CONST_V6 Messages

This section contains IP version 6 (CONST_V6) messages.

CONST_V6-5

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

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

Recommended Action No action is required.

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

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

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

CONTROLLER Messages

This section contains controller messages.

CONTROLLER-2

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

Explanation A software or hardware error occurred.

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

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

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

Explanation An internal software error occurred.

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

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

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

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

CONTROLLER-5

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

Explanation A configurable controller clock changed its state.

Recommended Action No action is required.

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

Explanation A configurable controller loopback status.

Recommended Action No action is required.

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

Explanation A software or hardware error occurred.

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

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

Explanation A configurable controller changed its state.

Recommended Action No action is required.

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

Explanation A configurable controller changed its state.

Recommended Action No action is required.

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

Explanation A configurable controller entered remote loopback.

Recommended Action No action is required.

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

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

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

COPTMONMIB Messages

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

COPTMONMIB-3

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

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

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

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

Explanation An attemt to make an entry for the registering interface failed

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

Cougar Messages

This section contains Cougar line card messages.

Error Message `%COUGAR_EHSA-3-NCLK_FUNCVER_MISMATCH: Mismatch in the Network Clock Module Functional Version number. The Functional Version of the Network clock module in the Primary = [dec].[dec]`

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

Error Message   No action required.`%COUGAR_EHSA-3-TWO_PRIM_DETECT: Other RP has declared PRIMARY, two primaries active in chassis. This RP will now crash to avoid this condition.`

Explanation   N/A

Recommended Action   No action required.

CPU_INTF_FPGA Messages

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

CPU_INTF_FPGA-2

Error Message   `%CPU_INTF_FPGA-2-DEV_INIT_FAILURE: The CPU Interface FPGA initialization failed due to [chars]`

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

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

Error Message `%CPU_INTF_FPGA-2-INT: [chars]`

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

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

Error Message `%CPU_INTF_FPGA-2-NULL_DEV_OBJECT: The CPU Interface FPGA device object pointer is set to NULL`

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

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

CPU_INTF_FPGA-3

Error Message `%CPU_INTF_FPGA-3-DEV_UNPAUSE_FAIL: Status register is [hex]`

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

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

Error Message %CPU_INTF_FPGA-3-QUEUE_ALLOC_FAILED: Failed to allocate queue in the
CPU Interface FPGA for SPA in bay ([dec])

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

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

CPU_INTF_FPGA-4

Error Message %CPU_INTF_FPGA-4-DEV_WARN_INT: [chars]

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

Recommended Action No action is required.

CPU_INTF_FPGA-5

Error Message %CPU_INTF_FPGA-5-PAUSE_FAIL: FPGA status register is [hex]

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

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

CPU_MONITOR Messages

This section contains CPU monitor (CPU_MONITOR) messages.

CPU_MONITOR-2

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

CPU_MONITOR-3

Error Message `%CPU_MONITOR-3-KERNEL_OPERATION: CPU_MONITOR kernel operation failed: [chars]`

Explanation A CPU_MONITOR kernel operation required to identify supect threads has failed.

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

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

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

Recommended Action No action is required.

Error Message `%CPU_MONITOR-3-PEER_FAILED: CPU_MONITOR peer process has failed to receive heartbeats, reset by [%d/%d]`

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

Recommended Action No action is required.

Error Message `%CPU_MONITOR-3-TIMED_OUT: CPU_MONITOR messages have failed, resetting %s [%d/%d]`

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

Recommended Action No action is required.

CPU_MONITOR-6

Error Message `%CPU_MONITOR-6-NOT_HEARD: CPU_MONITOR messages have not been heard for %d seconds [%d/%d]`

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

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

CRYPTO Messages

This section contains encryption (CRYPTO) messages.

CRYPTO-3

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

Explanation An IKE initialization error

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

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

Explanation An internal software error.

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

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

Explanation The packet has its engine_id set to something otherthan software crypto or hardware crypto.Unable to determine which crypto engine to useThe packet will be default sent to software crypto engine.

Recommended Action No action required

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

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

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

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

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

Recommended Action Contact your Cisco support representatives.

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

Explanation The cryptographic token has rejected the administrator PIN offered bythe router

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

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

Explanation The cryptographic token returned an unexpected error

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

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

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

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

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

Explanation The cryptographic token has rejected the new PIN offered bythe router

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

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

Explanation The cryptographic token has rejected the PIN offered bythe router

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

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

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

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

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

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

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

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

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

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

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

Explanation IKE failed to allocate memory for the IKE peer tree

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

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

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

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

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

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

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

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

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

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

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

Explanation Querying public key/private key using subject name failed

Recommended Action Check the subject name in the certificate.

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

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

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

CRYPTO-4

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

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

Recommended Action Create and apply valid transform set to cryptomap

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

Explanation System configuration modified.Some ipsec transforms which were earliervalid with software crypto are no longer valid now after switchinghardware crypto.

Recommended Action Create valid transform sets & update cryptomaps

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

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

Error Message `%CRYPTO-4-UNAVAILABLE: %s (ip) dest_addr= %i, src_addr= %i, prot= %d (ident) local=%i, remote=%i  local proxy=%i/%i/%d/%d,  remote_proxy=%i/%i/%d/%d`

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Explanation A quick sanity check is done on all received ISAKMP messages toverify that all component payload types are valid, and that thesum of their individual lengths equals the total length of thereceived message. This message failed the sanity check.Persistantly bad messages could be a denial of service attackor bad decryption.

Recommended Action Contact the remote peer's administrator.

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

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

Recommended Action Contact the remote peer and/or his administrator

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

Explanation INVALID SPI RECOVERY SAs maximum limit has been reached.

Recommended Action Possibly the local box reloaded.

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

Explanation The AAA subsystem was unable to send the accounting starton behalf of IPSec. This could be due to the AAA Server being unreachable.

Recommended Action Ensure that the AAA server is reachable and enabledfor accounting.

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

Explanation The AAA subsystem was unable to send the accounting stopon behalf of IPSec. This could be due to the AAA Server being unreachable.

Recommended Action Ensure that the AAA server is reachable and enabledfor accounting.

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

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

Recommended Action   Contact the remote peer and/or his administrator

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

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

Recommended Action   Use ISAKMP policy rsa-sig

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

Explanation   Configured encryption method is not supported

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

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

Explanation   Router RSA keypairs and associated IPSEC sessionswill be deactivated when the timeout expires

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

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

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

Recommended Action   Re-insert the crypto token

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

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

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

Error Message `%CRYPTO-4-UNAVAILABLE: Rec'd packet not an IPSEC packet. (ip) vrf/dest_addr= %s/%i, src_addr= %i, prot= %d`

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

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

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

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

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

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

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

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

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

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

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

Error Message `%CRYPTO-4-UNAVAILABLE: Transform %s not valid under IPSec transform %s`

Explanation Configured encryption algorithm not supported

Recommended Action Specify a valid encryption algorithm for the ipsec transform

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

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

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

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

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

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

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

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

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

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

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

Recommended Action Contact the peer's administrator.

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

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

Recommended Action Contact the peer's administrator.

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

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

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

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

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

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

Error Message `%CRYPTO-4-UNAVAILABLE: ipsec check access: identity not allowed by ACL (ip) dest_addr= %i, src_addr= %i, prot= %d`

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

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

Error Message `%CRYPTO-4-UNAVAILABLE: pcp: %d byte packet failed to decompresspcp: dest_addr=%i, src_addr=%i`

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

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

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

CRYPTO-5

CRYPTO-5

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

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

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

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

Explanation This is a notification message for IPSEC tunnel status

Recommended Action No action is required

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

Explanation This is a notification message for crypto ike sa'schanging their HA status

Recommended Action No action is required

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

Explanation This is a notification message for crypto ipsec sa'schanging their HA status

Recommended Action No action is required

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

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

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

> **Explanation** The router is configured not to accept or respond to ISAKMP aggressive mode with any peer
>
> **Recommended Action** If you did not intend to disable aggressive-mode then remove the command

CRYPTO-6

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

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

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

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

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

Explanation VPN tunnel status.

