME\_CHG: VTP domain name changed to %s.

**Explanation** The VTP domain name was changed through configuration to the name specified in the message. A management domain is the naming scope of a VLAN name. Each VLAN has a name that is unique within the management domain.

**Recommended Action** No action is required.

# SW\_VLAN\_ISSU Messages

This section contains switch VLAN in-service software upgrade (ISSU) messages.

## SW\_VLAN\_ISSU-2

**Error Message** %SW\_VLAN\_ISSU-2-GET\_BUFFER: Switch Vlan ISSU client failed to get buffer for message. Error: %d (%s)

**Explanation** The switch VLAN ISSU client was unable 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** %SW\_VLAN\_ISSU-2-INIT: Switch Vlan ISSU client initialization failed to %s. Error: %d (%s)

**Explanation** The switch VLAN 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** %SW\_VLAN\_ISSU-2-SEND\_NEGO\_FAILED: Switch Vlan ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The switch VLAN ISSU client was unable to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %SW\_VLAN\_ISSU-2-SESSION\_NEGO: Switch Vlan ISSU client encountered unexpected client nego\_done. Error: %d (%s)

**Explanation** An ISSU-compliant client transitions through a series of internal states. The switch VLAN ISSU client encountered a client negotiation done state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %SW\_VLAN\_ISSU-2-SESSION\_REGISTRY: Switch Vlan ISSU client failed to register session information. Error: %d (%s)

**Explanation** The switch VLAN ISSU client was unable to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

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

## SW\_VLAN\_ISSU-3

**Error Message** %SW\_VLAN\_ISSU-3-CAP\_INVALID\_SIZE: Switch Vlan ISSU client capability list is empty.

**Explanation** The switch VLAN ISSU client capability exchange list is empty, which is an invalid condition.

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

**Error Message** %SW\_VLAN\_ISSU-3-CAP\_NOT\_COMPATIBLE: Switch Vlan ISSU client capability exchange result incompatible.

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

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

**Error Message** %SW\_VLAN\_ISSU-3-INVALID\_SESSION: Switch Vlan ISSU client does not have a valid registered session.

**Explanation** The switch VLAN ISSU client does not have a valid registered session.

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

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %SW\_VLAN\_ISSU-3-MSG\_NOT\_COMPATIBLE\_WITH\_PEER: 'Message Type %d' is not supported by Switch Vlan ISSU client at peer

**Explanation** The switch VLAN ISSU client at the peer supervisor is not compatible for this message type. The switch VLAN client will be marked as incompatible 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**, **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** %SW\_VLAN\_ISSU-3-MSG\_NOT\_OK: Switch Vlan ISSU client 'Message Type %d' is not compatible

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

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

**Explanation** The switch VLAN ISSU client was unable to calculate the MTU for the specified message. As a result, the client is unable to send the message to the standby device.

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

**Explanation** The switch VLAN ISSU client was unable to unregister session information.

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

**Explanation** The switch VLAN ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In either case, the switch VLAN 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**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

## SW\_VLAN\_RF Messages

This section contains switch VLAN redundancy facility (RF) messages.

### SW\_VLAN\_RF-3

**Error Message** %SW\_VLAN\_RF-3-CREATE\_PROCESS: Switch Vlan RF client failed to create %s process

**Explanation** The switch VLAN redundancy facility (RF) client could not create a process. As a result, bulk synchronization will fail.

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

## SYS Messages

This section contains operating system messages.

### SYS--

**Error Message** %SYS--UNAVAILABLE: Bad pid %d for tty %t

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

## SYS-1

**Error Message** %SYS-1-UNAVAILABLE: CCA Detected System Error, code = %d

**Explanation** CCA has detected a severe system software error. This condition is usually caused by one of the components using CCA or by the interaction among components using CCA.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %SYS-1-UNAVAILABLE: System detected OVERTEMPERATURE condition. Please resolve cooling problem immediately!

**Explanation** The environmental monitor detected a high-temperature condition.

**Recommended Action** Make sure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. Call your technical support representative for assistance, if necessary.

**Error Message** %SYS-1-UNAVAILABLE: Threshold: %s CPU Utilization(Total/Intr) %d%/d%.

**Explanation** CPU usage has returned to normal after crossing over from a threshold of high usage. Any process that was disabled during the period of high CPU use can now be enabled.

**Recommended Action** No action is required.

**Error Message** %SYS-1-UNAVAILABLE: Threshold: %s CPU Utilization(Total/Intr): %d%/d%, Top 3 processes(Pid/Util): %d/%d%, %d/%d%, %d/%d%

**Explanation** The system is experiencing high CPU usage, possibly from a process that is using too much CPU. This condition demands immediate attention, or packets or calls may be dropped.

**Recommended Action** Enter the **show processes CPU** command to determine the CPU hogging process that is causing this condition and, if possible, disable the activity that is causing the CPU hog condition so that CPU utilization is reduced.



## SYS-2

**Error Message** %SYS-2-BAD\_BM\_ARG: Invalid BM index boolean used as argument ([dec])

**Explanation** An illegal boolean manager index argument was referenced.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %SYS-2-CHUNKPARTIAL: Attempted to destroy partially full chunk, chunk [hex].

**Explanation** A software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %SYS-2-FAILEDUPDATE: Failed to update Process id: %d in %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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-2-IMMORTAL: Attempt to shut down management process [dec] ([chars]).

**Explanation** An attempt was made to shut down the specified management 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands, the stack trace, and your pertinent troubleshooting logs.

**Error Message** %SYS-2-INPUT\_GETBUF: Bad getbuffer, bytes= [dec], for interface= [chars]

**Explanation** The software requested a buffer that is larger than the largest configured buffer size, or it requested a negative-sized buffer.

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

**Error Message** %SYS-2-NOPID: Process MIB is not aware of Process id: %d

**Explanation** An internal software error occurred.

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

**Error Message** %SYS-2-NV\_BAD\_PTR: Bad NVRAM pointer. NV Header values are, nv: %p .textbase: %p .textsize: %d .magic: 0x%X .checksum: 0x%X .system\_version: %d .textptr: %p v1\_ptr: %p .priv: %p

**Explanation** A pointer corruption in NVRAM caused a failure in accessing the NVRAM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %SYS-2-UNAVAILABLE: Bad chunk reference count, chunk %x data %x refcount %x alloc pc %x.

**Explanation** An inconsistency was detected while managing the chunk memory pool. The probability that this is a software error is close to 100 percent, but there could be a hardware problem with memory.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

**Error Message** %SYS-2-UNAVAILABLE: Bad chunk reference count, chunk %x data %x.

**Explanation** An inconsistency was detected while managing the chunk memory pool. The probability that this is a software error is close to 100 percent, but there could be a hardware problem with memory.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

**Error Message** %SYS-2-UNAVAILABLE: Bad free magic number in chunk header, chunk %x data %x chunk\_freemagic %x

**Explanation** An inconsistency was detected while managing the chunk memory pool. The probability that this is a software error is close to 100 percent, but there could be a hardware problem with memory.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

**Error Message** %SYS-2-UNAVAILABLE: Bad getbuffer, bytes= %d

**Explanation** The software requested a buffer that is larger than the largest configured buffer size, or it requested a negative-sized buffer.

**Recommended Action** When reporting this condition, copy the error message text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Bad getbuffer, bytes= %d, for interface= %s

**Explanation** The software requested a buffer that is larger than the largest configured buffer size, or it requested a negative-sized buffer.

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

**Error Message** %SYS-2-UNAVAILABLE: Bad magic number in chunk header, chunk %x data %x chunkmagic %x chunk\_freemagic %x

**Explanation** An inconsistency was detected while managing the chunk memory pool. The probability that this is a software error is close to 100 percent, but there could be a hardware problem with memory.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

**Error Message** %SYS-2-UNAVAILABLE: Bad parameter (%d) when calling to the allocator utility

**Explanation** Illegal parameter is used when called to allocator. may represent data some corruption.

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

**Error Message** %SYS-2-UNAVAILABLE: Bad pid %d for tty %t

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Bad poolsize returned by the system : %u

**Explanation** System returns a non-optimal pool size. Need to change pool sizes

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

**Error Message** %SYS-2-UNAVAILABLE: Bad refcount in %s, ptr=%x, count=%x

**Explanation** A reference count is used to track the usage of many data structures. A function increments the count when it begins to use a structure and decrements it when it finishes. When the count becomes zero, the data structure is freed. This message indicates that when the count was accessed, it was found to be negative which means that the data structure will not be freed until the system is reloaded.

**Recommended Action** If this messages recurs, copy it exactly as it appears; include the stack trace; and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Buffer %x already in free pool %s

**Explanation** A block of memory at the indicated location is corrupt and/or has been erroneously freed twice.

**Recommended Action** If this message recurs, copy it exactly as it appears and the output of 'show buffer address ' for the given address as well as 'show buffer pool dump' for the given pool. Report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Buffer %x found in pool %x, should be in pool %x

**Explanation** A software error occurred.

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

**Error Message** %SYS-2-UNAVAILABLE: Buffer %x linked to itself in free pool %s

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Buffer in list, ptr= %x

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Buffer in list, ptr= %x, caller= %x

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: CCA Detected Logic Error, code = %d

**Explanation** CCA has detected a severe internal logic error. This condition is usually caused by one of the components using CCA or by the interaction among components using CCA.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %SYS-2-UNAVAILABLE: Can't create process with start address = %x

**Explanation** An internal software error occurred.

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

**Error Message** %SYS-2-UNAVAILABLE: Chunk element size is more than 64k for %s

**Explanation** Chunk manager cannot function properly with big chunk elements

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

**Error Message** %SYS-2-UNAVAILABLE: Could not expand chunk pool for %s. No memory available

**Explanation** There is not enough processor memory left to grow this chunk pool.

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

**Error Message** %SYS-2-UNAVAILABLE: Could not find the sibling to allocate memory from. Chunk %s, total free %d inuse %d.

**Explanation** An inconsistency was detected while managing the chunk memory pool. The probability that this is a software error is close to 100 percent, but there could be a hardware problem with memory.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

**Error Message** %SYS-2-UNAVAILABLE: Could not return memory Neutrino via munmap at %lx, size %d errno %d

**Explanation** Failed to unmap memory memory at the indicated location. The memory could not be unmapped because it was allocated via mmap.

**Recommended Action** This message may indicate either a logic error in the issuing component or it may indicate that a portion of the memory management structures have been over written. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: EXMEM %d: %s

**Explanation** The requested external memory allocator failed to be initialized. reasons are not clear.

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

**Error Message** %SYS-2-UNAVAILABLE: Error noticed in the sibling of the chunk %s, Chunk index : %d, Chunk real max : %d

**Explanation** A software error occurred.

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

**Error Message** %SYS-2-UNAVAILABLE: Error: %s

**Explanation** A software Error occurred while decompressing the Image. The actual error is within the string of 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** %SYS-2-UNAVAILABLE: Failed to update Process id: %d in %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** %SYS-2-UNAVAILABLE: Free a non allocated ptr %x size %d.

**Explanation** Trying to free a memory which not all of it marked as allocated.

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

**Error Message** %SYS-2-UNAVAILABLE: Generated configuration not backward compatible

**Explanation** The router has been configured to generate nonvolatile memory using the commands of an older software version. The current configuration of the router contains a command that cannot be saved using only the older command set.

**Recommended Action** Allow the router to save the configuration using the command set of the current software version, or remove the commands that cannot be saved using the older command set.

**Error Message** %SYS-2-UNAVAILABLE: INPUTQ set, but no IDB, ptr=%x

**Explanation** This message is issued when an attempt is made to alter the input queue count for a packet that should not be counted.

**Recommended Action** When reporting this condition, copy the text of the message exactly as it appears; include the associated stack trace; and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Inconsistent counters for chunk : %stotal free %d/%d, total sibs %d/%d, total alloc %d/%d

**Explanation** System returns a non-optimal pool size. Need to change pool sizes

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



**Error Message** %SYS-2-UNAVAILABLE: Invalid BM index boolean used as argument (%d)

**Explanation** An illegal boolean manager index argument was referenced

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

**Error Message** %SYS-2-UNAVAILABLE: Invalid BM name

**Explanation** An illegal name string was registered with the BM

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

**Error Message** %SYS-2-UNAVAILABLE: Invalid chunk header type %d for chunk %x, data %x

**Explanation** An inconsistency was detected while managing the chunk memory pool. The probability that this is a software error is close to 100 percent, but there could be a hardware problem with memory.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

**Error Message** %SYS-2-UNAVAILABLE: Killing process %s, associated with line %d

**Explanation** A process associated with a tty line was killed by another process. The line may go dead

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Killing process %s, pid %d again

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Low-memory debug exception (limit=%u free=%u)

**Explanation** The router is configured to crash when total available IO memory drops below a specified threshold. That threshold has been reached. This may have occurred due to a memory leak or from supporting additional features.

**Recommended Action** If you suspect a memory leak, copy the message exactly as it appears and report it to your technical support representative. Otherwise, you may need to add memory or reduce the number of features you are trying to support.

**Error Message** %SYS-2-UNAVAILABLE: Low-memory debug exception (limit=%u free=%u)

**Explanation** The router is configured to crash when total available processor memory drops below a specified threshold. That threshold has been reached. This may have occurred due to a memory leak or from supporting additional features.

**Recommended Action** If you suspect a memory leak, copy the message exactly as it appears and report it to your technical support representative. Otherwise, you may need to add memory or reduce the number of features you are trying to support.

**Error Message** %SYS-2-UNAVAILABLE: Memory allocation of %u bytes failed from %#x, alignment %d Pool: %s Free: %u Cause: %s Alternate Pool: %s Free: %u Cause: %s

**Explanation** The requested memory allocation is not available from the specified memory pool. The current system configuration, network environment, or possibly a software error may have exhausted or fragmented the router's memory.

**Recommended Action** If you suspect a software error, copy the error message exactly as it appears on the console or in the system log, contact your technical support representative, and provide the representative with the gathered information. Otherwise, you may need to add more memory or reduce the number of features you are trying to support.

**Error Message** %SYS-2-UNAVAILABLE: Memory fragmentation check debug exception (fragment size %u)

**Explanation** The router is configured to crash when the largest available contiguous IO memory block drops below a specified threshold. That threshold has been reached. This may have occurred due to excessive memory thrashing or from supporting additional features.

**Recommended Action** If you suspect memory thrashing, copy the message exactly as it appears and report it to your technical support representative. Otherwise, you may need to add memory or reduce the number of features you are trying to support.

**Error Message** %SYS-2-UNAVAILABLE: Memory fragmentation check debug exception (fragment size %u)

**Explanation** The router is configured to crash when the largest available contiguous processor memory block drops below a specified threshold. That threshold has been reached. This may have occurred due to excessive memory thrashing or from supporting additional features.

**Recommended Action** If you suspect memory thrashing, copy the message exactly as it appears and report it to your technical support representative. Otherwise, you may need to add memory or reduce the number of features you are trying to support.

**Error Message** %SYS-2-UNAVAILABLE: Memory requested from Null Chunk

**Explanation** Chunk manager cannot allocate memory from NULL chunks

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

**Error Message** %SYS-2-UNAVAILABLE: Message from %t(%s): %s

**Explanation** A user has used the 'send log' command to include a message on the configured logging destinations. Such messages can be used to help tag where user-initiated events occur during debugging.

**Recommended Action** This message is informational only.

**Error Message** %SYS-2-UNAVAILABLE: Multiple Signals are sent to a process %d

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: No memory available for %s %d

**Explanation** An operation could not be accomplished because of a low-memory condition. The current system configuration, network environment, or possibly a software error might have exhausted or fragmented the router's memory.

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

**Error Message** %SYS-2-UNAVAILABLE: No such process %d

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Process %s has trashed stack, old size %d

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Process MIB is not aware of Process id: %d

**Explanation** An internal software error occurred.

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

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

**Error Message** %SYS-2-UNAVAILABLE: Process aborted on invalid signal, signum = %d.

**Explanation** An attempt was made to send an invalid signal to another process.

**Recommended Action** If this message occurs more than once, report this message to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Process aborted on watchdog timeout, process = %s.%s

**Explanation** The indicated process ran for too long without relinquishing control. The system killed it as a runaway process.

**Recommended Action** This message may be related to a combination of system load and configuration. When reporting this message, copy the message text exactly as it appears; include the stack trace; and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Process creation of %s failed (at level %d).

**Explanation** An internal software error occurred.

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

**Error Message** %SYS-2-UNAVAILABLE: Process creation of %s failed (no memory).

**Explanation** Insufficient memory was available to create a process either while trying to support additional features or due to a memory leak.

**Recommended Action** A memory leak may be the cause if the system has been running for a while without changing its configuration. If you suspect a leak, then copy this message exactly as it appears and report it to your technical support representative. Otherwise, ensure that more memory is available to support the additional features.

**Error Message** %SYS-2-UNAVAILABLE: Regular expression access check with bad list %d

**Explanation** This message indicates that a pointer to an access list is invalid.

**Recommended Action** The event that caused this message to be issued should not have occurred. It can mean that one or more data structures have been overwritten. If this message recurs, and you decide to report it to your technical representative, you should copy the text of the message exactly as it appears and include the associated stack trace. Since access list corruption may have occurred, a technical representative should verify that access lists are functioning correctly.

**Error Message** %SYS-2-UNAVAILABLE: Root chunk need to be specified for %x

**Explanation** A software error occurred.

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

**Error Message** %SYS-2-UNAVAILABLE: Stack allocation mmap for IOSTasks failed

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Stackmagic corrupted for process %s, stackstart = %x magic = %x

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: System Crashed, Writing Core....

**Explanation** The system has crashed because of an exception, A core is being generated

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %SYS-2-UNAVAILABLE: System Memory: %luK total, %luK used, %luK free

**Explanation** This is an auxiliary message to several memory-related messages. It provides system memory information usage.

**Recommended Action** This message provides additional information only. Copy the error message exactly as it appears, and report it to your technical support representative as part of a previously printed error message.

**Error Message** %SYS-2-UNAVAILABLE: Task hung with blocking disabled, value = 0x%x.

**Explanation** The indicated process has exceeded the time limit for which it may relinquish control with blocking disabled.

**Recommended Action** This message may be a result of high loads. If it recurs, copy the text exactly as it appears and report it, along with the associated stack trace to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Trying to set unknown special character %d to %d

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: mmap failed for size %d bytes Caller PC 0x%x errno %d

**Explanation** Failed to allocate memory for the requested size. The memory could not be mapped because there is no memory.

**Recommended Action** This message may indicate either a logic error in the issuing component or it may indicate that a mmap failed to allocate contiguous memory for the requested size. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: pthread\_mutex\_lock failed for %s

**Explanation** The thread failed in pthread\_mutex\_lock while trying to acquire a mutex.

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

## SYS-3

**Error Message** %SYS-3-BADRESID: Clock hardware returned bad residual [dec].

**Explanation** A software error occurred.

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

**Error Message** %SYS-3-CHUNK\_NO\_EXMEM: No handler to [chars] external memory.

**Explanation** An attempt was made to allocate or free a chunk of external memory, but no handler for managing external memory was 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-3-MEMSEMFAIL: Mempool semaphore creation failed for [chars]

**Explanation** Semaphore creation for the specified memory pool 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** %SYS-3-PREEMPTSUSP: Suspending a preemptive process [chars]

**Explanation** A preemptive process attempted a suspend, which is not allowed because they are expected to finish their work as quickly as possible and go back to idle 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-3-PROCSEMFAIL: Process semaphore creation for preemptive processes failed.

**Explanation** Creation of a process function semaphore to protect the critical section of the process create routine has failed. The semaphore creation can fail if there is not enough chunk memory to create the event 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SYS-3

**Error Message** %SYS-3-UNAVAILABLE: Cannot start timer (%#x) with negative offset (%d).

**Explanation** An internal software error occurred.

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

**Error Message** %SYS-3-UNAVAILABLE: Clock hardware returned bad residual %d.

**Explanation** A software error occurred.

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

**Error Message** %SYS-3-UNAVAILABLE: Corrupt block at %x (magic %08x)

**Explanation** The free memory pool is corrupt. An inconsistency was detected in the free memory pool.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.



**Error Message** %SYS-3-UNAVAILABLE: Corrupt free block at %x (magic %08x)

**Explanation** A block of memory at the indicated location is corrupt. An inconsistency was detected while checking the free memory area.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

**Error Message** %SYS-3-UNAVAILABLE: Couldn't add process process pid %d to resource group %x, Cause: %s

**Explanation** An attempt to create a resource group failed at the indicated location

**Recommended Action** This message may indicate either a logic error in the issuing component or may be due to a low memory condition as specified in the Cause. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Couldn't delete process process pid %d from resource group Cause: %s

**Explanation** An attempt to remove a process from a resource group failed at the indicated location

**Recommended Action** This message indicates a logic error in the issuing component. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Couldn't destroy resource group %x, Cause: %s

**Explanation** An attempt to destroy a resource group failed at the indicated location

**Recommended Action** This message indicates a logic error in the issuing component. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Crashinfo subsys initialization did not add registry crashinfo\_get\_default\_file\_name.

**Explanation** In order to figure out the device which the crashinfo writes to, the crashinfo subsys has to add the registry crashinfo\_get\_default\_file\_name.

**Recommended Action** Use Topic to search for a similar DDTs. If you find none, write a DDTs for this problem. This SHOULD never happen - it is an indication of a bug elsewhere in the code.

**Error Message** %SYS-3-UNAVAILABLE: Failed to parse boot command:%s Error:%d

**Explanation** Boot configuration failed to parse when copied to startup-config. Most likely reason would be syntax errors in the boot configuration.

**Recommended Action** Decode the traceback and check configuration file for the boot commands. Boot commands are sandwiched between boot-start-marker and boot-end-marker

**Error Message** %SYS-3-UNAVAILABLE: Function %s: value %#x passed in parameter %s

**Explanation** A software error occurred.

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

**Error Message** %SYS-3-UNAVAILABLE: Illegal printing attempt from interrupt level.

**Explanation** An internal software error occurred.

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

**Error Message** %SYS-3-UNAVAILABLE: Invalid memory action (%s) at interrupt level

**Explanation** This message indicates that a memory allocation or deallocation was attempted from an interrupt handler.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Invalid pid %d in block: %x

**Explanation** There has been attempt to allocate memory on behalf of an invalid process.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log and look up the message in the Bug Toolkit at: <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you are unable to resolve the issue using Bug Toolkit, please copy the text of the message exactly as it appears; include the stack trace, any additional related failure data and the output of the command **show tech-support** and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Mempool semaphore creation failed for %s

**Explanation** This message indicates that the semaphore creation for the specified mempool failed.

**Error Message** %SYS-3-UNAVAILABLE: No handler to %s external memory.

**Explanation** An attempt was made to allocate or free a chunk of external memory, but no handler for managing external memory was registered.

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

**Error Message** %SYS-3-UNAVAILABLE: No space remaining to save private config

**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** %SYS-3-UNAVAILABLE: Nonvolatile storage write error; configuration failed

**Explanation** The write of the nonvolatile configuration failed.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Null IDB in %s

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Overflow in %s, chars %d, buffer size %d

**Explanation** A software error occurred.

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

**Error Message** %SYS-3-UNAVAILABLE: Process %s top-level routine exited

**Explanation** An internal software error occurred

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Process has no associated tty (in %s).

**Explanation** An internal software error occurred.

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

**Error Message** %SYS-3-UNAVAILABLE: Process semaphore creation for preemptive processes failed.

**Explanation** Creation of process function semaphore to protect the critical section of process create routine failed. The semaphore creation can fail if there isnt enough chunk memory to create the event structure.

**Error Message** %SYS-3-UNAVAILABLE: Questionable reset of process %d on tty%t

**Explanation** A process was reset without giving it a chance to clean itself up.

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

**Error Message** %SYS-3-UNAVAILABLE: Removed a non-empty list(%x, name: %s), having %lu elements

**Explanation** A non-empty list should not be destroyed. If it happens, there is a possibility that all elements enqueued into the list will never be deallocated. This message reports that an non-empty list got destroyed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %SYS-3-UNAVAILABLE: Requested memory thresholding operation on resource group failed Resource Group handle: %x, Cause: %s

**Explanation** The message indicates that an request to Set/Get memory thresholding data or enable/disable thresholding failed in the indicated location

**Recommended Action** This message indicates a logic error in the issuing component asspecified in the Cause. When reporting this message, copy thetext exactly as it appears; include the associated stack trace; and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Resource group creation failed, Cause: %s

**Explanation** An attempt to create a resource group failed at the indicated location

**Recommended Action** This message may indicate either a logic error in the issuing component or may be due to a low memory condition. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Same tty%t in linewatch\_timers, type %d

**Explanation** A tty appeared twice in a timer list where it should have only appeared once.

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

**Error Message** %SYS-3-UNAVAILABLE: Storing of console terminal control settings failed

**Explanation** This occurs during console initialization, the retrieving and storing of console terminal control settings soon after initialization fails

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

**Error Message** %SYS-3-UNAVAILABLE: System cannot release chunk memory.

**Explanation** The system was not able to destroy a previously allocated chunk of memory.

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

**Error Message** %SYS-3-UNAVAILABLE: System dropped %d console debug messages.

**Explanation** Debugging or informational messages are being generated faster than they can be displayed on the console. The messages can not be guaranteed to be seen so this message replaces the lost messages.

**Recommended Action** Consider using conditional debugging or turning off console logging.

**Error Message** %SYS-3-UNAVAILABLE: System pausing to ensure console debugging output.

**Explanation** Debugging or informational messages are being generated faster than they can be displayed on the console. In order to guarantee that they can be seen, the rest of the system is paused until the console output catches up. This can break time-critical behavior, such as maintaining an ISDN link.

**Recommended Action** Consider using conditional debugging, turning off console logging, or using the o logging console guaranteed command, or turning off link-state messages for some interfaces

**Error Message** %SYS-3-UNAVAILABLE: System reloading, unable to complete startup configuration update

**Explanation** Startup configuration updation is already in progress and reload has been called either from interrupt level or with all interrupts disabled. Reload can not suspend to let startup configuration updation get completed. Startup configuration may get corrupted.

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

**Error Message** %SYS-3-UNAVAILABLE: System running-config write error; configuration failed

**Explanation** The write of the system running configuration failed.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: System was paused for %TE to ensure console debugging output.

**Explanation** Debugging or informational messages are being generated faster than they can be displayed on the console. In order to guarantee that they can be seen, the rest of the system was paused until the console output catches up. This can break time-critical behavior, such as maintaining an ISDN link.

**Recommended Action** Consider using conditional debugging, turning off console logging, or using the o logging console guaranteed command, or turning off link-state messages for some interfaces

**Error Message** %SYS-3-UNAVAILABLE: TTY%t: Managed Timer(s) %s still running

**Explanation** One or more managed timers for a TTY that is deleted are still 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** %SYS-3-UNAVAILABLE: Task is running for (%d)msecs, more than (%d)msecs (%d/%d),process = %s.%s

**Explanation** The indicated process ran too long without relinquishing the processor. Each process should run for a small amount of time and then relinquish the CPU so that other processes can run. This problem can be caused by many things like traffic or system load, hardware or operational configuration, a configuration change, initialization (of many interfaces, cards or ports for example), a high momentary error rate, a sustained abnormal condition or many other conditions.

**Recommended Action** If you suspect a software error, copy the error message exactly as it appears on the console or in the system log, contact your technical support representative, and provide the representative with the gathered information.

**Error Message** %SYS-3-UNAVAILABLE: Timer callback ran long, PC = %x.

**Explanation** The indicated callback routine ran for too long without relinquishing the processor.

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

**Error Message** %SYS-3-UNAVAILABLE: Unknown socket protocol %d

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Unknown stack. Process: %s

**Explanation** An internal error occurred when running the garbage detector

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log and look up the message in the Bug Toolkit at: <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you are unable to resolve the issue using Bug Toolkit, please issue a show tech and contact your technical support representative with the gathered information.

**Error Message** %SYS-3-UNAVAILABLE: Unknown stack. Process: %s

**Explanation** An internal error occurred when running the memory leak detector

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log and look up the message in the Bug Toolkit at: <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you are unable to resolve the issue using Bug Toolkit, please issue a show tech and contact your technical support representative with the gathered information.

**Error Message** %SYS-3-UNAVAILABLE: Variable %s not set properly in the routine %s.

**Explanation** The write of the nonvolatile configuration failed because an internal variable was not set properly.

**Recommended Action** If this messages occurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: cannot open file for reading '%s'

**Explanation** The URL for the cannot be opened for reading.

**Recommended Action** Check for proper Uniform Resource Locator syntax and for read permission and retry.

**Error Message** %SYS-3-UNAVAILABLE: cannot set TCL interpreter variable '%s' to '%s': '%s'

**Explanation** The value could not be passed to the TCL interpreter

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

**Error Message** %SYS-3-UNAVAILABLE: heap timer at 0x%x has not been initialized

**Explanation** A heap timer has not been initialized

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

**Error Message** %SYS-3-UNAVAILABLE: heap timer at 0x%x in state %d

**Explanation** A heap timer has not been initialized

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

**Error Message** %SYS-3-UNAVAILABLE: redirection url write failed '%s'

**Explanation** Redirection of output to URL failed.

**Recommended Action** Check for free space on destination URL and retry.

**Error Message** %SYS-3-UNAVAILABLE: timer heap at 0x%x needed to expand, but hasn't

**Explanation** A timer heap should have expanded, but has not

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



## SYS-4

**Error Message** %SYS-4-UNAVAILABLE: %s while processing the input regular expression. Aborting processing, use alternate regular expression. Input regular expression: %s

**Explanation** Regular expression processing limitation: Certain regular expressions require huge stack space for processing or can lead to processing timeouts. We abort processing such regular expressions and print this message to avoid stack overflow/unexpected reload.

**Recommended Action** The regular expression specified leads to stack overflow/processing timeout of the indicated process. Recommended to use a different regular expression.

**Error Message** %SYS-4-UNAVAILABLE: %s% is seeing %s cpu util %u%% at %s level more than the configured %s limit %u %%

**Explanation** The system is experiencing high CPU usage, possibly from a process that is using too much CPU. This condition demands immediate attention, or packets or calls may be dropped. CPURESRISE notifications should be matched with the corresponding CPURESFALLING/CPURESUNAPPLY notification.

**Recommended Action** No action is required

**Error Message** %SYS-4-UNAVAILABLE: %s.

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-4-UNAVAILABLE: An nvram checksum is already in progress

**Explanation** User attempted multiple nvram operations at the same time. If not at interrupt, the system will attempt the nvram operation again.

**Recommended Action** Nothing - unless the command fails; in which case, the command needs to be attempted again.

**Error Message** %SYS-4-UNAVAILABLE: An nvram checksum is already in progress; the nvram checksum from interrupt cannot be serviced

**Explanation** An interrupt service routine attempted to perform a checksum on the nvram contents and found the resource in use.

**Recommended Action** Nothing - unless the command fails; in which case, the command needs to be attempted again.

**Error Message** %SYS-4-UNAVAILABLE: Attempt via SNMP failed, system shutdown not configured

**Explanation** SNMP cannot be used to reload the router unless this functionality has been previously configured. This message reports that an attempt to reload the router failed because SNMP reloads are not currently configured on the router.

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

**Error Message** %SYS-4-UNAVAILABLE: Configuration from version %d.%d may not be correctly understood

**Explanation** The software detected that the configuration saved in memory was written by a newer version of software. There might be commands saved in memory that are not implemented by the older software version.

**Recommended Action** Examine all the messages printed while the router was booting. For each message about an unknown command, determine whether that feature is required. If so, upgrade to a newer version of software that supports that feature.

**Error Message** %SYS-4-UNAVAILABLE: Configuration needs to be truncated to fit into nvram

**Explanation** The software detected that the configuration is to be truncated to fit in the nvram. There was not enough space to save the compressed configuration

**Recommended Action** Save the configuration to flash if the platform supports boot config nvbypass command.

**Error Message** %SYS-4-UNAVAILABLE: External memory allocation of %d bytes failed from EXMEM %d

**Explanation** The requested memory allocation is not available from the specified memory pool. The current system configuration, network environment, or possibly a software error might have exhausted or fragmented the router's memory.

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

**Error Message** %SYS-4-UNAVAILABLE: Free Memory has dropped below low watermark Pool: %s Free: %lu freemem\_lwm: %lu

**Explanation** The memory pool specified in the error message is experiencing a low-memory condition. The amount of free memory available in the specified memory pool has dropped below the configured low-memory limit.

**Recommended Action** No action is required

**Error Message** %SYS-4-UNAVAILABLE: Non config data present at the end of nvram is corrupted

**Explanation** The software detected that the configuration saved into nvram has overlaid a part of the nvram occupied by non config data files. Typically these files are used by snmp to store and retrieve non config persistent data across system reload.

**Recommended Action** Compress the configuration and store or copy to flash as appropriate

**Error Message** %SYS-4-UNAVAILABLE: Non config data present at the end of nvram needs to be overwritten to fit the configuration into nvram

**Explanation** The software detected that the non config data files occupying the end of nvram need to be overwritten to fit the configuration. Typically these files are used by snmp to store and retrieve non config persistent data across system reload.

**Recommended Action** Compress the configuration and store or copy to flash as appropriate

**Error Message** %SYS-4-UNAVAILABLE: Running invalid image for platform!

**Explanation** The software image being run is for a different hardware architecture. This problem can occur on a Cisco 1003, Cisco 1004, or Cisco 1005. The Cisco 1003 and Cisco 1004 use a different image from the Cisco 1005.

**Recommended Action** Install the correct software image.

**Error Message** %SYS-4-UNAVAILABLE: SNMP WriteNet request. Writing current configuration to %i

**Explanation** SNMP is writing the current configuration to a network host.

**Recommended Action** These are notification messages only. No action is required.

**Error Message** %SYS-4-UNAVAILABLE: SNMP hostConfigSet request. Loading configuration from %i

**Explanation** SNMP is reading the host configuration from a network host.

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

**Error Message** %SYS-4-UNAVAILABLE: SNMP netConfigSet request. Loading configuration from %i.

**Explanation** SNMP is reading the network configuration from a network host.

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

**Error Message** %SYS-4-UNAVAILABLE: SNMP system message request %d denied because of pending job

**Explanation** A software error occurred.

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

**Error Message** %SYS-4-UNAVAILABLE: System config parse from (%s) failed

**Explanation** The configuration file from the URL specified in the error message could not be read.

**Recommended Action** Enter the **no service config** command to disable autoloading of configuration files OR investigate why the tftp load is failing.

**Error Message** %SYS-4-UNAVAILABLE: The configuration could not be locked

**Explanation** A software error occurred.

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

**Error Message** %SYS-4-UNAVAILABLE: Truncated configuration to %ld bytes from %ld bytes

**Explanation** The software detected that the configuration saved into nvram has been truncated. There was not enough space to save the compressed configuration.

**Recommended Action** Save the configuration to flash if the platform supports boot config command.

**Error Message** %SYS-4-UNAVAILABLE: Unable to initialize the geometry of nvram

**Explanation** The software detected that it failed to initialize the nvram block geometry, a part of the nvram to host non config data files. Typically these files are used by snmp to store and retrieve non config persistent data across system reload. This may happen when the entire nvram is packed with the configuration and the newer version of software which supports this feature, could not find the minimum room in the nvram to initialize block file system.

**Recommended Action** Reduce the configurations in the nvram atleast by 2K

**Error Message** %SYS-4-UNAVAILABLE: Update to memory leak detector on free of 0x%x failed, CLI output is unreliable

**Explanation** managed chunk malloc to store the range that is freed while memory leak detector is in progress failed. Hence memory leak detector will not be updated of this free and this can be reported as leak which is false.

**Recommended Action** Ignore the output of show memory debug leaks.. if system is in low memory condition else perform a bug toolkit search on the web for existing bugs related to this error message, if none found, contact TAC for this problem providing show version and show memory statistics output.

**Error Message** %SYS-4-UNAVAILABLE: sanity check failed for string %s

**Explanation** The owner of this string must have freed their structure without letting the string database know

**Recommended Action** No action is required

## SYS-5

**Error Message** %SYS-5-UNAVAILABLE: Scheduled reload cancelled at %s

**Explanation** A scheduled reload that was requested for the router has been cancelled.

**Recommended Action** No action is required.

**Error Message** %SYS-5-UNAVAILABLE: %s table %s damaged: %s.

**Explanation** An internal table entry became corrupt.

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

**Error Message** %SYS-5-UNAVAILABLE: Configuration file %s accepted, aborting setup

**Explanation** A configuration was accepted over the network, so the setup session will be aborted.

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

**Error Message** %SYS-5-UNAVAILABLE: Configured from %s

**Explanation** The router's configuration was changed.

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

**Error Message** %SYS-5-UNAVAILABLE: Configured from %s by %s

**Explanation** The router's configuration was changed.

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

**Error Message** %SYS-5-UNAVAILABLE: Flow-control threshold on module %d has exceeded the default value. Threshold will be set to lower value

**Explanation** The FIFO threshold values are monitored for flow-control. When the threshold value exceeds the default, the value is set to new (lower) value

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

**Error Message** %SYS-5-UNAVAILABLE: Free Memory has recovered above low watermark  
Pool: %s Free: %lu freemem\_lwm: %lu

**Explanation** The memory pool specified in the error message has recovered from a low-memory condition and the free memory in that pool is now above the configured low-memory limit.

**Recommended Action** No action is required

**Error Message** %SYS-5-UNAVAILABLE: Nonvolatile storage configured from %s

**Explanation** The configuration was written successfully.

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

**Error Message** %SYS-5-UNAVAILABLE: Nonvolatile storage configured from %s by %s

**Explanation** The configuration was written successfully.

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

**Error Message** %SYS-5-UNAVAILABLE: Privilege level set to %d by%s%s

**Explanation** The privileged mode is enabled or the privilege level is changed; therefore, the associated , and information will be logged.

**Recommended Action** This is a notification message only. No action is required. To disable this particular logging feature, issue the **no logging userinfo** command from the global configuration mode.

**Error Message** %SYS-5-UNAVAILABLE: Reload requested for %s

**Explanation** A scheduled reload has been requested for the router.

**Recommended Action** No action is required.

**Error Message** %SYS-5-UNAVAILABLE: Reload requested%s

**Explanation** A reload or restart was requested.

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

**Error Message** %SYS-5-UNAVAILABLE: Switchover requested

**Explanation** A switchover was requested.

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

**Error Message** %SYS-5-UNAVAILABLE: Switchover requested%s

**Explanation** A switchover was requested.

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

**Error Message** %SYS-5-UNAVAILABLE: System restarted -- %s

**Explanation** A reload or restart was requested.

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

## SYS-6

**Error Message** %SYS-6-UNAVAILABLE: %#x: %#x %#x %#x %#x

**Explanation** This is an auxiliary message to several memory-related messages. It provides a raw display of the information in the header of a corrupted data block.

**Recommended Action** This message provides additional information only. Copy the error message exactly as it appears, and report it to your technical support representative as part of the previously printed error message.

**Error Message** %SYS-6-UNAVAILABLE: %d queue error messages have been dropped

**Explanation** Some queue error messages were dropped due to message buffer full.

**Recommended Action** This is an informational message. There should have been other queue related error messages before this one. Report those earlier messages to your technical support representative.

**Error Message** %SYS-6-UNAVAILABLE: %s %s.

**Explanation** A configured boot system command failed.

**Recommended Action** If a system image was eventually loaded, no action is recommended. If the system image did not load as configured, send a log file and configuration information to your technical support representative.

**Error Message** %SYS-6-UNAVAILABLE: %s packet %x has a zero reference count, freeing pid = %x, freeing pc = %x %s.

**Explanation** Provides additional information about original freer of packet.

**Recommended Action** If this messages recurs, copy it exactly as it appears; include the stack trace; and report it to your technical support representative.

**Error Message** %SYS-6-UNAVAILABLE: %s%s is no longer monitoring %s cpu at %s level for the configured %s limit.

**Explanation** CPU usage is no longer monitored for the configured threshold level mentioned in the error message. The corresponding policy is revoked.

**Recommended Action** No action is required.

**Error Message** %SYS-6-UNAVAILABLE: %s%s is no longer seeing %s high cpu at %s level for the configured %s limit %u%%, current value %u%%

**Explanation** CPU usage has returned to normal after crossing over from a threshold of high usage. Any process that was disabled during the period of high CPU use can now be enabled.

**Recommended Action** No action is required.

**Error Message** %SYS-6-UNAVAILABLE: %s: addr, pc ADDRPC ADDRPC ADDRPC ADDRPC ADDRPC ADDRPC ADDRPC ADDRPC

**Explanation** This is an auxiliary message to several memory-related messages. It provides the address of the memory block and the calling program counter for the last eight blocks allocated and for the last eight blocks freed.

**Recommended Action** This message provides additional information only. Copy the error message exactly as it appears, and report it to your technical support representative as part of a previously printed error message.



**Error Message** %SYS-6-UNAVAILABLE: %sblk %x, words %u, alloc %x, %s, dealloc %x, rfcnt %x

**Explanation** This is an auxiliary message to several memory-related messages. It provides a formatted display of some of the information in the header of a corrupted data block.

**Recommended Action** This message provides additional information only. Copy the error message exactly as it appears, and report it to your technical support representative as part of the previously printed error message.

**Error Message** %SYS-6-UNAVAILABLE: Bridging software not present

**Explanation** Your system is not configured to be a bridge.

**Recommended Action** Configure the bridging software.

**Error Message** %SYS-6-UNAVAILABLE: Logging of buginf debugs was %s

**Explanation** All calls to debugging have been disabled in Cisco IOS software as a result the user entering the **no logging buginf** command. This command is used to avoid a situation where a large amount of debugging calls might overload the processor (CPU hog condition). This condition differs from the use of the **undebug all** command in that all debugging calls have been disabled in the Cisco IOS software. No debug reporting is available, even if debugging is enabled. Note that even though debugging has been completely disabled in the system, other message reporting, including error reporting, is still available.

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

**Error Message** %SYS-6-UNAVAILABLE: Logging to host %s%s%s

**Explanation** Syslog logging to specified server or host(vrf) has started or stopped

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

**Error Message** %SYS-6-UNAVAILABLE: Messages above this line are from the boot loader.

**Explanation** At least one informational or error message was printed by the boot loader.

**Recommended Action** If the system image was loaded, no action is recommended. If the system image did not load as configured, send a log file and configuration information to your technical support representative.

**Error Message** %SYS-6-UNAVAILABLE: Process %s just finished executing

**Explanation** This message is an auxiliary to the SYS-3-OVERRUN and SYS-3-BADMAGIC error messages. It identifies the process or process fragment that was executing when the error occurred.

**Recommended Action** Copy this messages exactly as it appears, and report it, along with the SYS-3-OVERRUN and SYS-3-BADMAGIC error messages, to your technical support representative.

**Error Message** %SYS-6-UNAVAILABLE: Reserve memory is being created

**Explanation** A portion of memory is reserved exclusively for console

**Recommended Action** The console access is made available even in low memory condition. User can collect the details like tech-support for further diagnosis

**Error Message** %SYS-6-UNAVAILABLE: Reserve memory is being used

**Explanation** The reserved memory is being used by the console

**Recommended Action** The system is low in memory. The reserved memory will be used only by the console process. Please take a techsupport so that the reason for low memory can be found

**Error Message** %SYS-6-UNAVAILABLE: Scheduler test %#x (for %s) just executed

**Explanation** This message is an auxiliary to the SYS-3-OVERRUN and SYS-3-BADMAGIC error messages. It identifies the process or process fragment that was executing when the error occurred.

**Recommended Action** Copy this message exactly as it appears, and report it, along with the SYS-3-OVERRUN and SYS-3-BADMAGIC error messages, to your technical support representative.

**Error Message** %SYS-6-UNAVAILABLE: Stack for %s %s running low, %d/%d

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-6-UNAVAILABLE: System clock has been updated from %s to %s, configured from %s by %s.

**Explanation** This message indicates that the system clock has been modified.

**Recommended Action** This is informational message.

**Error Message** %SYS-6-UNAVAILABLE: Time since last reboot not available

**Explanation** This is an informational message for the user. The time taken for the router to come up after OIR is not available.

**Recommended Action** No action required.

**Error Message** %SYS-6-UNAVAILABLE: Time taken to reboot after reload = %-4d seconds

**Explanation** This is an informational message for the user. This provides the time taken for the router to come up after reload or crash. The time is actually the difference between the last crash and a successive boot. If autoboot was not set, and router is in rommon for a long time, then the reload time shown could be large.

**Recommended Action** No action required.

**Error Message** %SYS-6-UNAVAILABLE: boot system %s command is skipped

**Explanation** A configured boot system command is skipped. Either the system experienced a crash while loading this image in the last attempt or the filename is not properly specified. Subsequent boot system commands will be tried

**Recommended Action** Replace the failed boot system image with a good one. There could be various reasons that this specified image failed, for example the image might be with a bad checksum.

## SYS-7

**Error Message** %SYS-7-UNAVAILABLE: ESM shutdown

**Explanation** The Embedded Syslog Manager has been shut down

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

**Error Message** %SYS-7-UNAVAILABLE: Initialized the geometry of nvram

**Explanation** Initialized the nvram block geometry, a part of the nvram to host non config data files. Typically these files are used by snmp to store and retrieve non config persistent data across system reload.