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

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

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

Error Message `%CRYPTO-6-UNAVAILABLE: A pseudo-random number was generated twice in succession`

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

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

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

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

Recommended Action Contact the remote peer's administrator.

Error Message `%CRYPTO-6-UNAVAILABLE: CET connection msg in an IPSEC_ONLY_IMAGE`

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

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

Explanation The IKE security association with the remote peer was notauthenticated yet the peer attempted to begin a Quick Modeexchange. This exchange must only be done with an authenticatedsecurity association

Recommended Action Contact remote peer

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

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

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

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

Explanation The cryptographic token has accepted the administrator PIN offered bythe router

Recommended Action Informational message only. No action required.

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

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

Recommended Action Informational message only. No action required.

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

Explanation The cryptographic token has accepted the PIN offered bythe router

Recommended Action Informational message only. No action required.

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

Explanation The router has logged out from the cryptographic token

Recommended Action Informational message only. No action required.

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

Explanation The cryptographic token has accepted the new PIN offered bythe router

Recommended Action Informational message only. No action required.

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

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

Recommended Action Informational message only. No action required.

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

Explanation A cryptographic token has been detected

Recommended Action Informational message only. No action required.

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

Explanation A cryptographic token has been detected

Recommended Action Informational message only. No action required.

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

Explanation The DOI field in notify messages give the receiver a contextin which to understand the message being notified. This DOIvalue is not understood and the message therefore cannot beunderstood.

Recommended Action If this situation persists contact the remote peer.

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

Explanation The DOI field of an SA offer defines how to parse the fieldsSAs with an unknown DOI cannot be parsed

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

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

Explanation Auto-Enroll has generated a new router key pair

Recommended Action No action required. Informational message

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

Explanation ISAKMP entities assume an identity to inform the peer of who orwhat they are. The claimed identity did not match the informationgleaned from the distinguished name of the peer's certificate.

Recommended Action Contact the remote peer if this situation persists

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

Explanation ISAKMP entities assume an identity to inform the peer of who orwhat they are. The claimed identity did not match the informationgleaned from the ip address of the peer's certificate.

Recommended Action Contact the remote peer if this situation persists

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

Explanation ISAKMP entities assume an identity to inform the peer of who orwhat they are. The claimed identity did not match the informationgleaned from the fqdn of the peer's certificate.

Recommended Action Contact the remote peer if this situation persists

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

Explanation ISAKMP entities assume an identity to inform the peer of who orwhat they are. The claimed identity did not match the informationgleaned from the user fqdn of the peer's certificate.

Recommended Action Contact the remote peer if this situation persists

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

Explanation Encryption or decryption on a particular IKE thread failed.

Recommended Action Contact remote peer

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

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

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

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

Explanation A portion of the IKE exchange takes place in the clearand a portion is encrypted. This message should have beenencrypted but was not.

Recommended Action Contact remote peer

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

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

Recommended Action Contact the remote peer's administrator

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

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

Recommended Action No action required.

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

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

Recommended Action Informational message only. No action required.

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

Explanation Negotiation with the remote peer failed.

Recommended Action If this situation persists contact the remote peer

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

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

Recommended Action The X9.17 random number will occasionally produce this condition, and this is not a problem. However if this message occurs frequently, the system should be manually reloaded. If the message is persistent across reloads, copy the error message exactly as it appears, and report it to your technical support representative.

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

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

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

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

Explanation IKE peers negotiate policy by the initiator offering a listof possible, alternate, protection suites. The responderresponded with one that the initiator did not offer

Recommended Action Contact the remote peer

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

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

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

CRYPTO_HA Messages

This section contains crypto high availability messages.

CRYPTO_HA-3

Error Message `%CRYPTO_HA-3-IKEADDENTRYFAIL: (VIP=[IP_address])ISAKMP SA entry insertion on standby device failed for src=[IP_address], dst=[IP_address]`

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

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

Error Message `%CRYPTO_HA-3-IKEDELENTRYFAIL: (VIP=[IP_address])ISAKMP SA entry deletion on standby device failed for src=[IP_address], dst=[IP_address]`

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

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

Error Message `%CRYPTO_HA-3-IKEINSERTKEYFAIL: (VIP=[IP_address])ISAKMP SA entry key insertion on standby device failed for src=[IP_address], dst=[IP_address]`

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

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

Error Message `%CRYPTO_HA-3-IKEQUERYKEYFAIL: (VIP=[IP_address])ISAKMP SA entry key query on active device failed for src=[IP_address], dst=[IP_address]`

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

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

Error Message `%CRYPTO_HA-3-IPSECADDENTRYFAIL: (VIP=[IP_address])IPSEC SA entry insertion on standby device failed`

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

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

Error Message `%CRYPTO_HA-3-IPSECDELENTRYFAIL: (VIP=[IP_address])IPSEC SA entry deletion on standby device failed`

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

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

CRYPTO_HA-6

Error Message `%CRYPTO_HA-6-IKEDOWN: (VIP=[IP_address])Disabling High Availability functionality for the ISAKMP failover group.`

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

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

Error Message `%CRYPTO_HA-6-IKEFAILOVER: (VIP=[IP_address])Taking over as the new Active device for the ISAKMP failover group.`

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

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

Error Message `%CRYPTO_HA-6-IKEHAINFINITEMSGLOOP: (VIP=[IP_address])Dropping remainder of this HA IKE SSP message because of suspected infinite message loop.`

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

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

Error Message `%CRYPTO_HA-6-IKEHANOTENABLE: IKE HA is not enabled.`

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

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

Error Message `%CRYPTO_HA-6-IKEHASYNCCOMPLETE: (VIP=[IP_address])IKE HA state synchronization with Active device complete.`

Explanation This is a normal notification message after the standby has received either REPLY_ENTRY or DELETE_ENTRY messages for all requests during synchroniztion.

Recommended Action No action is required.

Error Message `%CRYPTO_HA-6-IKESTANDBY: (VIP=[IP_address])Setting up as a Standby device for the ISAKMP failover group.`

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

Recommended Action No action is required.

Error Message `%CRYPTO_HA-6-IKEUPDATEENTRYFAIL: (VIP=[IP_address])ISAKMP SA entry update on standby device failed for src=[IP_address], dst=[IP_address]`

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

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

Error Message `%CRYPTO_HA-6-IPSECDOWN: (VIP=[IP_address])Disabling High Availability functionality for the IPSEC failover group.`

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

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

Error Message `%CRYPTO_HA-6-IPSECFAILOVER: (VIP=[IP_address])Taking over as the new Active device for the IPSEC failover group.`

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

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

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

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

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

Error Message `%CRYPTO_HA-6-IPSECHANOTENABLE: (VIP=[IP_address])IPSEC HA is not enabled.`

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

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

Error Message %CRYPTO_HA-6-IPSECHASYNCCOMPLETE: (VIP=[IP_address])IPSEC HA state synchronization with Active device complete.

Explanation This is a normal notification message after the standby has received either a REPLY_ENTRY or a DELETE_ENTRY message for all requests during synchroniztion.

Recommended Action No action is required.

Error Message %CRYPTO_HA-6-IPSECSTANDBY: (VIP=[IP_address])Setting up as a Standby device for the IPSEC failover group.

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

Recommended Action No action is required.

Error Message %CRYPTO_HA-6-IPSECUPDATEENTRYFAIL: (VIP=[IP_address])IPSEC SA entry update on standby device failed

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

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

CRYPTO_HA_IKE Messages

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

CRYPTO_HA_IKE-3

Error Message %CRYPTO_HA_IKE-3-FAILOVER_ERROR: Attempt to failover IKE SA ([IP_address]:[IP_address]) failed due to [chars]. No stateful failover available for this SA.