## SYS-SP

### SYS-SP-3

**Error Message** %SYSCTLR-3-UNAVAILABLE: Health monitoring setup failed on shelf\_id %d

**Explanation** Health monitor failed to setup the monitoring command on that particular shelf

**Error Message** %SYSCTLR-3-UNAVAILABLE: Invalid parameter/mangled pointer routine: %s, file: %s, line: %d

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %SYSCTLR-3-UNAVAILABLE: No context associated with the expired SDP timer

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %SYSCTLR-3-UNAVAILABLE: SDP packet received by system controller contained invalid version number.

**Explanation** Check that shelf is running compatible version of SDP

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %SYSCTLR-3-UNAVAILABLE: SDP packet with duplicate shelf-id %d received from %s, already discovered shelf located at %s

**Explanation** Two shelves with same shelf-id are configured in the system.

**Recommended Action** Change the shelf-id for one of the shelf.

**Error Message** %SYSCTLR-3-UNAVAILABLE: Shelf id protocol error

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %SYSCTLR-3-UNAVAILABLE: Unable to send message %d to process with pid %d.

**Explanation** Most likely the performance collector process has terminated.

**Error Message** %SYSCTLR-3-UNAVAILABLE: socket bind failed

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %SYSCTLR-3-UNAVAILABLE: socket open failed

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** **SYSCTLR-4** %SYSCTLR-4-UNAVAILABLE: Configuration for the shelf %d located %i changed

**Explanation** SDP protocol on system controller has detected that a particular shelf configuration has changed.

**Error Message** %SYSCTLR-4-UNAVAILABLE: Hello packet from shelf %d not received, shelf removed.

**Explanation** No SDP hello packets were received from the particular shelf, this could indicate that particular router shelf is down or is mis-configured.

**Error Message** %SYSCTLR-4-UNAVAILABLE: Local time %s %s on shelfid %d is not active, resetting monitor\_type %d

**Explanation** Health monitor setup commands polling information. If you see this message shows up every ten minutes, that means health monitor is not able to set that corresponding entry on that shelf.

**Error Message** %SYSCTLR-4-UNAVAILABLE: Shelf %d located %i reloaded

**Explanation** SDP protocol on system controller has detected that a particular shelf has reload.

**Error Message** %SYSCTLR-4-UNAVAILABLE: Shelf %d located at address %i removed.

**Explanation** SDP protocol on system controller didn't receive hello packets from particular shelf.

**Error Message** %SYSCTLR-4-UNAVAILABLE: Shelf %d not reachable via SNMP

**Explanation** Shelf indicated above is not responding to SNMP requests.

**Recommended Action** Check the snmp configuration for the above shelf and also check correct community string is specified in configuration command system-controller community on the system controller.

## SYSCTLR-5

**Error Message** %SYSCTLR-5-UNAVAILABLE: MD5 digest does not match, SDP packet received from, %i rejected

**Explanation** A SDP hello packet was received from shelf, which is not trusted.

**Recommended Action** Either specify the correct SDP password and/or destination on the shelf from which this message was received.

## SYSCTLR-6

**Error Message** %SYSCTLR-6-UNAVAILABLE: Communication with shelf %d located at address %i

**Explanation** SDP protocol on system controller has detected a particular shelf.

**Error Message** %SYSCTLR-6-UNAVAILABLE: Found Shelf %d with an invalid IP address %s

**Explanation** System Controller found a Shelf with an invalid ip address

**Recommended Action** Check the IP address set on the Shelf

**Error Message** %SYSCTLR-6-UNAVAILABLE: Shelf %d discovered located at address %i

**Explanation** SDP protocol on system controller has detected a particular shelf.

## SYSLOGD Messages

This section contains system logging (SYSLOG) messages.

### SYSLOGD-3

**Error Message** %SYSLOGD-3-DROPPED\_MESSAGES: A total of [int] messages have been dropped by the syslog daemon, due to [chars]

**Explanation** The syslogd process has dropped received messages. The syslogd process may be receiving too many messages to process before the buffer fills, or it may have received a message for which there was insufficient memory available. In either case, there may be a bug in the sending 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.

## SYSLOG\_SERVER-3

**Error Message** %SYSLOG\_SERVER-3-UNAVAILABLE: Failed to add Syslog file %s, maximum Syslog files %d.

**Explanation** Exceeded the maximum Syslog files allowed.

**Error Message** %SYSLOG\_SERVER-3-UNAVAILABLE: Failed to create a Syslog file.

**Explanation** Failed to create a Syslog file.

**Recommended Action** There is probably no PCMCIA disk on slot0 on the System Controller. Please check to see if it is not a PCMCIA Flash

**Error Message** %SYSLOG\_SERVER-3-UNAVAILABLE: Failed to open %s.%d syslog file.

**Explanation** Failed to open a syslog file. One or more of the subfiles may have been deleted or there is no PCMCIA disk

**Recommended Action** You may not be having a PCMCIA disk in slot0 on the System Controller. Please check to see if it is not a PCMCIA Flash. If one or more of the subfiles is missing, then they will be automatically restored when the current file reaches its capacity and gets archived

**Error Message** %SYSLOG\_SERVER-3-UNAVAILABLE: Failed to read a file.

**Explanation** Failed to read a file.

**Error Message** %SYSLOG\_SERVER-3-UNAVAILABLE: Failed to write a syslog file.

**Explanation** Failed to write a syslog file.

**Error Message** %SYSLOG\_SERVER-3-UNAVAILABLE: Illegal file system %s.

**Explanation** Illegal file system.

**Error Message** %SYSLOG\_SERVER-3-UNAVAILABLE: Parsing file error.

**Explanation** The Router is not configured to timestamp all the log messages

**Recommended Action** Please configure your router with appropriate commands to timestamp the log messages. Eg: service timestamps



**Error Message** %SYSLOG\_SERVER-3-UNAVAILABLE: Unknown command or device name, or unable to find device address.

**Explanation** Unknown command or device name, or unable to find device address.

## SYSLOG\_SERVER-4

**Error Message** %SYSLOG\_SERVER-4-UNAVAILABLE: No configuration change.

**Explanation** There is no configuration change to the syslog-server

**Error Message** %SYSLOG\_SERVER-4-UNAVAILABLE: No memory left.

**Explanation** No memory left.

**Recommended Action** The System Controller is running very low on memory.

**Error Message** %SYSLOG\_SERVER-4-UNAVAILABLE: No syslog file.

**Explanation** No syslog file.

**Error Message** %SYSLOG\_SERVER-4-UNAVAILABLE: Syslog file [%s] exists.

**Explanation** You may have issued a directory name that already exists on the PCMCIA disk.

**Recommended Action** Please check to see if the directory name you supplied already exists on the PCMCIA disk and re-enter a different one

**Error Message** %SYSLOG\_SERVER-4-UNAVAILABLE: syslog records do not appear to be timestamped.

**Explanation** This may be a result of not turning the service timestamp command.

**Recommended Action** Please turn the service timestamps log datetime command on your router. This will cause the system to timestamp debugging or logging messages. Use atleast datetime.

## SYSMGT\_RPC-3

**Error Message** %SYSMGT\_RPC-3-UNAVAILABLE: SYSMGT RPC - IPC %s %s failed (%s)

**Explanation** System Management Remote Procedure Call operation failure. Request for information from the CIP card will not be processed.

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

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

**Error Message** %SYSMGT\_RPC-3-UNAVAILABLE: SYSMGT RPC - NETMGT Event: %s (%d)

**Explanation** System Management Remote Procedure Call Network management event error 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.

**Error Message** %SYSMGT\_RPC-3-UNAVAILABLE: SYSMGT RPC - RPC %s %s failed (%s %d)

**Explanation** System Management Remote Procedure Call operation failure. Request for information from the CIP card will not be processed.

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

# SYSMGR Messages

This section contains system manager messages.

## SYSMGR-3

**Error Message** %SYSMGR-3-ABNORMTERM: [chars]:[dec] (jid [dec]) abnormally terminated, [chars]

**Explanation** A process was abnormally terminated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %SYSMGR-3-ERROR: [chars]:[dec] (jid [dec]) [chars] ([chars])

**Explanation** The system manager server has encountered an error condition.

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

## SYSMGR-6

**Error Message** %SYSMGR-6-ERROR\_EOK: [chars]:[dec] (jid [dec]) [chars]

**Explanation** The system manager server has encountered an error condition.

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

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

**Error Message** %SYSMGR-6-RESTART: Restarting process [chars] by [chars]

**Explanation** A process was restarted through the CLI.

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

## SYSMGR\_PLATFORM Messages

This section contains Cisco Catalyst 6000 system manager process messages.

### SYSMGR\_PLATFORM-5

**Error Message** %SYSMGR\_PLATFORM-5-WAIT\_RP: Waiting RP to complete crashinfo and core file collection

**Explanation** Sysmgr.proc process is waiting for the RP to signal the end of crashinfo or core file collection.

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

## SYSTEM\_BUS\_ASIC Messages

This section contains System Bus Translator ASIC messages.

### SYSTEM\_BUS\_ASIC-3

**Error Message** %SYSTEM\_BUS\_ASIC-3-INTR\_FATAL: SYSTEM BUS ASIC [dec]: recoverable interrupt [chars]

**Explanation** The System Bus Translator ASIC detected an unexpected interrupt condition. This message indicates a hardware failure or malfunction. The system will reload to fix the problem.

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

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

**Error Message** %SYSTEM\_BUS\_ASIC-3-INTR\_RECOVERY: SYSTEM BUS ASIC [dec]: recoverable interrupt [chars]

**Explanation** The System Bus Translator ASIC detected an unexpected interrupt condition.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %SYSTEM\_BUS\_ASIC-3-INTR\_RESET: SYSTEM BUS ASIC [dec]: was reset

**Explanation** The System Bus Translator ASIC was reset as part of the system recovery sequence.

**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** %SYSTEM\_BUS\_ASIC-3-INTR\_STATS\_RECOVERY: SYSTEM BUS ASIC [dec]: Recoverable Interrupt warning [chars]

**Explanation** The System Bus Translator ASIC detected an unexpected condition in the statistics collection 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** %SYSTEM\_BUS\_ASIC-3-INTR\_WARN: SYSTEM BUS ASIC [dec]: Non-fatal Interrupt warning [chars]

**Explanation** The System Bus Translator ASIC detected an unexpected nonfatal condition.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %SYSTEM\_BUS\_ASIC-3-INTR\_WARN\_TYPE2: SYSTEM BUS ASIC [dec]: Non-fatal interrupt Warning [chars] error code [dec]

**Explanation** The System Bus Translator ASIC detected an unexpected nonfatal condition.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %SYSTEM\_BUS\_ASIC-3-KUMA\_INTR\_THROTTLED: SYSTEM BUS ASIC %d: Kuma interrupts throttled

**Explanation** The system bus translator ASIC detected too many interrupts. To avoid performance degradation, the system has temporarily masked interrupts.

**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** %SYSTEM\_BUS\_ASIC-3-KUMA\_INTR\_UNTHROTTLED: SYSTEM BUS ASIC %d: Kuma interrupts unthrottled

**Explanation** The system has unmasked the interrupts that were masked temporarily.

**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.

## SYSTEM\_CONTROLLER Messages

This section contains system controller messages.

### SYSTEM\_CONTROLLER-3

**Error Message** %SYSTEM\_CONTROLLER-3-COR\_MEM\_ERR: Correctable DRAM memory error. Count [dec], log [hex]

**Explanation** A transient DRAM memory error was detected and corrected.

**Recommended Action** If the error message appears infrequently, no action is required. If the message recurs, reseal the SDRAM SIMM on the supervisor engine. If errors persist, replace the SIMM. If the errors continue after the SIMM is replaced, the supervisor engine may need to be replaced.

**Error Message** %SYSTEM\_CONTROLLER-3-ERROR: Error condition detected: [chars]

**Explanation** The most common errors from the Mistral ASIC on the MSFC are TM\_DATA\_PARITY\_ERROR, SYSDRAM\_PARITY\_ERROR, SYSAD\_PARITY\_ERROR, and TM\_NPP\_PARITY\_ERROR. Possible causes of these parity errors are random static discharge or other external factors.

**Recommended Action** If the error message appears only once (or rarely), monitor the system log to determine whether the error message was an isolated incident. If the message recurs, check the environmental conditions for problems such as power brownouts, static discharges, or strong EMI fields. If these environmental conditions are within normal ranges and the error continues to appear, the supervisor engine may need to be replaced.

**Error Message** %SYSTEM\_CONTROLLER-3-EXCESSIVE\_RESET: System Controller is getting reset so frequently

**Explanation** The MISTRAL ASIC is being reset frequently. The usual cause is an improperly seated module or another hardware condition.

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

**Error Message** %SYSTEM\_CONTROLLER-3-INVALID\_EARL\_HANDLER: EARL interrupt handler is not valid

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

**Error Message** %SYSTEM\_CONTROLLER-3-MISTRAL\_RESET: System Controller is reset:Normal Operation continues

**Explanation** The system controller is being reset. Operation will continue, but the message rate will be limited.

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



# TAC Messages

This section contains TACACS system messages.

## TAC-3

**Error Message** %TAC-3-SERVCONF: Server config failure: [chars]

**Explanation** The server configuration failed.

**Recommended Action** Please configure the server properly.

**Error Message** %TAC-3-SERVINT: [chars]

**Explanation** This is an internal software error.

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

**Error Message** %TAC-3-SERVNO: Server [chars] is not configured

**Explanation** The server is not configured.

**Recommended Action** Please configure a server before un-configuring it.

## TAC-4

**Error Message** %TAC-4-SERVREFNAME: Warning: Server [chars] is still referenced by server group.

**Explanation** The server being removed is still referenced by a server group.

**Recommended Action** Please dereference the server from the server group as soon as possible.

## TAC-6

**Error Message** %TAC-6-SERVDEP: tacacs-server host CLI will be deprecated soon. Please move to tacacs server CLI

**Explanation** Migration from tacacs-server host CLI to tacacs server CLI.

**Recommended Action** Please try to use the new CLI.

## TAGCON-3

**Error Message** %TAGCON-3-UNAVAILABLE: %i/%i, %s

**Explanation** A problem was encountered in clean up following termination of a Tag Distribution Protocol (TDP) session.

**Recommended Action** ACTION\_COPY\_REPORT\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: %i/%i; %s

**Explanation** An operation on the TDP Directed Adjacency data structure failed.

**Recommended Action** ACTION\_COPY\_REPORT\_TAGCON

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

**Explanation** An action attempted by the Tag Control process encountered an unexpected condition.

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

**Error Message** %TAGCON-3-UNAVAILABLE: %s sort bad; item %d

**Explanation** EXPLANATION\_ADDR\_TBL\_TAGCON

**Recommended Action** ACTION\_TOGGLE\_TAG\_IP\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: Can't alloc work item for %s

**Explanation** Internally when a process, such as the TDP process, must request the tag distribution and control process take some action, it queues a work item for the tag distribution and control process. This message is generated when an attempt to queue work for the tag distribution and control process fails. The failure can occur if the system is unable to allocate memory to hold the work request, or if the process has stopped processing requests on its work queue.

**Recommended Action** ACTION\_COPY\_REPORT\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: Cannot alloc %s

**Explanation** An attempt to allocate a label switching data structure failed because of a low memory condition.

**Recommended Action** ACTION\_STD\_LOW\_MEMORY\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: Cannot allocate local tag

**Explanation** An attempt to allocate a local (incoming) tag failed. This should happen only if the system has allocated all available local tags.

**Recommended Action** The number of tags available for allocation can be changed by the **tag-switching tag-range ...** configuration command. Consult with your technical service representative to determine whether you should use this command to increase the number of available tags.

**Error Message** %TAGCON-3-UNAVAILABLE: Duplicate Address %i advertised by peer %s is already bound to %s

**Explanation** An address message advertisement is received from TDP/LDP peer. The address is rejected as it has already been advertised by another peer. This implies that the rejected IP address has been configured on both peers by mistake

**Recommended Action** Correct the configuration by changing the IP address on one of the peers.

**Error Message** %TAGCON-3-UNAVAILABLE: Platform specified information for label region %s is invalid.

**Explanation** A platform service routine provides label region information about all label regions it supports. This error message is printed when the service routine does not specify its label region information correctly.

**Recommended Action** Report this condition to your technical service representative.

**Error Message** %TAGCON-3-UNAVAILABLE: TDP peer %i(%s): %s

**Explanation** An operation involving the state machine for a TDP peer failed.

**Recommended Action** ACTION\_COPY\_REPORT\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: TIB walk failed (%s)

**Explanation** Some Tag Information Base (TIB) maintenance operations involve a complete scan (walk) of the TIB radix tree data structure. This message is generated when a TIB walk encounters an unexpected failure.

**Recommended Action** ACTION\_COPY\_REPORT\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: Tag Local Address Table revision number wrapped

**Explanation** The revision number used to manage advertisement of interface addresses to TDP peers overflowed. This will result in faulty advertisement of interface addresses to TDP peers and faulty tag switching on those peers.

**Recommended Action** To restore proper interface address advertisement reboot the platform. Report this condition to your technical service representative.

**Error Message** %TAGCON-3-UNAVAILABLE: Unexpected blist\_type (%d) for %s PIE from peer %s

**Explanation** A TDP protocol information element (PIE) received from a TDP peer contained an unexpected binding list type. The PIE will be ignored.

**Recommended Action** ACTION\_IGNORE\_PIE\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: Unexpected event; state=%s, event=%s

**Explanation** An operation on the state machine for the tag distribution and control process failed.

**Recommended Action** ACTION\_COPY\_REPORT\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: peer %s, TDP Id/Addr mapping problem (%s)

**Explanation** EXPLANATION\_ADDR\_TBL\_TAGCON

**Recommended Action** ACTION\_TOGGLE\_TAG\_IP\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: peer %s; %s not implemented

**Explanation** A tag distribution protocol (TDP) peer has requested an action which is not currently implemented by the tag distribution and control subsystem.

**Recommended Action** The request will be ignored. If it repeatedly occurs, copy the message exactly as it appears and report it to your technical service representative.

**Error Message** %TAGCON-3-UNAVAILABLE: process cannot initialize

**Explanation** The tag distribution and control process failed to initialize itself. The probable cause is insufficient memory.

**Recommended Action** ACTION\_STD\_LOW\_MEMORY\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: process not created

**Explanation** An attempt to create the tag distribution and control process failed. The probable cause is insufficient memory.

**Recommended Action** ACTION\_STD\_LOW\_MEMORY\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: unexpected error %d; peer %s; %s

**Explanation** An unexpected failure occurred while building a TDP protocol information element (PIE) for transmission to a TDP peer. It occurred when attempting to add a tag binding or an address to the PIE.

**Recommended Action** ACTION\_COPY\_REPORT\_TAGCON

## TAGCON-4

**Error Message** %TAGCON-4-UNAVAILABLE: Adjusting configured label range to default range

**Explanation** The saved configuration has been ignored and the default label range is being used.

**Recommended Action** Please reconfigure the label range to a valid range using **mpls label range ...** configuration command.

**Error Message** %TAGCON-4-UNAVAILABLE: Can't alloc work item for %i

**Explanation** When a new IP address for a TDP peer is learned, it may be necessary to update the Tag Forwarding Information Base (TFIB) for any routes for which the new address is a next hop. Deciding whether it is necessary to update the TFIB is the responsibility of an 'address process'. This message is generated when an attempt to queue work for the address process fails.

**Recommended Action** This is an informational message. The system remembers that it needs to do this work and will regularly attempt to queue the necessary work item. If this message occurs repeatedly, copy it exactly as it appears and report it to your technical service representative.

**Error Message** %TAGCON-4-UNAVAILABLE: Can't create tagcon addr proc

**Explanation** When a new IP address for a TDP peer is learned, it may be necessary to update the Tag Forwarding Information Base (TFIB) for any routes for which the new address is a next hop. Deciding whether it is necessary to update the TFIB is the responsibility of an 'address process'. This message is generated when an attempt to create the address process fails.

**Recommended Action** This is an informational message. As long as it needs the process, the system will regularly attempt to create it. If this message occurs repeatedly, copy it exactly as it appears and report it to your technical service representative.

**Error Message** %TAGCON-4-UNAVAILABLE: Failure to initialize tag allocation pool %d

**Explanation** The system was unable to initialize the data structure used to support allocation of tags for tag switching for the specified tag pool.

**Recommended Action** The system proceeds by ignoring the event. However, since the system will not be able to allocate tags from the tag pool, it will not advertise them to peers and, therefore, will not be able to forward tagged packets it receives (because it advertises no tags, it should not receive any tagged packets). Copy the message exactly as it appears and report it along with the startup and running configuration to your technical service representative.

## TAGCON-5

**Error Message** %TAGCON-5-UNAVAILABLE: cannot queue TDP %s pie for %i(%s)

**Explanation** An attempt to queue a TDP PIE (protocol information element) for transmission to a TDP peer failed.

**Recommended Action** This is an informational message. Failure to queue a PIE for a peer should occur only when the TDP session with the peer no longer exists. The software should recover from this situation by discarding the TDP session and trying to establish a new one. If this message occurs repeatedly, copy it exactly as it appears and report it to your technical service representative.

## TAR\_FS Messages

This section contains tar file system messages.

### TAR\_FS-3

**Error Message** %TAR\_FS-3-IMAGE\_FILE\_INVALID: [chars] file not found in archive

**Explanation** The tar file system could not locate the relevant tar element inside the archive.

**Recommended Action** Check whether the archive is complete and not corrupted, or if it is the wrong format. If the problem can be recreated with **debug ifs file** turned on, you can more quickly identify the problem. Save the output of the **archive tar /table archive-name** command if it is a pure tar archive, or the **show image contents file archive-name** command if the archive is a system image. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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.

## TBRIDGE-4

**Error Message** %TBRIDGE-4-UNAVAILABLE: %s received on %s - invalid media for transparent bridging

**Explanation** Transparent bridging was configured on an interface that does not support it.

**Recommended Action** Remove transparent bridging from the configuration on the specified interface.

**Error Message** %TBRIDGE-4-UNAVAILABLE: Destination VC unknown for packet

**Explanation** A transparently bridged packet destined for an ATM interface cannot be fully addressed.

**Recommended Action** Clear the bridge table to force re-learning of all addresses.

**Error Message** %TBRIDGE-4-UNAVAILABLE: Giant received on %s, %d exceeds %d DA %e SA %e [0x%08x]

**Explanation** A packet was received that exceeds the expected maximum transmission unit (MTU) length for the receiving interface. The first four bytes of the packet following the source address are also provided to assist diagnosis.

**Recommended Action** Use the address and packet information provided to trace the source of these packets and reduce its MTU to conform to the standard for the given media.

**Error Message** %TBRIDGE-4-UNAVAILABLE: MAC-address table size limit (%lu entries) reached

**Explanation** The total number of bridge MAC-address table entries (across all bridge groups) has reached the configured maximum limit.

**Recommended Action** Check the bridge tables to determine the origin of the bridge MAC-address table entries. Check the network configuration and ensure that the entries are as expected. Use the `bridge mac-address-table limit` configuration command to either increase the maximum limit or to disable limit-checking altogether.

**Error Message** %TBRIDGE-4-UNAVAILABLE: No VC's configured for bridging on %s

**Explanation** An ATM interface was configured for transparent bridging without also specifying the associated virtual circuits.

**Recommended Action** Configure the required virtual circuits on the specified interface.

**Error Message** %TBRIDGE-4-UNAVAILABLE: Subscriber SA %e moved or loop between circuits %d and %d

**Explanation** A subscriber bridged packet dropped because potential circuit loop or roaming host at subscriber end of network.

**Recommended Action** Clear bridge table. If problem persists it is not a roaming host, but a loop between virtual circuits at subscriber end of network. Take looping virtual circuits out of service and/or shut the software interface they are on while subscriber is contacted to remove loop condition at subscriber end of network.

**Error Message** %TBRIDGE-4-UNAVAILABLE: Unexpected encapsulation received on %s %s

**Explanation** The transparent bridging driver received a packet with unrecognizable encapsulation. The packet had to be discarded.

**Recommended Action** This could indicate a network media error or that a protocol which is newer than this version of the Cisco IOS software is being used. If it is believed that the dropped packets are of a real protocol, upgrade to a new version of the software which handles it.

**Error Message** %TBRIDGE-4-UNAVAILABLE: XMACACCESS: Invalid extended access list %d

**Explanation** This is a configuration problem. The specified extended access list either does not exist or contains an error.

**Recommended Action** Correct the configuration problem.

**Error Message** %TBRIDGE-4-UNAVAILABLE: invalid action found for %e on %s - %08x

**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.

## TCAM\_MGR Messages

This section contains TCAM manager messages.

### TCAM\_MGR-3

**Error Message** %TCAM\_MGR-3-BAD\_FIRST\_DYN\_REGION: [dec]

**Explanation** A TCAM error was detected.

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



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

**Error Message** %TCAM\_MGR-3-BAD\_LAST\_DYN\_REGION: [dec]

**Explanation** A TCAM error was detected.

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

**Error Message** %TCAM\_MGR-3-INTERNAL\_ERROR: [chars], [chars], [dec]

**Explanation** A TCAM error was detected.

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

**Error Message** %TCAM\_MGR-3-INVALID\_OPERATION: [chars], [dec]

**Explanation** A TCAM error was detected.

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

**Error Message** %TCAM\_MGR-3-INVALID\_REG\_TYPE: [chars], [dec]

**Explanation** A TCAM error was detected.

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

**Error Message** %TCAM\_MGR-3-MALLOC\_FAIL: [chars], [chars]

**Explanation** A TCAM error was detected.

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

**Error Message** %TCAM\_MGR-3-OP\_FAIL: [chars] failed for application [chars], application entry [hex] with [chars] error

**Explanation** A TCAM error was detected.

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

**Error Message** %TCAM\_MGR-3-UNUSUAL\_BUG\_WARNING: [chars] mbu [hex] free\_array\_index [dec] region\_id [dec]

**Explanation** A TCAM error was detected.

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

## TCAMMGR Messages

This section contains TCAM manager messages.

### TCAMMGR-3

**Error Message** %TCAMMGR-3-GROW\_ERROR: cam region [dec] can not grow

**Explanation** This CAM region is configured as a static region with a fixed number of entries, and a call was requested to add more CAM entries to the specified region.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TCAMMGR-3-HANDLE\_ERROR: cam handle [hex] is invalid

**Explanation** The CAM handle that was used by the caller 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.

**Error Message** %TCAMMGR-3-INDEX\_ERROR: cam value/mask index [dec] is invalid

**Explanation** The CAM index that was used by the caller 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.

**Error Message** %TCAMMGR-3-MOVE\_ERROR: cam entry move from index [int] to index [int] failed

**Explanation** A move operation for a CAM entry from one index to another 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCAMMGR-3-REGION\_ERROR: cam region [dec] is invalid

**Explanation** The CAM region 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.

**Error Message** %TCAMMGR-3-REGMASK\_ERROR: invalid cam region [dec] mask [dec] pair

**Explanation** Only a predetermined set of masks are allowed in a region. The caller requested to install an entry in the specified region that contained an invalid mask for that region.

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

## TCATM Messages

This section contains ATM tag distribution and control messages.

### TCATM-3

**Error Message** %TCATM-3-INTERNAL: [chars]

**Explanation** An operation that is required for proper operation of the TCATM 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TCP Messages

This section contains Transmission Control Protocol (TCP) messages.

## TCP-2

**Error Message** %TCP-2-UNAVAILABLE: %s called but TCP not initialized

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy the message exactly as it appears and contact your technical support.

**Error Message** %TCP-2-UNAVAILABLE: Bad TCB refcount: TCB 0x%x, refcnt %d

**Explanation** An internal software error occurred

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

**Error Message** %TCP-2-UNAVAILABLE: Callback failed to accept connection from %s(%d) to %s(%d) -- discarding

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

**Error Message** %TCP-2-UNAVAILABLE: Invalid TCB encaps pointer: 0x%x

**Explanation** An invalid TCP ENCAPS is used.

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

**Error Message** %TCP-2-UNAVAILABLE: Invalid TCB pointer: 0x%x

**Explanation** An invalid TCB is used.

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

**Error Message** %TCP-2-UNAVAILABLE: Multiple entry for packet %x

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

**Error Message** %TCP-2-UNAVAILABLE: Tty%t, buffering bug

**Explanation** An internal software error occurred.

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

**Error Message** %TCP-2-UNAVAILABLE: Tty%t, tcp\_putbyte() with blocking disabled

**Explanation** An internal software error occurred.

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

**Error Message** %TCP-2-UNAVAILABLE: Tty%t, tcp\_putbyte() write disabled

**Explanation** TCP received a packet from a user application after the connection was already halfclosed.

**Recommended Action** Determine which TCP application is still sending after the connection was halfclosed.

**Error Message** %TCP-2-UNAVAILABLE: Tty%t: Bad refcnt for packet 0x%x during retransmit, %s(%d) to %s(%d), state %d

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

## TCP-3

**Error Message** %TCP-3-BADMSS: Incorrect mss [dec] observed

**Explanation** The maximum segment size is incorrect. TCP cannot guarantee further reliable operation for this connection.

**Recommended Action** Check the MTU for the interface and increase it as required. If, after adjusting the MTU, 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** %TCP-3-CHKPT\_INIT: TCP failed to initialize checkpoint storage: %s

**Explanation** The TCP process failed to initialize checkpoint storage for ports.

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

**Error Message** %TCP-3-ERR\_DUMP\_DEB: netdump\_print\_context failed, %d

**Explanation** Netdump print failed while dumping a process debug context.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TCP-3-ERR\_MD5\_INVALID: MD5 validation failed, incoming packet src: %s:%d, dst: %s:%d

**Explanation** MD5 validation failed on an incoming packet.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TCP-3-ERR\_MD5\_WRITE: MD5 option write failed, dst: %s:%d

**Explanation** The TCP process failed to write an MD5 option.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TCP-3-ERR\_NETWORK\_INIT: TCP failed to connect with network layer: %s, error %s

**Explanation** TCP initialization with the network layer 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.

**Error Message** %TCP-3-ERR\_OUT\_BUFF: ran out of buffer with %ld bytes %s to send

**Explanation** TCP ran out of buffer space while copying segment 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** %TCP-3-ERR\_PAK\_FSV: %s

**Explanation** An FSV operation failed on the packet.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TCP-3-ERR\_PAK\_DISCARD: %s: %s, <%s:%d> -> <%s:%d>

**Explanation** Packet information from a discarded packet is displayed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %TCP-3-ERR\_PCB\_VECTOR: ip\_pcb\_get\_family\_vector failed, %d

**Explanation** The TCP process failed to get a pointer to the PCB family vector.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %TCP-3-ERR\_SET\_APP\_LEN: %s: set\_Application\_length failed: %s

**Explanation** The TCP process failed to set an application buffer for the segment.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TCP-3-FORKFAIL: Failed to start a process to negotiate options.

**Explanation** The system failed to create a process to handle requests from a client. This condition could be caused by insufficient memory.

**Recommended Action** Reduce other system activity to ease memory demands.

**Error Message** %TCP-3-SOCKET\_RESMGR\_ATTACH: Failed to setup the transport as a resource manager: %s

**Explanation** The TCP process failed to advertise itself to the system as a resource manager.

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

**Error Message** %TCP-3-TRACE\_ERR: %s error (%d). Premature trace termination for control block 0x%p

**Explanation** A trace terminated prematurely.

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

## TCP-4

**Error Message** %TCP-4-ERR\_PAK\_CLIENT: %s, res %d

**Explanation** A packet client operation failed in TCP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TCP-4-WARNING\_DEBUG: %s

**Explanation** TCP failed to open the console device for debug.

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

## TCP-6

**Error Message** %TCP-6-INFO\_RCV\_SIG: recieved signal %d

**Explanation** The TCP process received a signal.

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

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

**Error Message** %TCP-6-MD5NOSPACE: Insufficient space for MD5 option

**Explanation** There was insufficient space for the MD5 option. This condition should not occur, because the MD5 option, when requested, is required and is given preference over other TCP options.

**Recommended Action** Unconfigure other TCP options, if any, in an attempt to create space for the MD5 option. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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.

## TCP-7

**Error Message** %TCP-7-ERR\_TCP\_INIT: TCP failed to initialize: %s, error %s

**Explanation** TCP initialization failed.

**Error Message** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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  
%TDM-1-UNAVAILABLE: Motherboard TDM init failure: stream %d, channel %d, channel register 0x%x, control register 0x%x.

**Explanation** A TDM port on the system motherboard failed to be initialized. The error message specifies which port. This is possibly due to a hardware failure.

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

## TDM-1

**Error Message** %TDM-1-UNAVAILABLE: Slot %d TDM init failure: stream %d, channel %d, channel register 0x%x, control register 0x%x.

**Explanation** A TDM port failed to be initialized. The error message specifies which port. This is possibly due to a hardware failure.

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

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

## TDM-3

**Error Message** %TDM-3-UNAVAILABLE: Slot %d bad board ID 0x%x detected.

**Explanation** The specified board returned an ID that was not recognized by the operating system. This could be due to a hardware failure reporting an incorrect ID or because this software predates the hardware.

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

## TDM-4

**Error Message** %TDM-4-UNAVAILABLE: Bad connection requested: slot %d, stream %d, channel %d to slot %d, stream %d, channel %d.

**Explanation** The TDM cross-connect that was requested was not possible. This is probably because one of the devices either does not exist or is not properly configured for TDM.

**Recommended Action** Check the command for errors and the ports for correct configuration before trying again. Note that the ype option of the dm-group command only applies if the mode cas command is enabled. If configuring cross-connect pass-through from UIO serial port 0 or 1 to a controller, the encapsulation clear-channel command must be configured on the serial port.

## TDM\_CLOCK\_SYNCHRONIZATION-4

**Error Message** %TDM\_CLOCK\_SYNCHRONIZATION-4-UNAVAILABLE: TDM frame clock %s lost lock - clock source failed.

**Explanation** The clock source has failed.

**Recommended Action** If alternate source is available, it will be used.

**Error Message** %TDM\_CLOCK\_SYNCHRONIZATION-4-UNAVAILABLE: TDM frame clock source transitioned from Priority %d %s %s to Priority %d %s %s

**Explanation** This warning message indicates a change in the clock source.

**Recommended Action** No action required.

**Error Message** %TDM\_CLOCK\_SYNCHRONIZATION-4-UNAVAILABLE: TDM frame clock state change, state: %s

**Explanation** This debug message indicates a clock state change

**Recommended Action** No action required.

**Error Message** %TDM\_CLOCK\_SYNCHRONIZATION-4-UNAVAILABLE: TDM frame clock state error, state: %s event: %s

**Explanation** This warning message indicates a invalid clock event

**Recommended Action** No action required.

## TDP-3

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

**Explanation** An action attempted by the Tag Distribution Protocol (TDP) encountered an unexpected condition.

**Recommended Action** ACTION\_COPY\_REPORT\_TDP

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

**Explanation** An action attempted by the Tag Distribution Protocol (TDP) implementation failed.

**Recommended Action** ACTION\_COPY\_REPORT\_TDP

**Error Message** %TDP-3-UNAVAILABLE: Can't alloc KA PIE

**Explanation** An attempt to allocate a buffer for Tag Distribution Protocol (TDP) Keep Alive protocol information element (PIE) has failed.

**Recommended Action** The system will continue by omitting transmission of the TDP Keep Alive PIE. This may result in termination of one or more TDP sessions as the peers time out the sessions. If this message persists, reduce other system activity if possible, and call your technical service representative for assistance.

**Error Message** %TDP-3-UNAVAILABLE: Interface %s, Bad VPI/VCI range. Can't start a TDP session

**Explanation** The VPI range exchanged between the Tag Distribution Protocol (TDP) peers is non-overlapping.

**Recommended Action** The system will not be able to create a TDP session between the affected TDP peers. Re-issue the **tag-switching vpi** command on the appropriate interface with the correct VPI range.

**Error Message** %TDP-3-UNAVAILABLE: Interface %s, Resource failure. Can't start a TDP session

**Explanation** An attempt to allocate a buffer for Tag Distribution Protocol (TDP) TAGATM VPI/VCI ranges has failed.

**Recommended Action** The system will not be able to create a TDP session between the affected TDP peers. If this message persists, reduce other system activity if possible, and call your technical service representative for assistance.



**Error Message** %TDP-3-UNAVAILABLE: peer %s, read failure

**Explanation** An error occurred while attempting to read a TDP PDU received from a peer.

**Recommended Action** ACTION\_NEW\_SESSION\_TDP

**Error Message** %TDP-3-UNAVAILABLE: peer %s; address len %d

**Explanation** A Tag Distribution Protocol (TDP) protocol information element (PIE) containing an address with a bad length has been received from a peer.

**Recommended Action** ACTION\_IGNORE\_REST\_OF\_PIE\_TDP

**Error Message** %TDP-3-UNAVAILABLE: peer %s; alist\_type %d; %s pie

**Explanation** A Tag Distribution Protocol (TDP) protocol information element (PIE) containing an address list type that is unexpected for the situation has been received from a peer.

**Recommended Action** ACTION\_IGNORE\_PIE\_TDP

**Error Message** %TDP-3-UNAVAILABLE: peer %s; alist\_type %d; %s pie

**Explanation** A Tag Distribution Protocol (TDP) protocol information element (PIE) containing an unknown address list type has been received from a peer.

**Recommended Action** ACTION\_IGNORE\_PIE\_TDP

**Error Message** %TDP-3-UNAVAILABLE: peer %s; blist\_type %d; %s pie

**Explanation** A Tag Distribution Protocol (TDP) protocol information element (PIE) containing a binding list type that is unexpected for the situation has been received from a peer.

**Recommended Action** ACTION\_IGNORE\_PIE\_TDP

**Error Message** %TDP-3-UNAVAILABLE: peer %s; blist\_type %d; %s pie

**Explanation** A Tag Distribution Protocol (TDP) protocol information element (PIE) containing an unknown binding list type has been received from a peer.

**Recommended Action** ACTION\_IGNORE\_PIE\_TDP

**Error Message** %TDP-3-UNAVAILABLE: peer %s; format error for pie type 0x%x

**Explanation** A Tag Distribution Protocol (TDP) protocol information element (PIE) that is malformed has been received from a TDP peer.

**Recommended Action** ACTION\_NEW\_SESSION\_TDP

**Error Message** %TDP-3-UNAVAILABLE: peer %s; mlist\_type %d; %s pie

**Explanation** A Tag Distribution Protocol (TDP) protocol information element (PIE) containing an unknown metric list type or one that is unexpected for the situation has been received from a peer.

**Recommended Action** ACTION\_IGNORE\_PIE\_TDP

**Error Message** %TDP-3-UNAVAILABLE: peer %s; prefix len %d

**Explanation** A Tag Distribution Protocol (TDP) protocol information element (PIE) containing a destination prefix with a bad length has been received from a peer.

**Recommended Action** ACTION\_IGNORE\_REST\_OF\_PIE\_TDP

**Error Message** %TDP-3-UNAVAILABLE: peer %s; unexpected pie type 0x%x

**Explanation** A Tag Distribution Protocol (TDP) protocol information element (PIE) that is unexpected for the situation has been received from a peer.

**Recommended Action** ACTION\_IGNORE\_PIE\_TDP

**Error Message** %TDP-3-UNAVAILABLE: peer %s; unknown pie type 0x%x

**Explanation** An unknown Tag Distribution Protocol (TDP) protocol information element (PIE) type has been received from a peer.

**Recommended Action** ACTION\_IGNORE\_PIE\_TDP

**Error Message** %TDP-3-UNAVAILABLE: unexpected event: peer %i(%s), state=%s, event=%s%s

**Explanation** An operation on the state machine for a TDP peer failed.

**Recommended Action** ACTION\_COPY\_REPORT\_TDP.

## TDP-4

**Error Message** %TDP-4-UNAVAILABLE: Peer %s; %s

**Explanation** The session parameters proposed by an LDP peer differ from those preferred by the platform. The differences are not sufficient to prevent the LDP session from being established, but may have an impact on label distribution operation

**Recommended Action** If the parameters identified relate to the optional path vector-based loop detection mechanism, note that the IETF LDP specification recommends that when Loop Detection is enabled in a portion of a network, it is recommended that all LSRs in that portion of the network be configured with Loop Detection enabled and with the same path vector limit. If the parameters identified relate to some other aspect of the LDP session and the message occurs repeatedly, copy it exactly as it appears and report it to your technical service representative.

**Error Message** %TDP-4-UNAVAILABLE: Peer = %s %s(%i%m) Maxhop=%d hopcount=%d %s

**Explanation** This message appears when signalling to establish an MPLS Label Switched Path (LSP), or Tag Switching Tag Switched Path, discovers a transient loop in the path to the LSP destination. Normally this is a transient condition.

**Recommended Action** ACTION\_LOOPING\_LSP

**Error Message** %TDP-4-UNAVAILABLE: Peer = %s %s(%i%m) hopcount=%d %s

**Explanation** This message appears when LDP loop detection is configured and signalling to establish an MPLS Label Switched Path (LSP) detects a transient loop in the path to the LSP destination. Normally this is a transient condition.

**Recommended Action** ACTION\_LOOPING\_LSP

**Error Message** %TDP-4-UNAVAILABLE: cannot set %s%s TDP ident

**Explanation** The Tag Distribution Protocol (TDP) requires each TDP instance have a TDP identifier. An attempt to set the TDP identifier for the shown VRF or TDP instance has failed.

**Recommended Action** This is an informational message. As long as it needs to set its chassis TDP identifier the system will periodically attempt to do so until it succeeds. If this message occurs repeatedly, copy it exactly as it appears and report it to your technical service representative.

**Error Message** %TDP-4-UNAVAILABLE: peer %s, %s

**Explanation** A violation of the TDP protocol by a TDP peer has been detected.

**Recommended Action** ACTION\_NEW\_SESSION\_TDP

## TDP-5

**Error Message** %TDP-5-UNAVAILABLE: %s

**Explanation** This is an informational message generated by the Tag Distribution Protocol (TDP) implementation.

**Recommended Action** No action is required.

**Error Message** %TDP-5-UNAVAILABLE: tag advertise-tags has no effect for tc-atm

**Explanation** EXPLANATION\_ACL\_TDP

**Recommended Action** No action is required.

## TEMUX84-3

**Error Message** %TEMUX84-3-UNAVAILABLE: temux84 Byte-Sync indirect access failed, %s

**Explanation** hardware busy bit not cleared

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TEMUX84-3-UNAVAILABLE: temux84 RTTB indirect access failed, %s

**Explanation** hardware busy bit not cleared

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TEMUX84-3-UNAVAILABLE: temux84 SBI indirect access failed, %s

**Explanation** hardware busy bit not cleared

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TEMUX84-3-UNAVAILABLE: temux84 T1E1 indirect access failed, %s

**Explanation** hardware busy bit not cleared

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TEMUX84-3-UNAVAILABLE: temux84 T3E3 PMON update failed, %s

**Explanation** T3E3 PMON counter failed to latch

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

## TENGIGE\_LC Messages

This section contains 10-Gigabit Ethernet line card messages.

### TENGIGE\_LC-3

**Error Message** %TENGIGE\_LC-3-LASER\_TEMP\_ERR: Laser Temperature Alarm : [dec]/[dec]

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

**Error Message** %TENGIGE\_LC-3-MIB\_TENGIGE\_LASER\_FAILURE: Laser failure detected during soft-start procedures : [chars]

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

**Error Message** %TENGIGE\_LC-3-MIB\_TENGIGE\_LOSYNC\_ALM: Loss of Sync ; [chars]

**Explanation** The Gigabit Ethernet function lost its synchronization.

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

**Error Message** %TENGIGE\_LC-3-TENGIGE\_LOSYNC\_ALM: [chars] side Loss of Sync lock: [chars]

**Explanation** The Gigabit Ethernet function lost its synchronization.

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

**Error Message** %TENGIGE\_LC-3-TENGIGE\_LOSYNC\_ALM\_CLR: CLEARED : [chars] Loss of Sync lock: [chars]

**Explanation** The Gigabit Ethernet function lost its synchronization.

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

## TENGIGE\_LC-6

**Error Message** %TENGIGE\_LC-6-LASER\_DISABLED: Laser disabled as per user configuration [[dec]/[dec]]

**Explanation** The laser has been disabled as specified by the user 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** %TENGIGE\_LC-6-LASER\_DISABLED\_BY\_HW: Laser disabled as per laser safety configuration [[dec]/[dec]]

**Explanation** The laser has been disabled as specified by the safety 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** %TENGIGE\_LC-6-MIB\_TENGIGE\_TRUNK\_LOSYNC\_PALM: Trunk side Loss of Sync Prealarm; [chars]

**Explanation** The trunk lost its synchronization while it was receiving 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** %TENGIGE\_LC-6-TENGIGE\_TRUNK\_RX\_LOSYNC\_PALM: Trunk side Loss of Sync lock Prealarm: [chars]

**Explanation** The trunk lost its synchronization while it was receiving 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.

## TESTPA-3

**Error Message** %TESTPA-3-UNAVAILABLE: bay [%d] analyze failed

**Explanation** The TestPA port adapter driver failed to successfully complete the necessary tasks for initial bring up of the port adapter. This is typically due to shortage of memory. Previous messages in the log will indicate the exact reason for the failure. The port adapter will be deactivated.