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

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

CRYPTO_HA_IKE-4

Error Message `%CRYPTO_HA_IKE-4-CRYPTO_HA_NOT_SUPPORTED_BY_HW: Crypto hardware is enabled and it does not support HA operation '[chars]'`

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

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

CRYPTO_HA_IPSEC Messages

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

CRYPTO_HA_IPSEC-3

Error Message `CRYPTO_HA_IPSEC-3-FAILOVER_ERROR: Attempt to failover IPSec SA ([IP_address]:[IP_address]) failed due to [chars]. No stateful failover available for this SA.`

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

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

Error Message `CRYPTO_HA_IPSEC-3-HA_IPSEC_UPDATE_PROC_FAIL: Start of HA IPSec update process failed`

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

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

CRYPTO_HA_IPSEC-4

Error Message `CRYPTO_HA_IPSEC-4-CRYPTO_HA_NOT_SUPPORTED_BY_HW: Crypto hardware is enabled and it does not support HA operation '[chars]'`

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

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

CRYPTO_RSA_ISSU Messages

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

CRYPTO_RSA_ISSU-3

Error Message `%CRYPTO_RSA_ISSU-3-GET_BUFFER: Crypto RSA ISSU client failed to get buffer for message. Error: %d (%s)`

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

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

Error Message `%CRYPTO_RSA_ISSU-3-INIT: Crypto RSA ISSU client initialization failed to %s. Error: %d (%s)`

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

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

Error Message `%CRYPTO_RSA_ISSU-3-INVALID_SESSION: Crypto RSA ISSU client does not have a valid registered session.`

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

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

Error Message `%CRYPTO_RSA_ISSU-3-MSG_NOT_OK: Crypto RSA ISSU client message type %d is not compatible`

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

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

Error Message `%CRYPTO_RSA_ISSU-3-MSG_SIZE: Crypto RSA ISSU client failed to get the MTU for message type %d. Error: %d (%s)`

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

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

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

Error Message `%CRYPTO_RSA_ISSU-3-SEND_NEGO_FAILED: Crypto RSA ISSU client failed to send negotiation message. Error: %d (%s)`

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

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

Error Message `%CRYPTO_RSA_ISSU-3-SESSION_NEGO: Crypto RSA ISSU client encountered unexpected client nego_done. Error: %d (%s)`

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

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

Error Message `%CRYPTO_RSA_ISSU-3-SESSION_REGISTRY: Crypto RSA ISSU client failed to register session information. Error: %d (%s)`

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

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

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

Error Message `%CRYPTO_RSA_ISSU-3-SESSION_UNREGISTRY: Crypto RSA ISSU client failed to unregister session information. Error: %d (%s)`

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

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

Error Message `%CRYPTO_RSA_ISSU-3-TRANSFORM_FAIL: Crypto RSA ISSU client %s transform failed for message type %d. Error: %d (%s)`

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

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

CSG Messages

This section contains Content Services Gateway (CSG) messages.

CSG-3

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

Explanation   An error occurred in a CSG module.

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

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

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

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

CSG-4

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

Explanation   An undesired event has occurred in a CSG module.

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

CSG-6

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

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

Recommended Action   No action is required.

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

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

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

CSM_SLB Messages

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

CSM_SLB-4

Error Message `%CSM_SLB-4-ENV_VARIABLE: Module %d warning: %s %s`

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

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

CT3 Messages

This section contains CT3 shared port adapter messages.

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

Explanation   An invalid TX accumulator is detected.

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

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

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

Explanation   A message was not received from CT3 firmware.

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

Error Message `%CARRIER-2-TOOMANY_CT3: Too many CT3 DFC cards, do not power up invalid card in slot [dec]`

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

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

CTS Messages

This section contains Cisco TrustSec (CTS) messages.

CTS-0

Error Message `%CTS-0-AUTHZ_OUT_OF_MEM: %s failed to create %s due to insufficient memory`

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

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

Error Message `%CTS-0-CTS_EMERG: [chars]`

Explanation   An internal software error occurred.

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

Error Message `%CTS-0-IFC_OUT_OF_MEM: %s failed to create %s due to insufficient memory`

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

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

CTS-1

Error Message `%CTS-1-CTS_ALERT: [chars]`

Explanation   An internal software error occurred.

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

CTS-2

Error Message `%CTS-2-CTS_CRIT: [chars]`

Explanation   An internal software error occurred.

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

CTS-3

Error Message `%CTS-3-AUTHZ_ADD_DATA_FAILED: %s failed to add %s to %s`

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

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

Error Message `%CTS-3-AUTHZ_DATA_CREATE_FAILED: %s failed to create %s`

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

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

Error Message `%CTS-3-AUTHZ_DATA_EXCEEDS_LIMIT: %s encountered %s(%d) exceeds max(%d)`

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

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

Error Message `%CTS-3-AUTHZ_DATA_FAILED: %s failed to obtain %s`

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

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

Error Message `%CTS-3-AUTHZ_DATA_NULL: %s encounters NULL %s`

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

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

Error Message `%CTS-3-AUTHZ_DATA_UNINIT: %s appears uninitialized`

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

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

Error Message `%CTS-3-AUTHZ_FAILED_SYNC_RCV: Standby failed receive sync msg(%s)`

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

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

Error Message `%CTS-3-AUTHZ_GENERIC_FAILURE: %s %s`

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

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

Error Message `%CTS-3-AUTHZ_INSTALL_FAILED: %s failed to install %s %s`

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

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

Error Message `%CTS-3-AUTHZ_INVALID_DATA: %s encountered invalid %s`

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

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

Error Message `%CTS-3-AUTHZ_NOT_SUPPORTED: %s encountered %s not unsupported`

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

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

Error Message `%CTS-3-AUTHZ_POLICY_FALLBACK_FAILED: Failed to %s Fallback policy for %s`

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

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

Error Message `%CTS-3-AUTHZ_POLICY_INGRESS_FAILED: Failed to %s Ingress policy for %s`

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

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

Error Message `%CTS-3-AUTHZ_POLICY_INTERNAL_FAILED: Failed to acquire/install policy for %s due to internal error`

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

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

Error Message `%CTS-3-AUTHZ_POLICY_PEER_DOWNLOAD_FAILED: Failed to download peer policy for %s`

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

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

Error Message `%CTS-3-AUTHZ_POLICY_RBACL_FAILED: Failed to %s RBACL %s for SGT=%d`

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

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

Error Message `%CTS-3-AUTHZ_POLICY_WILDCARD_FAILED: Failed to download wildcard policy`

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

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

Error Message `%CTS-3-AUTHZ_SYNC_FAILED: Failed to send %s sync msg(%s) to Standby`

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

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

Error Message `%CTS-3-CTS_ERR: [chars]`

Explanation An internal software error occurred.

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

Error Message `%CTS-3-DOT1X_CONFIG_FAILED: Failed to configure dot1x for int(%s)`

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

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

Error Message `%CTS-3-DOT1X_FORCE_PORT_AUTHORIZED_FAILED: Failed to force dot1x port authorized for int(%s)`

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

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

Error Message `%CTS-3-DOT1X_INIT_FAILED: Failed to initialize dot1x for int(%s)`

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

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

Error Message `%CTS-3-DOT1X_PAE_FAILED: Failed to %s dot1x PAE(%s) for int(%s)`

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

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

Error Message `%CTS-3-GENERIC_FAILURE: %s %s`

Explanation Cisco TrustSec (CTS) encountered an internal error.