**Recommended Action** Verify that the port adapter is properly seated in the bay.

**Error Message** %TESTPA-3-UNAVAILABLE: bay [%d] dma error: %s

**Explanation** A DMA failure occurred.

**Recommended Action** Verify that the port adapter is properly seated in the bay.



**Error Message** %TESTPA-3-UNAVAILABLE: bay [%d] initialization failed: %s

**Explanation** The TestPA port adapter driver failed to successfully initialize the hardware on the TestPA port adapter. The port adapter will be deactivated.

**Recommended Action** Verify that the port adapter is properly seated in the bay.

**Error Message** %TESTPA-3-UNAVAILABLE: bay [%d] powered off

**Explanation** The port adapter has been powered off. Other messages in the log specify the cause of this event.

**Recommended Action** If possible, correct any errors indicated by the other messages occurring at the time of this message. If the error persists, verify that the port adapter is properly seated in the bay.

## TI1570-1

**Error Message** %TI1570-1-UNAVAILABLE: %s %s

**Explanation** The ATM Port Adapter failed to complete hardware initialization. Details of the failure are shown in the error message.

**Recommended Action** Reset the adapter. This should not be a recurring condition. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TI1570-1-UNAVAILABLE: %s for subunit %d in bay %d

**Explanation** The ATM Port Adapter failed to complete hardware initialization.

**Recommended Action** Reset the adapter. This should not be a recurring condition. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TI1570-1-UNAVAILABLE: Only %x bytes of memory available for %s

**Explanation** The port adaptor needs more PCI memory. The installed amount is less than required by the drivers for packet buffers.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TI1570-1-UNAVAILABLE: PCI configuration for %s in slot %d

**Explanation** The ATM Port Adapter failed to complete hardware initialization.

**Recommended Action** Reset the adapter. This should not be a recurring condition. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TI1570-1-UNAVAILABLE: VIP only supports one PA-A1 ATM LITE PA. The other PA bay must be emptied in order for the PA-A1 ATM LITE PA to function.

**Explanation** The bandwidth requirements of the installed port adapters exceed the processor's rated capability.

**Recommended Action** Either remove one of the port adapters or upgrade the VIP.

## TI1570-3

**Error Message** %TI1570-3-UNAVAILABLE: %s block command (code %d) failed, error code %d

**Explanation** An internal hardware or software error has occurred.

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

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

**Error Message** %TI1570-3-UNAVAILABLE: %s receive freeze %d

**Explanation** This message indicates excessive traffic congestion on the ATM interface may have resulted in cell loss. The PCI-ATM interface's cell buffers were full when a cell arrived on the interface, resulting in a receive freeze condition. A small number of freezes might not be a cause for concern.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TI1570-3-UNAVAILABLE: %s transmit freeze %d

**Explanation** This message indicates the PCI-ATM interface had to stop the transmitter while waiting for data. A small number of freezes might not be a cause for concern.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TI1570-3-UNAVAILABLE: %s tx buffer data start not aligned to 32 bit boundary, data block0x%08x, data start 0x%08x

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

**Error Message** %TI1570-3-UNAVAILABLE: Bay %d device ID seen as %#x, expected %#x

**Explanation** The ATM-PCI Port Adapter driver found incorrect device ID's on the specified card. This could indicate either a hardware failure or that the software needs to be upgraded to recognize newer hardware.

**Recommended Action** Power down, reseal the interface card, and reboot. Or investigate if newer software is needed for your hardware. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %TI1570-3-UNAVAILABLE: Bay %d device ID seen as %#x, expected %#x

**Explanation** The ATM-PCI port adapter driver could not recognize the interface chips.

**Recommended Action** Power down, reseal the interface card, and reboot. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TI1570-3-UNAVAILABLE: Found %d out of %d devices (ID %08X) in bay %d

**Explanation** The ATM-PCI Port Adapter software driver found fewer devices than it was configured to expect. This could mean that the missing one(s) failed to start and may have failed.

**Recommended Action** Try shutting off the power, re-seating the card, and rebooting. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TI1570-3-UNAVAILABLE: Interface %s, %s not supported

**Explanation** An attempt was made to configure a rate queue on an ATM Lite port adapter that does not support rate queues.

**Recommended Action** Check the configuration and try again, avoiding unsupported features.

**Error Message** %TI1570-3-UNAVAILABLE: Interface %s, Failed to down vc %d (Cause: %s)

**Explanation** An ATM virtual circuit could not be shut down for the reason shown in the error message. This probably indicates a software error.

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

**Error Message** %TI1570-3-UNAVAILABLE: Interface %s, Failed to setup vc %d (Cause: %s)

**Explanation** This probably indicates a hardware failure in the ATM-PCI Port Adapter.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TI1570-3-UNAVAILABLE: RX DMA entry %#x not going inactive

**Explanation** A receive DMA channel failed to deactivate during shutdown of a virtual circuit. This failure could originate in hardware or 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TI1570-3-UNAVAILABLE: TI1570 unit %d: PCI memory unavailable.

**Explanation** The system experience memory exhaustion in the PCI/packet memory. This is probably due to heavy traffic congestion but could also be a software error.

**Recommended Action** Review the configuration for performance bottlenecks. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TI1570-3-UNAVAILABLE: TI1570 unit %d: PCI mini buffer unavailable.

**Explanation** An internal hardware or software error has occurred.

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

**Error Message** %TI1570-3-UNAVAILABLE: TI1570 unit %d: PCI parity error (0x%08x)

**Explanation** A parity error occurred on the PCI bus. This probably indicates an existing or developing hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %TI1570-3-UNAVAILABLE: TI1570 unit %d: Receive Channel Halt

**Explanation** This probably indicates a hardware failure in the ATM-PCI Port Adapter.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TI1570-3-UNAVAILABLE: TI1570 unit %d: SYSTEM memory unavailable.

**Explanation** Memory exhaustion has occurred in the ATM-PCI Port Adapter driver.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %TI1570-3-UNAVAILABLE: TI1570: received corrupted shadow particle pointer

**Explanation** The ATM-PCI Port Adapter driver experienced an internal error, probably due to software but possibly from a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %TI1570-3-UNAVAILABLE: TX DMA not flushed

**Explanation** A transmit DMA channel failed to flush its buffers during shutdown of an ATM interface. This failure could originate in hardware or 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TI1570-5

**Error Message** %TI1570-5-UNAVAILABLE: ti1570\_vc\_setup failed. (vci %d of the last vpi %d exceeds (vc-per-vp - 3)).

**Explanation** The TI1570 chip reserves 3 RX DMA channels for OAM cells. As a result, the last 3 VCIs of the last VPI block cannot be used for regular traffic.

**Recommended Action** Avoid try different vci/vpi combinations.

## TI1570-7

**Error Message** %TI1570-7-UNAVAILABLE: TI1500 framer interrupt isr1 0x%02x, isr2 0x%02x, isr3 0x%02x

**Explanation** This is a informational/debugging message indicating that the ATM-PCI Port Adapter driver received and handled a framer interrupt

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

## TIB-3

**Error Message** %TIB-3-UNAVAILABLE: %i/%i, %s; unexpected tag state=%d

**Explanation** An operation on the Tag Information Base (TIB) involving a locally assigned (incoming) tag failed.

**Recommended Action** ACTION\_OMIT\_OPER\_TIB



**Error Message** %TIB-3-UNAVAILABLE: %i/%i, peer %s; tag %d; %s

**Explanation** An operation on the Tag Information Base (TIB) involving a tag assigned by a TDP peer failed.

**Recommended Action** ACTION\_OMIT\_OPER\_TIB

**Error Message** %TIB-3-UNAVAILABLE: %i/%i; %s

**Explanation** An operation on the Tag Information Base (TIB) data structure failed.

**Recommended Action** ACTION\_COPY\_REPORT\_TIB

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

**Explanation** An action attempted by the Tag Information Base (TIB) implementation failed.

**Recommended Action** ACTION\_COPY\_REPORT\_TIB

**Error Message** %TIB-3-UNAVAILABLE: Cannot allocate TIB

**Explanation** During initialization for tag switching an attempt to initialize the Tag Information Base (TIB) failed. A probable cause is insufficient memory

**Recommended Action** ACTION\_COPY\_REPORT\_TIB

**Error Message** %TIB-3-UNAVAILABLE: TIB revision number wrapped; toggling dynamic tag switching off and on to recover.

**Explanation** The TIB revision number used to manage advertisement of tags to TDP peers overflowed. This will result in faulty tag distribution to TDP peers. The system recovers by toggling dynamic tag switching off and on, which forces the revision number to be re-initialized.

**Recommended Action** None required.

**Error Message** %TIB-3-UNAVAILABLE: Unexpected event; state=%s, event=%s

**Explanation** An operation on the Tag Information Base (TIB) state machine failed.

**Recommended Action** ACTION\_COPY\_REPORT\_TIB.

## TIB-5

**Error Message** %TIB-5-UNAVAILABLE: %i/%i, peer %s; tag %d; Unexpected LDP label release; %s

**Explanation** An operation on the Tag Information Base (TIB) involving a tag assigned by a TDP peer failed.

**Recommended Action** This is an informational message. The system proceeds by omitting the tag operation. This will not result in impaired or faulty behavior for tagged packets for this destination.

**Error Message** %TIB-5-UNAVAILABLE: %i/%i, tag %d; Withdrawn tag record has timed out.

**Explanation** Record associated with a withdrawn label has timed out before receiving acknowledgements from all peers.

**Recommended Action** This is an informational message. This will not have any operational impact. The system will ignore any subsequently received release messages associated with the label.

## TID\_HA Messages

This section contains table ID high availability (HA) messages.

### TID\_HA-3

**Error Message** %TID\_HA-3-ISSUERR: [chars] [chars]

**Explanation** An error occurred during an in-service software upgrade (ISSU) versioning operation.

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

**Error Message** %TID\_HA-3-ISSUERRCF: [chars] checkpoint code [dec]

**Explanation** An error occurred during an ISSU versioning operation due to an error in the checkpoint facility.

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

**Error Message** %TID\_HA-3-RXFAIL1: [chars]

**Explanation** An error occurred while receiving a table ID synchronization 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** %TID\_HA-3-RXFAIL2: [chars], type [dec], version [dec], flags [hex]

**Explanation** An error occurred while receiving a table ID synchronization message.

**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** %TID\_HA-3-RXFAIL3: [chars] type [dec], version [dec], flags [hex], application [dec], action [dec], tableid [dec], name [chars]

**Explanation** An error occurred while receiving a table ID synchronization 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** %TID\_HA-3-SYCNCFAIL: [chars]

**Explanation** Internal table ID information may have not been synchronized to the standby unit correctly.

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

**Error Message** %TID\_HA-3-SYCNCFAILCF: [chars] checkpoint code [dec]

**Explanation** Internal table ID information may have not been synchronized to the standby unit correctly due to an error in the checkpoint facility.

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

**Error Message** %TID\_HA-3-TXFAIL: [chars], name [chars] tableid [dec] action [dec]

**Explanation** An error occurred while sending the internal table ID 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** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TID\_HA-3-TXFAILCF: [chars], name [chars], tableid [dec], action [dec], checkpoint code [dec]

**Explanation** Failed to send internal table ID information due to an error in the checkpoint facility.

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

## TLV-3

**Error Message** %TLV-3-UNAVAILABLE: Reading data type %d

**Explanation** An expected field in the TLV buffer was either missing or malformed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TLV-3-UNAVAILABLE: Unable to write type %d

**Explanation** An attempt to update a TLV entry 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.

## TMCIPC-4

**Error Message** %TMCIPC-4-UNAVAILABLE: Received a duplicated IPC record for %s with seq #:%d.

**Explanation** The sequence # on received record is the same as the previous received IPC msg.

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

## TMQ-3

**Error Message** %TMQ-3-UNAVAILABLE: TMQ, Attempt to delete entry not in queue

**Explanation** An attempt was made to delete an entry not in the queue.

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

## TIDP Messages

This section contains Threat Information Distribution Protocol (TIDP) messages.

## TIDP-3

**Error Message** %TIDP-3-RESTART: Restarting TIDP due to unexpected error

**Explanation** An unexpected error has occurred in the Threat Information Distribution Protocol (TIDP) process. TIDP has been restarted in an attempt to restore operation.

**Recommended Action** Enter the **debug tidp errors** and **debug tidp events** commands to gather data that may help identify the nature of the error. 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.

## TIDP-4

**Error Message** %TIDP-4-AUTHFAIL: Message from %s, %i failed authentication

**Explanation** The signature of a received message failed authentication. The message has been dropped.

**Recommended Action** Check the local and peer configurations to make sure that compatible authentication key sets are used.

**Error Message** %TIDP-4-REPLAYMSG: Unexpected message from %s, %i received

**Explanation** A message with a sequence number outside of the acceptable range was received and has been dropped. The message might be a replay message and might indicate an intrusion attack.

**Recommended Action** Verify that the peer's hardware and configuration has not been altered. Verify connectivity to the peer.

**Error Message** %TIDP-4-SRCCHANGED: Address changed was being used by TIDP

**Explanation** An interface IP address was changed, but the former address was being used as the Threat Information Distribution Protocol (TIDP) source address. TIDP cannot operate properly if the address is not local.

**Recommended Action** Restore the original IP address to the original interface or to a new interface, or change the TIDP source address.

## TIDP-5

**Error Message** %TIDP-5-BADMSG: Message from %s, %i failed validation

**Explanation** A message has failed basic header and range check validation. The message has been dropped.

**Recommended Action** Check the local and peer configurations to make sure that compatible versions of TIDP and encryption keys are used.

**Error Message** %TIDP-5-OVERSIZE: Oversized message received from %s, %i

**Explanation** A larger than expected message was received and has been dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TIDP-5-PEERSRCCHANGED: TIDP source address of the connection to peer %i is changed

**Explanation** The Threat Information Distribution Protocol (TIDP) source address changed. The change might be caused by DHCP renewal or by the user manually changing the IP address at the interface.

**Recommended Action** No action is required.

**Error Message** %TIDP-5-REGFAIL: Failed to register to peer %s, %i, group %u

**Explanation** Attempts to register with the specified peer have failed. Another attempt will be made after the configured maximum retry interval.

**Recommended Action** Verify connectivity to the peer and make sure that the configuration between peers is compatible.

## TIDP-6

**Error Message** %TIDP-6-DUPLICATE: Duplicate message from %s, %i received

**Explanation** A message was received that had the same sequence number as a previously received message. The message has been dropped.

**Recommended Action** No action is required.



# TINY\_FRAG\_POLICER Messages

This section contains tiny fragment policer messages.

## TINY\_FRAG\_POLICER-6

**Error Message** %TINY\_FRAG\_POLICER-6-AGGREGATE\_THRESHOLD\_EXCEEDED: [dec] bps: it is recommended to reduce the hi threshold value

**Explanation** The fragment offset == 1 (fo1) packets aggregate threshold has exceeded the acceptable value.

**Recommended Action** Reduce the interface high-threshold values.

**Error Message** %TINY\_FRAG\_POLICER-6-HI\_THRESHOLD\_EXCEEDED: [dec] bps: installing rate limiter for vlan [int] on interface [chars]

**Explanation** The fragment offset == 1 (fo1) packets high threshold has exceeded the acceptable value.

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

**Error Message** %TINY\_FRAG\_POLICER-6-RATELIMITER\_FAILED: could not [chars]install rate limiter for vlan [int] interface [chars]

**Explanation** The fragment offset == 1 (fo1) rate installer failed due to resource issues.

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

**Error Message** %TINY\_FRAG\_POLICER-6-RATELIMITER\_REMOVED: removing rate limiter for vlan [int] from interface [chars]

**Explanation** The fragment offset == 1 (fo1) packets dropped below the low threshold.

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

# TMS Messages

This section contains Threat Management Service (TMS) messages.

## TMS-2

**Error Message** %TMS-2-PROCESS\_ERR: Router could not create a TMS controller process

**Explanation** The router was unable to create a TIDP-based Mitigation Services (TMS) controller process.

**Recommended Action** Reload the device.

## TMS-4

**Error Message** %TMS-4-UNAVAILABLE: %s | Group=%u | %s Type=%d | Flags=%d

**Explanation** This message informs that the controller has received an invalid or unexpected packet from the consumer

**Recommended Action** Check the specified consumer for the TMS protocol operation

**Error Message** %TMS-4-UNAVAILABLE: An unknown Timer operational error occurred

**Explanation** The TMS process cannot operate due to an internal system error.

**Recommended Action** Reload the device

**Error Message** %TMS-4-UNAVAILABLE: An unknown operational error occurred.

**Explanation** The EOU process cannot operate due to an internal system error.

**Recommended Action** Reload the device

**Error Message** %TMS-4-UNAVAILABLE: PROCESS=%s | ACTION=%s.

**Explanation** This message indicates that the specified process is stopped.

**Recommended Action** Reload the device

**Error Message** %TMS-4-UNAVAILABLE: UNKNOWN Event for Event=%d.

**Explanation** This is an unknown message for the TMS controller process.

**Recommended Action** File a ddts with Cisco

**Error Message** %TMS-4-UNAVAILABLE: Unknown message event received

**Explanation** The TMS process received an unknown message event.

**Recommended Action** If this message recurs, reload the device.

## TMS-6

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

**Explanation** This messages informs that the consumer has cleared all the stats.

**Recommended Action** This is an informational message and no action is required.

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

**Explanation** This messages informs that the tms consumer is configured or unconfigured

**Recommended Action** This is an informational message and no action is required.

**Error Message** %TMS-6-UNAVAILABLE: %s | Group=%u | %s Action=%s | Start TID=%d | End TID=%d

**Explanation** This message informs that the controller has sent a reset request for an action to a specific consumer or a group

**Recommended Action** This is an informational message and no action is required.

**Error Message** %TMS-6-UNAVAILABLE: %s | Group=%u | %s Start TID=%d | End TID=%d

**Explanation** This message informs that the controller has sent a status request to a specific consumer or a group

**Recommended Action** This is an informational message and no action is required.

**Error Message** %TMS-6-UNAVAILABLE: %s | Group=%u | %s Status=%s

**Explanation** This messages informs that a consumer is registered or deregistered on the specified group

**Recommended Action** This is an informational message and no action is required.

**Error Message** %TMS-6-UNAVAILABLE: %s | Group=%u | %s Status=%s

**Explanation** This messages informs that a group is configured or unconfigured on on the specified host

**Recommended Action** This is an informational message and no action is required.

**Error Message** %TMS-6-UNAVAILABLE: %s | Group=%u | %s TID=%d

**Explanation** This message informs that the controller has sent a threat message to a specific consumer or a group

**Recommended Action** This is an informational message and no action is required.

**Error Message** %TMS-6-UNAVAILABLE: %s | Group=%u | %s Threat=%d | Version=%d | Action=%s

**Explanation** This messages informs the status of a threat on a consumer in the specified group

**Recommended Action** This is an informational message and no action is required.

## TN Messages

This section contains Telnet messages.

### TN-2

**Error Message** %TN-2-BADCONN: Bad conn pointer [hex] closing all connections on terminal line [dec]

**Explanation** An internal software error has occurred.

**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.

### TN-3

**Error Message** %TN-3-UNAVAILABLE: Illegal state %d

**Explanation** An internal software error occurred.

**Recommended Action** If any message recurs, call your technical support representative for assistance.

**Error Message** %TN-3-UNAVAILABLE: Unknown return code %d from telnet\_readline()

**Explanation** An internal software error occurred.

If any message recurs, call your technical support representative for assistance.

## TN3270-2

**Error Message** %TN3270-2-UNAVAILABLE: Input Buffer overflow

**Explanation** A problem in TN3270 protocol was detected. Eight KB (8192) bytes of data were received without a TN3270 end-of-packet indicator. The TN3270 buffer overflowed.

**Recommended Action** Copy this error message exactly as it appears, and contact your technical support representative for assistance.

## TOPN\_COUNTERS Messages

This section contains switch TopN report counters messages.

### TOPN\_COUNTERS-3

**Error Message** %TOPN\_COUNTERS-3-MGMT: %s transmit receive byte count is excessive, 1st poll %llu, 2nd poll %llu

**Explanation** The traffic counter value on the interface is higher than expected. The module might be reporting an erroneous number.

**Recommended Action** Verify the traffic flow on the interface. If the flow does not match the TOPN report, contact your Cisco technical support representative.

### TOPN\_COUNTERS-4

**Error Message** %TOPN\_COUNTERS-4-MEM\_UNAVAIL: Memory was not available for handling the TopN request

**Explanation** The system cannot handle the TopN request because of lack of memory.

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

## TOPN\_COUNTERS-5

**Error Message** %TOPN\_COUNTERS-5-AVAILABLE: TopN report [dec] is available

**Explanation** The specified report is ready and can be viewed by the users.

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

**Error Message** %TOPN\_COUNTERS-5-DELETED: TopN report [dec] deleted by [chars]

**Explanation** The specified report has been deleted by the specified user.

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

**Error Message** %TOPN\_COUNTERS-5-KILLED: TopN report [dec] task killed by [chars]  
[chars]

**Explanation** The system was in the process of generating the specified report, but the specified user terminated the report before its completion.

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

**Error Message** %TOPN\_COUNTERS-5-NOPORTS: No interfaces in the system match the  
interface type for the generation of the topN report [dec]

**Explanation** There were no interfaces in the system that matched the interface type selected in the  
specified report.

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

**Error Message** %TOPN\_COUNTERS-5-STARTED: TopN collection for report [dec] started by  
[chars]

**Explanation** The TopN report that was requested by the specified user starts with the specified report  
number.

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

# TPLUS Messages

This section contains Terminal Access Controller Access Control System (TACACS) protocol messages.

## TPLUS-3

**Error Message** %TPLUS-3-FORKFAIL: Failed to fork process for [chars].

**Explanation** A process fork failed, probably due to insufficient memory.

**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.

## TR-2

**Error Message** %TR-2-UNAVAILABLE: Unit %d, %s error

**Explanation** This message is similar to the %TR-3-PANIC error message, but indicates a nonfatal error. This message appears in very unusual situations that should not arise in 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** %TR-2-UNAVAILABLE: Unit %d, PI %-08x %-08x %-08x %-08x %-08x %-08x

**Explanation** This message is similar to the %TR-3-PANIC error message, but indicates a nonfatal error. This message appears in very unusual situations that should not arise in 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** %TR-2-UNAVAILABLE: Unit %d, no memory for %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.

**Error Message** %TR-2-UNAVAILABLE: Unit %d, panic %-08x %-08x %-08x

**Explanation** The Token Ring monitor firmware detected a fatal error that indicates an impending interface 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. \_CRIT

**Error Message** %TR-3-UNAVAILABLE: %s: Can't set address to a multicast (%e)

**Explanation** An attempt was made to set the Token Ring interface MAC address to a reserved multicast address.

**Recommended Action** Check your configuration. Make sure that your XNS and/or Novell Token Ring addresses have not inadvertently been set to reserved multicast addresses.

**Error Message** %TR-3-UNAVAILABLE: Bad unit number %d

**Explanation** This error message pertains only to the IGS. When displayed, it indicates that the system cannot find the chipset registers where it expects them to be. This is most likely a hardware error.

**Recommended Action** If this message recurs, call your technical support representative for assistance. It will be necessary to determine the hardware unit configuration.



**Error Message** %TR-3-UNAVAILABLE: Interface %s failed init diags (0x%04x), %s

**Explanation** The microcode attempted to run its diagnostics on the chip and failed.

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

**Error Message** %TR-3-UNAVAILABLE: Interface %s, adapter check error (fatal) (%04x %04x %04x %04x)

**Explanation** The Token Ring monitor firmware detected a fatal error on the interface card.

**Recommended Action** Issue a clear interface command. If this message recurs, call your technical support representative for assistance. You may need to replace the interface card

**Error Message** %TR-3-UNAVAILABLE: Interface %s, adapter check error (non-fatal) (%04x %04x %04x %04x)

**Explanation** The Token Ring monitor firmware detected a non-fatal error on the interface card.

**Recommended Action** Issue a clear interface command. If this message recurs, call your technical support representative for assistance.

**Error Message** %TR-3-UNAVAILABLE: Unit %d interface failure: %#x %#x %#x, idb state %d

**Explanation** The Token Ring Monitor firmware detected a fatal error due either to an internal software problem or to a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %TR-3-UNAVAILABLE: Unit %d, Start completion and wrong idb state - state= %d

**Explanation** An internal software error occurred.

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

**Error Message** %TR-3-UNAVAILABLE: Unit %d, Tokenring firmware download failed got %#x, expected %#x, at address 0x%04x.%04x

**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** %TR-3-UNAVAILABLE: Unit %d, bad bridge parameters: bridge\_num=%d, max\_rd=%d thisring=%d, targetring=%d

**Explanation** An internal software error occurred.

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

**Error Message** %TR-3-UNAVAILABLE: Unit %d, bad buffersize = %d

**Explanation** An internal software error occurred.

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

**Error Message** %TR-3-UNAVAILABLE: Unit %d, bad firmware type code during %s. type=%#x, fw=%#x

**Explanation** An internal software error occurred.

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

**Error Message** %TR-3-UNAVAILABLE: Unit %d, bad functional address=0x%08x, ring mode=0x%08x

**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** %TR-3-UNAVAILABLE: Unit %d, change mode failed. result code=%#x, error code=%#x

**Explanation** An internal hardware or 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** %TR-3-UNAVAILABLE: Unit %d, init failed. result code=%#x, error code=%#x

**Explanation** The Token Ring hardware failed to initialize 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** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TR-3-UNAVAILABLE: Unit %d, no TMS380 firmware present. eagle=%#x, magic=%#x

**Explanation** An internal hardware or 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** %TR-3-UNAVAILABLE: Unit %d, open failed: %s, %s

**Explanation** The Token Ring interface was unable to insert itself into the ring. This is an indication of a busy or broken ring. The first character string in this error message indicates the stage of initialization at which the error occurred, and the second describes the error.

**Recommended Action** Try to open the interface again. This generally can be accomplished by issuing the clear interface tokenring command. If the error message recurs, call your Cisco technical support representative for assistance.

**Error Message** %TR-3-UNAVAILABLE: Unit %d, open failed: check the lobe cable DB-9 connection.

**Explanation** The Token Ring interface was unable to insert itself into the ring, and the error code returned indicates a wiring problem.

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

**Error Message** %TR-3-UNAVAILABLE: Unit %d, reset failed, error code %-08x.

**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** %TR-3-UNAVAILABLE: Unit %d, ring number (%d) doesn't match established number (%d).

**Explanation** The number you have configured for the local ring does not match the value currently in use on the ring.

**Recommended Action** Check the configuration to make sure you used the correct ring number. If it is correct, confirm the configuration of all other bridges on the ring to make sure they are using the same ring number.

**Error Message** %TR-3-UNAVAILABLE: Unit %d, set bridge failed (code %#x).

**Explanation** A hardware error occurred. The source routing accelerator (SRA) chip on the Token Ring card could not be initialized.

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

**Error Message** %TR-3-UNAVAILABLE: Unit %d, set functional address failed (code %#x).

**Explanation** An internal software error occurred.

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

**Error Message** %TR-3-UNAVAILABLE: Unit %d, set group address failed (code %#x).

**Explanation** An internal software error occurred.

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

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

**Error Message** %TR-3-UNAVAILABLE: Unit %d, wire fault: check the lobe cable MAU connection.

**Explanation** The Token Ring hardware is reporting a wire fault condition.

**Recommended Action** Check the cable connecting the router to the Token Ring media attachment unit (MAU).

## TR-6

**Error Message** %TR-6-UNAVAILABLE: %s: Ring Status: %s

**Explanation** This message is displayed when the Token Ring's status changed as determined by the chipset. This information also is used to automatically determine whether the interface is still usable to propagate network traffic.

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

**Error Message** %TR-6-UNAVAILABLE: TR%d: Ring Status: %s %s

**Explanation** This message is displayed when the Token Ring's status changed as determined by the chipset. This information also is used to automatically determine whether the interface is still usable to propagate network traffic. The meaning of each status code is shown in the Token Ring Status Codes Table. Code Explanation Fatal 0x8000 Signal loss Yes 0x4000 Hard error Yes 0x2000 Soft error No 0x1000 Transmit beacon Yes 0x0800 Lobe wire fault Yes 0x0400 Auto removal error Yes 0x0100 Receive request removed Yes 0x0080 Counter overflow No 0x0040 Single station No 0x0020 Ring recovery No

**Recommended Action** Check the Token Ring for the indicated condition.

## TRACKING Messages

This section contains object tracking (TRACKING) messages.

## TRACKING-5

**Error Message** %TRACKING-5-STATE: %d %s %s %s %s-%s

**Explanation** A tracked object has changed its state.

**Recommended Action** No action is required.



# TRAFFIC\_UTIL Messages

This section contains traffic utilization (TRAFFIC\_UTIL) messages.

## TRAFFIC\_UTIL-4

**Error Message** %TRAFFIC\_UTIL-4-MONITOR\_BACKPLANE\_BELOW\_THR: Backplane traffic utilization is %d%%, below threshold(%d%%) within %d second interval

**Explanation** The backplane traffic utilization is below the utilization threshold.

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

**Error Message** %TRAFFIC\_UTIL-4-MONITOR\_BACKPLANE\_REACH\_THR: Backplane traffic utilization is %d%%, reached threshold(%d%%) within %d second interval

**Explanation** The backplane traffic utilization has reached a utilization threshold.

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

**Error Message** %TRAFFIC\_UTIL-4-MONITOR\_FABRIC\_EG\_BELOW\_THR: Module %d, Channel %d egress traffic utilization is %d%%, below or equal threshold(%d%%) within %d second interval

**Explanation** The fabric channel egress traffic utilization is below a utilization threshold.

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



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

**Error Message** %TRAFFIC\_UTIL-4-MONITOR\_FABRIC\_EG\_REACH\_THR: Module %d, Channel %d egress traffic utilization is %d%, reached threshold(%d%) within %d second interval

**Explanation** The fabric channel egress traffic utilization has reached a utilization threshold.

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

**Error Message** %TRAFFIC\_UTIL-4-MONITOR\_FABRIC\_IG\_BELOW\_THR: Module %d, Channel %d ingress traffic utilization is %d%, below or equal threshold(%d%) within %d second interval

**Explanation** The fabric channel ingress traffic utilization is below a utilization threshold.

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

**Error Message** %TRAFFIC\_UTIL-4-MONITOR\_FABRIC\_IG\_REACH\_THR: Module %d, Channel %d ingress traffic utilization is %d%, reached threshold(%d%) within %d second interval

**Explanation** The fabric channel ingress traffic utilization has reached a utilization threshold.

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

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

## TRANGE Messages

This section contains time-range (TRANGE) error messages.

### TRANGE-2

**Error Message** %TRANGE-2-NOMEMORY: Alloc fail for time-range config buffer. Disabling distributed mode on lc

**Explanation** The system was unable to allocate a buffer to send time-range configuration information to the line cards.

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

**Error Message** %TRANGE-2-WRONGREQUEST: Invalid request to allocate chunk of size %d

**Explanation** A request was made to allocate a time-range chunk greater than the maximum allowed size (TRANGE\_LARGE\_CHUNK\_SZ).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %TRANGE-2-WRONGSIZE: Incorrect length trange ipc xdr of len=%d received

**Explanation** The RP sent a time-range configuration message of the wrong size.

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

## TRANSCEIVER Messages

This section contains transceiver module messages.

### TRANSCEIVER-3

**Error Message** %TRANSCEIVER-3-ATTACH\_FAILURE: Detected for transceiver module in [chars], module disabled

**Explanation** A software device driver attach has failed. This condition could be caused by a software, firmware, or hardware problem, but a software or firmware problem is more likely. As a result of the error, the module is disabled.

**Recommended Action** Power down and reseal the module. Hardware replacement should not occur on the first occurrence. Before requesting hardware replacement, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TRANSCEIVER-3-CHECKSUM\_ERROR: Detected in the transceiver module in [chars], module disabled

**Explanation** A checksum error was detected when reading the ID PROM of a transceiver module for the specified interface. As a result of the error, the module is disabled.

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

**Error Message** %TRANSCEIVER-3-INIT\_FAILURE: Detected for transceiver module in [chars], module disabled

**Explanation** An initialization failure occurred for the transceiver module for the specified interface. This condition could be caused by a software, firmware, or hardware problem. As a result of the error, the module is disabled.

**Recommended Action** Power down and reseal the module. Hardware replacement should not occur on the first occurrence. Before requesting hardware replacement, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TRANSCEIVER-3-INTERNAL\_ERROR: [chars]

**Explanation** The transceiver subsystem encountered an internal software error. The message contains text that can be used to help identify the nature of the problem.

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

**Error Message** %TRANSCIEVER-3-NOT\_COMPATIBLE: Detected for transceiver module in [chars], module disabled

**Explanation** The transceiver module for the specified interface is not compatible with the interface. As a result of the error, the module is disabled.

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

**Error Message** %TRANSCIEVER-3-NOT\_IDENTIFIED: Detected for transceiver module in [chars], module disabled

**Explanation** The transceiver module for the specified interface could not be identified and may not be compatible with the interface. As a result of the error, the module is disabled.

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

**Error Message** %TRANSCIEVER-3-NOT\_SUPPORTED: Detected for transceiver module in [chars], module disabled

**Explanation** The transceiver module for the specified interface is not a Cisco supported module. As a result of the error, the module is disabled.

**Recommended Action** Replace the module with a Cisco supported transceiver. 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRANSCEIVER-3-OPER\_ENABLE\_FAILURE: Detected for transceiver module in [chars], module disabled

**Explanation** Failed to enable the transceiver module for the specified interface. This condition could be caused by a software, firmware, or hardware problem. As a result of the error, the module is disabled.

**Recommended Action** Power down and reseal the module. Hardware replacement should not occur on the first occurrence. Before requesting hardware replacement, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TRANSCEIVER-3-RPC\_FAILED: Application error rc = [dec]:

**Explanation** The system failed to retrieve the information required to execute the command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show version** 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** %TRANSCEIVER-3-RPC\_LC\_PROC\_INIT\_FAIL: Transceiver RPC init failure: [chars]

**Explanation** The system failed to create the resources required to process user interface commands for transceivers. The error is not fatal but some **show** commands could fail.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show version** 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** %TRANSCEIVER-3-RPC\_PROCESSING\_ERROR: Transceiver RPC error: [chars]

**Explanation** A nonfatal error occurred during the processing of an RPC message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show version** 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** %TRANSCEIVER-3-SM\_CREATION\_FAILURE: Transceiver OIR State Machine creation failed for [chars], module disabled.

**Explanation** A state machine could not be created for the transceiver OIR operation. If a memory allocation message was also received with this message, this condition indicates insufficient system memory. Other possible causes include an invalid subblock pointer.

**Recommended Action** If it is insufficient system memory, reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. 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.

## TRANSCEIVER-6

**Error Message** %TRANSCEIVER-6-INSERTED: transceiver module inserted in [chars]

**Explanation** The online insertion and removal (OIR) facility detected a newly inserted transceiver module for the interface specified in the error message.

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

**Error Message** %TRANSCEIVER-6-REMOVED: Transceiver module removed from [chars]

**Explanation** The online insertion and removal (OIR) facility detected the removal of a transceiver module from the specified interface.

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



## TRUNK-3

**Error Message** %TRUNK-3-UNAVAILABLE: Bad doorbell message type to framer: %d

**Explanation** An invalid or undefined message type was sent to the framer 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRUNK-3-UNAVAILABLE: Cannot send message to framer; no more messages available

**Explanation** The memory buffer for message passing between the trunk card and framer processors has been exhausted. Either the messages are not being picked up or are being generated too quickly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TRUNK-3-UNAVAILABLE: Invalid framer firmware code file.

**Explanation** The software has detected an invalid framer firmware image that cannot be downloaded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TRUNK-3-UNAVAILABLE: Invalid value (%d) for shelf %d; exceeds %d

**Explanation** An internal software error occurred. An attempt was made to reference a shelf number larger than the installed maximum.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TRUNK-3-UNAVAILABLE: No longer receiving heartbeats from framer CPU.

**Explanation** Communication from the framer processor to the trunk card processor has stopped. The framer processor is no longer passing status to the trunk card processor nor accepting messages from the trunk card 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRUNK-3-UNAVAILABLE: T1 Port %d on slot %d is now in drop-insert mode.

**Explanation** The user has dropped a T1 port on a CT3 card by pressing the pushbutton on the CT3 card. This is a disruptive action in that any existing calls will be dropped.

**Error Message** %TRUNK-3-UNAVAILABLE: T1 Port %d on slot %d taken out of drop-insert mode.

**Explanation** The user has restored a T1 port on a CT3 card by pressing the pushbutton on the CT3 card. This port was earlier dropped by the user and has now been taken out of dropped mode.

**Error Message** %TRUNK-3-UNAVAILABLE: Timed out waiting for framer CPU to respond.

**Explanation** The framer processor did not reply to the read request during a specified amount of time.

**Error Message** %TRUNK-3-UNAVAILABLE: Trunk card initialization failed due to: %s

**Explanation** Trunk card initialization has failed due to the specified reason.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %TRUNK-3-UNAVAILABLE: Unknown type 0x%x in shelf %d slot %d

**Explanation** The card in the specified slot and shelf was not recognized as either a T1 or E1 interface. This indicates a hardware or software 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRUNK-3-UNAVAILABLE: selected clock on slot %d port %d is bad.Accepting the config.

**Explanation** The clock status as reported by the framer is bad. Either no cable is plugged in or the port is indeed bad. Configuration is accepted and as soon as the port in reference turns good, it will be applied.

**Recommended Action** If user is configuring the clocks configuration in advance while there is no card in the corresponding slot or no cable is plugged in yet and if he is aware of this fact, then there is no action that needs to be taken. Otherwise, choosing another good clock and troubleshooting the bad clock from the port in reference is recommended.

## TRUNK\_CLOCK-3

**Error Message** %TRUNK\_CLOCK-3-UNAVAILABLE: Failed to allocate memory for the clocks

**Explanation** The clock switching software has failed to allocate memory while adding a clock.

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

## TRUNK\_CLOCK-6

**Error Message** %TRUNK\_CLOCK-6-UNAVAILABLE: Switching to the clock on slot %d port %d priority %d as the current primary has gone bad

**Explanation** The TDM primary clock has switched to a backup clock coming in via the specified trunk as the current primary clock has gone bad.

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

**Error Message** %TRUNK\_CLOCK-6-UNAVAILABLE: Switching to the user configured external clock on motherboard

**Explanation** The TDM primary clock is switching from the default clock to the user configured external clock in motherboard.

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

**Error Message** %TRUNK\_CLOCK-6-UNAVAILABLE: Switching to the user configured freerunning clock on motherboard

**Explanation** The TDM primary clock is switching from the default clock to the user configured free running clock in motherboard.

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

**Error Message** %TRUNK\_CLOCK-6-UNAVAILABLE: Switching to the user configured trunk clock on slot %d port %d priority %d

**Explanation** The TDM primary clock is switching from the default clock to the user configured trunk clock.

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

**Error Message** %TRUNK\_CLOCK-6-UNAVAILABLE: There are no good clocks in the system. Remain in HOLDOVER mode

**Explanation** The clock selection algorithm has failed to select any clock as the TDM primary clock.

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

## TRUNK\_DFC-3

**Error Message** %TRUNK\_DFC-3-UNAVAILABLE: Could not download trunk firmware in slot %d

**Explanation** Cannot download trunk firmware

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

**Error Message** %TRUNK\_DFC-3-UNAVAILABLE: Failed to create context for dsx3 controller in %d/%d

**Explanation** This message indicates 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** %TRUNK\_DFC-3-UNAVAILABLE: Failed to create controller for %d/%d

**Explanation** This message indicates 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** %TRUNK\_DFC-3-UNAVAILABLE: Failed to create trunk slot instance for slot %d

**Explanation** This message indicates 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** %TRUNK\_DFC-3-UNAVAILABLE: Reset failed for Trunk DFC ROM in slot %d

**Explanation** Cannot take Trunk DFC out of reset

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

**Error Message** %TRUNK\_DFC-3-UNAVAILABLE: Trunk DFC ROM in slot %d failed: %s

**Explanation** Trunk DFC ROM failed to boot 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** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRUNK\_DFC-3-UNAVAILABLE: Trunk DFC firmware in slot %d is not ready

**Explanation** Trunk DFC firmware failed to start

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TRUNK\_DFC-3-UNAVAILABLE: Trunk DFC in slot %d: SDRAM failed  
[0x%x..0x%x]

**Explanation** Trunk DFC SDRAM test failed indicating bad memory location

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

## TSP-3

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

**Explanation** Internal Finite State Machine Error.

**Recommended Action** Contact your technical support representative, include the full text of the error message.

**Error Message** %TSP-3-UNAVAILABLE: no free event structure available from %s for DSP message

**Explanation** There were no event structures remaining in the system pools to alert the router of a voice or signaling event.

**Recommended Action** Check that the voice port for which the event was reported is still operational. If not, clear the voice port.

**Error Message** %TSP-3-UNAVAILABLE: voice port %s: call connection id [0x%x 0x%x 0x%x 0x%x]

**Explanation** There was a capabilities mismatch between the two call legs. capabilities are negotiated between call legs for CODEC, VAD and FAX rate.

**Recommended Action** Check that the dial peer configuration is appropriate for the interface in question. Also check that and configuration on the interface is correct.

**Error Message** %TSP-3-UNAVAILABLE: voice port %s: status=0x%x message=0x%x

**Explanation** The DSP reported a fatal error. All calls on the DSP were dropped and a DSP reload was attempted.

**Recommended Action** Verify that the DSP reloaded properly by attempting to place a call on the affected voice port. Contact your technical support representative, include the full text of the error message.

## TSP-5

**Error Message** %TSP-5-UNAVAILABLE: %s at slot %d, unit %d, channel %d

**Explanation** A PRI signalling channel is added/deleted to TSP's inventory of signalling channels.

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

## TTY-3

**Error Message** %TTY-3-UNAVAILABLE: Cannot create %s process

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

**Error Message** %TTY-3-UNAVAILABLE: TTY%t: Modem auto-configuration failed

**Explanation** Modem auto-configuration failed either because the modem rejected the configuration string or because of a timeout. An attempt should be made to apply the configuration string manually.

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

## TTYDRIVER-2

**Error Message** %TTYDRIVER-2-UNAVAILABLE: Unable to allocate %d I/O buffers

**Explanation** A buffer memory shortage existed at the time that the configuration command was issued. This condition is rare and, under normal conditions, temporary.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TTYDRIVER-2-UNAVAILABLE: Unable to allocate break block from I/O mem

**Explanation** The router does not have enough I/O memory for buffers.

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

## TTYDRIVER-3

**Error Message** %TTYDRIVER-3-UNAVAILABLE: No particles available to set up for output on tty %s

**Explanation** A software error occurred resulting in an unexpected exhaustion of the pool of data buffers used by the modem drivers.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TTYDRIVER-3-UNAVAILABLE: Non-zero outcount but no transmit particle on tty %s

**Explanation** A software error occurred and left a software structure in an unexpected state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %TTYDRIVER-3-UNAVAILABLE: RTS is incorrectly deasserted for tty %s; reasserting now

**Explanation** A software error occurred resulting in an invalid state for the RTS modem signal

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

**Error Message** %TTYDRIVER-3-UNAVAILABLE: Unknown encapsulation on interface %s

**Explanation** A software error occurred resulting in an unknown encapsulation type on the interface specified by 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TTYDRIVER-3-UNAVAILABLE: Unknown port type (%d)

**Explanation** A software error occurred due to an unrecognised port 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TRIFECTA Messages

This section contains Trifecta service module messages.

**Error Message** %TRIFECTA-6-X86\_FPGAVER\_MISMATCH: Module [dec]: [chars]

**Explanation** Trifecta X86 FPGA version mismatch.

**Recommended Action** No action is required.

**Error Message** %TRIFECTA-6-X86ONLINE: Trifecta X86 in slot [dec] is online.

**Explanation** Trifecta X86 has finished booting up and is online.

**Recommended Action** No action is required.

**Error Message** %TRIFECTA-6-X86\_RESTART\_REASON: Module [dec]: [chars]

**Explanation** Trifecta X86 restart reason.

**Recommended Action** No action is required.

## TTFIB\_NP\_CLIENT Messages

This section contains Toaster Tag FIB (TTFIB) NP client messages.

### TTFIB\_NP\_CLIENT-3

**Error Message** %TTFIB\_NP\_CLIENT-3-ERROR: [chars] [chars] [chars]

**Explanation** Failed to set or clear port mode flags because the NP returned a failure condition.

**Recommended Action** Reload the Cisco IOS image on the affected card or platform. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TTFIB\_NP\_CLIENT-3-INFO: [chars]

**Explanation** TTFIB NP client failed to initialize properly, which results in improper operation of the any transport over MPLS (AToM) feature.

**Recommended Action** Reload the Cisco IOS image on the affected card or platform. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TTFIB\_NP\_CLIENT-3-NOMEM: [chars]

**Explanation** TTFIB NP client failed to initialize properly, which results in improper operation of the any transport over MPLS (AToM) feature.

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

## TTFIB\_NP\_CLIENT-4

**Error Message** %TTFIB\_NP\_CLIENT-4-HDLC: [chars]

**Explanation** Improper usage of SIP-400 for the HDLC over MPLS (HDLCoMPLS) feature.

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

**Error Message** %TTFIB\_NP\_CLIENT-4-PPP: [chars]

**Explanation** Improper usage of SIP-400 for the PPP over MPLS (PPPoMPLS) feature.

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

**Error Message** %TTFIB\_NP\_CLIENT-4-VPLS: [chars]

**Explanation** Improper usage of SIP-400 for the Virtual Private LAN Service (VPLS) feature.

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

**Error Message** %TTFIB\_NP\_CLIENT-4-WARN: [chars] [dec] [chars]

**Explanation** A TTFIB entry could not be added because the entry passed is invalid.

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

## TUN Messages

This section contains tunnel messages.