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

Error Message `%CTS-3-GLOBAL_DOT1X_DISABLED: Global dot1x config is currently disabled - CTS will not run`

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

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

Error Message `%CTS-3-IFC_DATA_DESC_DECODE_FAILED: %s failed to decode the data-descriptori - swidb unknown`

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

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

Error Message `%CTS-3-IFC_DATA_DESC_ENCODE_FAILED: %s failed to encode the data-descriptor for int(%s)`

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

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

Error Message `%CTS-3-IFC_DATA_NULL: %s encounters NULL %s`

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

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

Error Message `%CTS-3-IFC_LINK_OBJ_FAILED: %s failed to get link_obj for int(%s)`

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

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

Error Message `%CTS-3-IFC_SYNC_FAILED: Failed to send %s sync msg(%s) to Standby`

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

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

Error Message `%CTS-3-IFC_SYNC_FAILED_2: %s, Failed to send %s sync msg(%s) to Standby`

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

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

Error Message `%CTS-3-INVALID_MSGID_RCV: %s received invalid HA/ISSU msgId(%d)`

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

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

Error Message `%CTS-3-PORT_AUTHORIZED_FAILED: Failed to authorize Port for int(%s)`

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

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

Error Message `%CTS-3-PP_CTS_EC_NOT_CTS: Physical port is not configured for CTS, but port-channel is.`

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

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

Error Message `%CTS-3-PP_CTS_MODE_EC_MISMATCH: Physical port CTS mode does not match the port-channel's CTS mode.`

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

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

Error Message %CTS-3-PP_CTS_TIMER_REAUTH_EC_MISMATCH: Cannot bundle interface. CTS Reauth Timer mismatch. %s = %d %s = %d

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

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

Error Message %CTS-3-PP_NOT_CTS_EC_CTS: Physical port is configured for CTS, but port-channel is not.

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

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

Error Message %CTS-3-SEND_MSG_TO_CORE_FAILED: Failed to send msg([dec]) to core process

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

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

Error Message `%CTS-3-SXP_BINDING_ERR: Binding [chars]- [chars]`

Explanation SXP binding update error.

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

Error Message `%CTS-3-SXP_CONN_STATE_CHG_OFF: Connection [chars]-[dec] state changed from [chars] to Off.`

Explanation SXP Connection with the specified instance number changed state.

Recommended Action No action is required.

Error Message `%CTS-3-SXP_LISTENER: Fail to start global listening socket after TCP process restart.`

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

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

Error Message `%CTS-3-SXP_MSG_PARSE: Connection [chars] [chars]`

Explanation An error occurred while parsing SXP message.

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

CTS-4

Error Message `%CTS-4-CTS_WARNING: [chars]`

Explanation An internal software error occurred.

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

Error Message `%CTS-4-SXP_INTERNAL: CTS SXP [chars]`

Explanation The CTS SXP system encountered internal failure.

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

CTS-5

Error Message `%CTS-5-CTS_NOTICE: [chars]`

Explanation Normal but significant conditions

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

Error Message `%CTS-5-SXP_BINDING_ADD: Binding [chars]- added to SXP database.`

Explanation Binding added to the SXP database.

Recommended Action No action is required.

Error Message `%CTS-5-SXP_BINDING_CHG: Binding [chars]- changed: old connection instance number:[dec], old sgt:[dec].`

Explanation Binding changed in the SXP database.

Recommended Action No action is required.

Error Message `%CTS-5-SXP_BINDING_DEL: Binding [chars]- deleted in SXP database.`

Explanation Binding deleted in the SXP database.

Recommended Action No action is required.

Error Message `%CTS-5-SXP_BINDING_FWD: Binding [chars]- is forwarded to the peer.`

Explanation SXP forwarded binding to the peer.

Recommended Action No action is required.

Error Message `%CTS-5-SXP_BINDING_REQ: SXP received binding forwarding request ([chars]) binding [chars].`

Explanation SXP received a binding forwarding request.

Recommended Action No action is required.

Error Message `%CTS-5-SXP_BINDING_UPD: Binding [chars] [chars]. Update binding manager.`

Explanation SXP updated binding manager with the binding change.

Recommended Action No action is required.

Error Message `%CTS-5-SXP_DFT_PASSWORD_CHANGE: CTS SXP password changed.`

Explanation The SXP system password has been changed.

Recommended Action No action is required.

Error Message `%CTS-5-SXP_DFT_SRCIP_CHG: SXP default source IP is changed [IP_address] -- [IP_address].`

Explanation SXP default source IP is changed on this device.

Recommended Action No action is required.

Error Message `%CTS-5-SXP_STATE_CHANGE: CTS SXP [char].The SXP feature has changed operational state.`

Explanation SXP feature is functioning only when the feature is enabled.

Recommended Action No action is required.

Error Message `%CTS-5-SXP_VRF_DEL: SXP Connection  configuration in VRF:[chars] is removed.`

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

Recommended Action No action is required.

Error Message `%CTS_HA_ISSU-3-CAP_INVALID_SIZE: CTS HA empty tlv size.`

Explanation Received empty tlv list during capability negotiation.

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

CTS-6

Error Message `%CTS-6-DOT1X_FORCE_PORT_AUTHORIZED_SUCCESS: Successfully forced dot1x port authorized for int(%s)`

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

Recommended Action No action is required.

Error Message `%CTS-6-DOT1X_PAE_CONFIG: %s dot1x PAE(%s) for int(%s)`

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

Recommended Action No action is required.

Error Message `%CTS-6-IFC_CACHE_APPLIED: Cache data applied for int(%s)`

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

Recommended Action No action is required.

Error Message `%CTS-6-CTS_INFO: [chars]`

Explanation Informational messages

Recommended Action No action is required.

Error Message `%CTS-6-PORT_AUTHORIZED_SUCCESS: Port authorized for int(%s)`

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

Recommended Action No action is required.

Error Message `%CTS-6-PORT_UNAUTHORIZED: Port unauthorized for int(%s)`

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

Recommended Action No action is required.

Error Message `%CTS-6-SXP_CONFIG: Connection [chars] [chars]`

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

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

Error Message `%CTS-6-SXP_CONN_STATE_CHG: Connection [chars]-[dec] state changed from [chars] to [chars].`

Explanation SXP Connection with the specified instance number changed state.

Recommended Action No action is required.

Error Message %CTS-6-SXP_SRC_IP: Source IP address ([chars] [IP_address]) does not belong to this device.

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

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

Error Message %CTS-6-SXP_TIMER_START: Connection [chars] [chars] timer started.

Explanation The specified SXP timer started.

Recommended Action No action is required.

Error Message %CTS-6-SXP_TIMER_STOP: Connection [chars] [chars] timer stopped.

Explanation The specified SXP timer stopped.

Recommended Action No action is required.

CTS-7

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

Explanation An internal software error occurred.

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

CTS_HA Messages

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

CTS_HA-3

Error Message `%CTS_HA-3-CHKPT_REG_FAIL: CTS HA add CTS checkpoint client failure`

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

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

Error Message `%CTS_HA-3-RECEIVE_FAILED: CTS HA client failed to process message recieved from Active device.`

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

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

Error Message `%CTS_HA-3-SEND_FAILED: CTS HA client on Active device failed to send checkpoint message. CTS component Id %d, message Id %d`

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

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

CTS_HA_ISSU Messages

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

CTS_HA_ISSU-3

Error Message `%CTS_HA_ISSU-3-CAP_INVALID_SIZE: CTS HA empty tlv size.`

Explanation Received empty tlv list during capability negotiation.

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

Error Message `%CTS_HA_ISSU-3-CAP_NOT_COMPATIBLE: CTS HA capability not compatible`

Explanation CTS HA failed during capability negotiation.

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

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

Error Message `%CTS_HA_ISSU-3-GET_BUFFER: CTS HA ISSU client failed to get buffer for`
`message. Error: %d (%s)`

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

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

Error Message `%CTS_HA_ISSU-3-INIT: CTS HA ISSU client initialization failed to %s.`
`Error: %d (%s)`

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

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

Error Message `%CTS_HA_ISSU-3-MSG_NOT_COMPATIBLE_WITH_PEER: Message [dec] in component [dec] is not compatible with the peer.`

Explanation Message not compatible with the peer.