### TUN-3

**Error Message** %TUN-3-API\_ARGS: unexpected arguments: [chars], [chars]

**Explanation** A public tunnel component API was called with arguments outside the expected boundaries.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TUN-3-ENDPOINT\_ERROR: [chars] [chars]

**Explanation** An internal software error occurred during manipulating the tunnel endpoint database.

**Recommended Action** No action is required.

**Error Message** %TUN-3-ENDPOINT\_STORE: Operation [chars] failed for [chars]

**Explanation** Manipulation of the tunnel endpoint store 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** %TUN-3-ILLEGAL\_ARGS: Illegal arguments - [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** %TUN-3-MTUCONFIGEXCEEDSL2MTU\_IPV4: [chars] IPv4 MTU configured [int] exceeds tunnel maximum MTU [int]

**Explanation** An IPv4 MTU value is configured on the tunnel interface and this value exceeds the tunnel's maximum MTU. This message is typically observed when the tunnel header size changes or when the MTU of the underlying exit interface changes. As a result of either, the tunnel maximum MTU can change. This message can also be observed when using an IPv6 tunnel to carry IPv4 since IPv4 MTU config in this case allows for a value to be configured that is greater than the tunnel's maximum MTU. As a result of any of these conditions, packets may be dropped.

**Recommended Action** If a specific IPv4 MTU value is not required, it is recommended that you leave the value at the default by typing **no ip mtu** on the tunnel interface. If a specific value is required, it is recommended that you check the interface MTU value from the **show interface tunnel** command and adjust **ip mtu** on the tunnel interface to be lower than or equal to this.

**Error Message** %TUN-3-MTUCONFIGEXCEEDSL2MTU\_IPV6: [chars] IPv6 MTU configured [int] exceeds tunnel maximum MTU [int]

**Explanation** An IPv6 MTU value is configured on the tunnel interface and this value exceeds the tunnel's maximum MTU. This message is typically observed when the tunnel header size changes or when the MTU of the underlying exit interface changes. As a result of either, the tunnel maximum

MTU can change. This message can also be observed when using an IPv6 tunnel to carry IPv6 since IPv6 MTU config in this case allows for a value to be configured that is greater than the tunnel's maximum MTU. As a result of any of these conditions, packets may be dropped.

**Recommended Action** If a specific IPv6 MTU value is not required, it is recommended that you leave the value at the default by typing **no ipv6 mtu** on the tunnel interface. If a specific value is required, it is recommended that you check the interface MTU value from the **show interface tunnel** command and adjust **ipv6 mtu** on the tunnel interface to be lower than or equal to this.

## TUN-4

**Error Message** %TUN-4-MTUCONFIGEXCEEDSTRMTU\_IPV4: [chars] IPv4 MTU configured [int] exceeds tunnel transport MTU [int]

**Explanation** An IPv4 MTU value has been configured on the tunnel interface and this value exceeds the tunnel's transport (default) MTU. As a result, fragmentation of the transport packet may occur before this goes out of the underlying exit interface.

**Recommended Action** If a specific IPv4 MTU value is not required, it is recommended that you leave the value at the default by typing **no ip mtu** on the tunnel interface. If a specific value is required, it is recommended that you check the tunnel transport MTU value from the **show interface tunnel** command and adjust **ip mtu** on the tunnel interface to be lower than or equal to this.

**Error Message** %TUN-4-MTUCONFIGEXCEEDSTRMTU\_IPV6: [chars] IPv6 MTU configured [int] exceeds tunnel transport MTU [int]

**Explanation** An IPv6 MTU value has been configured on the tunnel interface and this value exceeds the tunnel's transport (default) MTU. As a result, fragmentation of the transport packet may occur before this goes out of the underlying exit interface.

**Recommended Action** If a specific IPv6 MTU value is not required, it is recommended that you leave the value at the default by typing **no ipv6 mtu** on the tunnel interface. If a specific value is required, it is recommended that you check the tunnel transport MTU value from the **show interface tunnel** command and adjust **ipv6 mtu** on the tunnel interface to be lower than or equal to this.

**Error Message** %TUN-4-MTUCONFIGLESSTHAN\_MINIPV4MTU: [chars] IPv4 MTU [int] is lesser than the minimum IP MTU [int], fragmentation may occur

**Explanation** The IPv4 MTU value calculated on the tunnel interface is less than the minimum IP MTU. The MTU of the underlying exit interface of the tunnel is too small. As a result, fragmentation of the transport packet may occur before this goes out of the underlying exit interface.

**Recommended Action** If a specific MTU value is not required for the exit interface, it is recommended that you leave the value at the default by typing **no mtu** on the exit interface. If a specific value is required, it is recommended that you check the MTU value from the **show interface** command for the exit interface and adjust **mtu** on the tunnel exit to be higher than this.

**Error Message** %TUN-4-UDLR\_IDB\_ERROR: UDLR [chars] - [chars]

**Explanation** An error was encountered on a unidirectional link routing (UDLR) interface.

**Recommended Action** No action is required.

## TUN-5

**Error Message** %TUN-5-HW\_IF\_INDEX\_ILLEGAL: Attempt to create tunnel interface for [chars] with illegal index: [dec]

**Explanation** The creation of a tunnel interface failed due to an invalid index.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TUN-5-INIT\_ERROR: A critical error [chars] occurred during initialization

**Explanation** The creation of a tunnel subsystem 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.

**Error Message** %TUN-5-RECURDOWN\_SRC: [chars] linestate down, recursive source interface, next output [chars]

**Explanation** While the tunnel line state was being evaluated, a source interface was revisited.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %TUN-5-TUN\_DB\_IF: Operation on tunnel interface table failed for [chars] - [chars]

**Explanation** A manipulation of the tunnel interface table 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.

**Error Message** %TUN-5-TUN\_HWIDB\_DELETE: Failed to delete hwidb for Tunnel [dec] index [dec]

**Explanation** The deletion of a tunnel 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.

**Error Message** %TUN-5-TUN\_HWIDB\_LIST\_DELETE: Failed to delete [chars] from tunnel hwidb list

**Explanation** The deletion of a tunnel from the hardware IDB list 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.

**Error Message** %TUN-5-TUN\_HWIDB\_LIST\_INSERT: Failed to add [chars] to tunnel hwidb list

**Explanation** The insertion of a tunnel into the hardware IDB list 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.

**Error Message** %TUN-5-TUN\_HWIDB\_RECYCLE: Failed to recycle hwidb for Tunnel [dec] index [dec]

**Explanation** The recycling of a tunnel 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.

**Error Message** %TUN-5-TUN\_LIST\_CREATE: Failed to create tunnel list [chars]

**Explanation** The creation of a tunnel list 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.

**Error Message** %TUN-5-TUN\_SWIDB\_DELETE: Failed to delete swidb for Tunnel [dec] index [dec]

**Explanation** The deletion of a tunnel 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.

**Error Message** %TUN-5-TUN\_SWIDB\_RECYCLE: Failed to recycle swidb for Tunnel [dec] index [dec]

**Explanation** The recycling of a tunnel 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.

**Error Message** %TUN-5-TUN\_TABLE: Operation [chars] on tunnel table failed for [chars] - [chars]

**Explanation** The manipulation of the tunnel table 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.

**Error Message** %TUN-5-TUN\_UNIT\_LIST\_DELETE: Failed to delete entry unit [dec] to tunnel unit list

**Explanation** A deletion from the tunnel unit 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.

**Error Message** %TUN-5-TUN\_UNIT\_LIST\_INSERT: Failed to add entry unit [dec] to tunnel unit list

**Explanation** The insertion of the tunnel unit 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.

## TUNSS Messages

This section contains tunnel security messages.

**Error Message** %TUNSS-6-PROTECTION\_BAD\_TUN\_MODE: Tunnel mode [chars] not supported by tunnel protection. Protection removed.

**Explanation** The chosen tunnel mode is not supported by tunnel protection interfaces. Protection has been turned off and removed.

**Recommended Action** Unless protection is desired on this interface, no action is required. If protection is desired, a crypto-map must be used instead.

**Error Message** %TUNSS-3-PROTECTION\_PROCESS\_FAIL

: Failed to create tunnel security process

**Explanation** The system failed to start a processes necessary to do tunnel protection.

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

## TWOBIT

**Error Message** %TWOBIT-3-UNAVAILABLE: %s: Error encountered (fsm rc %d)

**Explanation** A 2bt protocol driver finite state machine error detected. This is not a fatal error.

**Recommended Action** This error means a 2bt protocol software error. However, this is not fatal since a retry mechanism ensures correct behaviour again. If this error message is repeatedly seen, copy the error message exactly as it appears on the console or in the system log, enter the show diag command to gather additional data, and contact your Cisco technical support representative with the gathered information

**Error Message** %TWOBIT-3-UNAVAILABLE: %s: Invalid fsm state (%s) (state %d)

**Explanation** A 2bt protocol driver finite state machine error detected. This is not a fatal error.

**Recommended Action** This means there has been a glitch in the 2bt protocol negotiaion. However, this is not fatal since a retry mechanism ensures correct behaviour again. If this error message is repeatedly seen, copy the error message exactly as it appears on the console or in the system log, enter the show diag command to gather additional data, and contact your Cisco technical support representative with the gathered information

**Error Message** %TWOBIT-3-UNAVAILABLE: Failed to allocate hardware timer

**Explanation** The 2bt protocol driver finite state machine was unable to allocate a hardware timer that it requires for operation.

**Recommended Action** This means there has been a glitch in the 2bt protocol negotiaion. This error will cause the 2 bt protocol to malfunction and cause higher layer applications that use this communication mechanism to fail. If this error message is seen, copy the error message exactly as it appears on the console or in the system log, enter the show diag command to gather additional data, and contact your Cisco technical support representative with the gathered information.

## TXCONN-3

**Error Message** %TXCONN-3-UNAVAILABLE: Bad Transaction ID, flushing out request for client %i connected server %s, killing connection.

**Explanation** Bad input stream.

**Recommended Action** This is an informational message. LOG\_STD\_NO\_ACTION

**Error Message** %TXCONN-3-UNAVAILABLE: Bad license key configured for Transaction Connection.

**Explanation** The license key configured with the txconn license configuration command is not valid.

**Recommended Action** Check that the license key was entered correctly in the txconn license configuration command. Refer to the txconn feature documentation for information on how to obtain a valid license key.

**Error Message** %TXCONN-3-UNAVAILABLE: Bad remote LU '%s' configured for server %s

**Explanation** The remote LU configured for the txconn server is incorrect.

**Recommended Action** Contact your SNA network administrator to determine the correct name of the remote LU for DB2 on the remote database server. Be sure to check that the SNA network name is correct as well as the LU name.

**Error Message** %TXCONN-3-UNAVAILABLE: Exception %s from transaction %s to %s from client %i

**Explanation** An unexpected transaction 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. If possible, also provide the output of the debug txconn data command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.

**Error Message** %TXCONN-3-UNAVAILABLE: Out of resource, cannot create transaction for client %i connected server %s, killing connection.

**Explanation** The router is out of memory.

**Recommended Action** This is an informational message. LOG\_STD\_NO\_ACTION

**Error Message** %TXCONN-3-UNAVAILABLE: Unexpected client data, flushing out the request for client %i connected server %s.

**Explanation** Bad input stream.

**Recommended Action** This is an informational message. LOG\_STD\_NO\_ACTION

**Error Message** %TXCONN-3-UNAVAILABLE: Unknown mode '%s' configured for server %s

**Explanation** The mode configured for the txconn server was rejected by the remote database server.

**Recommended Action** Contact your SNA network administrator to determine the correct name of the mode to use to connect to DB2 on the remote database server.

## TXCONN-5

**Error Message** %TXCONN-5-UNAVAILABLE: APPC security failed, client %i using userid '%s' for server %s

**Explanation** The userid and/or password passed in by the client were rejected by the remote database server.

**Recommended Action** This is an informational message only. LOG\_STD\_NO\_ACTION

**Error Message** %TXCONN-5-UNAVAILABLE: CICS server %s has become unavailable. Recovery is in progress.

**Explanation** A CICS server for a configured destination has become unavailable. All client connections to this server will be rejected until it becomes available again.

**Recommended Action** This is an informational message only. LOG\_STD\_NO\_ACTION

**Error Message** %TXCONN-5-UNAVAILABLE: CICS server %s is now available.

**Explanation** A CICS server that was previously unavailable has become available. All client connections to this server will now be accepted.

**Recommended Action** This is an informational message only. LOG\_STD\_NO\_ACTION

**Error Message** %TXCONN-5-UNAVAILABLE: Client %i connected to server %s has timed out after %TE.

**Explanation** The client was idle for too long, and the idle timeout configured for the txconn server expired.

**Recommended Action** This is an informational message only. LOG\_STD\_NO\_ACTION

**Error Message** %TXCONN-5-UNAVAILABLE: Transaction %x of Client %i connected to server %s has timed out after %TE.

**Explanation** The transaction was idle for too long, and the idle timeout configured for the txconn server expired.

**Recommended Action** This is an informational message only. LOG\_STD\_NO\_ACTION

## UAM Messages

This section contains Upgrade Analysis Module (UAM) messages.

### UAM-3

**Error Message** %UAM-3-IMPACT\_FAMILY: UAM is unable to get the impact of the upgrade on '%s' linecards family (SR is '%s')

**Explanation** The Upgrade Analysis Module (UAM) is unable to determine the impact of the current upgrade for the line cards belonging to the specified family. An upgrade operation will probably result in the resetting of all line cards in that family.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %UAM-3-INVALID\_CONTEXT: Trying to stop the upgrade, but there is no upgrade currently

**Explanation** An application is trying to stop an upgrade cycle, but there is no upgrade in progress.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %UAM-3-INVALID\_WB: Trying to set an invalid watched boolean

**Explanation** During runtime, the UAM is trying to release a process using an invalid internal data structure. The command line interface will probably be blocked or the standby supervisor will be unable to boot.

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

## UBR7200

**Error Message** %UBR7200-0-UNAVAILABLE: %s measured at %s is too high: shutdown temperature %s

**Explanation** Current temperature exceeds the max shutdown temperature

**Recommended Action** Determine cause of the high temperature and correct if possible.

**Error Message** %UBR7200-0-UNAVAILABLE: %s measured at %s is too high: shutdown voltage %s

**Explanation** Current voltage exceeds the max shutdown voltage

**Recommended Action** Determine cause of the high voltage and correct if possible.

**Error Message** %UBR7200-0-UNAVAILABLE: %s measured at %s is too low: shutdown voltage %s

**Explanation** Current voltage exceeds the min shutdown voltage

**Recommended Action** Determine cause of the low voltage and correct if possible.

**Error Message** %UBR7200-0-UNAVAILABLE: CMTS(%d/%d), Init failed, CSR%d=0x%04x.

**Explanation** Most likely Hardware failure

**Recommended Action** Replace defective Line Card

**Error Message** %UBR7200-0-UNAVAILABLE: uBR requires CPU card type NPE150 or higher

**Explanation** NPE100 is not supported in uBR

**Recommended Action** Upgrade CPU card to NPE150 or higher

**Error Message** %UBR7200-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** Most likely system or hardware failure

**Recommended Action** Replace Line Card

## UBR7200-1

**Error Message** %UBR7200-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** Most likely system or hardware failure

**Recommended Action** Replace Line Card

## UBR7200-3

**Error Message** %UBR7200-3-UNAVAILABLE: %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** %UBR7200-3-UNAVAILABLE: AWACS Slot %d is dead

**Explanation** Daughter board DSP hungs

**Recommended Action** Reload image, if still fail, replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: CMTS(%d/%d), Buffer ownership error, pak=0x%x.

**Explanation** Most likely hardware failure

**Recommended Action** Replace defective board

**Error Message** %UBR7200-3-UNAVAILABLE: Can not remove Burst Profile. Burst Profile is in use

**Explanation** Current Modulation profiles defined currently use this burst profile

**Recommended Action** Remove the modulation profile(s) that use this burst profile, then reissue the command.

**Error Message** %UBR7200-3-UNAVAILABLE: Can't allocate MAC address for interface %u/%u

**Explanation** Your system is out of available MAC addresses.

**Recommended Action** Contact technical support.

**Error Message** %UBR7200-3-UNAVAILABLE: Cannot send maps as current\_map ptr is NULL, ds-%x,current\_map-%x: %s

**Explanation** This is an internal error, or may indicate a memory problem.

**Recommended Action** Check your available memory. If necessary, add more memory to the system.

**Error Message** %UBR7200-3-UNAVAILABLE: Could not start Spectrum Management process

**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** %UBR7200-3-UNAVAILABLE: DSP FLASH memory failed

**Explanation** Daughter board hardware failure

**Recommended Action** Replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: DSP SRAM failed

**Explanation** Daughter board hardware failure

**Recommended Action** Replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: DSP SRAM semaphore failed

**Explanation** Daughter board hardware failure

**Recommended Action** Replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: DSP failed for unknown reason(0x%x)

**Explanation** Daughter board hardware failure

**Recommended Action** Replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: DSP id read 0x%x,expect 0x%x

**Explanation** Daughter board hardware failure

**Recommended Action** Replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: DSP side dual-port SRAM failed

**Explanation** Daughter board hardware failure

**Recommended Action** Replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: Device reported %#x

**Explanation** Most likely hardware failure

**Recommended Action** Replace defective hardware

**Error Message** %UBR7200-3-UNAVAILABLE: Exceeds %d %s

**Explanation** The total bandwidth of fast and medium bandwidth port adapters exceed the rated capacity of this system.

**Recommended Action** Refer to the configuration guidelines for the maximum allowed high and medium bandwidth port adapters for the system.

**Error Message** %UBR7200-3-UNAVAILABLE: Failed downloading.

**Explanation** Failed DSP downloading

**Recommended Action** Reload image, if still fail replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: Failed end downloading.

**Explanation** Failed last step of DSP downloading

**Recommended Action** Reload image, if still fail replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: Interface %s Port U%d invalid, highest port number is U%d

**Explanation** Upstream port number must be valid.

**Recommended Action** Redo command with valid upstream port number.

**Error Message** %UBR7200-3-UNAVAILABLE: Interface %s, ARP reply from invalid source. Expected SID=%d, Actual SID=%d

**Explanation** There might be a spoofing attempt going on

**Recommended Action** Look for possible spoofing attempt

**Error Message** %UBR7200-3-UNAVAILABLE: Interface %s, ARP request from invalid source. IP=%i, MAC=%e, Expected SID=%d, Actual SID=%d

**Explanation** There might be a spoofing attempt going on

**Recommended Action** Look for possible spoofing attempt

**Error Message** %UBR7200-3-UNAVAILABLE: Interface %s, Failed to send intercept packet to server %i:%d

**Explanation** An internal software error occurred.

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

**Error Message** %UBR7200-3-UNAVAILABLE: Interface %s, IP address %i from MAC %e is already in use. SID = %d

**Explanation** There might be a spoofing attempt going on.

**Recommended Action** Look for possible spoofing attempt

**Error Message** %UBR7200-3-UNAVAILABLE: Interface %s, IP packet from invalid source. IP=%i, MAC=%e, Expected Interface=%s SID=%d, Actual Interface=%s SID=%d

**Explanation** There might be a spoofing attempt going on.

**Recommended Action** Look for possible spoofing attempt

**Error Message** %UBR7200-3-UNAVAILABLE: Interface %s, IP packet from invalid source. IP=%i, MAC=%e, Expected SID=%d, Actual SID=%d

**Explanation** There might be a spoofing attempt going on.

**Recommended Action** Look for possible spoofing attempt

**Error Message** %UBR7200-3-UNAVAILABLE: Invalid Channel ID(%s): chid=0x%02x, cmd=0x%02x, regaddr=0x%02x

**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** %UBR7200-3-UNAVAILABLE: Maximum number of SIDS have been allocated for interface %s

**Explanation** The Maximum number of Cable Modems are on line

**Recommended Action** Assign Cable Modem to another Line Card

**Error Message** %UBR7200-3-UNAVAILABLE: Number of slots in chassis is undefined.

**Explanation** Data stored in midplane is bad or incomplete.

**Recommended Action** Contact technical support to update your system.

**Error Message** %UBR7200-3-UNAVAILABLE: Plx9050 id read 0x%x,expect 0x%x

**Explanation** Daughter board hardware failure

**Recommended Action** Replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: Plx9080 id read 0x%x,expect 0x%x

**Explanation** Daughter board hardware failure

**Recommended Action** Replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: SPI BUS READ 0x%02x BYTES SHORT(%s): spistat=0x%02x, chid=0x%02x, cmd=0x%02x, regaddr=0x%02x

**Explanation** Read error on PHY chip serial communications bus.

**Recommended Action** Line card is defective, replace it.

**Error Message** %UBR7200-3-UNAVAILABLE: SPI PENDING NO READ DATA(%s): spistat=0x%02x, chid=0x%02x, cmd=0x%02x, regaddr=0x%02x

**Explanation** Read error on PHY chip serial communications bus.

**Recommended Action** Line card is defective, replace it.

**Error Message** %UBR7200-3-UNAVAILABLE: SPI PENDING READ ERROR(%s): spistat=0x%02x, chid=0x%02x, cmd=0x%02x, regaddr=0x%02x

**Explanation** Read error on PHY chip serial communications bus.

**Recommended Action** Line card is defective, replace it.

**Error Message** %UBR7200-3-UNAVAILABLE: SPI PENDING WRITE ERROR(%s): spistat=0x%02x, chid=0x%02x, cmd=0x%02x, regaddr=0x%02x

**Explanation** Write error on PHY chip serial communications bus.

**Recommended Action** Line card is defective, replace it.

**Error Message** %UBR7200-3-UNAVAILABLE: Switching to backup dsp image failed

**Explanation** Daughter board hardware failure

**Recommended Action** Replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: Unknown chassis model.

**Explanation** Data stored in midplane is bad or incomplete.

**Recommended Action** Contact technical support to update your system.

**Error Message** %UBR7200-3-UNAVAILABLE: XILINX not up, reset reg is 0x%x

**Explanation** Daughter board hardware failure

**Recommended Action** Replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: failed init download.

**Explanation** Failed initiating DSP downloading

**Recommended Action** Reload image, if still fail replace defective daughter board

## UBR7200-4

**Error Message** %UBR7200-4-UNAVAILABLE: Bad timing offset %ld detected for cable modem %e.

**Explanation** The cable modem is not using the correct starting offset during initial ranging. This causes a zero, negative timing offset to be recorded by the CMTS for this modem. The CMTS internal algorithm(s) that rely on the timing offset parameter, will exclude such modems from any analysis. Such bad modems may or may-not be able to function depending on their physical location on the cable plant

**Recommended Action** Locate the cable modem based on MAC address and report initial timing offset problem to the CM vendor

**Error Message** %UBR7200-4-UNAVAILABLE: Cable modem %e is online on both interface %s and interface %s.

**Explanation** The cable modem has been detected on two interfaces.

**Recommended Action** Check for cable modems with duplicate MAC addresses.

**Error Message** %UBR7200-4-UNAVAILABLE: Corrupt or missing MAC address cookie using random base %e

**Explanation** Data stored in midplane is bad.

**Recommended Action** Contact technical support to update your system.



**Error Message** %UBR7200-4-UNAVAILABLE: Hardware Fault

**Explanation** Hardware fault in Clockcard

**Recommended Action** Replace clock card

**Error Message** %UBR7200-4-UNAVAILABLE: Invalid CPU ID, assuming revision 1

**Explanation** CPU Revision ID is unreadable.

**Recommended Action** Update CPU board.

**Error Message** %UBR7200-4-UNAVAILABLE: Midplane data version mismatch.

**Explanation** Data stored in midplane is out of date and needs update.

**Recommended Action** Contact technical support to update your system.

**Error Message** %UBR7200-4-UNAVAILABLE: Old version NPE-175/225 with Rev = 0x%02x system controller. Contact upgrades-info@cisco.com for replacement

**Explanation** NPE board has been recalled due to an errata in the system controller chip.

**Recommended Action** Replace NPE-175/225 Board

**Error Message** %UBR7200-4-UNAVAILABLE: SID cannot be resolved from the leasequery reply for IP %i

**Explanation** Relay-agent option might not be configured.

**Recommended Action** Make sure relay-agent option is configured. Also make sure save-relay-agent-data is enabled on CNR.

**Error Message** %UBR7200-4-UNAVAILABLE: Unknown MAC address block size.

**Explanation** Data stored in midplane is bad or incomplete.

**Recommended Action** Contact technical support to update your system.

## UBR7200-5

**Error Message** %UBR7200-5-UNAVAILABLE: Authorization failed for Cable Modem %e on interface %s

**Explanation** The registration of this modem failed due to an invalid MIC string

**Recommended Action** Make sure the shared secret in the configuration file matches the shared secret configured in the ubr7200.

**Error Message** %UBR7200-5-UNAVAILABLE: Bad timer expiry in downstream traffic shaper process, Timer %x

**Error Message** %UBR7200-5-UNAVAILABLE: CMTS deleted BPI unauthorized Cable Modem %e

**Explanation** Unauthorized cable modem deleted to enforce CM go through BPI authorization.

**Recommended Action** Check modem interface configuration for privacy mandatory, or errors in tftp configuration file.

**Error Message** %UBR7200-5-UNAVAILABLE: CMTS deleted unregistered Cable Modem %e

**Explanation** Unregistered cable modem deleted to avoid unaccounted bandwidth usage.

**Recommended Action** Check modem i/f config for registration bypass, or errors in tftp config file.

**Error Message** %UBR7200-5-UNAVAILABLE: Handshake DSP is successful after %d ms delay

**Explanation** DSP is up and running

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

**Error Message** %UBR7200-5-UNAVAILABLE: Interface %s Current total reservation of %d bps on Port U%d, exceeds its maximum configured reservation limit of %d bps.

**Explanation** The currently reserved capacity on the upstream channel already exceeds the virtual reservation capacity of that upstream channel (based on configured subscription level limit).

**Recommended Action** Need to load balance modems requesting reserved upstream rate on some other upstream channel, or increase the subscription level limit on current upstream channel at increasing risk of not being able to guarantee the individual reserved rates for modems if this upstream channel is already oversubscribed beyond raw capacity

**Error Message** %UBR7200-5-UNAVAILABLE: Interface %s Port U%d, changed state to %s

**Explanation** The upstream port was brought up or down.

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

**Error Message** %UBR7200-5-UNAVAILABLE: Interface %s Port U%d, continuous frequency hop ended at %u.%03u MHz

**Explanation** At least one modem came back online. This message logs the abort of continuous frequency hop.

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

**Error Message** %UBR7200-5-UNAVAILABLE: Interface %s Port U%d, continuous frequency hop started

**Explanation** All modems just went offline. This message logs the start of continuous frequency hop.

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

**Error Message** %UBR7200-5-UNAVAILABLE: Interface %s Port U%d, frequency changed to %u.%03u MHz

**Explanation** The upstream channel frequency was changed.

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

**Error Message** %UBR7200-5-UNAVAILABLE: Interface %s Port U%d, input power level changed to %d dBmV

**Explanation** The upstream channel input power level was changed.

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

**Error Message** %UBR7200-5-UNAVAILABLE: Interface %s Port U%d, input power level fixed at %d dBmV

**Explanation** Setting the upstream frequency to a fixed value caused the upstream input power level to assume a fixed value.

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

**Error Message** %UBR7200-5-UNAVAILABLE: Invalid DOCSIS Message received from a Cable Modem for interface %s

**Explanation** This is a DOCSIS Message, but not an appropriate message for the uBR.

**Recommended Action** Locate Cable Modem sending this message and replace with DOCSIS compliant modem.

**Error Message** %UBR7200-5-UNAVAILABLE: New host with IP address %i and MAC %e on SID %d is ignored.

**Explanation** Number of hosts on the SID has been exceeded.

**Recommended Action** Locate the Cable Modem in question

**Error Message** %UBR7200-5-UNAVAILABLE: Not implemented DOCSIS MESSAGE received from a Cable Modem for interface %s

**Explanation** This uBR does not support this type of message. The system may be connected to a non-compliant modem.

**Recommended Action** This message is informational only. To be sure there is no problem, you may contact technical support.

**Error Message** %UBR7200-5-UNAVAILABLE: Recovering and switching back to regular dsp image succeeded

**Explanation** DSP recover operation using backup image succeeded

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

**Error Message** %UBR7200-5-UNAVAILABLE: Registration failed for Cable Modem %e on interface %s%s: %s

**Explanation** The registration of this modem failed due to an invalid or unsupported Class of Service setting.

**Recommended Action** Make sure the Class of Service fields in the configuration file are set correctly.

**Error Message** %UBR7200-5-UNAVAILABLE: Switching to backup dsp image succeeded

**Explanation** Switching to backup dsp image succeeded

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

**Error Message** %UBR7200-5-UNAVAILABLE: Time scheduled event, spectrum group %u, %s

**Explanation** A time scheduled reconfiguration event occurred on an interface.

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

**Error Message** %UBR7200-5-UNAVAILABLE: Trying to switch to backup dsp image

**Explanation** Trying to recover DSP using backup image

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

**Error Message** %UBR7200-5-UNAVAILABLE: Unable to create downstream traffic shaping queues

**Error Message** %UBR7200-5-UNAVAILABLE: Unable to fork downstream shaper process

**Error Message** %UBR7200-5-UNAVAILABLE: Upstream Channel Change not valid for interface %s

**Explanation** The software does not support this command for this interface

**Recommended Action** Please use this command on a multiple upstream Line card.

## UBR7200-6

**Error Message** %UBR7200-6-UNAVAILABLE: %s burst's preamble length in modulation profile %d is adjusted to the operable value.

**Explanation** The preamble length in the burst profile has adjusted to the valid value.

**Recommended Action** Informational only

**Error Message** %UBR7200-6-UNAVAILABLE: Cable Clock primary reference is midplane TDM clock

**Explanation** Clockcard primary reference is from midplane TDM clock

**Recommended Action** Informational only

**Error Message** %UBR7200-6-UNAVAILABLE: Cable clock %s reference Loss of Signal

**Explanation** The clock reference was lost

**Recommended Action** Check reference source

**Error Message** %UBR7200-6-UNAVAILABLE: Cable clock %s reference active

**Explanation** The clock reference became active

**Recommended Action** Informational only

**Error Message** %UBR7200-6-UNAVAILABLE: Cable clock in Freerun mode

**Explanation** Clockcard is in free run mode

**Recommended Action** Informational only

**Error Message** %UBR7200-6-UNAVAILABLE: Cable clock in Holdover mode

**Explanation** Clockcard switched to holdover mode

**Recommended Action** Check reference source

**Error Message** %UBR7200-6-UNAVAILABLE: Cable clock locked to %s reference

**Explanation** Clockcard locked onto clock source

**Recommended Action** Informational only

**Error Message** %UBR7200-6-UNAVAILABLE: Cable modem %e has been moved from interface %s to interface %s.

**Explanation** The cable modem has been detected ranging on a new interface.

**Recommended Action** Informational only

**Error Message** %UBR7200-6-UNAVAILABLE: Current DSP version : %d, DSP flash version : %d

**Explanation** The current code version and the version DSP booted up with

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

**Error Message** %UBR7200-6-UNAVAILABLE: Downloading dsp code completed

**Explanation** Downloading dsp code completed

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

**Error Message** %UBR7200-6-UNAVAILABLE: Downloading dsp code initiated

**Explanation** Downloading dsp code started

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

**Error Message** %UBR7200-6-UNAVAILABLE: Midplane TDM clock reference defaults to Clockcard

**Explanation** Clockcard primary reference is from midplane TDM clock

**Recommended Action** Informational only

## UCODE-3

**Error Message** %UCODE-3-UNAVAILABLE: %s is %s ucode not %s, microcode/hardware mismatch

**Explanation** The specified microcode file is for a different interface processor than specified in the configuration. The user has made a configuration error. The onboard ROM microcode will be loaded.

**Recommended Action** Reenter your microcode configuration command after confirming the interface type and reload the microcode.

**Error Message** %UCODE-3-UNAVAILABLE: Bad checksum in %s, found 0x%x expected 0x%x

**Explanation** The microcode file is corrupted in some way; the checksum computed after reading the file from Flash does not match the one in the file. The file will not be downloaded, and the onboard ROM microcode will be used instead.

**Recommended Action** Reload the microcode. If the message recurs, call your technical support representative for assistance.

**Error Message** %UCODE-3-UNAVAILABLE: File %s at length %d is too long for buffer (size %d)

**Explanation** The file is too large for the buffer. The onboard ROM microcode will be loaded.

**Recommended Action** If the error message recurs after the onboard ROM microcode is loaded, call your technical support representative for assistance.

**Error Message** %UCODE-3-UNAVAILABLE: Inappropriate version %u.%u for %s

**Explanation** An attempt was made to load an inappropriate version of microcode.

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

**Error Message** %UCODE-3-UNAVAILABLE: Invalid IPC request (%d) received from (%x)

**Explanation** The InterProcess Communication (IPC) service used to download microcode to certain interface processors has received an invalid message.

**Recommended Action** Verify that the proper revisions of code are selected.

**Error Message** %UCODE-3-UNAVAILABLE: Invalid Ucode source type (%d)

**Explanation** Microcode source type as specified is not supported on the given platform

**Recommended Action** Verify that the proper revisions of code are selected.

**Error Message** %UCODE-3-UNAVAILABLE: Invalid attempt to load ROM ucode in slot %d

**Explanation** Some interface processors cannot load microcode from ROM.

**Recommended Action** Remove the erroneous configuration statement.

**Error Message** %UCODE-3-UNAVAILABLE: Ucode file %s not found, system ucode loaded in slot %d

**Explanation** The file specified by the configuration was not found in Flash. The onboard ROM microcode will be loaded so the interface can remain operational.

**Recommended Action** Use show flash to determine if the file is located in Flash. If the file is there, attempt to reload the microcode. If the message recurs, call your technical support representative for assistance.

**Error Message** %UCODE-3-UNAVAILABLE: Ucode file %s requires %s version %d.x hardware

**Explanation** A mismatch was detected during an attempt to load a microcode file into an interface processor. The hardware requires a different version than the one specified.

**Recommended Action** Use the required microcode version.

**Error Message** %UCODE-3-UNAVAILABLE: Ucode header corrupted in %s, found 0x%x expected 0x%x

**Explanation** The microcode file is corrupted in some way; the checksum computed after reading the file from Flash does not match the one in the file. The file will not be downloaded, and the onboard ROM microcode will be used instead.

**Recommended Action** Reload the microcode. If the message recurs, call your technical support representative for assistance.

**Error Message** %UCODE-3-UNAVAILABLE: Unable to allocate memory during microcode reload

**Explanation** An attempt at memory allocation failed while downloading microcode to Interface processor.

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

**Error Message** %UCODE-3-UNAVAILABLE: Unable to allocate memory for ucode buffer

**Explanation** A buffer is required to decompress microcode before loading it into an interface processor. This buffer could not be allocated for some reason.

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



**Error Message** %UCODE-3-UNAVAILABLE: Unable to download ucode from %s in slot %d, trying %s ucode

**Explanation** For some reason, the microcode file specified by the configuration is not suitable for downloading, or another error occurred. The onboard ROM microcode will be loaded so the interface can remain operational.

**Recommended Action** Attempt to reload the microcode. If the message recurs, call your technical support representative for assistance.

**Error Message** %UCODE-3-UNAVAILABLE: Unable to initialize IPC %s services

**Explanation** The InterProcess Communication (IPC) service used to download microcode to certain interface processors has failed to initialize.

**Recommended Action** Certain Interface Processors will not load properly. The router must be reloaded to clear the problem.

**Error Message** %UCODE-3-UNAVAILABLE: Unable to obtain IPC resources

**Explanation** The InterProcess Communication (IPC) service used to download microcode to certain interface processors has failed to obtain a buffer.

**Recommended Action** Certain interface processors will not load properly. Try the reload command again. If this message recurs, call your technical support representative for assistance.

**Error Message** %UCODE-3-UNAVAILABLE: Unable to read ucode file %s from flash

**Explanation** For some reason, the microcode file was not read from Flash. Flash might be locked by another process or otherwise unavailable.

**Recommended Action** Use the show flash command to determine whether Flash is in use and issue another microcode reload when Flash is free. If the message recurs, call your technical support representative for assistance.

**Error Message** %UCODE-5-UNAVAILABLE: FDDI unit %d has obsolete microcode: please upgrade it

**Explanation** This message occurs when an FDDI interface processor is found running microcode that does not support microcode CMT, which is required for all software releases from 10.2 on.

**Recommended Action** Upgrade the microcode on the interface processor.

**Error Message** %UDLD-3-UNAVAILABLE: UDLD error handling %s interface: %s

**Explanation** A software error occurred in UDLD processing associated with a specific 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.

## UBL Messages

This section contains Universal Boot Loader (UBL) messages.

### UBL-2

**Error Message** %UBL-2-SLAVE\_FAIL: Could not download image due to - [chars].

**Explanation** The standby supervisor engine could not carry out its task of downloading an image from the active supervisor engine due to the reason mentioned in the error message. This could be due to an internal error or due to an old image running on the active supervisor engine that does not support UBL. Prior error messages might provide more information about the actual problem.

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

# UDLD Messages

This section contains UniDirectional Link Detection (UDLD) protocol messages.

## UDLD-3

**Error Message** %UDLD-3-UDLD\_NOKADIS: UDLD unable to create the kadis timer, status [dec]

**Explanation** A failure occurred during creation of the kadis timer from UDLD pseudo preemptive process.

**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** %UDLD-3-UDLD\_NOPREEMP: UDLD unable to create pseudo preemptive process

**Explanation** A failure occurred during creation of the UDLD pseudo preemptive process.

**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.

## UDLD-4

**Error Message** %UDLD-4-UDLD\_PORT\_FAILURE: UDLD failure reported per user request, interface [chars], [chars] detected,

**Explanation** An interface failure was reported because UDLD protocol detected the cause indicated on the interface. Cause is likely due to bad interface hardware or cable misconfiguration. Interface not err-disabled as user choose to see error-report. User should investigate and take action.

**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.

## UDLD-6

**Error Message** %UDLD-6-UDLD\_PORT\_LINKDOWN: Fast UDLD cache times out for intf [chars], moves port to linkdown state

**Explanation** Fast UDLD cache entry for the reported interface times out. This could be due to either remote side port shut, LC OIR, or real link failure. UDLD moved the port to linkdown state for all cases. If this is not caused by a link failure, UDLD should receive a PM linkdown notification within the next 4 seconds. If UDLD does not receive any notification, then it will consider this a link failure and will err-disable the port.

**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.

## UFAST\_MCAST\_SW-3

**Error Message** %UFAST\_MCAST\_SW-3-UNAVAILABLE: No process available for transmitting UplinkFast packets.

**Explanation** UplinkFast packets will not be transmitted as the process could not be created.

**Recommended Action** UplinkFast will not work unless you reload. If this problem persists even after reload, please contact your Cisco Technical Support representative with the configuration and technical support information.

## UFAST\_MCAST\_SW-4

**Error Message** %UFAST\_MCAST\_SW-4-UNAVAILABLE: No memory is available for transmitting UplinkFast packets on Vlan %d.

**Explanation** UplinkFast packets will not be transmitted on Vlan %d due to a lack of memory.

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

## UNIX-1

**Error Message** %UNIX-1-UNAVAILABLE: System aborted

**Explanation** The system aborted. Record the output from the following commands: show proc mem (repeated twice) show memory show buffers show version show runing-config.

**Recommended Action** Provide this information and the error message to your technical support representative.

## UNIXLC\_SPA-3

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE:

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

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Attempted to access HWIDB for port %u on slot %d subSlot %d

**Explanation** The IOU attempted to access the HWIDB associated with a non-existent port.

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

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Bay %d - FCI type not set

**Explanation** An FCI type of zero was detected

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

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

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Bay %d - Invalid anyphy number %u for vc %d

**Explanation** Interface has invalid anyphy number

**Recommended Action** 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://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl) or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a 'show tech-support' to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Bay %d 12V power is %s

**Explanation** SPA 12V power fault indicator

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %UNIXLC\_SPA-3-UNAVAILABLE: Bay %d initialization failure

**Explanation** Failed to create SPI4 subblock

**Recommended Action** 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, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %UNIXLC\_SPA-3-UNAVAILABLE: Bay %d, spi4 configuration failure, error %d

**Explanation** Failed to configure SPI4 interface

**Recommended Action** 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, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %UNIXLC\_SPA-3-UNAVAILABLE: Bay %d: %s

**Explanation** An unexpected error has occurred.

**Recommended Action** 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, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %UNIXLC\_SPA-3-UNAVAILABLE: Creation: port %d vc %d

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

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: EFC error - interface %s, vc %d, anyphy %d, err\_code %d : %s

**Explanation** Failed to configure efc channel/parameters

**Recommended Action** 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, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %UNIXLC\_SPA-3-UNAVAILABLE: Failed to %s SPA reference clock on %s

**Explanation** The SPA driver is not able to correctly configure the SPA reference clock on the specified interface. This indicates a hardware error.

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

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Failed to allocate Common IPC buffer %s

**Explanation** The Carrier Card failed to allocate a buffer for communication with the Route Processor.

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

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Failed to initialize SPA main c2w bus for subslot %d (status = %d)

**Explanation** The SPA driver is not able to initialize SPA main c2w. This indicates a hardware error.

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

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Failed to provision EFC for interface %s (status = %d)

**Explanation** The SPA driver is not able to provision EFC for the interface specified in the message. This indicates a hardware error.

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



**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Failed to unprovision EFC for VC %s (status = %d)

**Explanation** The SPA driver is not able to unprovision EFC for the interface specified in the message. This indicates a hardware error.

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

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Failed to update EFC flow control identifier for interface %s (status = %d)

**Explanation** The SPA driver is not able to update the datapath EFC flow control identifier for the interface specified in the message. This indicates a hardware error.

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

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: HWIDB Null for command %d, port %#x

**Explanation** The Route Processor passed down a port number that is unknown on the carrier card.

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

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: ISR return code out of range. rc=%d

**Explanation** The ISR error return code is out of range.

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

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Link record error - Bay %d vc %d, error code %d

**Explanation** Error processing link record structure

**Recommended Action** 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://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl) or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a 'show tech-support' to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: SPA Sonet clock has failed (status = 0x%08x)

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

**Recommended Action** If the SPA Sonet clock does not recover, perform an OIR. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %UNIXLC\_SPA-3-UNAVAILABLE: SPA Sonet clock has recovered (status = 0x%08x)

**Explanation** SPA Sonet clock has recovered

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

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Subslot %d, spa controller initialisation failure, error %d

**Explanation** Failed to initialise SPA controller

**Recommended Action** 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, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %UNIXLC\_SPA-3-UNAVAILABLE: Subslot, spa controller EFC configuration failure, error %d

**Explanation** Failed to configure SPA controller EFC

**Recommended Action** 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, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %UNIXLC\_SPA-3-UNAVAILABLE: subSlot %d, spatype 0x%x. Device error: %s

**Explanation** An error related to a device on the SPA 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.

## UNIXLC\_SPA-4

**Error Message** %UNIXLC\_SPA-4-UNAVAILABLE: Subslot %d SPA BUS access failed. No SPA present error

**Explanation** SPABUS has reported an error.

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

**Error Message** %UNIXLC\_SPA-4-UNAVAILABLE: Subslot %d, %s SPA BUS access failed. timeout=%u err=%u par=%u err\_c=0x%x addr=0x%08x data =0x%x

**Explanation** SPABUS has reported an error.

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

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

**Error Message** %UNIXLC\_SPA-4-UNAVAILABLE: Total SPA bandwidth exceeds line card capacity of %lu Mbps

**Explanation** The total bandwidth of SPAs exceeds the rated capacity of this line card.

**Recommended Action** Refer to the line card guidelines for the maximum allowed aggregated SPA bandwidth for the line card

**Error Message** %UNIXLC\_SPA-4-UNAVAILABLE: Total SPA bandwidth exceeds line card capacity, full utilization of installed SPA interfaces is not supported

**Explanation** The total bandwidth of SPAs exceeds the rated capacity of this line card.

**Recommended Action** Refer to the line card guidelines for the maximum allowed aggregated SPA bandwidth for the line card

## UNIXLC\_SPA-6

**Error Message** %UNIXLC\_SPA-6-UNAVAILABLE: Bay %d %s changed to %s

**Explanation** SPA OIR Sequence

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

## UNIXRP-3

**Error Message** %UNIXRP-3-UNAVAILABLE: %s %u (%s)

**Explanation** Failed to create IPC seat for 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** %UNIXRP-3-UNAVAILABLE: %s (%u)

**Explanation** IPC slot 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** %UNIXRP-3-UNAVAILABLE: %s

**Explanation** An IPC card has registered itself to the IPC master twice. The card malfunctioned and its IPC is not active.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %UNIXRP\_SPA-3-UNAVAILABLE:

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

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: Creation: slot %d subSlot %d port %d vc %d

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

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: Failed to allocate IPC buffer %s

**Explanation** The RP failed to allocate a buffer for communication with a SPA

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

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: Failed to allocate a flow control identifier for interface %s

**Explanation** The SPA driver is not able to allocate the datapath flow control identifier for the interface specified in the message. This indicates a software error.

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

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: Failed to initialize data structure for SPA port %d/%d/%d

**Explanation** A SPA driver was not able to properly initialize a data structure mentioned in the message. This indicates a software error.

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

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: Failed to provision interface %s

**Explanation** The SPA driver is not able to provision the interfaces specified in the message. Verify that the SPA hardware is not provisioned above the supported limit. Otherwise, this indicates a hardware error.

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

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: Failed to release a flow control identifier for interface %s (status = %d)

**Explanation** The SPA driver is not able to release the datapath flow control identifier for the interface specified in the message. This indicates a software error.

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

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: Failed to retrieve datapath identifier for interface %s

**Explanation** The SPA driver is not able to retrieve the datapath identifier for the interface specified in the message. This indicates a software error.

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

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: Failed to update connection identifier for interface %s

**Explanation** The SPA driver is not able to update the datapath connection identifier for the interface specified in the message. This indicates a software error.

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

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: HWIDB not found: slot %d, bay %d, port %d

**Explanation** A NULL hwidb is encountered

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

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: NULL

**Explanation** A SPA driver is not able to retrieve the data structure mentioned in the message. This indicates a software error.

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

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: Power to IPSEC-SPA-2G in %s is denied because it has exceeded the number allowed(%d)

**Explanation** The number of IPSEC-SPA-2G in a chassis is limited. This message is displayed when the number of IPSEC-SPA-2G in the chassis has exceeded this limit.

**Recommended Action** Use only the number of supported IPSEC-SPA-2G

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: slot %d subSlot %d, PID %s

**Explanation** Failed to get information about the host linecard.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %UNIXRP\_SPA-3-UNAVAILABLE: slot %d subSlot %d, spaType 0x%x

**Explanation** Failed to get information about the host linecard.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %UNIXRP\_SPA-3-UNAVAILABLE: slot=%d port=%d, hwidbType=0x%x, max\_port\_num=%d, LCtype=0x%x

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

## UNIXRP\_SPA-4

**Error Message** %UNIXRP\_SPA-4-UNAVAILABLE: %s: Expecting response to interface configuration command %u but received response to command %u.

**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 is repeatable, please Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %UNIXRP\_SPA-4-UNAVAILABLE: %s: No response for interface configuration command %u

**Explanation** A timeout occurred while RP was waiting for a response from line card. This may happen due to line card CPU being too busy to respond to the command.

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

## UNIXRP\_SPA-6

**Error Message** %UNIXRP\_SPA-6-UNAVAILABLE: Module %u reload due to SPA insert in %u/%u.

**Explanation** When inserting a SPA on this carrier card, the card is reset.

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

## UNIX\_BPD-3

**Error Message** %UNIX\_BPD-3-UNAVAILABLE: %s: (%d)

**Explanation** HWIDB Lookup 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** %UNIX\_BPD-3-UNAVAILABLE: %s: (%s)

**Explanation** Packet 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.

## UNIX\_IFUTIL-3

**Error Message** %UNIX\_IFUTIL-3-UNAVAILABLE: %s Pool Creation Error for hwidb: %s

**Explanation** POOL Creation 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** %UNIX\_IFUTIL-3-UNAVAILABLE: Pak not available, %s: %s

**Explanation** The running configuration was too big to be synced

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

## UNIX\_SPA-3

**Error Message** %UNIX\_SPA-3-UNAVAILABLE:

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

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: %s

**Explanation** Memory allocation 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** %UNIX\_SPA-3-UNAVAILABLE: %s called with NULL hwidb

**Explanation** A NULL hwidb is encountered

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

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: %s did not complete %d/%d

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

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: %s occurred on Shared Port Adapter %u/%u

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

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: %s vector is not initialized. spaType=0x%x

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

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: %s virtual function table is not initialized. spaType=0x%x

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

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: Data conversion error (%s, 0x%X)

**Explanation** An internal software error has occurred when converting the data specified in the message from one representation to another.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %UNIX\_SPA-3-UNAVAILABLE: Failed to create SPA SB

**Explanation** Failed to create a SPA subblock.

**Error Message** v%UNIX\_SPA-3-UNAVAILABLE: Failed to send configuration for %s to carrier-card for subslot=%d/%d

**Explanation** Sending configuration 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.

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: IPC failure while %s

**Explanation** An error has occurred while preparing or sending an IPC message.

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

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: cardwide-port = %d, max cardwide-port = %d

**Explanation** Invalid cardwide-port number.

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

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: index1= %d, index2= %d, maxIndex= %d

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

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: index= %d, spaType=0x%x, slot %d subSlot %d slotunit %d vc %d

**Explanation** Index for the interface is not valid.

**Error Message** v%UNIX\_SPA-3-UNAVAILABLE: interface type %s, slot %d port %d vc %d : %s

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

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: slot= %d, max slot = %d

**Explanation** Invalid slot number.

**Error Message** v%UNIX\_SPA-3-UNAVAILABLE: slot=%d subslot=%d, PID=%s lc\_type=0x%x.

**Explanation** Failed to create a SPA 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** %UNIX\_SPA-3-UNAVAILABLE: slot=%d subslot=%d, spa\_type=0x%x, lc\_type=0x%x.

**Explanation** Failed to create a SPA 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.

## UNICAST\_FLOOD Messages

This section contains unicast flooding (UNICAST\_FLOOD) messages.

### UNICAST\_FLOOD-4

**Error Message** %UNICAST\_FLOOD-4-DETECTED: Host [enet] on vlan [dec] is flooding to an unknown unicast destination at a rate greater than/equal to [dec] Kfps

**Explanation** A host was found going up and down between ports.

**Recommended Action** Verify the reason why the host is sending traffic to an unknown unicast destination.

**Error Message** %UNICAST\_FLOOD-4-FILTER\_TABLE\_FULL: The filter table is full

**Explanation** The system has detected too many unicast floods to unknown destinations.

**Recommended Action** Investigate the reason why so many hosts in the network are sending traffic to unknown unicast destinations.



## UNICAST\_FLOOD-5

**Error Message** %UNICAST\_FLOOD-5-FILTER\_INSTALLED: Filter for host [enet] has been installed. It will be removed in [dec] minute(s)

**Explanation** A host was flooding unicast packets to an unknown destination. A filter has been installed.

**Recommended Action** No action is required.

## UTIL Messages

This section contains utility messages.

### UTIL-3

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

**Explanation** A software error occurred, resulting in a data structure inconsistency.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %UTIL-3-UNAVAILABLE: Data structure error -- %s

**Explanation** A software error occurred, resulting in data structure inconsistency.

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

**Error Message** %UTIL-3-UNAVAILABLE: Data structure error--%s

**Explanation** A software error occurred, resulting in a data structure inconsistency.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. Ask for their assistance in obtaining a version of code with the error fixed.

**Error Message** %UTIL-3-UNAVAILABLE: internal inconsistency %d %x

**Explanation** A fatal software error occurred.

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

**Error Message** %UTIL-3-UNAVAILABLE: null pointer input to range function

**Explanation** An attempt was made to access a range function with a NULL pointer. The range list creation failed.

**Recommended Action** Review the error log for a corresponding malloc failed message. Copy the error message exactly as it appears, and report it to your technical support representative.

## UTIL-6

**Error Message** %UTIL-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.

## VACL Messages

This section contains VLAN ACL messages.

### VACL-4

**Error Message** %VACL-4-VLANACCESSMAP\_ACTION\_CHANGED: No redirect interfaces, map <[chars]> - sequence [dec] action set to DROP

**Explanation** One or more redirect interfaces were removed, leaving the redirect interface list empty and changing the sequence action to DROP.

**Recommended Action** Update the sequence, adding one or more valid redirect interfaces to the affected VLAN access maps.

**Error Message** %VACL-4-VLANACCESSMAP\_CWAN\_DELETE: VLAN ACCESS-MAP [chars] applied on [chars] will be removed.

**Explanation** Logical interface(MFR,MLP) with a VACL Access-map is being removed so the associated vlan filter will be removed to avoid config errors and inconsistencies

**Recommended Action** User has to re-configure the vlan filter if the removed logical interface is being removed

**Error Message** %VACL-4-VLANACCESSMAP\_RDT\_DELETE: [chars] [chars] is removed from redirect list of map: [chars] - sequence [dec]

**Explanation** One of the redirect interfaces in a VLAN access map needed to be removed from a redirect sequence. This situation can occur if the interface was deleted or became an active member of an Ethernet channel that is not supported.

**Recommended Action** Revert the state of the interface and add this redirect interface again to the redirect sequence for the affected VLAN access maps.

## VALENCIA Messages

This section contains Services SPA Carrier Card (SSC-600) Valencia ASIC messages.

### VALENCIA-3

**Error Message** %VALENCIA-3-GIO: Bay [dec]: [chars].

**Explanation** A data corruption due to a parity error was detected on the GIO bus.

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

**Error Message** %VALENCIA-3-NP: Bay [dec], [chars][dec]: [chars].

**Explanation** Data corruption was detected in one of the network processors.

**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** %VALENCIA-3-PL3: Bay [dec]: [chars].

**Explanation** A data corruption due to a parity error was detected on the PL3 interface.

**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** %VALENCIA-3-PLL\_LOCK: Bay [dec]: [chars] PLL Lock Failure

**Explanation** The specified phase-locked loop (PLL) failed to lock.

**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** %VALENCIA-3-PPE: Bay [dec], [chars]: [chars].

**Explanation** Data corruption was detected in the VLAN RAM.

**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** %VALENCIA-3-SPI\_FIFO: Bay [dec], [chars]: [chars] [chars].

**Explanation** Data corruption was detected in one of the SPI FIFOs.

**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** %VALENCIA-3-SPI\_SNK: Bay [dec]: [chars].

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

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VALENCIA-3-SPI\_SNK\_CHAN: Bay [dec]: [chars] error on channel [dec].

**Explanation** There was an error receiving data from the SPA.

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

**Error Message** %VALENCIA-3-SPI\_SRC: Bay [dec]: [chars].

**Explanation** There was an error sending data to the SPA.

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

## VDD Messages

This section contains virtual device driver (VDD) messages.

### VDD-3

**Error Message** %VDD-3-NULL\_CB: Supplied %s control block is NULL. %s

**Explanation** An NULL control block was passed internally as part of an operation to read or write to the required register or memory address. As a result, the operation could not be processed and the address contents are now incorrect.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %VDD-3-NULL\_SPACE\_CB: Supplied %s space control block is NULL. %s

**Explanation** An NULL space control block was passed internally as part of an operation to read or write to the required address. As a result, the operation could not be processed and the address contents are now incorrect.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %VDD-3-SIZE\_TOO\_LARGE: An attempt was made to create a %s of size %d bits.

**Explanation** The virtual device driver received a request to create a data entity that is larger than allowed. Because the entry cannot be created, its data will be lost.

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

## VFI Messages

This section contains virtual forwarding instance (VFI) messages.

### VFC-1

**Error Message** %VFC-1-UNAVAILABLE: %s , Error interrupt occurred type = 0x%x.

**Explanation** The DMA engine cannot get to the PCI bus, to read descriptors.

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

**Error Message** %VFC-1-UNAVAILABLE: %x packet(size %d) too big.

**Explanation** A packet greater than the 256 bytes received on this interface.

**Recommended Action** The system should recover. No action is required. If the problem reoccurs, it indicates an error that might be related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %VFC-1-UNAVAILABLE: No more ring descriptors available on %d slot.

**Explanation** The VFC driver cannot queue messages onto Rossini dma engine for transmit.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. Reset the DSP's on this port module.

**Error Message** %VFC-1-UNAVAILABLE: VFC (%d/%d), vfc dual-ported memory unavailable.

**Explanation** The router or access server could not allocate dual-ported memory for the descriptors.

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

**Error Message** %VFC-1-UNAVAILABLE: VFC in slot %d: Incorrect %d DSP-ID passed by SPI.

**Explanation** The DSP ID provided by the SPI for download is not valid.

**Recommended Action** Call your technical support representative for assistance.

**Error Message** %VFC-1-UNAVAILABLE: vfc(%d), No dsp module has been found.

**Explanation** The software did not find any of DSP module plugged into the voice card.

**Recommended Action** Check the part number on the dspm card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

**Error Message** %VFC-1-UNAVAILABLE: vfc(%d), vfc cards has an invalid configuration.

**Explanation** The software did not recognize more dsp interface port than it can support on this card.

**Recommended Action** Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

**Error Message** %VFC-1-UNAVAILABLE: vfc(%d), vfc dspm daughter card has an unknown id of %x

**Explanation** The software did not recognize the type of DSP module plugged into the voice card.

**Recommended Action** Check the part number on the dspm card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.



## VFI-3

**Error Message** %VFC-3-UNAVAILABLE: %s Unable to download the Application overlay firmware. Status returned 0x%x

**Explanation** Error initializing the DSP with the application/overlay firmware.

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

**Error Message** %VFC-3-UNAVAILABLE: %s Unable to download the Boot loader firmware, ret = 0x%x

**Explanation** Error initializing the DSP with the bootloader firmware.

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

**Error Message** %VFC-3-UNAVAILABLE: %s, Error analyzing the device in slot %d.

**Explanation** The feature card in this slot could not be recognized.

**Recommended Action** Power down, reinsert voice feature card and reboot. If message recurs, call your technical support representative for assistance.

**Error Message** %VFC-3-UNAVAILABLE: VFC in slot %d: PCI device not supported.

**Explanation** A interface controller device did not report correct device ID

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

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

**Explanation** An illegal event has been processed by the xconnect subsystem.

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

## VFI-4

**Error Message** %VFI-4-CONFIG: %s

**Explanation** The specified configuration data for a virtual forwarding instance (VFI) is invalid.

**Recommended Action** No action is required.

# VINES Messages

This section contains Banyan Virtual Integrated Network Service (VINES) messages.

## VINES-2

**Error Message** %VINES-2-UNAVAILABLE: %s called with %s parameter set to %s

**Explanation** One of the VINES lookup functions was called with an illegal argument.

**Recommended Action** Copy the message exactly as it appears, do a memory dump up to 128 bytes and the location specified in the error message, and report this information to your technical support representative.

**Error Message** %VINES-2-UNAVAILABLE: Bad %s in path for neighbor entry %z

**Explanation** While searching the neighbor table, the code determined that a pointer that should point to a VINES path structure actually points to some other structure.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative. If possible, clear the VINES neighbor table. This will result in a temporary loss of connectivity until all neighbors and routes are relearned.

**Error Message** %VINES-2-UNAVAILABLE: Bad %s in route for server entry %Z

**Explanation** While searching the routing table, the code determined that a pointer that should point to a VINES route structure actually points to some other structure.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative. If possible, clear the VINES routing table. This will result in a temporary loss of connectivity until all routes are relearned.

**Error Message** %VINES-2-UNAVAILABLE: Caching of %s not supported on %s

**Explanation** The cache population routing for VINES fast switching was called for an interface that does not support VINES fast switching.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative. If other encapsulation types are available on the interface, try using them. If this problem is not limited to one or two destinations but rather occurs with all traffic using the interface, disable VINES fast switching for the interface until you have identified the real cause of the problem.

**Error Message** %VINES-2-UNAVAILABLE: Cannot build cache entry (%d bytes) for %#z on %s

**Explanation** VINES fast switching detected that the packet destined to a given address did not have proper encapsulation information or its encapsulation size was too large to fit into the cache.

**Recommended Action** Verify that the VINES encapsulation and interface-specific mappings for the interface concerned are properly configured. Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %VINES-2-UNAVAILABLE: Detected a corrupted entry in the %s table

**Explanation** The VINES code detected that an internal table entry was corrupted.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative. If possible, clear the VINES routing table or neighbor table, depending on the table in which the corrupted entry was observed. This will result in a temporary loss of connectivity until the routing or neighbor table is rebuilt.

**Error Message** %VINES-2-UNAVAILABLE: Duplicate address detected on interface %s

**Explanation** The router detected that its VINES address is being used by another router.

**Recommended Action** To identify the other router that is using this address, manually inspect each router's configuration. When you have identified the router with the duplicate address, issue the vines routing recompute command on both routers or issue the enable vines routing command, specifying specify a unique address. If one of the routers does not support the recompute keyword, disable VINES on that router, issue the write terminal command to save the configuration to memory, reboot the router, and then enter the vines routing command with a unique vines address on the offending routers until each router has a unique address.

**Error Message** %VINES-2-UNAVAILABLE: Encapsulation failed for %#z via %#z on %s

**Explanation** VINES fast switching encountered an encapsulation failure when building a cache entry for a neighbor.

**Recommended Action** Examine your configuration for causes of the encapsulation failure. Look for missing map statements, interfaces that have gone down, and so on. If this error results in lost connectivity, disable vines fast switching by issuing the no vines route-cache command. Because disabling fast switching will slow network perform, you should issue the vines route-cache command to re-enable fast switching as soon as you have identified the cause of the problem. If you cannot identify the cause, contact your technical support representative. Provide the output of the show vines cache, show vines neighbor, and show vines route commands for the destination address and neighboring routers you are using. Also provide the output of the show interface and show vines interface commands for the incoming and outgoing interfaces.

**Error Message** %VINES-2-UNAVAILABLE: Encapsulation failed on %s for address %#z

**Explanation** The VINES code tried to send a packet on an interface that does not have a new encapsulation routine for outbound packets.

**Recommended Action** Toggle the problematic interface by issuing the interface shut and no shut commands, and then issue the no vines metric and vines metric command see if the problem goes away. If the problem persists, copy the message exactly as it appears, and report it your technical support representative. If possible, turn on and provide interface- specific debug traces, particularly for VINES activities.

**Error Message** %VINES-2-UNAVAILABLE: Error %s

**Explanation** The VINES code ran into a situation that should not happen. For example, an IPC port number needs to be allocated, but all 65535 port numbers are currently in use. Another possible cause is that VINES attempted to add a cache entry but had no path associated with the destination address. This may cause temporary slow performance to only those stations that have experienced this inconsistency until complete cache entries are added. However, connectivity should not be lost, because all data traffic can still be routed vvia process-level switching.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative. If the warning message is about IPC port number depletion, use the show vines ipc command to check how many IPC ports are currently in use by which services and determine whether the IPC connections are all legitimate. To release IPC ports, issue the clear vines ipc command. If the warning message is about vines cache entries, provide the contents of the vines route cache, neighbor, and route tables immediately after the error messages appeared. If the problem persists, issue the clear vines cache command, and monitor the router if the situation improves.

**Error Message** %VINES-2-UNAVAILABLE: No buffers available for %s

**Explanation** There were no buffers available to send a VINES service query or reply.

**Recommended Action** Examine your system's memory and buffer capacity and compare it with current usage. If you notice a substantial discrepancy, monitor your system for possible memory leaks or buffer drainage and report the problem to your technical support representative, along with the output of the show memory, show memory processor, show buffers, show buffers assigned, and show buffers old commands.

**Error Message** %VINES-2-UNAVAILABLE: RTP timer for %s was found disabled, and was reset

**Explanation** An internal interface timer is not running. This condition usually occurs after an interface is reset.

**Recommended Action** No action is required. The system automatically restarts the timer.

## VINES-6

**Error Message** %VINES-6-UNAVAILABLE: %s service %s routine missing %s vector

**Explanation** There is an inconsistency in the static VINES data structures for handling application-layer packets.

**Recommended Action** Turn on VINES service level debugging for the service reported in the error message, and copy the debug traces and the error message exactly as they appear, and report them to your technical support representative.

**Error Message** %VINES-6-UNAVAILABLE: %s service %s routine not found while %s

**Explanation** There is an inconsistency in the active VINES service description data structures. A service handler routine cannot find the description of its own service.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative. In addition, provide the output of the show vines service command and debug vines service traces for the service reported in the error message.

**Error Message** %VINES-6-UNAVAILABLE: IPC port %d registered without a service

**Explanation** There is an inconsistency in the active VINES data structure for handling Net RPC messages. A message was received for a port that should have a service description, but that service description cannot be found.

**Recommended Action** Enter the show vines ipc command and see whether the reported IPC port has a registered service. Copy the message exactly as it appears, and report it to your technical support representative, if possible, along with output of the debug vines netrpc command.

**Error Message** %VINES-6-UNAVAILABLE: IPC port %d registered without an upcall (%s)

**Explanation** There is an inconsistency in the active VINES data structure for handling IPC data messages. A message was received for a port that should have a listener, but the listener routine cannot be found.

**Recommended Action** Examine the IPC ports currently supported on the router by issuing the show vines ipc command, and see whether the reported IPC port is indeed not active. Copy the message exactly as it appears, and report it to your technical support representative along with the output of the debug vines ipc command.

## VIP Messages

This section contains Versatile Interface Processor (VIP) messages.

## VIP-2

**Error Message** %VIP-2-UNAVAILABLE: No MEMD icbs left for PA %d Interface %d

**Explanation** No Switch Processor (SP) interrupt control block structure was associated with the port adaptor or the interface.

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

## VIP-3

**Error Message** %VIP-3-UNAVAILABLE: IO Memory Parity Error Test not implemented

**Explanation** A function to check memory parity errors was called, but the I/O Memory Parity Error Test has not been implemented

**Recommended Action** Refer to related support documents or contact your Cisco technical support representative for more information about parity error tests.

**Error Message** %VIP-3-UNAVAILABLE: %s : Loveletter Stats Send Failed

**Explanation** An attempt to send a statistics love letter from the VIP has failed.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

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

**Explanation** The IPC Port through which RSP will send LQRs to VIP failed to initialise. The PPP link might go down because of this error.

**Recommended Action** Disable LQM configured on the PPP link and contact Cisco Technical representative

**Error Message** %VIP-3-UNAVAILABLE: %s PA in bay %d not supported on %s

**Explanation** The specified PA is not supported on the specified platform.

**Recommended Action** Refer to the appropriate support documents for more details about the platforms that are supported.

**Error Message** %VIP-3-UNAVAILABLE: A Cybus Error occurred.

**Explanation** The MVIP error interrupt handler has been called a Cybus error.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: A Cybus Error occurred.

**Explanation** The SVIP error interrupt handler has been called due to a Cybus 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** %VIP-3-UNAVAILABLE: A PCI bus 1 parity error. .

**Explanation** A PCI bus 1 parity error has been encountered.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: A PMA Error occurred.

**Explanation** The SVIP error interrupt handler has been called due to a PMA error.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: An unknown IPC message type %x

**Explanation** An unidentified IPC message in the VIP IPFAST\_DS module has been received.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-UNAVAILABLE: Crashinfo initiation failed on the VIP.

**Explanation** The crash information (crashinfo) file for the VIP could not be collected because the process to collect the crashinfo file could not be properly initiated.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: DRAM Reno ASIC write bus error:Error address = 0x%08x, %s.

**Explanation** A Reno ASIC write bus error has occurred.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: Dispatch vector Null, cmd=%d, dintf=%d

**Explanation** No command dispatch vector was found for the specified interface.

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

**Error Message** %VIP-3-UNAVAILABLE: Failed to allocate IPC message to contact process

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-UNAVAILABLE: Failed to open port while connecting to process statistics: error code = %s

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

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

**Error Message** %VIP-3-UNAVAILABLE: Failed to send process statistics update : error code = %s

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

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



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

**Error Message** %VIP-3-UNAVAILABLE: IO Reno ASIC bus error:Error address = 0x%08x, %s.

**Explanation** An I/O Reno ASIC bus error has occurred.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: IPFAST\_DS : Bad message of size=%d received

**Explanation** An IPC message with an invalid buffer size has been received. The parameters that were specified on the request are inconsistent. A buffer for the IPC message had been requested, but the specified buffer size is invalid or missing. The size of the requested buffer must be specified within the request. This error is due to an internal code problem with the system.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-UNAVAILABLE: IPFAST\_ENCAP : Bad IPC message of size=%d received

**Explanation** An IPC message with an invalid buffer size has been received. The parameters that were specified on the request are inconsistent. A buffer for the IPC message had been requested, but the specified buffer size is invalid or missing. The size of the requested buffer must be specified within the request. This error is due to an internal code problem with the system.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-UNAVAILABLE: IPFAST\_ENCAP:malloc failed to allocate.

**Explanation** A memory allocation failure has occurred in the IPFAST\_ENCAP module.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-UNAVAILABLE: Invalid Bus Number %d in MVIP Mask Setting

**Explanation** An invalid bus number was entered in the MVIP mask setting function. The bus number should be 1 or 2 because the MVIP has only two PCI buses.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %VIP-3-UNAVAILABLE: Invalid queue size: value = %u

**Explanation** An invalid queue size has been found.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %VIP-3-UNAVAILABLE: Love Note for %s - sending failed.

**Explanation** An attempt to send a love note from the VIP has failed.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-UNAVAILABLE: Lovenote for %s not delivered to RSP

**Explanation** A Status update for this interface could not be sent to the RSP because of temporary non-availability of buffer headers.

**Recommended Action** If the interface has not come up after rebooting, configure **shutdown** and then **no shutdown** for the interface

**Error Message** %VIP-3-UNAVAILABLE: PASCB Null for command %d, arg=%#x

**Explanation** The Route Processor (RP) or the Route/Switch Processor (RSP) passed down a command that the software was unprepared to handle.

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

**Error Message** %VIP-3-UNAVAILABLE: PCI bus 0 parity error.

**Explanation** A PCI bus 0 parity error has been encountered.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: PCI bus 0 system error.

**Explanation** A PCI bus 0 system error has been encountered.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: PCI bus 1 system error.

**Explanation** A PCI bus 1 system error has been encountered.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: PCI bus 2 parity error.

**Explanation** A PCI bus 2 parity error has been encountered.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: PCI bus 2 system error.

**Explanation** A PCI bus 2 system error has been encountered.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: Packet memory ECC single-bit exception addr = %08x data = %08x

**Explanation** A packet memory ECC single-bit error has been detected.

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

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

**Error Message** %VIP-3-UNAVAILABLE: Packet memory single-bit errors exceed maximum limit of %d

**Explanation** The number of packet memory ECC single-bit errors have been exceeded the maximum 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VIP-3-UNAVAILABLE: Processor memory ECC single-bit exception addr = %08x data = %08x

**Explanation** A processor memory ECC single-bit error has been detected.

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

**Error Message** %VIP-3-UNAVAILABLE: Processor memory single-bit errors exceed the maximum limit of %d

**Explanation** The number of Processor memory ECC single-bit errors have been exceeded the maximum 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VIP-3-UNAVAILABLE: Received unknown IPC message type %x

**Explanation** An unidentified IPC message has been received in the VIP IPFAST\_ENCAP module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %VIP-3-UNAVAILABLE: Reno ASIC read parity error - bytes 0 & 1.

**Explanation** A Reno ASIC write parity error has been encountered for bytes 0 and 1.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: Reno ASIC read parity error - bytes 2 & 3.

**Explanation** A Reno ASIC write parity error has been encountered for bytes 2 and 3.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: Reno ASIC write parity error - bytes 0 & 1.

**Explanation** A Reno ASIC write parity error has been encountered for bytes 0 and 1.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: Reno ASIC write parity error - bytes 2 & 3.

**Explanation** A Reno ASIC write parity error has been encountered for bytes 2 and 3.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: SVIP Reload is called.

**Explanation** An SVIP reload was initiated because of a VIP failure.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: Undefined idb type %d

**Explanation** This message is sent from the VIP kernel when it sees a media type other than Ethernet, Token-Ring, or serial. These are the media types supported by Cisco IOS Release 11.2 on the VIP. The message might be caused by having an older version of the software running on a device with a new VIP port adapter.

**Recommended Action** Check whether the version of the software being run supports the VIP port adapter. If an old software version does not appear to be the problem, copy the error message exactly as it appears and report it to your technical support representative.

**Error Message** %VIP-3-UNAVAILABLE: Unsupported MALU command %d, arg=%#x, pascb=%#x

**Explanation** The Route Processor (RP) or the Route/Switch Processor (RSP) passed down a command that the software was not prepared to handle.

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

**Error Message** %VIP-3-UNAVAILABLE: VIP System Exception occurred sig=%d, code=%#x, context=%#x

**Explanation** A system exception error has occurred in the VIP. See the VIP console for more information and for the context dump.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-UNAVAILABLE: VIP address filter table full

**Explanation** VIP Ethernet-like interface uses an internal MAC address table to filter incoming packets. Once the table is full, additional address entries are rejected. Any incoming packet with destination address not in the the table will be ignored.

**Recommended Action** The address table is consumed by various protocols, like PIM or HSRP. If too many HSRP is configured for one interface, the entry could be exhausted. The suggested solution would be to distribute some of those HSRP entries to other Ethernet interface.

## VIPMLP Messages

This section contains multilink PPP messages.

**Error Message** %VIPMLP-2-UNAVAILABLE: %s Interleave not configured due to Insufficient memory

**Explanation** Interleave not configured due to Insufficient memory.

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

**Error Message** %VIPMLP-2-UNAVAILABLE: %s: packet received for non-existent VC %d

**Explanation** Virtual channel encapsulation is corrupted.

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

## VLAN\_MAPPING\_ISSU Messages

This section contains VLAN mapping in-service software upgrade (ISSU) messages.

### VLAN\_MAPPING\_ISSU-3

**Error Message** %VLAN\_MAPPING\_ISSU-3-BUFFER: vlan\_mapping VLAN Mapping ISSU client failed to get buffer for message, error %d

**Explanation** The VLAN mapping ISSU client was unable to get 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**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %VLAN\_MAPPING\_ISSU-3-CAPABILITY: vlan\_mapping VLAN Mapping ISSU client %s

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

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

**Explanation** The VLAN mapping 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** %VLAN\_MAPPING\_ISSU-3-MSG\_NOT\_OK: vlan\_mapping VLAN Mapping ISSU client message %d is not compatible

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

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

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

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

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

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

**Error Message** %VLAN\_MAPPING\_ISSU-3-SEND\_FAILED: vlan\_mapping VLAN Mapping ISSU client failed to send a negotiation message, error %d

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

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

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

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

**Explanation** The VLAN mapping 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 vlan\_mapping VLAN Mapping state will not be identical with the active unit.

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

## VOA Messages

This section contains Hamptons variable optical attenuator (VOA) subcards messages.

## VOA-3

**Error Message** %VOA-3-HIGH\_ALM\_THR: High Alarm Threshold for optical power on port [chars] [chars]

**Explanation** The high alarm threshold for the optical power level has been exceeded.

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

**Error Message** %VOA-3-HIGH\_WARN\_THR: High Warning Threshold for optical power on port [chars] [chars]

**Explanation** The high warning threshold for the optical power level has been exceeded.

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

**Error Message** %VOA-3-LOW\_ALM\_THR: Low Alarm Threshold for optical power on port [chars] [chars]

**Explanation** The low alarm threshold for the optical power level has been exceeded.

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

**Error Message** %VOA-3-LOW\_WARN\_THR: Low Warning Threshold for optical power on port [chars] [chars]

**Explanation** The low warning threshold for the optical power level has been exceeded.

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

## VOICE\_FSM-3

**Error Message** %VOICE\_FSM-3-UNAVAILABLE: NULL

**Explanation** This message can take many forms. It provides information about a software error.

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

## VOICE\_FSM-5

**Error Message** %VOICE\_FSM-5-UNAVAILABLE: NULL

**Explanation** Notification message.

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

## VOICE\_RC-3

**Error Message** %VOICE\_RC-3-UNAVAILABLE: NULL

**Explanation** This message can take many forms. It provides information about a software error.

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

## VPA-1

**Error Message** %VPA-1-UNAVAILABLE: %s failed to send report %d at %s - line %d

**Explanation** The port adaptor failed to send a report from vip.

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

## VPA-3

**Error Message** %VPA-3-UNAVAILABLE: %s %d/%d got bad VC packet %08x %08x %08x %08x %08x %08x %08x %08x

**Explanation** An interface received a packet with bad VC encapsulation. This indicates either a software or hardware problem.

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

**Error Message** %VPA-3-UNAVAILABLE: %s Command Failed at %s - line %d, arg %d

**Explanation** The port adaptor failed to process a command.

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

**Error Message** %VPA-3-UNAVAILABLE: Firmware for VPA in bay %d crashed with exception %#x

**Explanation** The port adaptor firmware has crashed.

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

**Error Message** %VPA-3-UNAVAILABLE: VPA (bay %d), Init Failed at %s - line %d arg %x

**Explanation** The port adaptor failed to complete hardware initialization.

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

**Error Message** %VPA-3-UNAVAILABLE: VPA (bay %d), TDM timeslot is busy: ST=%d/TS=%d

**Explanation** The port adaptor failed to grand a cross connect setup request.

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

**Error Message** %VPA-3-UNAVAILABLE: VPA (bay %d), TDM timeslot is non busy: ST=%d/TS=%d

**Explanation** The port adaptor failed to grand a cross connect teardown request.

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

**Error Message** %VPA-3-UNAVAILABLE: VPA (bay %d), received an unexpected event=%x

**Explanation** The port adaptor received an unexpected event from firmware.

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

**Error Message** %VPA-3-UNAVAILABLE: VPA-TDM, access failed at %s - line %d, arg1=0x%08x, arg2=0x%08x

**Explanation** The port adaptor failed to access TDM switch.

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

## VPA-5

**Error Message** %VPA-5-UNAVAILABLE: VPA (bay %d), Voice tx ring is full: dma\_done=%d, last\_dma\_done=%d

**Explanation** The port adaptor's voice tx ring is full.

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

## VPA-6

**Error Message** %VPA-6-UNAVAILABLE: Data call is not supported on %s.

**Explanation** Data call is not supported in this version of IOS.

**Recommended Action** Remove data call configuration/setup.

**Error Message** %VPA-6-UNAVAILABLE: No TDM backplane is supported on slot %d.

**Explanation** Cannot cross connect ds0 inter slot without the TDM backplane.

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

**Error Message** %VPA-6-UNAVAILABLE: VPA (bay %d), Data rx ring refill failed:  
rx\_d\_fill\_fail=%d

**Explanation** The port adaptor failed to refill data rx ring.

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

**Error Message** %VPA-6-UNAVAILABLE: VPA (bay %d), Voice rx ring refill failed:  
rxv\_fill\_fail=%d

**Explanation** The port adaptor failed to refill voice rx ring.

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

**Error Message** %VPA-6-UNAVAILABLE: Voice PA is not supported in this platform.

**Explanation** The port adaptor is not supported in this platform.

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

## VPD-1

**Error Message** %VPD-1-UNAVAILABLE: An error was encountered during DSP initialization of ATM CES (Voice Processor Deck) port adapter at addr 0x%x.

**Explanation** The port adapter did not successfully initialize. This failure occurred during the DSP initialization of the port adapter.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %VPD-1-UNAVAILABLE: An error was encountered during initialization of ATM CES (Voice Processor Deck) port adapter in slot %d.

**Explanation** The port adapter did not successfully initialize. This failure occurred during the ATM CES voice processor deck initialization of the port adapter.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %VPD-1-UNAVAILABLE: VPD in slot %d: VIC daughter card (%s/0x%x) is unsupported

**Explanation** The VIC card plugged into the VPD is not of a supported type

**Recommended Action** Replace this VIC with a type that is supported by this version of IOS, or change the version of IOS to support this VIC type.



**Error Message** %VPD-1-UNAVAILABLE: VPD in slot %d: VIC daughter card has an unknown id of 0x%x

**Explanation** The software did not recognize the type of VIC card plugged into the VPD.

**Recommended Action** Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

## VPD-4

**Error Message** %VPD-4-UNAVAILABLE: ATM CES (Voice Processor Deck) clock %d/0 Tx PLL lost lock! Priority %d %s %s - Tx PLL failed.

**Explanation** The clock source has failed.

**Recommended Action** If an alternate source is available, it will be used.

**Error Message** %VPD-4-UNAVAILABLE: ATM CES (Voice Processor Deck) clock %d/0 transitioned from Priority %d %s %s to Priority %d %s %s

**Explanation** This warning message indicates a change in the clock source.

**Recommended Action** No action required.

**Error Message** %VPD-4-UNAVAILABLE: ATM CES (Voice Processor Deck) clock source initialized to local oscillator.

**Explanation** Warning indicates that ATM CES (Voice Processor Deck) clock used will be internal.

**Recommended Action** No action is required.

## VOICE\_RC\_5

**Error Message** %VOICE\_RC-5-UNAVAILABLE: NULL

**Explanation** Notification message.

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

## VPD Messages

**Error Message** %VPD-4-CESCLK\_INIT: ATM CES (Voice Processor Deck) clock source initialized to local oscillator.

**Explanation** Warning indicates that ATM CES (Voice Processor Deck ) clock used will be internal.

**Recommended Action** No action is required.

## VPDN Messages

This section contains Virtual Private Dialup Networking (VPDN) messages.

### VPDN-3

**Error Message** %VPDN-3-DROP\_ADDR\_MISMATCH: [chars]

**Explanation** The remote server changed its address.

**Recommended Action** Change initiate-to configuration at the LAC to point to the exact IP address LNS will use.

**Error Message** %VPDN-3-IP\_SWITCH\_ERR: 12x ip switching vector not installed

**Explanation** The platform-dependent Layer 2X IP Cisco Express Forwarding (CEF) switching module is missing.

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

**Error Message** %VPDN-3-NORESOURCE: [chars] [chars] [chars] no resources for user [chars] [chars] [chars]

**Explanation** The platform (for example, the Cisco Network Authentication Server and L2TP access concentrator (NAS/LAC) or the home gateway and L2TP network server (HGW/LNS)) has exhausted its resources for forwarding a VPDN user.

**Recommended Action** Check the available memory of the platform.

## VPDN-4

**Error Message** %VPDN-4-MIDERROR: [chars] [chars] [chars] unable to terminate user [chars] [chars] [chars]

**Explanation** The HGW/LNS was unable to complete the forwarding of the VPDN user because of an internal error. This condition may be resource-related or configuration-related. A reason string may be present in the message text to indicate the point of failure.

**Recommended Action** Check the configuration of the HGW/LNS.

**Error Message** %VPDN-4-REFUSED: Session for %s Refused status = %x

**Explanation** The remote server refused this session.

**Recommended Action** Check the configuration of the home gateway (HGW) or L2TP Network Server (LNS).

**Error Message** %VPDN-4-SESSIONERROR: [chars] [chars][chars] unable to terminate user [chars] [chars] [chars]

**Explanation** The HGW/LNS was unable to complete the forwarding of the VPDN user due to an internal error. This error may be resource related or configuration related. A reason string may be present to indicate the point of failure.

**Recommended Action** Check the configuration on the HGW/LNS

## VPDN-5

**Error Message** %VPDN-5-NOIDB: [chars] [chars] [chars] unable to terminate user [chars]

**Explanation** The HGW/LNS has exhausted its resources for creating sessions for VPDN forwarded users. It has reached the maximum number of interfaces allowed on the router.

**Recommended Action** Limit the number of interfaces to the maximum allowable interfaces.

**Error Message** %VPDN-5-UNREACH: [chars] [chars] [chars] is unreachable

**Explanation** The platform (for example, the Cisco NAS/LAC or the HGW/LNS) has timed out while it was attempting to establish a tunnel connection to a HGW/LNS or NAS/LAC. The timeout may be due to network, authentication, or authorization issues.

**Recommended Action** Check the configuration on the platform and check the network connectivity between the NAS/LAC and HGW/LNS. Check to see if the tunnel setup requires a different source IP address from that of the NAS/LAC.

## VPDN-6

**Error Message** %VPDN-6-AUTHENERR: [chars] [chars] [chars] cannot locate a AAA server for [chars] [chars] [chars][chars][chars]

**Explanation** Either the NAS/LAC or the HGW/LNS is unable to locate an AAA server for the purposes of authenticating the user or tunnel. This condition indicates that the router was unable to establish a network connection with the designated or configured server. A reason string may be present in the message text to provide further information.

**Recommended Action** Check the AAA configuration on the platform (for example, the Cisco NAS/LAC or the HGW/LNS) and check the network connectivity to the AAA servers.

**Error Message** %VPDN-6-AUTHENFAIL: [chars] [chars] [chars], [atalk\_address]uthentication failure [chars]for [chars] [chars] [chars][chars][chars]

**Explanation** The platform (for example, the Cisco NAS/LAC or the HGW/LNS) has failed to authenticate a user or a tunnel, or the HGW/LNS has failed authentication with the client that initiated the session. For authentication failures of the user or tunnel, a reason string should be present in the message text to indicate the point of failure. When a client fails to authenticate the HGW, a reason string may be present, depending upon the point of failure.

**Recommended Action** Check the username configuration on the platform and, possibly, the client. If the HGW/LNS is failing authentication, removing the negotiation of outbound authentication (that is, authenticating the user only in the inbound direction) is one possible solution. If AAA is applicable to the condition, check the AAA configuration on the NAS/LAC or HGW/LNS and check the network connectivity to the AAA servers.

**Error Message** %VPDN-6-AUTHORERR: [chars] [chars] [chars] cannot locate a AAA server for [chars] [chars] [chars][chars][chars]

**Explanation** The platform (for example, the Cisco NAS/LAC or the HGW/LNS) is unable to locate a AAA server for the purposes of authorizing the user or tunnel. The router was unable to establish a network connection with the designated or configured server. A reason string may be present in the message text to provide further information.

**Recommended Action** Check the AAA configuration on the platform and check the network connectivity to the AAA servers.

**Error Message** %VPDN-6-AUTHORFAIL: [chars] [chars] [chars], [atalk\_address]uthorization failure for [chars] [chars] [chars][chars][chars]

**Explanation** The platform (for example, the Cisco NAS/LAC or the HGW/LNS) has failed to authorize a user or a tunnel. A reason string may be present in the message text to indicate the point of failure.

**Recommended Action** Check the authorization configuration on the platform. If AAA is applicable to the condition, check the network connectivity to the AAA servers.

**Error Message** %VPDN-6-CLOSED: [chars] [chars] [chars] closed [chars] [chars] [chars] [chars] [chars]

**Explanation** The remote server, typically the HGW/LNS, closed this session. The reason for the closing is encoded in a hexadecimal format and corresponds to the particular protocol descriptions. For the L2F protocol, the values are documented in section 4.4.5 of the Internet Draft. A description string may also be present that describes the reason for the closing.

**Recommended Action** Check the configuration on the platform (for example, the configuration of the Cisco NAS/LAC or the HGW/LNS).

**Error Message** %VPDN-6-DOWN: %s %s %s changed state to down %s %s %s%s%s

**Explanation** The remote server, typically the home gateway (HGW) and L2TP Network Server (LNS), closed this tunnel. The reason for the closure is encoded in a decimal format defined in the particular protocol specification. For example, the closure values for Layer 2 Forwarding (L2F) are documented in section 4.4.5 of the L2F Internet Draft. The closure reason may also be displayed in a description string.

**Recommended Action** Check the configuration on the network access server (NAS) and L2TP access concentrator (LAC) , or on the home gateway (HGW) and L2TP Network Server (LNS).

**Error Message** %VPDN-6-MAX\_SESS\_EXCD: %s %s %s has exceeded configured local session-limit and rejected %s %s %s%s%s

**Explanation** The NAS/LAC or HGW/LNS has refused this session since the configured maximum VPDN session limit has been reached.

**Recommended Action** No action is required.

**Error Message** %VPDN-6-RESIZE: Updated [chars] session table size to [int]

**Explanation** The platform (for example, the Cisco NAS/LAC or the HGW/LNS) has altered the size of the session table using the CLI.

**Recommended Action** No action is required.

**Error Message** %VPDN-6-SOFTSHUT: %s %s %s has turned on softshut and rejected %s %s %s%s%s

**Explanation** The NAS/LAC or HGW/LNS can no longer accept new connections when the **vpdn softshut** command has been entered. Existing sessions will continue until termination.

**Recommended Action** To allow new connections, enter the **no vpdn softshut** command. Otherwise, no action is required.

**Error Message** %VPDN-6-TIMEOUT: [chars] [chars] [chars] disconnected [chars] [chars] [chars] [chars] [chars]

**Explanation** The platform (for example, the Cisco NAS/LAC or the HGW/LNS) has disconnected the user because of the expiration of a timer. This condition may be PPP negotiation-related or might be an absolute timeout for the session.

**Recommended Action** If the session has timed out automatically, no action is required.

**Error Message** %VPDN-6-VPDN\_DEADCACHE\_EVENT: LSG dead cache entry [IP\_address] [chars]

**Explanation** A dead cache entry status is changed in the VPDN Load Sharing Group (LSG) table. The event could be 'Added', where a LSG entry goes Down, 'Deleted', where an entry moves out of the Down status, or 'Cleared', where an entry is cleared by a user.

## VPLS\_NP\_CLIENT Messages

This section contains VPLS NP client messages.

### VPLS\_NP\_CLIENT-3

**Error Message** %VPLS\_NP\_CLIENT-3-INFO: [chars]

**Explanation** The VPLS NP client failed to initialize properly. This condition will result in improper operation of the any transport over MPLS (AToM) feature.

**Recommended Action** Reload the Cisco IOS image on the affected card or platform. 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** %VPLS\_NP\_CLIENT-3-NOMEM: [chars]

**Explanation** The VPLS NP client failed to initialize properly. This condition will result in improper operation of the AToM feature. This error may indicate that more memory must be installed on the affected card or platform in order to service all the features and related entities enabled by the configuration.

**Recommended Action** Reload the Cisco IOS image on the affected card or platform. 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.