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

Error Message `%CTS_HA_ISSU-3-SEND_NEGO_FAILED: CTS HA ISSU client failed to send negotiation message. Error: %d (%s)`

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

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

Error Message `%CTS_HA_ISSU-3-SESSION_REGISTRY: CTS HA ISSU client failed to register session information. Error: %d (%s)`

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

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

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

Error Message `%CTS_HA_ISSU-3-SESSION_UNREGISTRY: CTS HA ISSU client failed to unregister session information. Error: %d (%s)`

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

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

CTS_HA_ISSU-6

Error Message `%CTS_HA_ISSU-6-INCOMPAT: CTS HA ISSU client negotiation results incompatible`

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

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

CWAN_ALARM Messages

This section contains Constellation WAN (CWAN) alarm messages.

CWAN_ALARM-6

Error Message   `%CWAN_ALARM-6-INFO: [chars] [chars] [chars] [chars] [chars]`

Explanation   This message provides alarm assertion or deassertion information.

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

Error Message   `%CWAN_ALARM-6-SONET: [chars] [chars] [chars] [chars] [chars]`

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

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

Error Message   `%CTS-6-SXP_PASSWORD_CHANGE: CTS SXP password changed`

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

Recommended Action   No action is required.

Error Message   `%CTS-6-SXP_STATE_CHANGE: CTS SXP %s`

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

Recommended Action   No action is required.

CWAN_ATM Messages

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

CWAN_ATM-3

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

Explanation   Memory is running low.

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

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

Explanation   The specified port does not exist.

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

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

Explanation   The specified port VCD does not exist.

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

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

Explanation The specified VC does not exist on the port.

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

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

Explanation Either the port or the VCD is invalid.

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

CWAN_ATM-5

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

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

Recommended Action No action is required.

CWAN_ATOM-HA Messages

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

CWAN_ATOM-HA-2

Error Message `%CWAN_ATOM_HA-2-ISSU_ERROR: [chars] [chars]`

Explanation Platform ATOM HA ISSU client error.

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

CWAN_ATOM-HA-3

Error Message `%CWAN_ATOM_HA-3-CF_ERROR: [chars] [dec]`

Explanation Platform ATOM HA CF client error.

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

Error Message `%CWAN_ATOM_HA-3-RF_ERROR: [chars] [dec]`

Explanation Platform ATOM HA RF client error.

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

CWAN_CHOC Messages

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

CWAN_CHOC-4

Error Message `%CWAN_CHOC-4-CORRUPT: [chars] information seems to be corrupted, bad value =[int]`

Explanation   Incorrect parameters were detected internally.

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

CWAN_CHOC_DSX Messages

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

CWAN_CHOC_DSX-3

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

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

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

CWAN_CT3 Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN module Channelized T3 (CWAN_CT3) messages.

CWAN_CT3-3

Error Message %CWAN_CT3-4-CORRUPT: [chars] information seems to be corrupted, bad value =[int]

Explanation Incorrect parameters were detected internally.

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

CWAN_FWD_TABLES Messages

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

CWAN_FWD_TABLES-3

Error Message %CWAN_FWD_TABLES-3-CHUNK_CREATE_FAIL: [chars]

Explanation An internal software error occurred.

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

Error Message %CWAN_FWD_TABLES-3-CHUNK_DESTROY_FAIL: [chars]

Explanation An internal software error occurred.

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

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

Error Message %CWAN_FWD_TABLES-3-CHUNK_MALLOC_FAIL: [chars]

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

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

Error Message %CWAN_FWD_TABLES-3-ENTRY_BUILD_FAIL: [chars] [int]

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

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

Error Message %CWAN_FWD_TABLES-3-INVALID_DEST_INFO: [chars] [hex] [hex] [hex]

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

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

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

Error Message   %CWAN_FWD_TABLES-3-INVALID_INDEX: [chars] [int]

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

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

Error Message   %CWAN_FWD_TABLES-3-INVALID_OPR_TYPE: [chars] [dec]

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

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

Error Message   %CWAN_FWD_TABLES-3-MALLOC_FAILED: [chars]

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

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

Error Message %CWAN_FWD_TABLES-3-TABLE_ERROR: [chars]

Explanation An internal software error occurred.

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

CWAN_HA Messages

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

CWAN_HA-2

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

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

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

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

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

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

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

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

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

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

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

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

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

CWAN_HA-3

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

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

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

Error Message `%CWAN_HA-3-IFCFG_CMD_NOT_UNIQUE: More than one command registered for unique-key generator for interface configuration command [int].`

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

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

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

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

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

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

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

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

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

CWAN_HA-4

Error Message `%CWAN_HA-4-CCB_PLAYBACK_ERROR: CCB playback failed for slot [dec].`

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

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

Error Message `%CWAN_HA-4-CCB_RECORD_ERROR: CCB record failed for slot [dec].`

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

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

Error Message `%CWAN_HA-4-IFCFG_DFLT_LIST_ERROR: For Interface Configuration command %u, default retval list search resulted 0x%x for slot %u/%u`

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

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

Error Message `%CWAN_HA-4-IFCFG_PLAYBACK_ERROR: Interface Configuration command [int] playback failed for slot [int]/[int].`

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

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

Error Message `%CWAN_HA-4-IFCFG_RECORD_ERROR: Interface Configuration command [int]`
`record failed for slot [int]/[int].`

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

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

Error Message `%CWAN_HA-4-LTLSYNCFAIL: Failed to sync LTL data during [chars] for`
`[chars] [int]: (slot=[dec],slotunit=[dec],if_num=[dec]) to standby`
`(vlan=[int],hash=[int],ltl=[int])`

Explanation Some local target logic (LTL) data did not synchronize correctly from the active to the standby RP.

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

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

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

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

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

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

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

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

Explanation   The specified error occurred while synchronizing the SRP states from the active supervisor engine RP to the redundant supervisor engine RP.

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

CWAN_HAL Messages

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

CWAN_HAL-3

Error Message   `%CWAN_HAL-3-CHUNK_CREATE_FAIL: [chars]`

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

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

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

Error Message %CWAN_HAL-3-CHUNK_MALLOC_FAIL: [chars]

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

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

Error Message %CWAN_HAL-3-DELETION_FAILED: [chars]

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

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

Error Message %CWAN_HAL-3-FILL_OCE_INFO_FAIL: [chars]

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

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

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

Error Message %CWAN_HAL-3-ILLEGAL_DEAGG_PROT_TYPE: [chars]

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

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

Error Message %CWAN_HAL-3-ILLEGAL_OBJ_TYPE: [chars] [chars]

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

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

Error Message %CWAN_HAL-3-INSERTION_OR_UPDATION_FAILED: [chars]

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

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

Error Message `%CWAN_HAL-3-LABEL_SPACE_INCONSISTENT: [chars] [chars]`

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

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

Error Message `%CWAN_HAL-3-NULL_OBJ_HANDLE: [chars]`

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

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

Error Message `%CWAN_HAL-3-NULL_PLT_SPACE: [chars]`

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

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

Error Message %CWAN_HAL-3-TABLE_CREATION_FAILED: [chars] [chars]

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

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

Error Message %CWAN_HAL-3-TABLE_DELETION_FAILED: [chars] [chars]

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

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

CWAN_HAL-4

Error Message %CWAN_HAL-4-UN_SUPPORTED_CONFIG: %s

Explanation The configuration of the WAN module is not supported. A common cause is configuring TE on a GRE tunnel.

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

CWAN_IFMGR Messages

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

CWAN_IFMGR-4

Error Message `%CWAN_IFMGR-4-CREATEFAIL: IM Driver Creation Failed: Interface [dec]/[dec]: [chars]`

Explanation   Driver failed to create an interface with the interface manager.

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

Error Message   `%CWAN_IFMGR-4-DESTROYFAIL: IM Driver Destroy Failed: Interface [dec]/[dec]: [chars]`

Explanation   Driver failed to destroy the interface with the interface manager.

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

Error Message   `%CWAN_IFMGR-4-REGISTERFAIL: IM Registration Failed: [chars]`

Explanation   Driver failed to register with the interface manager.

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

CWANLC Messages

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

CWANLC-3

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

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

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

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

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

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

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

Explanation The OSM encountered a fatal error.

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

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

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

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

Recommended Action   Perform the FPD upgrade operation with a newer version of the FPD image package that is compatible with the running Cisco IOS software. Consult with the FPD image package section of the Cisco IOS software release note to confirm if your board revision is supported for a particular release.

Error Message `%CWANLC-3-IPCPORT: Failed to %s IPC port '%s', error %s`

Explanation   The line card failed to create a port for communication with the route processor.

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

Error Message `%CWANLC-3-LTL_NOPPEPORTMAP: Failed to retrieve default port mapping for packet processor [int]`

Explanation   The line card software initialization was not completed correctly.

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

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

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

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

CWANLC-5

Error Message %CWANLC-5-NOSCPPING: Linecard has not sent SCP PING responses for too long

Explanation   The SCP ping mechanism is used by the RP and SP processors to monitor whether the line card that is executing Cisco IOS is in a healthy state. This SCP ping response has not been sent by the line card for a long time; the line card has exported its context information to the RP and may be power cycled. The exported context is available in the output of the **show diag** command.

Recommended Action   Save the **show diag** command output and contact your Cisco technical support representative if the line card is reset.

CWANLC_ATM Messages

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

CWANLC_ATM-3

Error Message %CWANLC_ATM-3-NOVPSPACE: [chars]: out of VP space for VPI [dec]

Explanation   Out of virtual paths (VPs) on the segmentation and reassembly (SAR) engine.

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

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

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

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

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

CWAN_POSEIDON Messages

This section contains Optical Services Module (OSM) GE-WAN Route Processor (RP) driver messages.

Error Message `%CWAN_POSEIDON-6-ALARM_INFO: [chars] [chars] [chars] [chars] [chars]`

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

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

CWAN_QINQ Messages

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

CWAN_QINQ-3

Error Message `%CWAN_QINQ-3-CWAN_POCH_QINQ_NULL_EGRESS: [chars] QinQ Ether VC have received invalid egress assignment on phyport [chars]for trunk encapsulation dot1q [int]`

Explanation The port channel QinQ Ether VC subinterface being configured contains an invalid egress port assignment. The egress traffic of the OSM port will be stopped for this EVC.

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

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

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

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

CWAN_RP Messages

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

CWAN_RP-0

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

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

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

CWAN_RP-1

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

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

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

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

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

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

CWAN_RP-2

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

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

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

CWAN_RP-3

Error Message `%CWAN_RP-3-FAILED_CONFIG: Failed to send line card config message [chars] for slot [int] port [int]`

Explanation The RP could not send the specified configuration message to the line card.

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

Error Message `%CWAN_RP-3-IFCFG_CMD_NOT_OWNER: Process '[chars]' waiting for interface configuration command ([hex]) to slot [int]/[int] without acquiring lock owned by process '[chars]'`

Explanation   A process on the RP sent a configuration command to the slot specified in the message and a different process waited for the result. This condition could cause incorrect line card configuration states.

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

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

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

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

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

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

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

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

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

Explanation An attempt to send a process message failed for the specified process.

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

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

Explanation An error occurred during the upgrade process.

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

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

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

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

CWAN_RP-4

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

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

Recommended Action   The standby supervisor engine is being reloaded. No action is required.

Error Message `%CWAN_RP-4-EMPTY_CWANBAYS: FLEXWAN in slot [dec] is empty. Please remove the Flexwan or insert it with atleast one PA`

Explanation   The FlexWAN in the specified slot does not contain any port adapters.

Recommended Action   The FlexWAN should be removed. This is an unsupported configuration.

Error Message `%CWAN_RP-4-IFCFG_CMD_TIMEOUT: Interface configuration command ([hex]) to slot [int]/[int] timed out`

Explanation   The RP sent a configuration command to the slot specified in the message and received no confirmation for the command.

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

Error Message `%CWAN_RP-4-INCR_CFG_SYNC_FAIL: 7600 incremental running-config sync for [[dec]/[dec]] failed - [chars]([dec]), Reload Standby`

Explanation   The specified 7600 series router incremental running configuration synchronization has failed.

Recommended Action   Power cycle the redundant supervisor engine.

Error Message `%CWAN_RP-4-INVALID_UNIT: Invalid 7600 Unit: [[dec]/[dec]].`

Explanation   The specified 7600 series router slot and CPU are beyond the chassis limit.

Recommended Action   Power cycle the redundant supervisor engine.

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

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

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

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

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

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

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

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

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

CWAN_RP-5

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

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

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

CWAN_RP-6

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action Follow any instructions provided in the error message text. If no instructions are provided, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

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

Error Message `%CWAN_RP-6-LC_RESET: The RP is reloaded, resetting slot [dec] is
necessary. Please ignore errors if any, till the linecard comes up.`

Explanation If the system is running Catalyst operating system software on the supervisor engine
and Cisco IOS software on the MSFC, the WAN line cards that power up before the RP powers up
will be reset automatically.

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

Error Message `%CWAN_RP-6-NO_LC_IMAGE: Line card image in slot [dec] for card_id
[dec] is not bundled with IOS.`

Explanation The line card in the specified slot will be powered down to prevent it from running an
image that is not supported by the RP. If the line card image is compatible with the image running
on the RP, there might be another problem with the software.

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

Error Message `%CWAN_RP-6-OUT_OF_RESOURCE: [chars] configuration has exceeded
available internal resources.`

Explanation The resources required for configuration are no longer available. They may have been
acquired by another application.

Recommended Action If the requested resources have not been allocated to another application,
contact your Cisco technical support representative for further assistance.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

CWAN_RP-7

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

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

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

CWAN_SLOT Messages

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

CWAN_SLOT-1

Error Message `%CWAN_SLOT-1-CF_ADDFAILED: Failed to register chkpt client, client =` `%d`

Explanation The checkpoint facility client could not be registered.

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

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

Error Message %CWAN_SLOT-1-CF_NOBUF: Failed to get chkpt buffer, client = %d

Explanation The checkpoint facility could not obtain buffer memory.

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

CWAN_SP Messages

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

CWAN_SP-3

Error Message %CWAN_SP-3-INIT_FAIL: Failed to allocate [dec] bytes memory needed for CWAN SP module initialization

Explanation A memory allocation failure has occurred during initialization of WAN SP module.

Recommended Action Upgrade to a higher memory size on the switch processor (SP).

CWAN_SP-4

Error Message %CWAN_SP-4-UNKNOWN_PW: Unknown CWAN pseudo wire on vlan [dec], port [dec]/[dec]

Explanation An unknown WAN pseudowire is being used.

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

CWAN_SPA Messages

This section contains shared port adapter (SPA) on OSR messages.

Error Message %CWAN_SPA-3-CREATION_FAILURE: slot=[dec] subslot=[dec], spa_type=[hex], lc_type=[hex].

Explanation   An attempt to create a SPA object has failed.

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

Error Message %CWAN_SPA-3-DIAG_CONFIG: [chars] did not complete [dec]/[dec]

Explanation   An error has occurred during diagnostic test.

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

Error Message %CWAN_SPA-3-INVALID_DATA_INSTANCE: interface type [chars], slot [dec] port [dec] vc [dec] : [chars]

Explanation   The data required to support the specified interface is not available.

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

Error Message %CWAN_SPA-3-INVALID_IF_INDEX: index= [dec], cardType=[hex], spaType=[hex], slot [dec] subSlot [dec] slotunit [dec] vc [dec]

> **Explanation** The index for the interface is not valid.

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

Error Message %CWAN_SPA-3-INVALID_INDX_RANGE: index1= [dec], index2= [dec], maxIndex= [dec]

> **Explanation** Invalid index range.

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

Error Message %CWAN_SPA-3-MEM_ALLOC_ERROR: [chars]

> **Explanation** A memory allocation error has occurred.

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

Error Message `%CWAN_SPA-3-NULL_SPA_PTR:`

Explanation The pointer to a SPA object is null.