## VPLS\_NP\_CLIENT-4

**Error Message** %VPLS\_NP\_CLIENT-4-WARN: [chars] [dec] [chars]

**Explanation** The entry could not be added because it is invalid.

**Recommended Action** Reload the Cisco IOS image on the affected card or platform. 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.

# VPN\_HW Messages

This section contains VPN hardware accelerator for IPSec (VPN\_HW) messages.

## VPN\_HW-0

**Error Message** %VPN\_HW-0-SELF\_TEST\_FAILURE: Hardware Crypto self-test failed  
([chars])

**Explanation** One of the hardware crypto self-tests has failed. The crypto engine is not operable in this state.

**Recommended Action** If the failure persists, contact Cisco to replace the hardware.

## VPN\_HW-1

**Error Message** %VPN\_HW-1-ALIGN: Slot: [dec] - Alignment failure on packet buffer:  
[hex]

**Explanation** A software error has occurred. The VPN hardware accelerator driver has detected that the buffer is not aligned correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPN\_HW-1-ERROR: slot: [dec] - [chars]

**Explanation** An error occurred in the application that was using the VPN hardware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPN\_HW-1-HEARTBEAT: VPN Module in slot: [dec]: Keepalive lost.

**Explanation** Keepalive messages have been lost, which indicates that the VPN hardware accelerator is no longer operating.

**Recommended Action** Reboot your router. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPN\_HW-1-INITFAIL: Slot [dec]: [chars]

**Explanation** The VPN hardware accelerator driver could not initialize the accelerator at the slot specified in the error message at the specified point.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPN\_HW-1-NOMEMORY: [chars] creation failed for slot [dec]

**Explanation** During its initialization phase, the VPN hardware driver could not allocate memory for the data structure that is specified in the error message.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPN\_HW-1-OWNER: slot: [dec]: [chars] packet buffer, pak=[hex]

**Explanation** A software or hardware error has occurred. The VPN hardware accelerator driver has detected that the buffer ring is in an inconsistent and unrecoverable state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPN\_HW-1-PACKET\_ERROR: slot: [dec] Packet Encryption/Decryption error, [chars]

**Explanation** An unexpected error occurred during the encryption or decryption of a packet.

**Recommended Action** This message can occur occasionally during normal operation of the system. It may occur during the transition to a new session key for a security association. In such cases, no action is required. However, if it happens frequently, or is associated with traffic disruption, then note the status value and contact your Cisco technical support representative. The VPN hardware accelerator will most likely need to be replaced.

**Error Message** %VPN\_HW-1-TOOBIG: Slot: [dec] - [chars] received a packet with size [dec].

**Explanation** A packet was received that was too large. The hardware supports only the MTU size specified in the message.

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

**Error Message** %VPN\_HW-1-UNSUPP: VPN Module in slot: [dec]: [chars] ([hex]).

**Explanation** This revision or version of the VPN hardware accelerator in the slot specified in the error message is not supported.

**Recommended Action** Verify that the VPN hardware adapter is the proper hardware level and software revision for the running version of the Cisco IOS software. If it is, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools

and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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.

## VPN\_HW-3

**Error Message** %VPN\_HW-3-MULTDEV: Cannot support more than one Encryption AIM

**Explanation** A second Encryption AIM was discovered present in the system. The Encryption AIM software only supports a single Encryption AIM. All other Encryption AIMS installed will be ignored.

**Recommended Action** Remove one of the Encryption AIMS that are installed in your system.

## VPN\_HW-4

**Error Message** %VPN\_HW-4-PACKET\_ERROR: slot: [dec] Packet Encryption/Decryption error, [chars]

**Explanation** An unexpected error occurred during the encryption or decryption of a packet.

**Recommended Action** This message can occur occasionally during normal operation of the system. It may occur during the transition to a new session key for a security association. In such cases, no action is required. However, if it happens frequently, or is associated with traffic disruption, then note the status value and contact your Cisco technical support representative. The VPN hardware accelerator will most likely need to be replaced.

## VPN\_HW-6

**Error Message** %VPN\_HW-6-FIPFAIL: FIPS test\_id [dec]([chars]) Test Failure will be induced

**Explanation** The FIPS test was forced to fail from ROMMON.

**Recommended Action** If this condition is undesirable, do not set FIPS\_FAIL using ROMMON.

**Error Message** %VPN\_HW-6-INFO: slot: [dec] [chars]

**Explanation** This is an informational message from the VPN hardware accelerator driver.

**Recommended Action** No action is required.

**Error Message** %VPN\_HW-6-INFO\_LOC: Crypto engine: [chars] [chars]

**Explanation** This is an informational message from the VPN hardware accelerator driver.

**Recommended Action** No action is required.

**Error Message** %VPN\_HW-6-SHUTDOWN: [chars] shutting down

**Explanation** The specified VPN hardware is shutting down. It may have been physically removed.

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

## VQPCLIENT-2

**Error Message** %VQPCLIENT-2-UNAVAILABLE: Could not allocate memory for VQP

**Explanation** An error occurred when the system tried to allocate memory for the VQP client.

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

**Error Message** %VQPCLIENT-2-UNAVAILABLE: Could not create process for VQP. Quitting

**Explanation** An error occurred while creating a process for the VQP client.

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

**Error Message** %VQPCCLIENT-2-UNAVAILABLE: Could not obtain IP socket

**Explanation** An error occurred when the system attempted to open an IP socket to the VMPS.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %VQPCCLIENT-2-UNAVAILABLE: Host %e denied on interface %s

**Explanation** The VMPS has denied access for the given host MAC address to the specified interface.

**Recommended Action** No action is normally required. If you feel that the host should have been allowed access, then the configuration on the VMPS should be checked.

**Error Message** %VQPCCLIENT-2-UNAVAILABLE: Interface %s shutdown by VMPS

**Explanation** The VMPS has directed that the specified interface be shut down.

**Recommended Action** No action is normally required. If you feel that the port should not have been shut down, then the configuration on the VMPS should be checked.

**Error Message** %VQPCCLIENT-2-UNAVAILABLE: Interface %s shutdown by active host limit

**Explanation** The system has shut down the specified interface because too many hosts have requested access to that port.

**Recommended Action** To reactivate the port, remove the excess hosts and issue a no shut command to the interface.

**Error Message** %VQPCCLIENT-2-UNAVAILABLE: Platform-specific VQP initialization failed. Quitting

**Explanation** An error occurred during initialization of the VQPC platform-specific code.

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

## VQPCLIENT-3

**Error Message** %VQPCLIENT-3-UNAVAILABLE: Invalid VLAN (%s) in response

**Explanation** The VMPS has specified a vlan name that is unknown to the switch.

**Recommended Action** Make sure that the vlan exists on the switch. Check the VMPS configuration.

**Error Message** %VQPCLIENT-3-UNAVAILABLE: Invalid interface (%s) in response

**Explanation** The VMPS has sent an unsolicited response with an unknown interface name

**Recommended Action** Check the VMPS configuration.

**Error Message** %VQPCLIENT-3-UNAVAILABLE: Throttling VLAN change on %s

**Explanation** An attempt was made to change the vlan assignment for the specified interface more often than once every 10 seconds. The vlan change is denied.

**Recommended Action** No action is normally required. If the message recurs, check the VMPS configuration. Verify that unexpected hosts are not connected to the port.

## VQPCLIENT-7

**Error Message** %VQPCLIENT-7-UNAVAILABLE: Probing primary server %I

**Explanation** The system is trying to reestablish connectivity with the primary VMPS at the given IP address.

**Recommended Action** LOG\_STD\_DBG\_ACTION

**Error Message** %VQPCLIENT-7-UNAVAILABLE: Reconfirming VMPS responses

**Explanation** The switch is reconfirming all responses with the VMPS

**Recommended Action** LOG\_STD\_DBG\_ACTION

**Error Message** %VQPCCLIENT-7-UNAVAILABLE: Trying next VMPS %I

**Explanation** The system has lost connectivity with the current VMPS and is switching to the next server in its list.

**Recommended Action** LOG\_STD\_DBG\_ACTION

## VPNMAP Messages

This section contains Virtual Private Network mapper (VPNMAP) messages.

### VPNMAP-2

**Error Message** %VPNMAP-2-REALLOC\_ERROR: Exceeded number of resources to support hardware switching of VRF %s. Please unconfigure some of the existing VRFs as some entries will be software switched in the next reload.

**Explanation** Because no further hardware resources are available to support hardware switching of VRFs, some VRFs must be software switched. Unconfigure the **mls ipv6 vrf** command or some of the existing features that use those resources. Examples of features using hardware switching resources are VRF, EoMPLS, and MDT.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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**, **remote command module**, **show platform software vpn mapping**, **show platform software vpn status**, and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** %VPNMAP-2-SPACE\_EXCEEDED: Exceeded number of resources to support hardware switching of VRFs. Please unconfigure some of the existing VRFs as some entries will be software switched.

**Explanation** Because no further hardware resources are available to support hardware switching of VRFs, some VRFs must be software switched. Unconfigure the **mls ipv6 vrf** command or some of the existing features that use those resources. Examples of features using hardware switching resources are VRF, EoMPLS, and MDT.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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**, **remote command module**, **show platform software vpn mapping**, **show platform software vpn status**, and **show running-config** commands and your pertinent troubleshooting logs.

## VPNSM Messages

This section contains Virtual Private Network Services Module (VPNSM) messages.

### VPNSM-2

**Error Message** %VPNSM-2-ACE\_PKA\_KAT\_FAILURE: PKA: Known Answer Test failure: [chars]

**Explanation** An error has been reported by the firmware.

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

**Error Message** %VPNSM-2-ACESCPERROR: Null MAC address pointer in SCP module

**Explanation** An error has been reported by the firmware.

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



## VPNSM-3

**Error Message** %VPNSM-3-ACEI0BADPARAM: PcpManCreateTunn: cannot create tunnel with expiring Sa

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI0TCAMFAILED: SpdSpInstall: cannot install Sp [dec]: TmInsertSp failed

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI1BADPARAM: SpdSpInstall: cannot install generic SP [dec] with non-zero priority

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI10OUTOFSA: PcpQOpCreSaBegin: cannot create new Sa using SpdMan

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI10OUTOFCME: PcpManCreateAcl: cannot allocate new Acl for aclId=[int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI11NESTOVERFLOW: SpdSaAddTmInsCb: cannot have more than [dec] pending nested callbacks from TcamMan

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI11OUTOFSEL: PcpAclGetSpSelSet: cannot clone SelSet for ACL [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI2BADPARAM: PcpManUpdateFlow: cannot update flow [dec] with invalid ID

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI12IDNOTINUSE: PcpManRemoveAcl: cannot remove non-existing access list [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI12OUTOFSAPAR: SpdSaSetKeys: cannot allocate new SaPar for Sa [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI13IDINUSE: PcpManRemoveAcl: cannot remove access list [int] while in use

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI3OUTOFSEL: PcpQOpActSaBegin: cannot allocate selector set for outer Sa in flowId [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI14BADCMCID: PcpSpdCreateCme: cannot create Cme with ID=[dec]: too large

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI14NOLOGA: SpdSaSetParams: cannot allocate SPI with TcamMan for Sa [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI15IDNOTINUSE: PcpManRemoveCme: cannot remove non-existing Cme [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI16BADPARAM: PcpManActivateFlowAsync: cannot activate flow [dec]: Sa is in the wrong state

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI16TCAMFAILED: SpdSaTmInstallIn: cannot install inbound Sa [dec] with TcamMan

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI17BADPARAM: PcpManActivateFlowAsync: cannot activate non-existing flow [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI17TCAMFAILED: SpdSaTmInstallOut: cannot install outbound Sa [dec] with TcamMan

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI18BADPARAM: PcpManCreateSMap: cannot create outbound SPD Map [int] with ingress access list [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI19BADCMEID: PcpManActivateFlowAsync: cannot activate flow [dec] with non-existing Cme [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI2BADPARAM: PcpManUpdateFlow: cannot update flow [dec] with invalid ID

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI2NESTOVERFLOW: SpdSaInitTmSaOut: outer outbound Sa [dec] of Sa [dec] is above nesting limit of [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI20OUTOFSEL: PcpUtilSelSetFromPar: cannot allocate new selector set

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI21BADPARAM: PcpAclAppend: got too many denys for aclId=[dec], max is [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI22BADPARAM: PcpAclAppend: got out-of-sequence line number [dec] for aclId=[dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI23IDINUSE: PcpSpdCreateCme: cannot create Cme with ID=[int]: already used

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI24BADPARAM: PcpAclAppend: got invalid ranges for selector set at lineNo=[dec], aclId=[dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI25IDINUSE: PcpAclAppend: got duplicate line number [dec] for aclId=[dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI26OUTOFSP: PcpCmeInstallNext: cannot create a new Sp

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI27BADPARAM: PcpManSetFlowKeys: cannot set keys for flow [dec]: SA is in the wrong state

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI28IDINUSE: PcpQOpCreSaBegin: cannot create second Sa for flow [dec]: conditions for transport adj. are not met

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI29SPDFAILED: PcpCmeInstallNext: cannot install Sp [dec] with SpdMan

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI3NESTOVERFLOW: SpdSaGetXformSeq: outer inbound Sa [dec] of Sa [dec] is above nesting limit of [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI3OUTOFSEL: PcpQOpActSaBegin: cannot allocate selector set for outer Sa in flowId [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI30BADPARAM: PcpSpdUpdateCme: cannot update already queued Cme [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI31BADALENUM: PcpQOpActSaBegin: cannot find access list entry number [dec] for cmeId=[dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI32BADPARAM: PcpQOpActSaBegin: cannot delete old [chars]bound flow [dec] while activating [chars]bound flow [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI33BADPARAM: PcpCmeActivateSa: got invalid lifetime values softSecs=[int], hardSecs=[int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI34BADPARAM: PcpCmeActivateSa: got invalid lifetime values softKBytes=[int], hardKBytes=[int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI35BADPARAM: PcpCmeIntersectSaWithSp: cannot activate flow [dec] with selector ranges not intersecting parent Sp

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI36BADSELADDR: PcpQOpActSaBegin: cannot activate per-host flow [dec] with addresses [dec].[dec].[dec].[dec] and [dec].[dec].[dec].[dec] not included in Sp [dec] selector sets

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI37OUTOFSEL: PcpQOpActSaBegin: cannot clone selector set to activate per-host flow [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI38BADSELADDR: PcpQOpActSaBegin: cannot activate transport mode flow [dec] with addresses [dec].[dec].[dec].[dec] and [dec].[dec].[dec].[dec] not included in Sp's selector sets

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI39BADPARAM: PcpTrInProcess: got invalid opcode [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI4BADPARAM: PcpQOpCreSaBegin: got invalid addresses [int].[int].[int].[int] and [int].[int].[int].[int] for other Sa of flow [dec]: expected [int].[int].[int].[int] and [int].[int].[int].[int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI40BADACLID: PcpManCreateCme: cannot create Cme with non-existing access list [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI41SPDFFAILED: PcpQOpSaActivated: cannot finish activating Sa [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI42QUEUEFULL: PcpCmeActivateSa: cannot activate Sa [dec]: queue is full

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI43BADPARAM: PcpAclAppend: got invalid line number [dec] for ACL [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI44QUEUEFULL: PcpSpdCreateCme: cannot create Cme [int] (aclId=[int]): queue is full

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI45IDNOTINUSE: PcpManDestroyFlowAsync: cannot delete already deleted flow [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI46BADPARAM: PcpQOpActSaBegin: cannot activate non-fully-specified Sa for Cme [dec] without Acl

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI47BADPARAM: PcpQOpActSaBegin: cannot activate Sa for manual Sp (cmeId=[dec],entry=[dec]), Sa already exists

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI48CMEINUSE: PcpManSetInitMode: cannot set fast init-mode in TcamMan: [dec] pending Ops, [dec] Flows and [int] Cmes already exist or TcamMan is busy

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI49BADPARAM: PcpManQueryFlow: cannot query flow [dec]: Sa is not active

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI5BADPARAM: SpdSaActivate: cannot activate Sa [dec], old Sa [dec] already has successor Sa [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI50OUTOFSA: PcpQOpCreSaBegin: cannot create new Sa for flow [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI50CMEINUSE: PcpQOpRemCmeBegin: cannot remove Cme [dec]: TcamMan is in Init mode

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI51BADPARAM: PcpSpdCreateCme: got invalid flags (manual,dynamic,discover,drop,clear) = ([dec],[dec],[dec],[dec],[dec]), cmeId=[dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI52IDINUSE: PcpManCreateAcl: cannot process opcode [int] for Acl [int] in state [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI53BADPARAM: PcpManCreateAcl: cannot create Acl with id [int] out of range [0,[int]]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI54CMENOTREADY: PcpSpdCreateCme: cannot create Cme [int] with Acl [int] when Acl state is [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI55SPDFFAILED: PcpQOpActSaBegin: cannot begin activating Sa [dec] for flowId [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI56IDNOTINUSE: PcpManDestroyFlowAsync: cannot delete flow [dec] already being deleted

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI57CMEINUSE: PcpManSetInitMode: cannot set normal init-mode in TcamMan: there are pending Flows or Cmes

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI58IDNOTINUSE: PcpManDestroyFlowAsync: flow [dec] already queued for deletion

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI59BADPARAM: PcpCmeActivateSa: cannot activate flow [dec] as per-host with subset of Sp as a selector set

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI6BADPARAM: PcpTrInProcess: got invalid size [dec] for opcode [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI6OUTOFSEL: SpdSpInstall: cannot compute SP's permit-SelSets from mixed SelSet list

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI60SPDFAILED: PcpManSaUpdateError: cannot update Flow [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI61BADPARAM: PcpQOpActSaBegin: cannot activate Sa for cmeId=[dec], entry=[dec] with bad spdId=[dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %VPNSM-3-ACEI62IDINUSE: PcpQOpCreSaBegin: cannot setup Flow [dec] in trans.adj. with outer SA in tunnel mode

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI63CMEINUSE: PcpManActivateFlowAsync: cannot activate flow [dec] while using fast policy mode

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI64BADPARAM: PcpQOpActSaBegin: got invalid ranges for selector set of fully-specified flow [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI65BADPARAM: PcpManSetInitMode: got invalid flags [hex] for setting fast policy mode

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI66NOTREADY: PcpManUpdateFlow: cannot update flow [dec] when SA is not active

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI67BADPARAM: PcpSpdCreateSMap: cannot create SMap [int] with Acl [int] when Acl state is [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI68BADPARAM: PcpAclAppend: got invalid flags [hex] at lineNo=[dec], aclId=[dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI69BADPARAM: PcpManCreateCme: cannot create Cme [int] with spdId [int] out of range [0,[int]]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI7BADPARAM: PcpManSetFlowKeys: cannot set keys for flow [dec]: invalid ID

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI7OUTOFSEL: SpdSaTmInstallOut: cannot compute outbound SA's permit-SelSets from mixed SelSet list

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI70IDNOTINUSE: PcpManUpdateCme: cannot update non-existing Cme [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI71QUEUEFULL: PcpSpdUpdateCme: cannot update Cme [int]: queue is full

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI72QUEUEFULL: PcpSpdCreateSMap: cannot create SPD map with mapId [int]: queue is full

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI73BADPARAM: PcpSpdCreateSMap: cannot create SPD map with mapId [int] out of range [0,[int]]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI74IDINUSE: PcpSpdCreateSMap: cannot create SPD map with mapId [int] already in use

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI75TMFAILED: PcpSMapInstall: cannot insert SMap [int] with TcamMan

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI76BADPARAM: PcpSpdCreateSMap: cannot create SPD map [int] with invalid flags [hex]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI77BADPARAM: PcpManCreateSMap: cannot create SPD Map [int] using non-existent access list [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI78OUTOFSMAP: PcpSpdCreateSMap: cannot create SPD map [int]: out of memory

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI79BADPARAM: PcpQOpActSaBegin: cannot activate Sa for cmeId=[dec], entry=[dec] when Cme is not ready

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI80QUEUEFULL: PcpManDestroyFlowAsync: cannot delete flowId [dec]: operation queue is full

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI81IDNOTINUSE: PcpQOpDelSaBegin: cannot delete already deleted flow [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI82QUEUEFULL: PcpManRemoveCme: cannot remove Cme with cmeId [int]: queue is full

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI83TMFAILED: PcpSpdInitialize: cannot insert SPD [int] with TcamMan

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI84BADPARAM: PcpManCreatesMap: cannot create SPD map [int] with spdId [int] out of range [0,[int]]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI85OUTOFSMAP: PcpManCreateSpd: cannot create SPD [int]: out of memory

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI86IDINUSE: PcpManActivateFlowAsync: cannot activate already active flow [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI87BADPARAM: PcpManCreateFlow: cannot create Flow with id=[dec], max is [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI88IDNOTINUSE: PcpManRemoveSMap: cannot remove non-existing SMap [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI89OUTOFCME: PcpSpdCreateCme: cannot allocate new Cme for aclId=[int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ACEI92QUEUEFULL: PcpManCreateFlow: cannot create flowId [dec]: operation queue is full

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-3-ICPUBADGRESA: Invalid GRE SA - can't find match. saptr:[hex]

**Explanation** An error has been reported by the firmware.

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

**Error Message** %VPNSM-3-SPI\_NOT\_AVAIL: SPI [hex] is not available

**Explanation** An error has been reported by the firmware.

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

## VPNSM-4

**Error Message** %VPNSM-4-ACETCAMFULLINSMANSP: Full SA insertion for a manual SP.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ACETCAMPKTNOSA: Packet event for a non-existing SA.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ACETCAMPKTNOSP: Packet event for a non-existing SP.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ACEXCPUALLOC: IPC: Unable to allocate and send STATFLUSH.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ACEXCPUALLOC2: IPC: Unable to allocate IPC to set debug flag.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ACEXCPUALLOC3: IPC: Unable to allocate IPC to start 5840 test.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ACEXCPUCMMTU2: CFGMON: Failed to set MTU. Invalid data [dec], ifvlan [hex].

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ACEXCPUCMRESP: XcpuCfgMonReqCallback:Can't respond to host.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ACEXCPUCMRESP3: XcpuCfgMonReqCallback:Global stats...Can't respond to host.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ACEXCPUCMRESP4: XcpuCfgMonReqCallback: PerFlow Stats...Can't respond to host.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ACEXCPUCMRESP5: XcpuCfgMonReqCallback: PerFlow Stats...Can't respond to host.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-DUMPMEM: [hex]: [hex] [hex] [hex] [hex]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-EDSDEBUG: SingleBufErr: ([hex])

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-FIPSCHECK2: FIPS RCVD Multi-buffer Packet.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-FIPSCHECK3: FIPS Failed Packet Comparison.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-FIPSCHECK4: FIPS Test Completed Successfully.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ICPUFRAG1: PktReasmSetAction failed.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ICPUFP2: SaCheckSelectors: Illegal pkt, no valid SA

**Explanation** An error has been reported by the firmware.

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

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

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ICPUPP4: Illegal pkt dst:[dec].[dec].[dec].[dec] proto:[dec] spi:[hex], no match on SA dst[dec].[dec].[dec].[dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ICPUPP8: Illegal clear pkt src:[dec].[dec].[dec].[dec] dst:[dec].[dec].[dec].[dec] proto:[dec].

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ICPUPP9: Packet src:[dec].[dec].[dec].[dec] dst:[dec].[dec].[dec].[dec] seq num:[hex] failed replay check last seq num:[hex] for SA:[hex].

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

**Recommended Action** If anti-replay checking is not needed, disable it by removing the HMAC function from the transform set.

**Error Message** %VPNSM-4-ICPUPP10: Packet src:[dec].[dec].[dec].[dec] dst:[dec].[dec].[dec].[dec] proto ESP, but not SA proto!

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ICPUPP11: Packet src:[dec].[dec].[dec].[dec] dst:[dec].[dec].[dec].[dec] proto AH, but not SA proto!

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ICPUPP12: IPPE says IPSec, not pkt  
src:[dec].[dec].[dec].[dec] dst:[dec].[dec].[dec].[dec] proto:[dec]!

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ICPUPP13: Policy check failed for pkt  
src:[dec].[dec].[dec].[dec] dst:[dec].[dec].[dec].[dec] proto:[dec] SA  
index:[hex]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ICPUPP14: Pkt src:[dec].[dec].[dec].[dec]  
dst:[dec].[dec].[dec].[dec] proto:[dec] match deny; SA index [hex]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ICPUPP15: SecInfo [hex] doesn't match with SA [hex] SA index: [hex]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ICPUPP16: Inner proto [dec] must be IPSec but is not

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ICPUSYSIPADDRADD: PktProcAddSysIpAddr: Unable to add local IP Addr [hex]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ICPUSYSIPADDRDEL: PktProcAddSysIpAddr: Unable to delete local IP Addr [hex]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-ISAUNCA7: PktProcAtnModSas: Mismatch valid flag unca:invalid index: [hex]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-RECOVERYDONE: CP Lockup Recovery - Done

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-RECOVERYFRAG: Ipfrag: Unable to transmit. CP Lockup Occured.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-RECOVERYSTART: CP Lockup Recovery - Start(OCPU)

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-4-XCPURECOVERY: Error Disabling CP

**Explanation** An error has been reported by the firmware.

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



## VPNSM-6

**Error Message** %VPNSM-6-ACEPKAHWCRNGT: PKA: HW RNG has duplicate data, discarding

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-6-ACEPKARNGDUP: PKA: A pseudo-random number was generated twice in succession. [hex][hex]; 0Unrecognized format 'x%p' 0Unrecognized format 'x%p' idx: [hex]

**Explanation** An error has been reported by the firmware

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSM-6-ACEPKARNGKAT: PKA: RNG failed KAT

**Explanation** An error has been reported by the firmware.

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



# VPNSMIOS Messages

This section contains VPNSM crypto connection (VPNSMIOS) messages.

## VPNSMIOS-3

**Error Message** %VPNSMIOS-3-ILLEGALINTERFACE: Traffic matching crypto maps on [chars] will go through unencrypted. Please reconfigure crypto maps as required by VPN service module.

**Explanation** An attempt was made to apply an encryption (crypto) map set to an interface that is not a VLAN interface. When this IPsec VPN accelerator is being used, crypto map sets can only be applied to a VLAN interface that has a proper encryption (crypto) connection to a physical port. The interface has been disabled. For more information on crypto guidelines, consult the system configuration manuals.

**Recommended Action** Remove the crypto map set from the virtual interface. For more details, consult the configuration guidelines.

**Error Message** %VPNSMIOS-3-MACEDONCTVLALLOCFAIL: Failed to allocate Control vlan on stby

**Explanation** An internal error occurred.

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

**Error Message** %VPNSMIOS-3-MACEDONCTVLTIMERON: Control vlan timer is on on stby

**Explanation** An internal error has occurred.

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

**Error Message** %VPNSMIOS-3-MACEDONNOCCONB2BERR: [chars]no crypto connect is disallowed

**Explanation** The system cannot remove the cryptographic connection when a module-to-module partner is still active.

**Recommended Action** Remove the module-to-module configuration before removing the cryptographic connection.

**Error Message** %VPNSMIOS-3-MACEDONTUNNELADDCBERR: [chars]: tunnel addcb failed: reason[[chars]] tvlan[[dec]] slot[[chars]]

**Explanation** An error response was received when attempting to seize the tunnel. In a virtual switch system (VSS), slot [[chars]] indicates switch/slot/subslot; otherwise it indicates slot/subslot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %VPNSMIOS-3-MACEDONTUNNELADDERR: [chars]: tunnel add failed: reason[[chars]] ifvlan[[dec]] tvlan[[dec]] slot[[chars]] src[[IP\_address]] dst[[IP\_address]]

**Explanation** An attempt to seize the tunnel has failed. In a virtual switch system (VSS), slot [[chars]] indicates switch/slot/subslot; otherwise it indicates slot/subslot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %VPNSMIOS-3-MACEDONTUNNELCREATEPOLOQERR: Failed to create PoloReplicateCfg Q

**Explanation** An internal error has occurred.

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

information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSMIOS-3-MACEDONTUNNELCREATEPROCERR: Failed to create Ace Tunnel Task

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSMIOS-3-MACEDONTUNNELCREATEQERR: Failed to create watched Q

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSMIOS-3-MACEDONTUNNELCREATETIDERR: Failed to create Ace Tunnel-id bitvector

**Explanation** An internal error occurred.

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

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

**Error Message** %VPNSMIOS-3-MACEDONTUNNELDELETEIFVLANNOTFOUNDERR: [chars]: no tm found while attempting to delete from ifvlan[[dec]]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSMIOS-3-MACEDONTUNNELDELETETMNOTFOUNDERR: [chars]: no tm found while attempting to delete

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSMIOS-3-MACEDONTUNNELNOEVENTMSGHANDLERERR: msgtype[[chars]]: No event msg handler found.

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSMIOS-3-MACEDONTUNNELNOIDBERR: No tunnel idb

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSMIOS-3-MACEDONTUNNELNOTMMSGHANDLERERR: msgtype[[chars]]: No tm msg handler found.

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSMIOS-3-MACEDONTUNNELREMOVECBERR: [chars]: tunnel removecb failed: reason[[chars]] tvlan[[dec]] slot[[chars]]

**Explanation** An error response was received when attempting to release the tunnel. In a virtual switch system (VSS), slot [[chars]] indicates switch/slot/subslot; otherwise it indicates slot/subslot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %VPNSMIOS-3-MACEDONTUNNELREMOVEERR: [chars]: tunnel remove failed: reason[[chars]] ifvlan[[dec]] tvlan[[dec]] slot[[chars]] src[[IP\_address]] dst[[IP\_address]] id[[dec]]

**Explanation** An attempt to release the tunnel has failed. In a virtual switch system (VSS), slot [[chars]] indicates switch/slot/subslot; otherwise it indicates slot/subslot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %VPNSMIOS-3-MACEDONTUNNELVACLERR: vlan[[dec]]: failed to set vacl: action[[dec]] reason[[dec]]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSMIOS-3-MACEDONTUNNELVLANERR: [chars]: allocated idb has invalid vlan id

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSMIOS-3-MACEDONTUNNELVLANIDBERR: [chars]: unable to allocate idb

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %VPNSMIOS-3-SLOTMISMATCH: [chars] has mismatch crypto engine binding. Egress interface is binded to crypto engine [int]/[int] but tunnel protection is binded to [int]/[int]. This tunnel is now shutdown.

**Explanation** To use VPN-SM for tunnel protection, the user must enter the **crypto engine slot slot** command on both the egress interface VLAN and the tunnel interface. The slot on both interfaces must match. When this requirement is not met, this message is displayed. The tunnel is now shut down.

**Recommended Action** Modify either one or both crypto engine slot values so that they match.

**Error Message** %VPNSMIOS-3-VLANALLOCFAIL: Failed to allocate vlan for %s

**Explanation** The system was unable to allocate a VLAN for internal use.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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 platform hardware capacity vlan**, and **show vlan internal usage** commands and your pertinent troubleshooting logs.



## VPNSMIOS-4

**Error Message** %VPNSMIOS-4-DIFFCRYPTOENGINE: [chars]. Another interface [chars] has same local-address [chars] but is on a different crypto engine [chars]

**Explanation** Two crypto interfaces with the same local address must be on the same crypto engine. In a virtual switch system (VSS), crypto engine [chars] indicates switch/slot/subslot; otherwise it indicates slot/subslot.

**Recommended Action** Reconfigure the **crypto engine** command on the interface.

**Error Message** %VPNSMIOS-4-LIMITFVRF: System has reached the limit of supported front-door VRF. ([dec])

**Explanation** The number of front-door VRFs supported by VPNSM has reached its limit.

**Recommended Action** Unconfigure any unused VRFs.

**Error Message** %VPNSMIOS-4-PROMISCOUSMODE: Outside port failed to be in [chars] mode

**Explanation** This message is relevant only if the outside port is an FEPA port.

**Recommended Action** Reconfigure the **crypto connect** command.

**Error Message** %VPNSMIOS-4-VPNSMILLEGALQOS0: VPNSM Slot: [dec] can only support [dec] cos maps in high priority queue, CoS configuration ignored, reset cos map by issuing no priority queue cos-map 1 command

**Explanation** An illegal configuration has been detected.

**Recommended Action** Reset the CoS map by entering the **no priority-queue cos-map 1** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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.



## VPNSMIOSSP Messages

This section contains VPN service module (VPNSM) crypto connection SP messages.

**Error Message** %VPNSMIOSSP-6-MACEDONPOWEROFF: Non crypto image detected, disallowing power to VPN-SM module in slot [chars].

**Explanation** The chassis was booted up with an image that does not have the necessary crypto subsystems for the VPN-SM to run correctly. In a virtual switch system (VSS), slot [[chars]] indicates switch/slot/subslot; otherwise it indicates slot/subslot.

**Recommended Action** Contact your Cisco technical support representative to obtain the correct image. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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.

## VPNSPA Messages

This section contains Virtual Private Network shared port adapter (VPNSPA) messages.

### VPNSPA-0

**Error Message** %VPNSPA-0-ACELOGTEST7: Log test: SEV\_EMERG

**Explanation** An error was reported by the firmware.

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

## VPNSPA-1

**Error Message** %VPNSPA-1-ACELOGTEST6: Log test: SEV\_ALERT

**Explanation** An error was reported by the firmware.

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

## VPNSPA-2

**Error Message** %VPNSPA-2-ACEIKEADRVPKRM: Decode of RSA Private Key %d failed

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-2-ACEIKEANVRWRT: RSA Private Key %d NOT written to NVRAM

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-2-ACEIKEANVWRT: RSA Private Key %d NOT zeroized in NVRAM

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-2-ACEIKEANVWRT2: RSA Private Key %d NOT written to NVRAM

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-2-ACEIKEAPRVCREDRV: Driver refused RSA Private Key

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-2-ACEIKEAPRVCRESES: Driver refused RSA Private Key %d

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-2-ACEIKEAPRVDRV: Driver refused RSA Private Key

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-2-ACEIKEAPRVNVRD: RSA Private Key %d NOT read from NVRAM

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-2-ACEIKEAPRVREJ: RSA Private Key %d NOT written to NVRAM

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-2-ACEIKEAPVRMDRV: Decode of RSA Private Key %d failed

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-2-ACEIKEAPVRMSESDRV: Decode of RSA Private Key %d failed

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-2-ACELOGTEST5: Log test: SEV\_CRIT

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-2-ACENVRAMCSUM: NVRAM Checksum failed

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-2-ACENVRAMWR: Write to nvram failed

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-2-ACE\_PKA\_KAT\_FAILURE: PKA: Known Answer Test failure: %s

**Explanation** An error was reported by the firmware.

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

## VPNSPA-3

**Error Message** %VPNSPA-3-ACEI0BADPARAM: PcpManCreateTunn: cannot create tunnel with expiring Sa

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI0TCAMFAILED: SpdSpInstall: cannot install Sp %ld: TmInsertSp failed

**Explanation** An error was reported by the firmware.

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



**Error Message** %VPNSPA-3-ACEI10OUTOFCME: PcpManCreateAcl: cannot allocate new Acl for aclId=%u

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI11NESTOVERFLOW: SpdSaAddTmInsCb: cannot have more than %ld pending nested callbacks from TcamMan

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI11OUTOFSEL: PcpAclGetSpSelSet: cannot clone SelSet for ACL %d

**Explanation** An error was reported by the firmware.

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



**Error Message** %VPNSPA-3-ACEI12IDNOTINUSE: PcpManRemoveAcl: cannot remove non-existing access list %u

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI12OUTOFSAPAR: SpdSaSetKeys: cannot allocate new SaPar for Sa %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI13IDINUSE: PcpManRemoveAcl: cannot remove access list %u while in use

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI14BADCMCID: PcpSpdCreateCme: cannot create Cme with ID=%ld: too large

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI14NOLOGA: SpdSaSetParams: cannot allocate SPI with TcamMan for Sa %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI15IDNOTINUSE: PcpManRemoveCme: cannot remove non-existing Cme %u

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI16BADPARAM: PcpManActivateFlowAsync: cannot activate flow %ld: Sa is in the wrong state

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI16TCAMFAILED: SpdSaTmInstallIn: cannot install inbound Sa %ld with TcamMan

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI17BADPARAM: PcpManActivateFlowAsync: cannot activate non-existing flow %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI17TCAMFAILED: SpdSaTmInstallOut: cannot install outbound Sa %ld with TcamMan

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI18BADPARAM: PcpManCreateSMap: cannot create outbound SPD Map %u with ingress access list %u

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI19BADCMEID: PcpManActivateFlowAsync: cannot activate flow %ld with non-existing Cme %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI1BADPARAM: SpdSpInstall: cannot install generic SP %d with non-zero priority

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI10OUTOFSA: PcpQOpCreSaBegin: cannot create new Sa using SpdMan

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI20OUTOFSEL: PcpUtilSelSetFromPar: cannot allocate new selector set

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI21BADPARAM: PcpAclAppend: got too many denys for aclId=%d, max is %d

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI22BADPARAM: PcpAclAppend: got out-of-sequence line number %d for aclId=%d

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI23IDINUSE: PcpSpdCreateCme: cannot create Cme with ID=%u: already used

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI24BADPARAM: PcpAclAppend: got invalid ranges for selector set at lineNo=%d, aclId=%d

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI25IDINUSE: PcpAclAppend: got duplicate line number %d for aclId=%d

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI26OUTOFSP: PcpCmeInstallNext: cannot create a new Sp

**Explanation** An error was reported by the firmware.

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



**Error Message** %VPNSPA-3-ACEI27BADPARAM: PcpManSetFlowKeys: cannot set keys for flow %ld: SA is in the wrong state

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI28IDINUSE: PcpQOpCreSaBegin: cannot create second Sa for flow %ld: conditions for transport adj. are not met

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI29SPDFAILED: PcpCmeInstallNext: cannot install Sp %d with SpdMan

**Explanation** An error was reported by the firmware.

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



**Error Message** %VPNSPA-3-ACEI2BADPARAM: PcpManUpdateFlow: cannot update flow %ld with invalid ID

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI2NESTOVERFLOW: SpdSaInitTmSaOut: outer outbound Sa %ld of Sa %ld is above nesting limit of %d

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI30BADPARAM: PcpSpdUpdateCme: cannot update already queued Cme %u

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI31BADALENUM: PcpQOpActSaBegin: cannot find access list entry number %d for cmeId=%d

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI32BADPARAM: PcpQOpActSaBegin: cannot delete old %sbound flow %ld while activating %sbound flow %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI33BADPARAM: PcpCmeActivateSa: got invalid lifetime values softSecs=%lu, hardSecs=%lu

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI34BADPARAM: PcpCmeActivateSa: got invalid lifetime values softKBytes=%lu, hardKBytes=%lu

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI35BADPARAM: PcpCmeIntersectSaWithSp: cannot activate flow %ld with selector ranges not intersecting parent Sp

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI36BADSELADDR: PcpQOpActSaBegin: cannot activate per-host flow %ld with addresses %d.%d.%d.%d and %d.%d.%d.%d not included in Sp %d selector sets

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI37OUTOFSEL: PcpQOpActSaBegin: cannot clone selector set to activate per-host flow %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI38BADSELADDR: PcpQOpActSaBegin: cannot activate transport mode flow %ld with addresses %d.%d.%d.%d and %d.%d.%d.%d not included in Sp's selector sets

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI39BADPARAM: PcpTrInProcess: got invalid opcode %d

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI3NESTOVERFLOW: SpdSaGetXformSeq: outer inbound Sa %ld of Sa %ld is above nesting limit of %d

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI3OUTOFSEL: PcpQOpActSaBegin: cannot allocate selector set for outer Sa in flowId %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI40BADACLID: PcpManCreateCme: cannot create Cme with non-existing access list %u

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI41SPDFAILED: PcpQOpSaActivated: cannot finish activating Sa %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI42QUEUEFULL: PcpCmeActivateSa: cannot activate Sa %ld: queue is full

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI43BADPARAM: PcpAclAppend: got invalid line number %d for ACL %d

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI44QUEUEFULL: PcpSpdCreateCme: cannot create Cme %u (aclId=%u): queue is full

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI45IDNOTINUSE: PcpManDestroyFlowAsync: cannot delete already deleted flow %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI46BADPARAM: PcpQOpActSaBegin: cannot activate non-fully-specified Sa for Cme %d without Acl

**Explanation** An error was reported by the firmware.

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



**Error Message** %VPNSPA-3-ACEI47BADPARAM: PcpQOpActSaBegin: cannot activate Sa for manual Sp (cmeId=%d,entry=%d), Sa already exists

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI48CMEINUSE: PcpManSetInitMode: cannot set fast init-mode in TcamMan: %ld pending Ops, %ld Flows and %u Cmes already exist or TcamMan is busy

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI49BADPARAM: PcpManQueryFlow: cannot query flow %ld: Sa is not active

**Explanation** An error was reported by the firmware.

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



**Error Message** %VPNSPA-3-ACEI4BADPARAM: PcpQOpCreSaBegin: got invalid addresses %u.%u.%u.%u and %u.%u.%u.%u for other Sa of flow %ld: expected %u.%u.%u.%u and %u.%u.%u.%u

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI50CMEINUSE: PcpQOpRemCmeBegin: cannot remove Cme %ld: TcamMan is in Init mode

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI51BADPARAM: PcpSpdCreateCme: got invalid flags (manual,dynamic,discover,drop,clear) = (%d,%d,%d,%d,%d), cmeId=%d

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI52IDINUSE: PcpManCreateAcl: cannot process opcode %u for Acl %u in state %u

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI53BADPARAM: PcpManCreateAcl: cannot create Acl with id %u out of range [0,%u]

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI54CMENOTREADY: PcpSpdCreateCme: cannot create Cme %u with Acl %u when Acl state is %u

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI55SPDFFAILED: PcpQOpActSaBegin: cannot begin activating Sa %ld for flowId %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI56IDNOTINUSE: PcpManDestroyFlowAsync: cannot delete flow %ld already being deleted

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI57CMEINUSE: PcpManSetInitMode: cannot set normal init-mode in TcamMan: there are pending Flows or Cmes

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI58BADPARAM: PcpManQueryFlow: cannot query flow %ld:  
parent SP is not active

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI59BADPARAM: PcpCmeActivateSa: cannot activate flow %ld  
as per-host with subset of Sp as a selector set

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI5BADPARAM: SpdSaActivate: cannot activate Sa %ld, old Sa  
%ld already has successor Sa %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI5OUTOFSA: PcpQOpCreSaBegin: cannot create new Sa for flow %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI60SPDFFAILED: PcpManSaUpdateError: cannot update Flow %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI61BADPARAM: PcpQOpActSaBegin: cannot activate Sa for cmeId=%d, entry=%d with bad spdId=%ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI62IDINUSE: PcpQOpCreSaBegin: cannot setup Flow %ld in trans.adj. with outer SA in tunnel mode

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI63CMEINUSE: PcpManActivateFlowAsync: cannot activate flow %ld while using fast policy mode

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI64BADPARAM: PcpQOpActSaBegin: got invalid ranges for selector set of fully-specified flow %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI65BADPARAM: PcpManSetInitMode: got invalid flags 0x%x for setting fast policy mode

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI66NOTREADY: PcpManUpdateFlow: cannot update flow %ld when SA is not active

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI67BADPARAM: PcpSpdCreateSMap: cannot create SMap %u with Acl %u when Acl state is %u

**Explanation** An error was reported by the firmware.

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



**Error Message** %VPNSPA-3-ACEI68BADPARAM: PcpAclAppend: got invalid flags 0x%x at lineNo=%d, aclId=%d

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI69BADPARAM: PcpManCreateCme: cannot create Cme %u with spdId %u out of range [0,%u]

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI6BADPARAM: PcpTrInProcess: got invalid size %d for opcode %d

**Explanation** An error was reported by the firmware.

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



**Error Message** %VPNSPA-3-ACEI6OUTOFSEL: SpdSpInstall: cannot compute SP's permit-SelSets from mixed SelSet list

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI70IDNOTINUSE: PcpManUpdateCme: cannot update non-existing Cme %u

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI71QUEUEFULL: PcpSpdUpdateCme: cannot update Cme %u: queue is full

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI72QUEUEFULL: PcpSpdCreateSMap: cannot create SPD map with mapId %u: queue is full

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI73BADPARAM: PcpSpdCreateSMap: cannot create SPD map with mapId %u out of range [0,%u]

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI74IDINUSE: PcpSpdCreateSMap: cannot create SPD map with mapId %u already in use

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI75TMFAILED: PcpSMapInstall: cannot insert SMap %u with TcamMan

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI76BADPARAM: PcpSpdCreateSMap: cannot create SPD map %u with invalid flags 0x%x

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI77BADPARAM: PcpManCreateSMap: cannot create SPD Map %u using non-existent access list %u

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI78OUTOFSMAP: PcpSpdCreateSMap: cannot create SPD map %u: out of memory

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI79BADPARAM: PcpQOpActSaBegin: cannot activate Sa for cmeId=%d, entry=%d when Cme is not ready

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI7BADPARAM: PcpManSetFlowKeys: cannot set keys for flow %ld: invalid ID

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI7OUTOFSEL: SpdSaTmInstallOut: cannot compute outbound SA's permit-SelSets from mixed SelSet list

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI80QUEUEFULL: PcpManDestroyFlowAsync: cannot delete flowId %ld: operation queue is full

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI81IDNOTINUSE: PcpQOpDelSaBegin: cannot delete already deleted flow %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI82QUEUEFULL: PcpManRemoveCme: cannot remove Cme with cmeId %u: queue is full

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI83TMFAILED: PcpSpdInitialize: cannot insert SPD %lu with TcamMan

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI84BADPARAM: PcpManCreatesMap: cannot create SPD map %u with spdId %u out of range [0,%u]

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI85OUTOFSMAP: PcpManCreateSpd: cannot create SPD %u: out of memory

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI86IDINUSE: PcpManActivateFlowAsync: cannot activate already active flow %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI87BADPARAM: PcpManCreateFlow: cannot create Flow with id=%ld, max is %ld

**Explanation** An error was reported by the firmware.

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



**Error Message** %VPNSPA-3-ACEI88IDNOTINUSE: PcpManRemoveSMap: cannot remove non-existing SMap %u

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI89OUTOFCME: PcpSpdCreateCme: cannot allocate new Cme for aclId=%u

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI8SPDFAILED: PcpManSetFlowKeys: cannot set keys for flow %ld using SpdMan

**Explanation** An error was reported by the firmware.

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



**Error Message** %VPNSPA-3-ACEI90CMEINUSE: PcpQOpRemCmeBegin: cannot remove Cme %ld while in state %d

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI91OUTOFSEL: PcpAclGetSpSelSet: cannot clone deny-SelSets for ACL %d

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI92QUEUEFULL: PcpManCreateFlow: cannot create flowId %ld: operation queue is full

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI93OUTOFSEL: PcpCmeIntersectSaWithSp: cannot clone deny selectors for flow %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI9BADPARAM: PcpManQueryFlow: cannot query flow %ld: invalid ID

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEI9OUTOFSEL: SpdSaActivateOuterSa: cannot create selector set

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACELOGTEST4: Log test: SEV\_ERR

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEPKARSAPRVXCR: PKA: PkaRsaPrivXcrypt() invalid input buffer length %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEPKARSAPUBXCRBUFLLEN: PKA: PkaRsaPubXcrypt() invalid input buffer length %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEPKASK0LENCROP2: PKA: 0 length crypto operation

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEPKASK0LENCRYOP3: PKA: 0 length crypto operation

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEPKASK0LENOP: PKA: 0 length crypto operation

**Explanation** An error was reported by the firmware.

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

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

**Explanation** An error was reported by the firmware.

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

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

**Explanation** An error was reported by the firmware.

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

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

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ACEPKASKNOCRNOAUTH: PKA: Can't have PKA\_CRYPTONE and PKA\_HMAC\_NONE

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ICPUBADGRESA: Invalid GRE SA - can't find match. saptr:0x%x

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-ICPUPP22: ICMP received, let it go clear newId %d oldid %d

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-3-SPI\_NOT\_AVAIL: SPI 0x%x is not available

**Explanation** An error was reported by the firmware.

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

## VPNSPA-4

**Error Message** %VPNSPA-4-ACEIPCOMPINGPRE: IPC ping (%s): premature ping...awaiting response to previous ping

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ACEIPCOMPINGSEQ: IPC ping (%cCPU): seq.# does not match: Expected %d, got %d

**Explanation** An error was reported by the firmware.

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



**Error Message** %VPNSPA-4-ACEIPCMPINGSKIP: IPC ping (%cCPU): Skipped %d times before receiving reply

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ACEIPCXNOBUF2: ICPU unable to allocate msg buf for Ping  
Reply: %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ACEIPCXNOBUF3: OCPU unable to allocate msg buf for Ping  
Reply: %ld

**Explanation** An error was reported by the firmware.

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



**Error Message** %VPNSPA-4-ACEIPCXPINGNOBUF: %d srcCPU unable to allocate msg buf for Ping Reply in CB: %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ACELOGTEST3: Log test: SEV\_WARN

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ACEPKADHRMKGIDBUSY: PkaDhRemoveKeyGroup(): DH group ID %d is busy

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ACETCAMFULLINSMANSP: Full SA insertion for a manual SP.