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

Error Message `%CWAN_SPA-3-NULL_VFT: [chars] virtual function table is not initialized. spaType=[hex]`

Explanation A required function table is not initialized.

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

Error Message `%CWAN_SPA-3-NULL_VFUNC: [chars] vector is not initialized. spaType=[hex]`

Explanation A required function vector is not initialized.

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

Error Message `%CWAN_SPA-3-POWER_CYCLE: [chars] occurred on Shared Port Adapter [int]/[int]`

Explanation An error has occurred that will cause the shared port adapter to be power cycled.

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

Error Message `%CWAN_SPA-3-SPA_CREATION_FAILURE: slot=[dec] subslot=[dec], PID=[chars] lc_type=[hex].`

Explanation An attempt to create a SPA object has failed.

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

CWPA Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router port adapter module (CWPA) messages.

CWPA-2

Error Message `%CWPA-2-BAD_HWVERS: Unable to determine board hardware version`

Explanation The module software cannot read the module hardware version. This condition indicates a hardware error.

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

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

Error Message `%CWPA-2-PAOIR: Port adapter OIR not supported, reloading`

Explanation An OIR operation occurred on the port adapters of the specified module, but OIR is not
supported on the port adapter. This error has caused the module to fail and reload.

Recommended Action Do not attempt OIR on the port adapters of the specified module.

Error Message `%CWPA-2-PA_VOLFAIL: Port adapter [dec]V failed, Reloading flexwan`

Explanation The module encountered an error involving power delivery to the module. Probable
causes for this error are an environmental condition, an overtemperature condition, or inconsistent
voltage to the module.

Recommended Action Verify that the input voltage and the temperature of the module are within
acceptable ranges.

Error Message `%CWPA-2-WHICH_INT: Unexpected [chars] interrupt, INT status = [hex]`

Explanation The module specified in the error message has encountered an unexpected interrupt.

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

CWPA-3

Error Message `%CWPA-3-DIAGFAIL: Failed to handle diag [chars] [dec]`

Explanation The module failed to execute a diagnostics command.

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

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

Error Message `%CWPA-3-PROCCREATEFAIL: Failed to create [chars] process`

Explanation A module failed to create a process that is necessary for proper functioning of the module.

Recommended Action If a statistics export process was not created, check the I/O rate and the bytes that are getting incremented in the **show interface** command output for the nonchannelized interfaces on the FlexWAN and Enhanced FlexWAN modules. You can also get the statistics from the **show interface acc** command output or the **show interface stats** command output. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CWPA-4

Error Message `%CWPA-4-HEADER_TOO_BIG: Needs [dec] bytes, with only [dec] bytes available. Packet size [int], received from [chars], buffer [hex] packet start [hex]:`
`[hex]:[hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]`
`[hex]:[hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]`

Explanation A packet was sent from the port adapter to either the route processor or the line card. That packet did not have enough available space to append the header. A new particle has been linked to the packet to store the header.

Recommended Action No action is required.

CWPABRIDGE Messages

This section contains CWPA bridging messages.

Error Message `%CWPABRIDGE-3-BADLTL: [chars] got bad LTL index [hex] for vlan [int] ckt_id [int] sent from RP`

Explanation   The RP has provided the line card with an invalid value for the local target logic (LTL) index value.

Recommended Action   If the bridging traffic stops going through, copy the message exactly as it appears on the console or in the system log. At the RP console exec prompt, enter the following commands:

show log,
show cwan bridge,
show atm vlan,
show mac-address-table dynamic detail,
show cwan ltl

The output of these commands will enable the engineer to gather more information about the condition. Contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message `%CWPABRIDGE-3-NOCLONEDPAK: Unable to allocate pak header for cloned pak`

Explanation   A line card is not able to allocate a pak header for a cloned pak that is used for flooding packets among bridged WAN links.

Recommended Action   On the Cisco support website, use the online Software Advisor and check the release notes for the code you are running to determine the minimum amount of memory. If you have sufficient memory and are still seeing this error message, load the previous image on the unit to return the unit to an operational state and retrieve the information needed to report this problem. Copy the contents of the line card's **crashinfo** data from the **cwan** *slot/bay* **bootflash:** command, where slot and bay belong to the line card. When you open a TAC case, provide the line card's **crashinfo** data and the output of the **show tech** command from the router.

CWRPSPA Messages

This section contains messages for shared port adapters (SPAs) on the Catalyst 6500 Series Switch and Cisco 7600 Series Router WAN route processor (RP).

CWRPSPA-3

Error Message `%CWRPSPA-3-HWIDB_FAILURE: Creation: slot [dec] subSlot [dec] port [dec] vc [dec]`

Explanation   Failed to create a hardware interface descriptor block (HWIDB).

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

Error Message `%CWRPSPA-3-INVALID_PORT_NUM: slot=[dec] port=[dec], hwidbType=[hex], max_port_num=[dec], LCtype=[hex]`

Explanation   The port number is out of range.

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

Error Message `%CWRPSPA-3-MAX_SPA: Power to IPSEC-SPA-2G in [chars] is denied because it has exceeded the number allowed([dec])`

Explanation   The number of IPSEC-SPA-2G port adapters in a chassis is limited. This message displays when the number of IPSEC-SPA-2G port adapters in the chassis has exceeded the limit.

Recommended Action   Use only the number of supported IPSEC-SPA-2G port adapters.

Error Message `%CWRPSPA-3-NO_HOST_INFO: slot [dec] subSlot [dec], spaType [hex]`

Explanation Failed to get information about the host line card.

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

CWRPSPA-4

Error Message `%CWRPSPA-4-SPA_CMD_NO_RESP: [chars]: No response for interface configuration command [int]`

Explanation A timeout occurred while the RP was waiting for a response from the line card. This condition may occur when the line card CPU is too busy to respond to the configuration command.

Recommended Action Retry the configuration command.

Error Message `%CWRPSPA-4-SPA_RESP_CMD_MISMATCH: [chars]: Expecting response to interface configuration command [int] but received response to command [int].`

Explanation An internal synchronization error occurred while configuring the interface. The configuration may not have succeeded.

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

CWRPSPA-6

Error Message `%CWRPSPA-6-CARDRELOAD: Module [int] reload due to SPA insert in [int]/[int].`

Explanation   When inserting a SPA on the specified module, the module resets.

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

CWSLC Messages

This section contains WAN SiByte Module (CWSLC) messages.

CWSLC-3

Error Message `%CWSLC-3-DIAGFAIL: Failed to handle diag [chars] [dec]`

Explanation   The module failed to execute a diagnostics command.

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

Error Message `%CWSLC-3-DIAGSKIP: Skipped diag for port [dec]`

Explanation   The module skipped diagnostics for the specified port.

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

Error Message `%CWSLC-3-DIAGWARNING: Backplane DIP switches settings incorrect`

Explanation The backplane DIP switches need to be set properly.

Recommended Action Refer to the *7600 SIP and SPA Hardware Installation Guide* for information about how DIP switches must be set.

Error Message `%CWSLC-3-IPCALLOCFAIL: Failed to allocate IPC buffer [chars]`

Explanation An Enhanced FlexWAN module failed to allocate a buffer for communication with the route processor (MSFC).

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

Error Message `%CWSLC-3-IPCSENDFAIL: Failed to send IPC message [chars]`

Explanation An Enhanced FlexWAN module failed to send a message to the route processor (MSFC).

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

Error Message `%CWSLC-3-LC_ENCAP_UPDATEFAIL: Could not update encapsulation on [chars] to [int]`

Explanation The line card failed to update the new encapsulation that was requested. The interface data structures could not be temporarily locked to perform the encapsulation change

Recommended Action If the interface does not come up with the new encapsulation, remove and reconfigure the encapsulation on the interface. If the error persists after a few attempts at reconfiguration, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

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

CWTLC Messages

This section contains WAN Optical Services Module (CWTLC) messages.