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ACETCAMPKTNOSA: IPC payload : %x

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ACETCAMPKTNOSP: Packet event for a non-existing SP.

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ACETCAMPKTNOSP1: EarlyPkt Exit1.

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ACETCAMPKTNOSP2: EarlyPkt Exit2.

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ACETCAMPKTNOSP3: EarlyPkt Exit3.

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ACEXCPUALLOC: IPC: Unable to allocate and send STATFLUSH.

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ACEXCPUALLOC2: IPC: Unable to allocate IPC to set debug flag.

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ACEXCPUALLOC3: IPC: Unable to allocate IPC to start 5840 test.

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ACEXCPUCMRESP3: XcpuCfgMonReqCallback:Global stats...Can't respond to host.

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ACEXCPUCMRESP4: XcpuCfgMonReqCallback: DataPath Stats...Can't respond to host.

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ACEXCPUCMRESP5: XcpuCfgMonReqCallback: PerFlow Stats...Can't respond to host.

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ANTIREPLAYWINDOWDEFAULT: Using default replay window for SA SPI 0x%x

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-BULKIP: Wrong type %d size:5d.

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-DUMPMEM: 0x%08x: 0x%08x 0x%08x 0x%08x 0x%08x

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-EDSDEBUG: Already in map: map[0x%x] newid0x%x flags:0x%x mtu:0x%x spdid:0x%x

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-FIPSCHECK2: FIPS RCVD Multi-buffer Packet.

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-FIPSCHECK3: FIPS Failed Packet Comparison.

**Explanation** An error was reported by the firmware.

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



**Error Message** %VPNSPA-4-FIPSCHECK4: FIPS Test Completed Successfully.

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ICPUFRAG1: PktReasmSetAction failed.

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ICPUPP10: Packet src:%d.%d.%d.%d dst:%d.%d.%d.%d proto ESP, but not SA proto!

**Explanation** The received packet's protocol does not match the security association (SA) protocol. The SA expects Authentication Header (AH), but the packet uses Encapsulating Security Payload (ESP).

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

**Error Message** %VPNSPA-4-ICPUPP11: Packet src:%d.%d.%d.%d dst:%d.%d.%d.%d proto AH, but not SA proto!

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

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



**Error Message** %VPNSPA-4-ICPUPP12: IPPE says IPSec, not pkt src:%d.%d.%d.%d dst:%d.%d.%d.%d proto:%d!

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ICPUPP13: Policy check failed for pkt src:%d.%d.%d.%d dst:%d.%d.%d.%d proto:%d SA index:0x%x

**Explanation** The decrypted packet does not match the security policy.

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

**Error Message** %VPNSPA-4-ICPUPP14: Pkt src:%d.%d.%d.%d dst:%d.%d.%d.%d proto:%d match deny; SA index 0x%x

**Explanation** Encrypted packets were received that should have been unencrypted.

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

**Error Message** %VPNSPA-4-ICPUPP15: SecInfo 0x%x doesn't match with SA 0x%x SA index:0x%x

**Explanation** An unexpected and unsupported nesting of SA was detected.

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

**Error Message** %VPNSPA-4-ICPUPP16: Inner proto %d must be IPSec but is not

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ICPUPP2: SaCheckSelectors: Illegal pkt, no valid SA

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ICPUPP3: Illegal pkt dst:%d.%d.%d.%d proto:%d spi:0x%x, no match on SA SPI 0x%x.

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

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

**Error Message** %VPNSPA-4-ICPUPP4: Illegal pkt dst:%d.%d.%d.%d proto:%d spi:0x%x, no match on SA dst%d.%d.%d.%d

**Explanation** An error was reported by the firmware.

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

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

**Error Message** %VPNSPA-4-ICPUPP8: Illegal clear pkt src:%d.%d.%d.%d dst:%d.%d.%d.%d proto:%d.

**Explanation** Clear packets were received that should have been encrypted.

**Recommended Action** Check whether the remote peer has a correct security policy and SA to encrypt the packets.

**Error Message** %VPNSPA-4-ICPUPP9: Packet src:%d.%d.%d.%d dst:%d.%d.%d.%d seq num:0x%x failed replay check last seq num:0x%x for SA:0x%x.

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

**Recommended Action** Increase the anti-replay window size. If anti-replay checking is not needed, disable it by removing the HMAC function from the transform set.

**Error Message** %VPNSPA-4-ICPUSYSIPADDRADD: PktProcAddSysIpAddr: Unable to delete sys IP Addr %d.%d.%d.%d

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ISAUNCA7: PktProcAtnModSas: Mismatch valid flag unca:invalid index:0x%x

**Explanation** An error was reported by the firmware.

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

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

**Error Message** %VPNSPA-4-RECOVERYFRAG: Ipfrag: Unable to transmit. CP Lockup Occured.

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-SINGLEIP: Wrong type %d size:%d.

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-SPDID: XcpuSetVlanSpdId: IpcAllocFailed

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-XCPURECOVERY: Error Disabling EDDE EITD DMA

**Explanation** An error was reported by the firmware.

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

## VPNSPA-5

**Error Message** %VPNSPA-5-ACELOGTEST2: Log test: SEV\_NOTICE

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-4-ACEPKADHGRPNTALC: PkaDhRemoveKeyGroup(): DH group ID %d not allocated

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-5-ACEPKADHGSRBADID: PkaDhGenerateSession(): DH group ID %d not defined

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-5-ACEPKADHGSHIDNOALL: PkaDhGenerateShared:DH session ID %d not allocated

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-5-ACEPKADHGSRIDINUSE: PKA: PkaDhGenerateSessionInt: DH session id %ld already in use

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-5-ACEPKADHGSINVID: PKA: PkaDhGenerateSessionInt: invalid DH session id %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-5-ACEPKAINITCMPL: BCM5820: Initialization complete

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-5-ACEPKANOBDESC: PKA: no data buffer descriptors available

**Explanation** An error was reported by the firmware.

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



**Error Message** %VPNSPA-5-ACEPKANOMOREDHRPS: PKA: no more DH groups available

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-5-ACEPKAPOSTRSTDELAY: PKA: BCM5820 post reset delay

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-5-ACEPKARESUB: BCM5820: Resubmitting crypto request

**Explanation** An error was reported by the firmware.

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



**Error Message** %VPNSPA-5-ACEPKARESUBPK: BCM5820: Resubmitting PK request 0x%x

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-5-ACEPKARSACKBITSNMULT: PKA: RSA key create request of %d bits not a multiple of 64

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-5-ACEPKARSACKMAXBITS: PKA: RSA key create request of %d bits exceeds max of %d bits

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-5-ACEPKARSACKTOOMANY: PKA: Too many RSA key create requests

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-5-ACEPKARSARMPSEBUSYID: PKA: can't remove busy RSA private session %ld

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-5-ACEPKARST: PKA: BCM5820 in reset

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-5-ACEPKARSTCOMPL: BCM5820: Reset complete

**Explanation** An error was reported by the firmware.

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

## VPNSPA-6

**Error Message** %VPNSPA-6-ACEIPCSENDMSGLOCAL: %s send msg buf (local)

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-6-ACEIPCSENDMSGTOOBIG: %s unable to send msg buf (msg too big)

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-6-ACEIPCSSENDMSGTOOMANYCLIENTS: %s unable to send msg buf (client id too big)

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-6-ACELOGTEST1: Log test: SEV\_INFO

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-6-ACEPKAHWCNRNGT: PKA: HW RNG has duplicate data, discarding

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-6-ACEPKAPKNOMCR2: PKA: no Public Key MCRs available

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-6-ACEPKARNG: PKA: seed key is same as the seed, discarding

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-6-ACEPKARNGDUP: PKA: A pseudo-random number was generated twice in succession. 0x%.8lx%.8lx; 0x%p 0x%p idx:0x%x

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-6-ACEPKARNGKAT: PKA: RNG failed KAT

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-6-ACEPKASKNOCRYCTXT: PKA: no Crypto CTXs available

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-6-ACEPKASKNOMCRS: PKA: no Crypto MCRs available

**Explanation** An error was reported by the firmware.

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

## VPNSPA-7

**Error Message** %VPNSPA-7-ACELOGTEST0: Log test: SEV\_DEBUG

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-7-ACELOGTESTA: Log test: SEV\_DEBUG A

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-7-ACELOGTESTB: Log test: SEV\_DEBUG B %d %s

**Explanation** An error was reported by the firmware.

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



**Error Message** %VPNSPA-7-ACESHI: git along %d %s

**Explanation** An error was reported by the firmware.

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

**Error Message** %VPNSPA-7-ACESLO: nuf said

**Explanation** An error was reported by the firmware.

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

## VRRP Messages

This section contains Virtual Router Redundancy Protocol (VRRP) messages.

### VRRP-4

**Error Message** %VRRP-4-BDAUTH: Bad authentication from %i, group %d, type %d

**Explanation** Two routers participating in Virtual Router Redundancy Protocol (VRRP) disagree on authentication.

**Recommended Action** Enter the **vrrp authentication** command to repair the VRRP authentication discrepancy between the local system and the system whose IP address is reported.



**Error Message** %VRRP-4-BADAUTHTYPE: Bad authentication from %i, group %d, type %d, expected %d

**Explanation** Two routers participating in VRRP disagree on the valid authentication type.

**Recommended Action** Enter the **vrrp authentication** command to repair the VRRP authentication discrepancy between the local system and the system whose IP address is reported.

## VRRP-6

**Error Message** %VRRP-6-UNAVAILABLE: %s Grp %d state %s - %s

**Explanation** The VRRP router has changed state

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

## VSDA Messages

This section contains virtual switch dual-active (VSDA) messages.

### VSDA-3

**Error Message** %VSDA-3-ADD\_LTL\_INDEX\_AND\_FPOE: Unable to add LTL index 0x%04x and program fpoe for %u/%u

**Explanation** An internal error occurred.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-GET\_IDB\_FAILED: Failed to get idb for port cookie (linkchange)

**Explanation** An internal error occurred.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-ICC\_ERR: %s

**Explanation** A failure occurred during the intercard communications (ICC) operation.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-INVALID\_PROC\_EVENT: Got event %d:%d

**Explanation** The process was awakened with an invalid event.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-INVALID\_TIMER: Invalid timer %d for interface %s

**Explanation** A timer event occurred, but the timer type was invalid.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-INVALID\_TIMER\_TYPE: Invalid timer %d processed in %s

**Explanation** A timer event occurred, but the timer type was invalid.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-LINK\_DOWN: Interface %s is no longer dual-active detection capable

**Explanation** The specified link is no longer capable of detecting dual-active situations.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-PKT\_CREATE: Can't create packet: %s

**Explanation** A dual-active packet cannot be created due to the reason described.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-PKT\_RX: Can't process the received packet: %s

**Explanation** A dual-active packet cannot be processed due to the reason described.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-PKT\_TX: Can't send packet: %s

**Explanation** A dual-active packet cannot be sent due to the reason described.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-PROC\_CREATE\_FAILED: Unable to create process

**Explanation** The specified process could not be created.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-QUEUE\_CREATE\_FAILED: Unable to create watched queue

**Explanation** The specified watched queue could not be created.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-SET\_PORT\_LTL\_INDEX: Unable to set LTL index for port %s to 0x%x

**Explanation** An internal error occurred

**Recommended Action** No action is required.

**Error Message** %VSDA-3-TIMER\_NULL\_INTFC: NULL context for timer %d in %s

**Explanation** A timer event occurred, but it specified a NULL interface.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-TIMER\_STARTED: Timer %u on interface %s started

**Explanation** The specified link is now capable of detecting dual-active situations.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-TX\_THREAD\_FAILURE: Thread %u: %s

**Explanation** This is a general thread error message.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-VSDA\_SCP\_BAD\_STATUS: SCP operation ([chars]) return status [dec]

**Explanation** A non-blocking SCP operation of the specified type failed for dual-active fast-hello on a line card

**Recommended Action** No action is required.

**Error Message** %VSDA-3-VSDA\_SCP\_PAK\_FAIL: Unable to get SCP packet for opcode [dec], operation [dec]

**Explanation** Packet allocation failed for sending an SCP message to do the specified operation

**Recommended Action** No action is required.

**Error Message** %VSDA-3-VSDA\_SCP\_SEND\_FAIL: Unable to send SCP message for opcode [dec], operation subop [dec]

**Explanation** Packet send failed for the SCP message to perform the specified operation

**Recommended Action** No action is required.

## VSDA-5

**Error Message** %VSDA-5-LINK\_UP: Interface %s is now dual-active detection capable

**Explanation** The specified link is now capable of detecting dual-active situations.

**Recommended Action** No action is required.

## VSEC Messages

This section contains VLAN security violation messages.

## VSEC-4

**Error Message** %VSEC-4-VLANACCESSLOGRF: FAILED to set VACL-LOG rate limiter. Is strongly suggested to rate limit when using this feature

**Explanation** The configuration for the VACL logging rate limiter has failed.

**Recommended Action** Determine the rate limiter usage, free some resources if possible, and then try to set the rate limiter again.

## VS\_GENERIC Messages

This section contains virtual switch (VS) messages.

## VS\_GENERIC-1

**Error Message** %VS\_GENERIC-1-VS\_HA\_PS\_NOT\_SUPPORTED: Chassis Standby is not supported in the current release. Forcing the chassis standby in switch [dec] slot [dec] to drop to rommon

**Explanation** The chassis standby function is not supported in this release.

**Recommended Action** No action is required.

**Error Message** %VS\_GENERIC-1-VS\_HA\_PS\_RUNNING\_LEGACY\_IMAGE: Chassis Standby in switch [dec] slot [dec] is running non Virtual Switch image. Please remove the chassis standby.

**Explanation** The standby chassis is running an image that does not support virtual switch.

**Recommended Action** Remove the standby chassis.

## VS\_GENERIC-3

**Error Message** %VS\_GENERIC-3-VS\_ADD\_VSL\_ENTRY\_FAILED: Add VSL configured port for vslot [int] port [int] failed. Exceed port member count limit.

**Explanation** An attempt to add an entry for (vslot, port) to the VSL configured port list failed because the port member count limit was exceeded.

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

**Error Message** %VS\_GENERIC-3-VS\_BOOLEAN\_CREATE\_FAILED: Unable to create watched boolean "[chars]"

**Explanation** The creation of the specified watched boolean failed.

**Recommended Action** No action is required.

**Error Message** %VS\_GENERIC-3-VS\_ENQUEUE\_FAILED: Unable to enqueue to [chars] queue

**Explanation** An internal error occurred that prevented a message from being enqueued to the specified process. The packet was dropped.

**Recommended Action** No action is required.

**Error Message** %VS\_GENERIC-3-VS\_ICC\_PAK\_FAIL: Unable to get ICC packet for opcode [dec], operation [dec]

**Explanation** A packet allocation failed for sending an ICC message to do the specified 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VS\_GENERIC-3-VS\_ICC\_RESP\_PAK\_NULL: Failed to obtain response packet

**Explanation** The response packet pointer is NULL. This could be due to an insufficient memory condition on the response packet sending side or to a failure to get an IPC message on the receiving side.

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

**Error Message** %VS\_GENERIC-3-VS\_NO\_PAGP\_CHANNEL\_HWIDB: No PAGP channel hwidb for PAGP group [dec]

**Explanation** An internal error occurred. Port Aggregation Protocol (PAgP) could not find the hardware interface descriptor block (IDB) for this channel group.

**Recommended Action** No action is required.

**Error Message** %VS\_GENERIC-3-VS\_PROC\_CREATE\_FAILED: Unable to create process "[chars]"

**Explanation** The creation of the specified process failed.

**Recommended Action** No action is required.

**Error Message** %VS\_GENERIC-3-VS\_QUEUE\_CREATE\_FAILED: Unable to create queue "[chars]"

**Explanation** The creation of the specified queue failed.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_PROC\_ARGS\_FAILED: Unable to process arguments "[chars]"

**Explanation** The processing of the specified arguments failed.

**Recommended Action** No action is required.

## VS\_GENERIC-5

**Error Message** %VS\_GENERIC-5-VS\_CONFIG\_DIRTY: Configuration has changed. [chars]

**Explanation** An attempt to reload was ignored due to a configuration change.

**Recommended Action** No action is required.

## VSL Messages

This section contains virtual switch link (VSL) messages.

### VSL-2

**Error Message** %VSL-2-VSL\_STATUS: ===== VSL is [chars] =====

**Explanation** The VSL status has changed to active (up) or inactive (down).

**Recommended Action** No action is required.

### VSL-3

**Error Message** %VSL-3-PRE\_PEER\_COMM\_TIMEOUT: A timeout occurred while waiting for vsl\_pre\_peer\_comm\_op\_done

**Explanation** All applications failed to respond within the specified time. Operation is continuing.

**Recommended Action** No action is required.

**Error Message** %VSL-3-TROUBLESHOOT: Structure type [int]: [chars]

**Explanation** The specified structure could not be created to save VSL troubleshooting information when VSL goes down.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_ICC\_PAK\_FAIL: Unable to get ICC packet for opcode [dec], operation [dec]

**Explanation** Packet allocation failed for sending an ICC message to do the specified operation.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_ICC\_SEND\_FAIL: Unable to send ICC message for opcode [dec], operation subop [dec]

**Explanation** Packet send failed for the ICC message to perform the specified operation.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_INST\_CREATE\_FAIL: Failed to create VSLP instance for VSL

**Explanation** Unable to create a VSLP instance for VSL.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_INTERNAL\_ERROR: [chars], port [dec]/[dec]

**Explanation** An internal error occurred.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_INVALID\_PROC\_EVENT: Got event [dec]:[dec]

**Explanation** An invalid event activated the process.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_INVALID\_TIMER\_CTXT: NULL or invalid timer context

**Explanation** A timer expiration event was received with NULL or invalid context information.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_INV\_PORT\_STATUS\_CHANGE: Link status change ([chars]) on non-VSL port [dec]/[dec]

**Explanation** A link status change was detected on a port that is not a VSL member.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_MAX\_PORTS: Cannot configure more than [dec] ports

**Explanation** A port could not be added to the VSL because the maximum number of ports in the VSL has been reached.

**Recommended Action** No action is required.



**Error Message** %VSL-3-VSL\_MODE\_BAD\_STATUS: VSL-mode programming ([dec]) returned status [dec]

**Explanation** A VSL-mode operation of the specified type failed on a VSL line card.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_PORT\_CFG\_MOD\_OFFLINE: Module [dec] offline when port [dec] added to VSL

**Explanation** A port was added to the VSL when the corresponding line card was offline.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_PROC\_CREATE\_FAILED: Unable to create process "[chars]"

**Explanation** The specified process could not be created for an unknown reason.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_REGISTRY\_ADD\_FAIL: [chars] registry addition failed

**Explanation** An addition to the given registry failed during initialization.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_RESERVED\_LTL\_FAIL: Unable to allocate reserved LTL indices

**Explanation** Platform-VSLP for VSL uses a number of reserved Local Target Logic (LTL) indices allocated by the LTL Manager. Because this allocation failed, the system can no longer function.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_ROLE\_RES\_BOOL\_FAIL: Unable to create watched boolean for role resolution

**Explanation** A watched boolean for role resolution could not be created.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_SCP\_BAD\_STATUS: SCP operation ([chars]) return status [dec]

**Explanation** A nonblocking SCP operation of the specified type. failed on a VSL line card

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_SCP\_BLK\_SEND\_FAIL: [chars] for SCP opcode [dec], subopcode [dec]

**Explanation** Failed to do the specified operation when sending the specified SCP message through a blocking call.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_SCP\_FAIL: SCP operation failed

**Explanation** A nonblocking SCP operation failed on a VSL line card.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_SCP\_PAK\_FAIL: Unable to get SCP packet for opcode [dec], operation [dec]

**Explanation** Packet allocation failed for sending an SCP message to do the specified operation.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_SCP\_SEND\_FAIL: Unable to send SCP message for opcode [dec], operation subop [dec]

**Explanation** Packet send failed for the SCP message to perform the specified operation.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_UNCFG\_BAD\_PORT: Unconfigure on non-VSL port [dec]/[dec]

**Explanation** An attempt was made to unconfigure a port from the VSL, but the port is not part of the VSL.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_UNCFG\_FAILED: Unconfigure on VSL port [dec]/[dec] failed: [chars]

**Explanation** While unconfiguring a VSL port, the specified operation failed.

**Recommended Action** No action is required.

## VSL-5

**Error Message** %VSL-5-VSL\_CNTRL\_LINK: New VSL Control Link [chars]

**Explanation** A new VSL control link was detected on a VSL line card.

**Recommended Action** No action is required.

## VSL\_BRINGUP Messages

This section contains virtual switch link (VSL) bringup messages.

### VSL\_BRINGUP-3

**Error Message** %VSL\_BRINGUP-3-MODULE\_DOWN: Failed to bring up VSL module in slot [dec] switch [dec]. [chars]

**Explanation** The bringup of the specified module failed due to the reason indicated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %VSL\_BRINGUP-3-NO\_MODULE\_UP: Failed to bring up any VSL modules on switch [dec]

**Explanation** An attempt to bring up any VSL line cards or supervisor engines failed due to an internal error.

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

**Error Message** %VSL\_BRINGUP-3-PROC\_CREATE\_FAILED: Unable to create process "[chars]"

**Explanation** The creation of the specified process failed.

**Recommended Action** No action is required.

**Error Message** %VSL\_BRINGUP-3-VS\_OVERSUB\_MODECHANGE\_FAIL: Switching mode failed on Switch %d module %d port-group %d

**Explanation** The VSL bringup process was unable to change the switching mode of the indicated module.

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

## VSL\_BRINGUP-6

**Error Message** %VSL\_BRINGUP-6-MODULE\_UP: VSL module in slot [dec] switch [dec] brought up

**Explanation** The specified VSL module was brought up successfully.

**Recommended Action** No action is required.

**Error Message** %VSL\_BRINGUP-6-NOT\_VS\_CAPABLE\_EARL: Supervisor card does not have Virtual Switch capable EARL daughter board

**Explanation** The supervisor engine card does not have an EARL daughterboard capable of running in virtual switch mode. An EARL 7.5 or above is required.

**Recommended Action** Use a supported supervisor engine card for a virtual switch system.

**Error Message** %VSL\_BRINGUP-6-PREEMPT\_DISABLED: Preemption suppressed due to first time VS conversion

**Explanation** A higher priority standby switch will not preempt a lower priority active switch when a virtual switch (VS) system is converted for the first time from a standalone configuration.

**Recommended Action** Use the **switch accept mode virtual** command to merge the standby VSL configuration first. Then, if desired, use the **redundancy force-switchover** command to make the other switch active.

**Error Message** %VSL\_BRINGUP-6-SUP720\_VS\_NOT\_SUPPORT: No support for Virtual Switch on SUP720. Booting up in Standalone mode

**Explanation** The Supervisor Engine 720 is virtual switch capable. However, Cisco does not officially support virtual switch mode on the Supervisor Engine 720.

**Recommended Action** No action is required.

## VSLP Messages

This section contains Virtual Switch Link Protocol (VSLP) messages.

### VSLP-2

**Error Message** %VSLP-2-VSL\_DOWN: [chars]

**Explanation** VSL status changed to DOWN. More detail is provided in the message.

**Recommended Action** No action is required.

### VSLP-3

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

**Explanation** A failure occurred during the inter-card communications (ICC) operation.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-ISSU\_ERROR: %s

**Explanation** The virtual switch link protocol (VSLP) was unable to perform an ISSU operation.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-PKT: VSLP packet error: [chars]

**Explanation** A VSLP packet error occurred for the reason described.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-PKT\_CREATE: Can't create packet: [chars]

**Explanation** A VSLP packet cannot be created due to the reason described.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-PKT\_RX: Can't process the received packet: [chars]

**Explanation** A VSLP packet cannot be processed due to the reason described.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-PKT\_TX: Can't send packet: [chars]

**Explanation** A VSLP packet cannot be sent due to the reason described.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-REGISTRY\_ADD\_ERR: Failure in adding to [chars] registry

**Explanation** A function could not be added to the registry.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_ERR\_MSG: [chars]

**Explanation** The VSLP role resolution protocol detected an error.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_INSTANCE\_OUT\_OF\_BOUNDS: Instance value [dec] is outside the expected range

**Explanation** The instance value received is out of bounds.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_INVALID\_INSTANCE: Instance value [dec] is invalid

**Explanation** The instance value received corresponds to an invalid instance.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_MEMORY\_ALLOC\_ERR: (Instance:[dec], Peer:[dec]): No memory available for [chars]

**Explanation** The VSLP could not obtain the requested memory.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_PEER\_INFO\_ERR: (Instance:[dec], Peer:[dec]): Peer [chars]

**Explanation** The role resolution protocol has encountered an error associated with this peer.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_PEER\_INSTANCE\_ERROR: (Instance:[dec], Peer:[dec], Up:[dec], Valid:[dec], Switch:[dec], Role:[chars], PeerRole:[chars]): [chars]

**Explanation** An error occurred pertaining to the instance and peer group specified.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_PEER\_SUP\_PSLOT\_ERR:  
save\_rrp\_tlv\_data->peer\_sup\_pslot:[int], my\_sup\_pslot:[int]

**Explanation** The role resolution protocol detected a difference in the peer supervisor engine pslot.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_RESERVED\_PEER\_ERR: (Instance:[dec], Peer:[dec]): Reserved peer [dec] [chars]

**Explanation** The role resolution protocol has detected an error related to the reserved peer.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_SESSION\_ID\_ERR: (Instance:[dec], Peer:[dec]): Session id mismatch. Expected [dec], got [dec]

**Explanation** The VSLP role resolution protocol has detected a session ID mismatch.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_SLOT\_PORT\_ERR: (Slot:[dec], Port:[dec]): [chars]

**Explanation** The role resolution protocol has detected an error related to the specified slot and port.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_TIMER\_CREATE\_FAIL: (Instance:[dec], Peer:[dec]): Unable to create RRP timer

**Explanation** The role resolution protocol was unable to create a timer for the specified instance and peer.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_UNEXPECTED\_ROLE: Unexpected roles. Local role = [chars], Peer role = [chars]

**Explanation** The role resolution protocol has encountered inconsistent role information.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_VALUE\_ERR: [chars]: [dec]

**Explanation** The role resolution protocol has encountered an unknown value.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_BOOLEAN\_CREATE\_FAILED: Unable to create watched boolean "[chars]"

**Explanation** The specified watched boolean could not be created.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_INST\_INVALID\_CAP: Invalid capability [dec] for VSLP instance [dec]

**Explanation** A VSLP capability was requested that is beyond the current list of supported capabilities.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_INST\_OUT\_OF\_RANGE\_CREATE: Cannot create VSLP instance [dec]

**Explanation** A VSLP instance could not be created for the switch ID because it is not within the acceptable range.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_INST\_OUT\_OF\_RANGE\_DESTROY: Cannot destroy VSLP instance [dec]

**Explanation** The given VSLP instance could not be destroyed because it is not within the acceptable range.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_DOMAIN\_MISMATCH: Domain ID in probe packet from peer %d is not the same as local Domain ID %d. The packet was dropped.

**Explanation** The virtual switch domain ID in a probe packet from the peer is not the same as the local domain ID. The packet was dropped.

**Recommended Action** Investigate and correct this misconfiguration.

**Error Message** %VSLP-3-VSLP\_LMP\_FAIL\_REASON: [chars]: [chars]

**Explanation** This message displays the reason for a link to leave the LMP operational state.

**Recommended Action** No action is required.



**Error Message** %VSLP-3-VSLP\_LMP\_FLAG\_SET: Incorrect flag value (0x%x) on port %d/%d

**Explanation** The system detected an unexpected value for the flag field of a VSL link. This condition is caused by 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**, **show tech-support**, **show vslp lmp summary**, and **show vslp lmp fsm** commands and your pertinent troubleshooting logs.

**Error Message** %VSLP-3-VSLP\_LMP\_FSM\_INVALID\_TIMER: Invalid timer [dec] for port [dec]/[dec] in [chars] operation

**Explanation** A timer event occurred, but the timer type was invalid.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_FSM\_NULL\_CTXT: NULL context for FSM action [chars]

**Explanation** An FSM action routine was invoked, but with a NULL context argument.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_FSM\_TIMER\_BAD\_CTXT: Invalid or NULL context for timer [dec] in [chars] operation

**Explanation** A timer event occurred, but the FSM infrastructure passed to the handler a context pointer that is currently not in use or is NULL.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_INVALID\_PROC\_EVENT: Got event [dec]:[dec]

**Explanation** An invalid event woke up the process.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_MAX\_PGS: Cannot create more than [dec] LMP peer groups

**Explanation** The number of LMP peer groups has reached the maximum per-LMP instance.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_MAX\_PORTS: Cannot configure more than [dec] ports

**Explanation** LMP could not be configured on a port because the maximum number of ports per-LMP instance has been reached.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_PG\_CREATE\_FAIL: Unable to create PG ([enet]:[dec]) for port [dec]/[dec]

**Explanation** The peer group could not be created for the given port. This port is the first port connected to this peer to move into the operational state.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_PG\_GET\_FAIL: Unable to get PG (%e) for port %d/%d

**Explanation** The system was unable to get the peer group for the given port.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_PG\_INCONSISTENT: PG [enet]:[dec] should have [dec] links, but none found

**Explanation** A link has left a peer group that seems to have more links, but no other links were found.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_PG\_NO\_CTRL\_LINK: No control link for preferred PG [dec]

**Explanation** A peer group with no control link has been set as the preferred peer group.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_PG\_OUT\_OF\_RANGE: Peer group [dec] is out of range

**Explanation** A peer group has been passed to an API that is out of range.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_RX\_BAD\_FIRST\_TLV: Bad first TLV ([dec]) in received packet on port [dec]/[dec]

**Explanation** The received LMP packet was dropped because its first type-length value (TLV) was not a Probe TLV or a Hello TLV.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_RX\_BAD\_INTERFACE: Incorrect port [dec]/[dec] for received packet

**Explanation** A received LMP packet was dropped because it had incorrect received packet information. The LMP packet may have been received from an interface on which VSLP is not enabled.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_RX\_BAD\_TLV\_COUNT: Bad TLV count in received packet ([dec])

**Explanation** A received LMP packet was dropped because it had an incorrect number of type-length values (TLVs). This includes the case where no TLVs are received.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_RX\_PLATFORM\_REJECT: Platform TLV rejected for received [chars] packet

**Explanation** A received LMP packet was dropped because one or more platform type-length values (TLVs) were rejected.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_RX\_QUEUE\_FAIL: Unable to enqueue received packet for processing

**Explanation** An internal error occurred that prevented a packet from being enqueued to the packet processing queue. The packet was dropped.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_RX\_XFORM: Failed to transform received %s packet

**Explanation** An ISSU transformation failed on the received packet. The packet was dropped

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_SAME\_SWITCH\_ID: Switch id in probe packet is the same as the local switch id %d. The packet was dropped.

**Explanation** The switch ID in a probe packet from the peer is the same as the local switch ID. The packet was dropped.

**Recommended Action** Investigate and correct this misconfiguration

**Error Message** %VSLP-3-VSLP\_NULL\_ENTRY: Null [chars] entry in [chars] operation

**Explanation** A NULL entry was passed in the specified operation.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_PROC\_CREATE\_FAILED: Unable to create process "[chars]"

**Explanation** The specified process could not be created due to unknown reasons.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_QUEUE\_CREATE\_FAILED: Unable to create watched queue "[chars]"

**Explanation** The specified watched queue could not be created due to unknown reasons.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_REGISTRY\_ADD\_FAIL: [chars] registry addition failed

**Explanation** The given registry addition failed during initialization.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_THREAD\_CREATE\_FAILURE: tid %u/intvl %u: %s

**Explanation** VSLP transmit thread creation failed for the specified reason.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_THREAD\_FAILURE: tid %u: %s

**Explanation** A general VSLP transmit thread failure occurred for the specified reason.

**Recommended Action** No action is required.

## VSLP-4

**Error Message** %VSLP-4-ASIC\_DUMP: [chars]

**Explanation** The VSL physical link is up and the role was not resolved in RRP.

**Recommended Action** No action is required.

**Error Message** %VSLP-4-VSL\_PREEMPT\_TIMER: Preempt timer configured to [dec] minutes. Standby will takeover as active in [dec] minute(s)

**Explanation** The preempt timer is configured on the standby unit. The standby unit will become active after the timer expires.

**Recommended Action** No action is required.

## VSLP-5

**Error Message** %VSLP-5-RRP\_ACTIVE\_PEER\_DOWN: Communication to active peer went down. Triggering switchover...

**Explanation** The role resolution protocol has received an indication that communication with the active peer has gone down. This condition will trigger a switchover.

**Recommended Action** No action is required.

**Error Message** %VSLP-5-RRP\_RT\_CFG\_CHG: Configured [chars] value is different from operational value. Change will take effect after config is saved and switch [dec] is reloaded.

**Explanation** Role resolution protocol configuration changes by user

**Recommended Action** No action is required.

**Error Message** %VSLP-5-RRP\_MSG: [chars]

**Explanation** A role resolution protocol event was received.

**Recommended Action** No action is required.

**Error Message** %VSLP-5-RRP\_NO\_PEER: No VSLP peer found. Resolving role as Active

**Explanation** Because VSLP could not communicate with any peer, it will boot up as active.

**Recommended Action** No action is required.

**Error Message** %VSLP-5-RRP\_PEER\_TIMEOUT: VSLP peer timer expired without detecting peer. Resolving role as Active

**Explanation** Because the role resolution protocol could not communicate with any peer before the peer timer expiry, it will boot up as active.

**Recommended Action** No action is required.

**Error Message** %VSLP-5-RRP\_PREEMPT: [chars]  
Switch [int]: Priority [int]: Preempt [chars]  
Switch [int]: Priority [int]: Preempt [chars]

**Explanation** Displays preemption configuration.

**Recommended Action** No action is required.

**Error Message** %VSLP-5-RRP\_PREEMPT\_IGNORE: %s

**Explanation** The preemption configuration is ignored due to unsaved configurations.

**Recommended Action** No action is required.

**Error Message** %VSLP-5-RRP\_ROLE\_RESOLVED: Role resolved as [chars] by VSLP

**Explanation** The role resolution protocol has communicated with a peer and has resolved its role.

**Recommended Action** No action is required.

**Error Message** %VSLP-5-RRP\_RT\_CFG\_CHANGE: [chars]

**Explanation** The role resolution protocol configuration has been changed by a user.

**Recommended Action** No action is required.

**Error Message** %VSLP-5-RRP\_UNSAVED\_CONFIG: Ignoring system reload since there are unsaved configurations.  
Please save the relevant configurations

**Explanation** The role resolution protocol received an indication that the system must be reloaded due to a role change from active to standby. No reload will occur because unsaved configurations exist and would be lost.

**Recommended Action** No action is required.

**Error Message** %VSLP-5-RRP\_WR\_MEM\_PROGRESS: Ignoring system reload since config save operation is in progress. Please wait till the configs are saved

**Explanation** The role resolution protocol (RRP) received an indication that a system reload is required due to a role change from active to standby. Since a configuration save operation is in progress, the system will not be reloaded.

**Recommended Action** No action is required.

**Error Message** %VSLP-5-VSL\_UP: [chars]

**Explanation** VSL status has changed to UP, with more details provided in message.

**Recommended Action** No action is required.

## VSLP-6

**Error Message** %VSLP-6-ACTIVE: [chars]

**Explanation** Displays the state of the virtual switch active supervisor engine.

**Recommended Action** No action is required.

**Error Message** %VSLP-6-STANDBY: [chars]

**Explanation** Displays the state of the virtual switch standby supervisor engine.

**Recommended Action** No action is required.

## VSLP\_ISSU Messages

This section contains Virtual Switch Link Protocol (VSLP) in-service software upgrade (ISSU) messages.

### VSLP\_ISSU-3

**Error Message** %VSLP\_ISSU-3-CAP\_RESULT\_INCOMPAT: VSLP ISSU client capability exchange result incompatible.

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

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

**Error Message** %VSLP\_ISSU-3-INIT: VSLP ISSU client initialization failed at %s, error %s

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

**Error Message** %VSLP\_ISSU-3-INTERNAL: An internal error occurred: %s

**Explanation** A software error occurred during the specified operation.

**Recommended Action** No action is required.

**Error Message** %VSLP\_ISSU-3-INVALID\_PROC\_EVENT: Got event %d:%d

**Explanation** The process was awakened with an invalid event.

**Recommended Action** No action is required.

**Error Message** %VSLP\_ISSU-3-ISSU\_ERROR: %s failed with error code %d for peer %e

**Explanation** An ISSU application program interface (API) was unable to perform an operation for the VSLP layer. The message includes the error code from the ISSU library.

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



**Error Message** %VSLP\_ISSU-3-MSG\_NOT\_OK: VSLP ISSU client message %s is not compatible

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

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

**Explanation** The VSLP ISSU could not start its negotiation 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**, **show tech-support**, **show logging**, and **show issu fsm** commands and your pertinent troubleshooting logs.

**Error Message** %VSLP\_ISSU-3-NULL\_ENTRY: Null %s entry in %s

**Explanation** A NULL entry was passed in the specified operation.

**Recommended Action** No action is required.

**Error Message** %VSLP\_ISSU-3-PROC\_CREATE\_FAILED: Unable to create process

**Explanation** The specified process could not be created.

**Recommended Action** No action is required.

**Error Message** %VSLP\_ISSU-3-QUEUE\_CREATE\_FAILED: Unable to create watched queue

**Explanation** The specified watched queue could not be created.

**Recommended Action** No action is required.

**Error Message** %VSLP\_ISSU-3-RX\_BAD\_INTERFACE: Incorrect port %d/%d for received packet

**Explanation** A VSLP ISSU packet was received that contains incorrect received packet info. This VSLP ISSU packet may have been received from an interface on which VSLP is not enabled. The packet was dropped.

**Recommended Action** No action is required.

**Error Message** %VSLP\_ISSU-3-RX\_QUEUE\_FAIL: Unable to enqueue received packet for processing

**Explanation** An internal error occurred that prevented a packet from being enqueued to the packet processing queue for processing. The packet was dropped.

**Recommended Action** No action is required.

**Error Message** %VSLP\_ISSU-3-SEND\_FAILED: VSLP ISSU client failed to send a negotiation message

**Explanation** The VSLP ISSU client could not send a session negotiation message to the peer. When a problem occurs in the negotiation, the peer switch unit cannot be brought up as standby, resulting in two active switches in the system.

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

**Error Message** %VSLP\_ISSU-3-SESSION: VSLP ISSU client %s

**Explanation** The VSLP ISSU client detected an error during a session negotiation with the peer unit. As a result, the peer switch cannot be brought up as standby and two switches will be active in the system.

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

**Explanation** The VSLP ISSU client could not transform the message. If the transmit transformation failed, the VSLP message cannot be sent to the standby unit. If the receive transformation failed, the VSLP message cannot be processed on the standby unit. In either case, the VSLP ISSU client state will not be identical with the active unit.

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

## VS\_MERGE Messages

### VS\_MERGE-3

**Error Message** %VS\_MERGE-3-SAME\_ACT\_STDBY\_PO: Invalid configuration - standby VSL port channel number [int] is same as active VSL port channel. Auto-merge process is aborted.

**Explanation** This is an invalid configuration. Active and standby must use different VSL port channel numbers. Auto-merge process is aborted. If this situation happens, standby switch will come up in RPR mode.

**Recommended Action** Use different port channel numbers for active and standby VSL port channels and its members. This change can be done by bringing down all VSL links so that standby switch comes up as active switch. Then enter configuration mode and make changes to use different VSL port channel number for local VSL port members. Once completed, reload this switch to start auto-merge procedure again.

## VS\_MERGE-4

**Error Message** %VS\_MERGE-4-STDBY\_VSL\_PO\_EXIST: Overwriting existing port channel [int] with standby VSL port channel

**Explanation** There exists a port channel that uses the same channel number as standby VSL port channel. Overwrite the existing port channel configuration with standby VSL port channel configuration.

**Recommended Action** If the existing port channel configuration is required, then reconfigure the port channel and its related configuration with a different port channel number

## VS\_MERGE-6

**Error Message** %VS\_MERGE-6-SAVE\_MERGED\_CFG: Saving merged configuration...

**Explanation** The merged configuration is being copied to startup-config.

**Recommended Action** No action is required.

## VS\_MOD\_PROV Messages

This section contains virtual switch module provisioning messages.

## VS\_MOD\_PROV-3

**Error Message** %VS\_MOD\_PROV-3-AUTO\_ADD\_SLOT\_FAILED: Auto module provision add failed for chassis [dec] slot [dec]

**Explanation** A call to add module provisioning information to a red-black tree (RBTree) has failed.

**Recommended Action** No action is required.

**Error Message** %VS\_MOD\_PROV-3-AUTO\_REM\_SLOT\_FAILED: Auto module provision remove failed for chassis [dec] slot [dec]

**Explanation** Remove module provisioning slot information failed.

**Recommended Action** Reproduce the issue after execute 'debug switch virtual ridprom all'CLI on both active RP and SP before bringing up standby chassis. Collect the debug trace information from console.

**Error Message** %VS\_MOD\_PROV-3-ICC\_PAK\_NULL: Pak pointer for icc msg is NULL

**Explanation** An ICC packet buffer pointer could not be obtained.

**Recommended Action** No action is required.

**Error Message** %VS\_MOD\_PROV-3-MSGBUF\_PTR\_NULL: Data buffer pointer is NULL

**Explanation** A message or data buffer pointer could not be obtained.

**Recommended Action** No action is required.

**Error Message** %VS\_MOD\_PROV-3-MTU\_ZERO: MTU size is zero due to ISSU session negotiation failure.

**Explanation** ISSU return negotiated message size equal to zero for this session. Most likely, there is an issue with IPC transport mechanism that causes ISSU negotiated message to time out.

**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** %VS\_MOD\_PROV-3-NO\_AUTO\_PROV\_PROC: Unable to create VS Auto Module Prov process.

**Explanation** The virtual switch automatic module provisioning process could not be created.

**Recommended Action** No action is required.

**Error Message** %VS\_MOD\_PROV-3-NO\_AUTO\_PROV\_WB: Unable to create watched boolean(s). vs\_auto\_prov\_add\_wb = , vs\_auto\_prov\_ha\_wb =

**Explanation** The specified watched booleans could not be created.

**Recommended Action** No action is required.

**Error Message** %VS\_MOD\_PROV-3-SEND\_PROV\_DATA\_FAILED: Sending of module provision info to ACTIVE failed.

**Explanation** The ICC sending of module provisioning information from the standby module to the active module failed.

**Recommended Action** No action is required.

# VSPA Messages

This section contains VPN Services Port Adapter (VSPA) messages.

## VSPA-3

**Error Message** %VSPA-3-FIPSEERROR: FIPS POST Failed.

**Explanation** The power-on self test (POST) failed. The crypto engine is disabled.

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

**Error Message** %VSPA-3-HARDWARE\_ERR: WS-IPSEC-3 Error: %s

**Explanation** A hardware error occurred on the WS-IPSEC-3, causing an interrupt. The module will automatically reload in the case of an unrecoverable error.

**Recommended Action** Copy the error message (and any recent error messages) as it appears on the console. In case of a WS-IPSEC-3 crash, collect the crashinfo file from the sup-bootdisk. Contact your Cisco technical support representative and provide the gathered information.

## VSPA-4

**Error Message** %VSPA-4-FIPS\_CRNG\_NOTIFY: Same Random Number was generated twice in succession!

**Explanation** The same random number was generated twice in succession.

**Recommended Action** No action is required.

## VSPA-5

**Error Message** %VSPA-5-FIPSNOTIFY: FIPS POST Successful.

**Explanation** The power-on self test (POST) succeeded.

**Recommended Action** No action is required.

**Error Message** %VSPA-5-ILLEGALCLEAR: Illegal Clear Packet: Src =%u.%u.%u.%u, Dst =%u.%u.%u.%u, Proto =%u

**Explanation** An unexpected clear (unencrypted) packet was received from the WAN.

**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** %VSPA-5-REPLAYERR: Replay Error: Current Seq. No. =%u, Highest Seq No. =%u

**Explanation** A replay error was detected on IPsec inbound processing.

**Recommended Action** Make sure the IPSec packets are not being reordered in the network, such as by a QoS process.

**Error Message** %VSPA-5-SELCHECKERR: Selector Check Error: Src =%u.%u.%u.%u:%u, Dst =%u.%u.%u.%u:%u, Proto =%u, saidx =%u

**Explanation** A packet was received that did not fall within the appropriate selector range.

**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** %VSPA-5-SEQOVERFLOW: Sequence number overflow: Src =%u.%u.%u.%u, Dst =%u.%u.%u.%u, Proto =%u, saidx =%u

**Explanation** The sequence number in the security association has overflowed.

**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.

## VS\_PARSE Messages

This section contains virtual switch (VS) messages.

### VS\_PARSE-3

**Error Message** %VS\_PARSE-3-ALLOC\_ICC\_PAK\_FAIL: Unable to allocate memory for ICC packet

**Explanation** A packet allocation failed for sending an ICC message to do the specified operation.

**Recommended Action** No action is required.

**Error Message** %VS\_PARSE-3-CONFIG\_MISMATCH: [chars]

**Explanation** The VSL configuration in the standby module's configuration differs from either the active module's startup configuration or the active module's running configuration.

**Recommended Action** Use the **show switch virtual redundancy config-mismatch** command to display the mismatch configuration. If the standby configuration differed from the active's startup configuration or the active's running configuration, you must fix the discrepancy in VSL configuration between the active and standby switch. Then, enter a **write mem** command to update the standby's startup configuration and reload the standby.

**Error Message** %VS\_PARSE-3-MISMATCH: %s

**Explanation** Configuration mismatches were detected between the active and standby units in either the running configuration, the startup configuration, or the EARL operating mode.

**Recommended Action** Enter the **show switch virtual redundancy mismatch** command to display the mismatch. Correct any discrepancy in the VSL configuration between the standby switch's configuration and the active switch's startup configuration or running configuration. Correct any discrepancy in the EARL operating mode between the standby switch's configuration and the active switch's configuration. Enter the **write mem** command and reload the standby switch.



**Error Message** %VS\_PARSE-3-VS\_HWSB\_CREATE\_FAIL: Unable to create VS HW SB for vslot [int], port [int]

**Explanation** An attempt to create a virtual switch hardware standby has failed due to unknown reasons. During virtual switch mode conversion, the standby VSL port would flap when attempting to reconfigure the port on the active. It is recommended to have at least two physical links for a virtual switch mode conversion attempt in order to avoid a dual active scenario due to this error.

**Recommended Action** No action is required.

## VS\_PARSE-4

**Error Message** %VS\_PARSE-4-CONFIG\_WARNING: %s: %d

**Explanation** Errors were detected while parsing the virtual switch (VS) configuration. The switch will be in standalone mode with a switch number setting.

**Recommended Action** If the VS conversion process is successful in bringing up virtual switch mode, no action is required. If the process fails, check the VS configuration.

**Error Message** %VS\_PARSE-4-NO\_VSL\_CONFIG: No VSL interface is configured

**Explanation** There are no VSL interfaces configured. This switch cannot communicate with the other switch to form the virtual switch.

**Recommended Action** No action is required.

**Error Message** %VS\_PARSE-4-SWITCH\_NUM: %s: %d

**Explanation** A valid ROMMON variable SWITCH\_NUMBER must be configured before the switch can be brought up as a virtual switch.

**Recommended Action** Configure a valid SWITCH\_NUMBER in ROMMON.

## VS\_QOS\_ACL Messages

This section contains virtual switch QoS ACL messages.

### VS\_QOS\_ACL-3

**Error Message** %VS\_PORT\_QOS\_ACL-3-PIDX\_BASE\_MSG\_FAILED: Setting of PIDX\_BASE to value [hex] failed

**Explanation** A message from the TCAM application to set the Tycho's PDIX\_BASE has failed.

**Recommended Action** No action is required.

# VTSP Messages

This section contains Voice Telephony Service Provider (VTSP) messages.

## VTSP-3

**Error Message** %VTSP-3-UNAVAILABLE: vtsp\_do\_call\_history: %s

**Explanation** Allocate or insert an active VTSP call record into call history list failed.

**Recommended Action** No action is required.

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

**Explanation** Internal Finite State Machine Error.

**Recommended Action** Contact your technical support representative, include the full text of the error message.

**Error Message** %VTSP-3-UNAVAILABLE: Call can't be hairpinned. cdb 0x%x, dst\_cdb 0x%x, dst\_call\_id %d

**Explanation** A DSP-less call could not be hairpinned.

**Recommended Action** Check the dial-peer configuration.

**Error Message** %VTSP-3-UNAVAILABLE: Call hairpinning failed. cdb 0x%x, dst\_cdb 0x%x, dst\_call\_id %d

**Explanation** A DSP-less call could not be hairpinned.

**Recommended Action** Under heavy traffic, this failure may happen because no TDM resources were available. Contact your technical support representative, include the full text of the error message.

**Error Message** %VTSP-3-UNAVAILABLE: DSP timeout on channel %s, event %d: DSP ID=0x%x: %s

**Explanation** Timeout on DSP response.

**Recommended Action** The DSP has been automatically reset. If problem persists, contact your technical support representative

**Error Message** %VTSP-3-UNAVAILABLE: VTSP call disconnect failed. channel id %s, ret %d

**Explanation** VTSP call disconnect could not be successfully passed and it may result hung calls.

**Recommended Action** Contact your technical support representative. Report the configuration and full text of the error message.

**Error Message** %VTSP-3-UNAVAILABLE: channel %s, DSP ID 0x%x: status=0x%x message=0x%x text=%s

**Explanation** The DSP reported a fatal error. All calls on the DSP were dropped and a DSP reload was attempted.

**Recommended Action** Verify that the DSP reloaded properly by attempting to place a call on the affected voice port. Contact your technical support representative, include the full text of the error message.

**Error Message** %VTSP-3-UNAVAILABLE: channel:%s DSP ID:0x%x Message ID:0x%x

**Explanation** A message could not be sent to the DSP. The call continued but may have experienced problems.

**Recommended Action** Verify that the DSP is still functioning properly by attempting to place a call on the affected voice port. Contact your technical support representative, include the full text of the error message.

**Error Message** %VTSP-3-UNAVAILABLE: hairpin peer cdb does not exist, cdb 0x%x, dst\_call\_id %d

**Explanation** A hairpin call setup failed because the other call leg does not exist.

**Recommended Action** Contact your technical support representative. Report the configuration, and the full text of the error message.

**Error Message** %VTSP-3-UNAVAILABLE: no free event structure available from %s for DSP message

**Explanation** There were no event structures remaining in the system pools to alert the router of a voice or signaling event.

**Recommended Action** Check that the voice port for which the event was reported is still operational. If not, clear the voice port.

**Error Message** %VTSP-3-UNAVAILABLE: voice port %s: call connection id [0x%x 0x%x 0x%x 0x%x]

**Explanation** There was a capabilities mismatch between the two call legs. capabilities are negotiated between call legs for CODEC, VAD and FAX rate.

**Recommended Action** Check that the dial peer configuration is appropriate for the interface in question. Also check that and configuration on the interface is correct.

**Error Message** %VTSP-3-UNAVAILABLE: vtsp\_call\_block allocate failed

**Explanation** RBTreeCreate failed.

**Recommended Action** Add more memory

## VTSP-4

**Error Message** %VTSP-4-UNAVAILABLE: Invalid FSM Input on channel %s: state=%s event=%d

**Explanation** Internal state machine illegal input. This message represents an internal software fault and may manifest itself as dropped or hung calls.

**Recommended Action** Contact your field service representative if indication is coincident with dropped or hung calls.

## WARMUPGRADE Messages

This section contains warm upgrade messages.

### WARMUPGRADE-3

**Error Message** %WARMUPGRADE-3-UNAVAILABLE: %s image checksum mismatch.

**Explanation** The checksum of the image in memory is different from the expected checksum

**Recommended Action** Check whether the image file is complete and uncorrupted

**Error Message** %WARMUPGRADE-3-UNAVAILABLE: %s image size mismatch.

**Explanation** The size of the image in memory is different from the expected size

**Recommended Action** Check whether the image file is complete and uncorrupted

**Error Message** %WARMUPGRADE-3-UNAVAILABLE: Image file decompression failure.

**Explanation** Warm upgrade could not decompress the image file

**Recommended Action** Check whether the image file is complete and uncorrupted

**Error Message** %WARMUPGRADE-3-UNAVAILABLE: Image file open/read failure.

**Explanation** Warm upgrade could not open or read from the image file specified

**Recommended Action** Check whether the specified image is present at the desired location and has the required read permissions. If the location is remote, check whether the connectivity is there.

**Error Message** %WARMUPGRADE-3-UNAVAILABLE: Unknown image file format.

**Explanation** Warm upgrade could not recognize the format of the image file

**Recommended Action** Check whether the specified image is a valid IOS executable in a supported format. Check release notes for supported formats.

## WCCP Messages

This section contains Web Cache Communication Protocol (WCCP) messages.

### WCCP-1

**Error Message** %WCCP-1-UNAVAILABLE: Failed to derive service %s%s%s from service-list %s

**Explanation** The WCCP Access Control List used to define the specified closed service has been modified and can no longer be used to create the service. The service has been marked as inactive. Either change the configuration to an Open service or update the ACL to correctly identify the desired service

**Recommended Action** Update the service-list ACL to correctly define the desired service

**Error Message** %WCCP-1-UNAVAILABLE: Service %s%s%s lost on WCCP Client %i

**Explanation** WCCP has lost the service associated the specified WCCP Client

**Recommended Action** Verify the operation of the specified WCCP Client

**Error Message** %WCCP-1-UNAVAILABLE: Web Cache %i lost

**Explanation** The router has lost contact with the specified Web Cache

**Recommended Action** Verify operation of specified Web Cache.

## WCCP-3

**Error Message** %WCCP-3-UNAVAILABLE: Service %s%s%s, invalid access-list entry (seq:%d reason:%s)

**Explanation** The Access Control List associated with the specified WCCP service contains an incompatible entry. The hardware cannot process the resultant merged access list and will fall back to software based etflow switching

**Recommended Action** Update the Access Control List to remove or change the incompatible entry

**Error Message** %WCCP-3-UNAVAILABLE: Unable to add WCCP subblock on interface %s

**Explanation** An internal error indicating that the WCCP process was unable to attach interface specific service information

**Recommended Action** Ensure that there is enough memory available for all processes

**Error Message** %WCCP-3-UNAVAILABLE: Unable to allocate WCCP subblock on interface %s

**Explanation** An internal error indicating that the WCCP process was unable to allocate memory to hold interface specific service information

**Recommended Action** Ensure that there is enough memory available for all processes.

## WCCP-5

**Error Message** %WCCP-5-UNAVAILABLE: Service %s%s%s acquired on WCCP Client %i

**Explanation** WCCP has acquired a service on the specified WCCP Client

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

**Error Message** %WCCP-5-UNAVAILABLE: Service %s%s%s mismatched on WCCP client %i

**Explanation** WCCP has rejected a mismatched service on the specified WCCP client

**Recommended Action** Amend the WCCP service definition

**Error Message** %WCCP-5-UNAVAILABLE: Web Cache %i acquired

**Explanation** The router has acquired the specified Web Cache

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

## WSHTF-1

**Error Message** %WSHTF-1-UNAVAILABLE: %s %d

**Explanation** The HT-Fpga data plane driver failed to get resources to attach its data structures to the global table. System is running low on memory

**Recommended Action** Copy the error message exactly as it appears along with the dump of show memory summary, and report it to your technical support representative.

**Error Message** %WSHTF-1-UNAVAILABLE: %s, buffer replacement failed, no buffers available

**Explanation** The HT-Fpga data plane driver could not secure replacement bufferspacket reception

**Recommended Action** The router either requires more packet memory - consider upgrade.Or some software module is holding onto the receive buffers andnot releasing them back to the driver. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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.

## WSHTF-3

**Error Message** %WSHTF-3-UNAVAILABLE: Device ID seen as %#x, expected %#x. Bus number %#x device number %#x.

**Explanation** The software could not recognize the data plane chip.

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

**Error Message** %WSHTF-3-UNAVAILABLE: attempt to send giant packet on %s (%d bytes from %x, max allowed %d)

**Explanation** A process inside the router is attempting to send an oversized packet

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

## WSIPC-1

**Error Message** %WSIPC-1-UNAVAILABLE: %d/%d %s allocation failure

**Explanation** Memory allocation failure

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. If you cannot determine the nature of the error from the error message text, call your Cisco technical support representative and provide the representative with the gathered information.

## WSIPC-3

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

**Explanation** Failed to create IPC port on 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** %WSIPC-3-UNAVAILABLE: %s (%u)

**Explanation** The ID associated with an IPC card is either missing, duplicated, or cannot be created.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %WSIPC-3-UNAVAILABLE: %s (%u)

**Explanation** The IPC application tried to send a message that was larger than IPC could handle. The message was not transmitted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %WSIPC-3-UNAVAILABLE: %s (%u)

**Explanation** The slave IPC cannot register with master. It cannot exchange messages with the master.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %WSIPC-3-UNAVAILABLE: %s (slot %d): %s

**Explanation** An IPC error was detected

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

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

**Explanation** An IPC card has registered itself to the IPC master twice. The card malfunctioned and its IPC is not active.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %WSIPC-3-UNAVAILABLE: %s

**Explanation** An error detected during line card ipc reinitialization after an RP switchover.

**Recommended Action** This can be because of system is operating under heavy traffic at the time of RP switchover. If line card software can not proceed after this error, linecard will be deactivated and recovered.

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

**Explanation** Failure to get packet buffers

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %WSIPC-3-UNAVAILABLE: %s

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

**Error Message** %WSIPC-3-UNAVAILABLE: Cannot find hwidb for interface(%u/%u)

**Explanation** Interface identifier does not exist for the interface addressed by the corresponding IPC message.

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

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

**Error Message** %WSIPC-3-UNAVAILABLE: Event %u from slot%u: %s

**Explanation** IPC event processing operational errors.

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

**Error Message** %WSIPC-3-UNAVAILABLE: For port (%s): %s fails (cause: %s)

**Explanation** The IPC kernel port related system call failure.

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

**Error Message** %WSIPC-3-UNAVAILABLE: IPC command %u (slot%u/%u): %s

**Explanation** IPC command processing operational errors.

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

**Error Message** %WSIPC-3-UNAVAILABLE: Null %s ipc message

**Explanation** An empty IPC message, which is not expected to be received.

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

**Error Message** %WSIPC-3-UNAVAILABLE: System call for command %u (port %u/%u) : %s  
(Cause: %s)

**Explanation** IPC kernel system call 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** %WSIPC-3-UNAVAILABLE: port (%s) already exists

**Explanation** The port to be created unexpectedly exists.

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

## WSMA-3

**Error Message** %WSMA-3-UNAVAILABLE: PROCESSING FAILED

**Explanation** The processing of WSMA DHCP Option 43 message failed.

**Recommended Action** Need to verify the WSMA DHCP option 43 message is in correct format. If not, correct it and send this message again.

## WSMA-5

**Error Message** %WSMA-5-UNAVAILABLE: PROCESSING DONE

**Explanation** The processing of WSMA DHCP Option 43 message succeeded.

**Recommended Action** None.

## WiSM Messages

This section contains WiFi services module messages.

### WiSM-3

**Error Message** WiSM-3-PORTCHANNEL: Portchannel allocation failed for module [dec].

**Explanation** The system is unable to allocate enough port channel groups for WiSM card. [dec] is the module number.

**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.

### WiSM-5

**Error Message** %WiSM-5-DUP\_SRVC\_IP: Service IP [IP\_address] of Controller [dec]/[dec] is same as Controller [dec]/[dec]

**Explanation** The Cisco Wireless Services Module software detected that a controller is assigned with an IP address on its service port that is being used by another controller.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %WiSM-5-RESET: Controller [dec]/[dec] not responding, WiSM in slot [dec] is being reset

**Explanation** The Cisco Wireless Services Module in the specified slot is being reset because one of the controllers failed to respond to 12 consecutive keepalive requests.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %WiSM-5-STATE: Controller [dec] in slot [dec] is [chars]

**Explanation** A change has been detected in the Cisco Wireless Services Module controller. If the controller status is Oper-Up, WCP communication between the controller and the supervisor engine is up or else it is down.

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

## WS\_ALARM Messages

This section contains Windstar alarm messages.

## WS\_ALARM-6

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

**Explanation** Displays alarm assertion or deassertion information.

**Recommended Action** No action is required.

## WS\_IPSEC\_3 Messages

**Error Message** %WS\_IPSEC\_3-3-FIPSError: FIPS POST Failed.

**Explanation** Power On Self Test failed. Crypto engine disabled.

**Recommended Action** Contact TAC.

**Error Message** %WS\_IPSEC\_3-3-HARDWARE\_ERR: WS\_IPSEC\_3 Error: [chars]

**Explanation** A hardware error occurred on the WS\_IPSEC\_3 causing an interrupt

**Recommended Action** Copy the error message (and any recent error messages) as it appears on the console. In case of a WS\_IPSEC\_3 crash, collect the crashinfo file from the sup-bootdisk. Contact your Cisco technical support representative and provide the gathered information. The SPA will automatically reload itself in case of a crash

**Error Message** %WS\_IPSEC\_3-4-FIPS\_CRNG\_NOTIFY: Same Random Number was generated twice in succession!

**Explanation** Same random number was generated twice in succession.

**Recommended Action** No Action Required.

**Error Message** %WS\_IPSEC\_3-5-FIPSNOTIFY: FIPS POST Successful.

**Explanation** Power On Self Test succeeded.

**Recommended Action** No Action Required.

**Error Message** %WS\_IPSEC\_3-5-ILLEGALCLEAR: Illegal Clear Packet: Src  
=[int].[int].[int].[int], Dst = [int].[int].[int].[int], Proto = [int]

**Explanation** An unexpected clear packet was received from the WAN.

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

**Error Message** %WS\_IPSEC\_3-5-REPLAYERR: Replay Error: Current Seq. No. = [int],  
Highest Seq No. = [int]

**Explanation** Failed anti-replay check on IPsec inbound processing.

**Recommended Action** Make sure the IPsec packets are not reordered in the networks. Follow up with TAC.

**Error Message** %WS\_IPSEC\_3-5-SELCHECKERR: Selector Check Error: Src  
=[int].[int].[int].[int]:[int], Dst = [int].[int].[int].[int]:[int], Proto = [int],  
saidx = [int]

**Explanation** A packet was received that did not fall within the appropriate Selector range.

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

**Error Message** %WS\_IPSEC\_3-5-SEQOVERFLOW: Sequence number overflow: Src  
=[int].[int].[int].[int], Dst = [int].[int].[int].[int], Proto = [int], saidx  
=[int]

**Explanation** The sequence number in the Security Association has overflowed.

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



# X40G Messages

This section contains X40G client error messages.

## X25-2

**Error Message** %X25-2-UNAVAILABLE: Interface %s, Illegal state %s when P4

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

## x25-3

**Error Message** %X25-3-UNAVAILABLE: in x25\_timer NULL lci\_idb %x

**Explanation** An internal software error occurred.

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

**Error Message** %X25-3-UNAVAILABLE: %d is not a valid X.25 configuration ID

**Explanation** This message occurs when an invalid configuration id is 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %X25-3-UNAVAILABLE: %s : Lower layer protocol is not available

**Explanation** The required lower layer service is unavailable.

**Recommended Action** Check your configuration or contact your technical support representative for assistance.

**Error Message** %X25-3-UNAVAILABLE: %s : Unable to identify lower layer protocol

**Explanation** IDB is not using X25 and IDB is not capable of supporting CMNS.

**Recommended Action** Check your hardware configuration or contact your technical support representative for assistance.

**Error Message** %X25-3-UNAVAILABLE: %s

**Explanation** This message occurs when configuring an X.25 service.

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

**Error Message** %X25-3-UNAVAILABLE: %s

**Explanation** This message occurs when deconfiguring X.25 service.

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

**Error Message** %X25-3-UNAVAILABLE: Attempt to %s.

**Explanation** The user attempted an illegal configuration.

**Recommended Action** The error will indicate what illegal action was attempted. The user should check their configuration and if necessary contact technical support representative for assistance.

**Error Message** %X25-3-UNAVAILABLE: Can't find bfe host address %i to delete

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %X25-3-UNAVAILABLE: Error substituting regular expression for XOT DNS destination pattern

**Explanation** This message occurs when the regular expression substitute utility fails to arrive at X.25 hostname pattern to be sent to DNS for address resolution

**Recommended Action** Correct the X.25 route command's DNS substitution pattern

**Error Message** %X25-3-UNAVAILABLE: Interface %s LCI %d Compression Version mismatch expected %x received %x

**Explanation** An internal software error occurred. The PBP header has a mismatched version field. The version is checked on each received packet.

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

**Error Message** %X25-3-UNAVAILABLE: Interface %s LCI %d Decompression size error

**Explanation** An internal software error occurred. The PBP header has an uncompressed packet size field. Each uncompressed packet size is checked against this field.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %X25-3-UNAVAILABLE: Interface %s LCI %d Decompression sync error. expected %d got %d

**Explanation** An internal software error occurred. The PBP header has a sync field. The sync field (8 bits) is checked on each received packet.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %X25-3-UNAVAILABLE: Interface %s LCI %d low-level stac compression error

**Explanation** A Stacker compression algorithm internal error or shortage of buffer space was encountered during a compression operation. This should never happen.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %X25-3-UNAVAILABLE: Interface %s, Delete: lci %d not found in %s table

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

**Error Message** %X25-3-UNAVAILABLE: Interface %s, LCN %d already in timer queue, new time %#Ta

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %X25-3-UNAVAILABLE: Interface %s, PVC %d, %s

**Explanation** A switched PVC cannot be connected. The final [chars] text string in the message represents the state of the PVC. These text strings can also appear in show x25-vc output. For more information, refer to the show x25-vc documentation in the Router Products Command Reference publication.

**Recommended Action** Validate the configuration of the PVCs at both ends of the connection, and reconfigure them if necessary.

## X40G-2

**Error Message** %X40G-2-TCAM\_MGR\_CRIT\_ERR: GTM ERROR: [chars] ([dec])

**Explanation** An X40G TCAM critical error was detected.

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

## X40G-3

**Error Message** %X40G-3-TCAM\_MGR\_ERR: GTM ERROR: [chars] ([dec])

**Explanation** An X40G TCAM MGR interaction error was detected.

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

**Error Message** %X40G-3-TCAM\_MGR\_HW\_ERR: GTM HW ERROR: [chars] ([dec]) [[dec]:[hex]]

**Explanation** An X40G TCAM hardware error was detected.

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

**Error Message** %X40G-3-TCAM\_MGR\_HW\_PERR: GTM HW ERROR: [chars] ([dec])

**Explanation** An X40G TCAM interface parity error was detected.

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

## X40G-4

**Error Message** %X40G-4-TCAM\_MGR\_ALLOC\_ERR: [chars] NP ([dec]), Region Id ([dec])

**Explanation** An NP TCAM entry allocation failure was detected.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **remote command module sh platform software xtcammgr instance info** 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 representative and provide the representative with the gathered information.

## X40G-5

**Error Message** %X40G-5-TCAM\_MGR\_INFO: [chars]

**Explanation** An X40G TCAM driver error was detected.

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

## X40G\_PC\_QOS-3

**Error Message** %X40G\_PC\_QOS-3-X40G\_EXCEED\_NUM\_QUEUES: %Exceed number of supported queues for this interface

**Explanation** Not available.

**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** %X40G\_PC\_QOS-3-X40G\_WRED\_QLIMIT: %Queue limit and WRED cannot be configured together

**Explanation** Not available.

**Recommended Action** This error indicates a qos policymap configuration error occurred. Qos processing on the interface might not work as expected. 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.

## X40G\_PC\_QOS-4

**Error Message** %X40G\_PC\_QOS-4-X40G\_PC\_PMAP\_INCOMPATIBLE: Warning - Policymap attached to port-channel EVC is incompatible with X40G member link.

**Explanation** Policymap attached to port-channel EVC is with an X40G member link.

**Recommended Action** Remove policymap attached to port-channel EVC before adding a X40G member link to port-channel.

## X40G\_QOS-3

**Error Message** %X40G\_QOS-3-ACTN: [chars]

**Explanation** The x40g qos client detected a qos feature processing error event, specified in the message

**Recommended Action** This error indicates a qos policymap configuration error occurred. Qos processing on the interface might not work as expected. 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** %X40G\_QOS-3-CFN: [chars]

**Explanation** The x40g qos client detected a classification configuration error event, specified in the message.

**Recommended Action** This error indicates a qos policymap configuration error occurred. Qos processing on the interface might not work as expected. 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** %X40G\_QOS-3-NOMEM: Memory Allocation Failure - [chars])

**Explanation** Memory required by the qos client to service one or more Network Processors could not be allocated.

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



**Error Message** %X40G\_QOS-3-NP: [chars]

**Explanation** The x40g qos client detected an npu programming error event, specified in the message.

**Recommended Action** This error indicates a qos policymap configuration error occurred. Qos processing on the interface might not work as expected. 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** %X40G\_QOS-3-PMAP\_CONFIG: [chars]

**Explanation** QoS processing on the interface specified in the msg is not functional

**Recommended Action** This configuration error is not considered fatal to the operation of the Network Processors. The software is designed to detect and report the error condition. Please refer to the cisco.com documentation for configuration to correct the problem.

**Error Message** %X40G\_QOS-3-PRFL: [chars]

**Explanation** The x40g qos client detected a hardware profile run out. Hardware profile type is mentioned in the message

**Recommended Action** Identify the QoS hardware profile that got exhausted on the ES+ linecard. Modify the QoS configuration on the interface such that it can get a QoS profile shared with any other policymap on linecard or else remove policymap from the interface. Else Qos processing on the interface might not work as expected. 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** %X40G\_QOS-3-SVI\_PMAP: [chars]

**Explanation** Only one policymap is allowed to be attached to either direction of interface vlan at a time.

**Recommended Action** Please remove previous attached policymap and reattach the policymap. 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.

## X40G\_QOS-4

**Error Message** %X40G\_QOS-4-CFG: [chars]

**Explanation** When applying policymap, configuration may be changed by the NP because of hardware support

**Recommended Action** This error indicates a qos policymap configuration error occurred. Qos processing on the interface might not work as expected. 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.

# XCONNECT Messages

This section contains xconnect-related event and error messages.

## XCONNECT-3

**Error Message** %XCONNECT-3-CONFIG: %s

**Explanation** An invalid XCONNECT configuration or an error in processing the XCONNECT configuration has occurred.

**Recommended Action** No action is required.

**Error Message** %XCONNECT-3-ILLEGAL: %s

**Explanation** An illegal event has been processed by the XCONNECT subsystem.

**Recommended Action** No action is required.

## XCONNECT-5

**Error Message** %XCONNECT-5-PW\_STATUS: %s

**Explanation** An event caused the pseudowire to change status.

**Recommended Action** No action is required.

**Error Message** %XCONNECT-5-REDUNDANCY: %s

**Explanation** An event caused the XCONNECT redundancy facility to generate a switchover to the specified backup member.

**Recommended Action** No action is required.

## XCPA Messages

**Error Message** %XCPA-3-HWVER: bay [[dec]] incompatible microcode (hw:[int].[int],[int].[int]).

**Explanation** An incompatibility exists between the port adapter hardware and the version of microcode that the system image attempted to load.

**Recommended Action** Use the **show microcode** command to display the default and configured versions of microcode for this port adapter hardware type. Assure that the correct version of microcode exists in flash. Use the **microcode reload** command to load the microcode. If the error still occurs, record the output from the following commands: **show tech**, **show microcode**, **dir slot0:**, **dir slot1:**, **show log**. Provide this information to your technical support representative.

## XCVR Messages

This section contains transponder messages.

### XCVR-3

**Error Message** %XCVR-3-UNKNOWN\_SFP\_INSERTED: Unknown SFP inserted [chars]

**Explanation** An unknown Small Form Factor Pluggable (SFP) transceiver has been inserted.

**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.

# XDR Messages

This section contains eXternal Data Representation (XDR) messages.

## XDR-3

**Error Message** %XDR-3-BYPASSFOFNego: Bypassing FOF ISSU client %s (%u) nego for XDR client %s, slot %s as FOF ISSU client is not present in %s image.

**Explanation** This XDR client has a dependency on another ISSU client due to having foreign-owned fields (FOFs). Because the ISSU client that owns the FOFs is not in the image, the XDR client will not wait for that client to finish ISSU negotiation. The missing client must be added to the image.

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

**Error Message** %XDR-3-CLIENTISSUBADENTITY: Unable to register ISSU entity for [chars], reason: [chars]

**Explanation** Unable to register this XDR client's ISSU entity due to problems with registering the item given as a reason in the error message. ISSU will stop working for this client and may lead to unpredictable behavior.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %XDR-3-CLIENTISSUBADGROUP: New m/cast group (slots [chars]) has multiple members before nego complete.

**Explanation** A new multicast group has been created with multiple slots before ISSU negotiation for each client has completed. This condition will lead to unpredictable results.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %XDR-3-CLIENTISSUBADNEGOMSG: Unexpected nego msg - slot [chars], client [chars], ctxt [dec]

**Explanation** XDR has received a negotiation message unexpectedly as this client is either not ISSU aware or has already completed negotiation for this slot. This condition is likely a precursor to unpredictable behavior for this client.

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

**Error Message** %XDR-3-CLIENTISSU\_FOF\_NEGOFAIL: ISSU negotiation failed for FOF client %u, for peer %s (ISSU peer %d), blocking ISSU client %s (%d) reason - %s

**Explanation** The ISSU negotiation failed for a client that has registered ISSU foreign-owned field (FOF) client dependencies. The dependent clients on this slot and the remote slot cannot interoperate in SSO mode. Synchronizing of information to and from this slot cannot proceed for this client and the dependent clients. Enter the **show xdr multicast** command for full details.

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

**Error Message** %XDR-3-CLIENTISSU\_FOF\_REGERROR: ISSU client %s (%d), entity %d, message %d (%s), failed ISSU FOF registration: %s, reason: %s,

**Explanation** This ISSU client has a message containing a foreign-owned field (FOF) owned by another client, but the client failed to register this dependency. This is an internal software error.

**Recommended Action** Update to a later software release.

**Error Message** %XDR-3-CLIENTISSUNEGATIVEPADDING: Negative padding for [chars], slots [chars], msg [dec] (padded: [dec], unpadded: [dec])

**Explanation** An internal error occurred involving a mismatch of internal data structures.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %XDR-3-CLIENTISSU\_NEGOFAIL: ISSU negotiation failed for [chars], slot [chars] [chars]

**Explanation** ISSU negotiation failed. The XDR client on this slot and the remote slot cannot interoperate in SSO mode. Synchronizing of information to and from this slot will not happen for this client and dependent clients. See the output of the **show xdr multicast** command for full details.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %XDR-3-CLIENTISSUNEGONOTDONE: Attempting to push send XDR message ([dec]) to slots [chars] for [chars] before nego complete.

**Explanation** An internal error occurred that may result in unpredictable behavior.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %XDR-3-CLIENTISSU\_NEGOREGERROR: XDR client %s, failed ISSU negotiation result notification registration for ISSU client %s (%d), reason: %s,

**Explanation** This client has a dependency on the successful ISSU negotiation of another client and has failed to register this dependency. This is an internal software error.

**Recommended Action** Update to a later software release.

**Error Message** %XDR-3-CLIENTISSU\_NEGOUNREGERROR: Failed to unregister ISSU negotiation result notification registration for ISSU client %s (%d), reason: %s,

**Explanation** This client has a dependency on the successful ISSU negotiation of another client and has failed to unregister this dependency when not required. This is an internal software error.

**Recommended Action** Update to a later software release.

**Error Message** %XDR-3-CLIENTISSUNOMSGGRP: Cannot determine ISSU message group for slot %d. Unknown %s

**Explanation** Because the line card type for the specified slot is not recognized, the ISSU client cannot determine the set of ISSU messages to be used between the local and remote slot. This condition might be due to a new line card 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** %XDR-3-CLIENTISSU\_PUSHFAIL: Attempting to push send XDR message ([chars]) to slots [chars] via client [chars] failed due to [chars]

**Explanation** An internal error occurred that may result in unpredictable behavior.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %XDR-3-CLIENTISSU\_REGERROR: ISSU client [dec] ([chars]), entity [dec], failed ISSU registration: [chars]

**Explanation** The ISSU negotiation failed for this XDR client. This is a software error.

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

**Error Message** %XDR-3-CLIENTISSUSENDFAILED: Can't send XDR client ISSU nego msg: reason [chars], slot [chars], client [chars]

**Explanation** XDR has failed to send an ISSU negotiation message for the given client. The slot will be marked as ISSU-unaware, and communication with this slot will proceed on that basis. However, this is likely to lead to unpredictable behavior.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %XDR-3-CLIENTISSUSTARTNEGOFAIL: Can't start nego: reason [chars], slot [chars], client [chars], sid [dec]

**Explanation** XDR has failed to start ISSU negotiation with the remote slot for the reason given. The slot will be marked as ISSU-unaware, and communication with this slot will proceed on that basis. However, this is likely to lead to unpredictable behavior.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %XDR-3-ISSUBADREGPARAMS: Client [chars] trying to register with incomplete ISSU support.

**Explanation** This client does not properly support ISSU and will be registered as not supporting ISSU.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %XDR-3-ISSUCAPNEGOFAIL: Client [chars] failed to [chars] capability/ies due to [chars]

**Explanation** An internal software error occurred. The capability negotiation failed unexpectedly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %XDR-3-ISSU\_ENUM\_ERROR: Enum for [chars] ([chars] component) is not ISSU-compliant: [chars]

**Explanation** The given enumeration is not ISSU-compliant for the reason given. Unpredictable behavior will result when interoperating with different Cisco IOS versions.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %XDR-3-ISSUINITFAIL: Unable to register XDR ISSU [chars], reason: [chars]

**Explanation** Unable to register the given XDR ISSU parameter due to the reason given. This will stop ISSU working for this client and may lead to unpredictable behavior.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %XDR-3-ISSU\_NEGOFAIL: ISSU negotiation failed for XDR, slot [chars] [chars]

**Explanation** ISSU negotiation failed. XDR on this slot and the remote slot cannot interoperate. Synchronizing of information to and from this slot for all XDR clients will not be allowed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %XDR-3-MSGSIZEFAIL: The IPC message size is out of boundsThe ipc\_msg\_size is : [dec] while the maximum size we can handle is theXDR\_IPC\_BUFFER\_SIZE : [dec] .

**Explanation** The size of the IPC message that was received is larger than the maximum size that can be handled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %XDR-3-PRIOCLIENTISSU\_NEGOFAIL: ISSU negotiation failed for [chars], slot [chars] [chars]

**Explanation** ISSU negotiation failed for a core XDR client. XDR on this slot and the remote slot cannot interoperate in SSO mode. Synchronizing of information to and from this slot will not happen for any XDR client.

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

**Error Message** %XDR-3-XDRBADSLLOT: An invalid slot %d was obtained during - %s

**Explanation** An invalid slot was obtained.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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 xdr linecard**, and **show xdr multicast** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-XDRDEQUEUE: Failed to dequeue from [chars] with [dec] elements still queued

**Explanation** A queueing failure has occurred. A nonempty queue could not be dequeued.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %XDR-3-XDRIPC: XDR IPC error on multicast-group [hex] due to [chars].

**Explanation** A general IPC-related error occurred, which may prevent transfer of data to other peers using the IPC mechanism .

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

**Error Message** %XDR-3-XDRMCASTJOIN: Attempt to join [chars] to [chars] failed because client [chars] returned an error

**Explanation** An internal error occurred that may result in unpredictable XDR behavior.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %XDR-3-XDRMCASTJOINREQ: Client [chars] returned an invalid response to a join request for groups [chars] and [chars]

**Explanation** An internal error occurred that may result in unpredictable XDR behavior.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %XDR-3-XDRMCAST\_PEER\_BINDING: XDR peer [chars] bind to group [chars] (was bound to [chars]): [chars]

**Explanation** An internal error occurred that may result in unpredictable XDR behavior.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %XDR-3-XDRNOMEM: XDR failed to allocate memory during [chars] creation.

**Explanation** Allocation of memory by the XDR subsystem has failed. This failure may result in unpredictable XDR behavior.

**Recommended Action** Make sure that there is enough memory for the operations being performed by your system. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %XDR-3-XDROOS: Received an out of sequence IPC message. Expected [dec] but got [dec]

**Explanation** An out-of-sequence or unknown IPC message was received. This condition indicates that an IPC is not working 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** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-XDRPEER: An XDR peer error for slot [chars]. Due to [chars].

**Explanation** An error relating to an XDR peer has occurred.

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

**Error Message** %XDR-3-XDRQUEUE: XDR queue error: [chars].

**Explanation** The XDR subsystem queueing operation failed. This may result in unpredictable behavior of XDR.

**Recommended Action** Make sure that there is enough memory for the operations being performed by your machine. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %XDR-3-XDRSLOTFROMMASK: Cannot determine slot from mask [chars] (client [chars])

**Explanation** Mapping from slot mask to slot has failed. During ISSU negotiation, the message destination cannot be determined, and the message will be dropped.

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

## XDR-6

**Error Message** %XDR-6-CLIENTISSUBADRCVTFM: Failed to rcv\_transform message - from slot [chars], client [chars], context [dec]

**Explanation** The system cannot perform an ISSU receive transform. This condition is likely due to an earlier failure in negotiation, or when one side of an ISSU-enabled XDR connection is out of synchronization with the other.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %XDR-6-CLIENTISSUBADTXTFM: Failed to xmit\_transform message - to slot [chars], client [chars], context [dec]

**Explanation** The system cannot perform an ISSU transmit transform. This condition is likely due to an earlier failure in negotiation, or when one side of an ISSU-enabled XDR connection is out of synchronization with the other.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %XDR-6-CLIENTISSU\_BLOCKED: Client [chars] cannot sync info to/from slot [chars] due to ISSU negotiation failure of client [chars]

**Explanation** This client depends on another XDR client for which ISSU negotiation has failed. As a result, this client is prevented from communicating with the remote slot. This is due to ISSU incompatibilities between the two images. Functionality for this client will revert to RPR 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** %XDR-6-CLIENTISSU\_UNBLOCKED: Client [chars] can now sync info to/from slot [chars] due to ISSU negotiation success of client [chars]

**Explanation** This client depends on another XDR client for which ISSU negotiation had previously failed but has now succeeded. As a result, this client can resume communication with the remote slot. Functionality for this client will revert to SSO 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** %XDR-6-CLIENTISSUUNREG: Failed to unregister session - client [chars], slot [chars], reason [chars]

**Explanation** The system was unable to unregister this session. This condition will likely cause problems when reregistering.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %XDR-6-CLIENTNOTREGONRP: Client [chars] has registered on slot [chars] before RP.

**Explanation** The XDR client has registered on a non-RP card before an RP card. If this has occurred while toggling the client's registration status rapidly, it may be a transient problem that will resolve itself. If not, the client's status may be unpredictable, and ISSU negotiation (if platform is ISSU-aware) may not take place correctly.

**Recommended Action** Verify whether the client's registration status is the same on both the RP and the card on which the problem is reported by comparing the output of the **show xdr client all** command to see if the client is present or absent in both. If so, and no other error messages have been seen, then this is a transient issue and no further 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-6-ISSUBADRCVTFM\_DUMP: CSCsh95828 detected. Please collect 'show xdr linecard', 'show monitor event-trace xdr all', and the full system log, on both the RP and the related LC, and report this occurrence. Slot %s, data 0x%08x %08x %08x %08x %08x %08x %08x

**Explanation** This message contains a decoded packet dump and trace log information for investigating CSCsh95828.

**Recommended Action** Copy the message exactly as it appears and contact your Cisco technical support representative.

**Error Message** %XDR-6-ISSUBADTXTFM: Failed to xmit\_transform message - slot [chars], reason [chars]

**Explanation** The system was unable to perform an ISSU transform on an outgoing XDR header. The message will be ignored.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %XDR-6-ISSUCLIENTABSENT: ISSU client [chars] absent on slot [chars]. Client functionality may be affected.

**Explanation** The remote slot does not support this ISSU client. The software will handle this by reducing client functionality locally to continue in SSO mode, or by forcing the remote peer into RPR mode as appropriate. This is expected behavior in ISSU-capable systems.

**Recommended Action** No action is required.

**Error Message** %XDR-6-ISSUBADRCVTFM: Failed to rcv\_transform message - slot [chars], reason: [chars]

**Explanation** The system was unable to perform an ISSU transform on an incoming XDR header. The message will be ignored.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %XDR-6-XDRDISABLEREQUEST: Peer in slot [chars] requested to be disabled due to: [chars]. Disabling linecard

**Explanation** The line card has requested to be disabled due to an error condition.

**Recommended Action** Enter the **show monitor event-trace xdr** command from the RP and the line card in question. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** XDR-6-XDRINVALIDHDR: XDR for client ([chars]) dropped (slots:[chars] from slot:[dec] context:[dec] length:[dec]) due to: [chars]

**Explanation** The XDR client specified in the message text could not be registered. A failure has occurred that prohibits the XDR client from registering with the core.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %XDR-6-XDRINVALIDHDRISSU: XDR ISSU negotiation message for client ([chars]) dropped (slots:[chars] from slot:[chars] context:[int] length:[int]) due to: [chars]

**Explanation** The XDR ISSU negotiation message was dropped for the reason given.

**Recommended Action** If the message occurred during an ISSU upgrade then it may be safely ignored. Otherwise: Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %XDR-6-XDRIPCNOTIFY: Message not sent to slot [chars] because of IPC error [chars]. Disabling linecard. (Expected during linecard OIR)

**Explanation** A general IPC-related error has occurred that may prevent transfer of data to other peers using the IPC mechanism.

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

**Error Message** %XDR-6-XDRIPCPEER: XDR IPC error occurred for peer in slot [chars] due to [chars][chars].

**Explanation** A general IPC-related error has occurred that may prevent transfer of data to other peers using the IPC mechanism.

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

**Error Message** %XDR-6-XDRLCDISABLEREQUEST: Client [chars] requested to be disabled. [chars]

**Explanation** The line card has requested to be disabled due to an error condition.

**Recommended Action** Enter the **show monitor event-trace xdr** from the RP and the line card in question. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will 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** %XDR-6-XDRMCASTINIT: XDR mcast subsystem initilisation error: [chars]

**Explanation** A failure occurred that prohibits the XDR client from registering with the core.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://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** %XDR-6-XDRREGISTRATION: XDR failed to register [chars] client due to [chars]

**Explanation** The XDR client specified in the message text could not be registered. A failure has occurred that prohibits the XDR client from registering with the core.

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