CWTLC-0

Error Message %CWTLC-0-FATAL_EXCEPTION: [chars]

Explanation The OSM encountered a fatal exception.

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

CWTLC-2

Error Message %CWTLC-2-FATAL_ATM: [chars]

Explanation The OSM encountered a fatal line management interrupt. This error is not recoverable and will cause the system to fail.

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

Error Message %CWTLC-2-PCITIMEOUT: Fatal Local I-O Bus [dec] Timeout Addr = [hex]

Explanation   The OSM encountered a PCI timeout.

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

Error Message %CWTLC-2-PLIM_RX: [chars]

Explanation   The OSM encountered an FPGA error that caused a sequence error.

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

Error Message %CWTLC-2-SLAVEPCI: [chars]

Explanation   The OSM encountered a PCI error.

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

Error Message %CWTLC-2-TESTCRASH: [chars]

Explanation   The user entered a command that caused the module to fail.

Recommended Action   No action is required.

CWTLC-3

Error Message %CWTLC-3-ATMTXFIFO: [chars]

Explanation The OSM encountered an error with the FPGA that has caused the FIFO queue to exceed the maximum limit. This condition will cause the system to fail.

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

Error Message %CWTLC-3-CONST_SWITCHING_BUS_INTERFACE_ASIC_ERR: Constellation Switching Bus Interface Asic [[dec]] error: [chars]

Explanation The CWTLC switching bus interface ASIC received an error.

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

Error Message %CWTLC-3-CONST_SWITCHING_BUS_INTERFACE_ASIC_HWERR: Constellation Switching Bus Interface Asic [[dec]] HW error: [chars]

Explanation The CWTLC switching bus interface ASIC received a hardware error and will be reset.

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

Error Message %CWTLC-3-DMA_ENGINE_ASIC_ERR: DMA Engine Asic [[dec]] error: [chars]

Explanation   The CWTLC DMA engine ASIC received an error.

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

Error Message %CWTLC-0-DMA_ENGINE_ASIC_FATAL_ERR: DMA Engine Asic[[dec]] fatal error: [chars]

Explanation   The CWTLC DMA engine ASIC received a fatal error.

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

Error Message %CWTLC-3-ERR_DETAIL: [chars]

Explanation   This message provides additional error details for a previous message, which may be of use to your technical support representative.

Recommended Action   Follow the instructions for any system messages preceding this one and be sure to include the text from this error.

Error Message %CWTLC-3-EXCEPTION_ERR: [chars]

Explanation   The OSM encountered an error exception.

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

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

Error Message %CWTLC-3-FABRIC_INTERFACE_ASIC_FATAL: OSM Fabric Interface ASIC Fatal Error. ERROR CODE: [chars]

Explanation The OSM fabric interface ASIC received a fatal error.

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

Error Message %CWTLC-3-FABRIC_INTERFACE_ASIC_PXF: CWAN PXF Client [[dec]] Not Running

Explanation An ASIC device on the OSM has detected that the designated PXF client is not running.

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

Error Message %CWTLC-3-FR_BAD_BRIDGING: Frame Relay: old bridge-vlan([int]) or new bridge-vlan([int]) on the bridged interface [chars] is malformed

Explanation This is an unexpected update from the route processor and should be ignored.

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

Error Message `%CWTLC-3-FR_INTLEVEL: unexpected interrupt level invocation of frame-relay handler:[chars] if_number([dec]) dlci([dec])`

Explanation Some feature code mistakenly invoked the module Frame Relay handler, which is designed to run at process level. This condition may lead to data corruption and a module failure.

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

Error Message `%CWTLC-3-LTL_ERR: Inconsistent port selection [hex] assigment for PXF([dec]) Vlan([dec]) on PXF([int])`

Explanation The port selection information stored in the database is not valid.

Recommended Action Shut down the interface VLAN and restart the interface VLAN.

Error Message `%CWTLC-3-MCAST_REPL_ENGINE_FATAL: Multicast Replication Engine Asic Fatal Error. Resetting ASIC.`

Explanation The OSM multicast replication engine ASIC received a fatal error.

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

Error Message `%CWTLC-3-MEDUSA_FATAL: OSM Medusa ASIC Fatal Error. ERROR CODE: [chars]`

Explanation The OSM Medusa ASIC received the specified fatal error.

Recommended Action No action is required if traffic recovers. If traffic does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support

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

Error Message %CWTLC-3-MEDUSAPXF: CWAN PXF Client [[dec]] Not Running

Explanation An ASIC device on the OSM has detected that the specified PXF client is not running.

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

Error Message %CWTLC-3-NOMEM: [chars]

Explanation The OSM could not obtain statistics due to depleted memory.

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

Error Message %CWTLC-3-NO_STATID: PXF([dec]): no stat_id is available for statistics collection

Explanation The OSM has used up all resources for statistics collection. No additional resources are available for further statistics collection.

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

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

Error Message `%CWTLC-3-OLDIOFPGA: Upgrade your I/O FPGA`

Explanation   The OSM has an earlier release of the I/O FPGA software.

Recommended Action   Contact your Cisco technical support representative to upgrade the I/O FPGA software.

Error Message `%CWTLC-3-PLIM_TX: [chars]`

Explanation   The OSM encountered an FPGA error that caused a sequence error. The module will attempt to recover from the error.

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

Error Message `%CWTLC-3-PORTERROR: Port control error, cmd=[chars], port=[dec]`

Explanation   The port control command function has failed.

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

Error Message `%CWTLC-3-SECPAIRINT: Unexpected VA/Toaster interrupt from second pair`

Explanation   The OSM experienced an unexpected interrupt.

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

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

Error Message %CWTLC-3-TITANFATAL: Titan Fatal Error. Resetting ASIC.

Explanation The OSM Titan ASIC received a fatal error.

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

Error Message %CWTLC-3-TMC_STATID_INCONSISTENCY: PXF([dec]):Inconsistent stats id([hex]) [int] packets dropped.

Explanation The WAN module received inconsistent statistics from the PXF. The PXF reported that a packet was dropped, but the PXF did not report the correct packet count.

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

Error Message %CWTLC-3-TMTRIE_ALLOC_FAILED: Failed to allocate toaster mtrie nodes.

Explanation The system encountered an error while it was attempting to allocate memory from a WAN OSM component.

Recommended Action Reduce the number of routes associated with a VRF identifier or upgrade the WAN OSM to a higher version.

Error Message `%CWTLC-3-UNSUPPORTED_LABEL_RANGE: The maximum label range configured for this system exceeds`
`the [int] limit supported by the OSM module.`

Explanation   The MPLS label range configured for this system is not supported. The maximum label range limit is specified in the message.

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

Error Message `%CWTLC-3-VTMS: [chars]`

Explanation   The OSM could not schedule the wheel entry. The reason for the error is specified in the error message text.

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

Error Message `%CWTLC-3-VTMSQ_NOTIDLE: Queue not idle when modifying Q([hex])`

Explanation   The VTMS queue was in the process of being modified for a change in QoS configuration, but packets were still going through the queue. When the queue is being modified, there is usually no traffic in the queue.

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

CWTLC-4

Error Message %CWTLC-4-ASIC_RESET: Reset asics - [chars]

Explanation The ASICs on the OSM are resetting. System traffic should recover and continue normally after the module resets.

Recommended Action No action is required.

Error Message %CWTLC-4-CONST_SWITCHING_BUS_INTERFACE_ASIC_CONFIG_ERR: Constellation Switching Bus Interface Asic [[dec]] configuration failed after [dec] retries.

Explanation The CWTLC switching bus interface ASIC failed to be configured correctly.

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

Error Message %CWTLC-4-MEDUSAERROR: Medusa Error. [chars]

Explanation The CWTLC Medusa ASIC received a recoverable error.

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

Error Message %CWTLC-4-PINNACLE_OLDIOFPGA: Link negotiation maybe be affected, upgrade I/O FPGA

Explanation The system detected an earlier release of the I/O FPGA software. The I/O FPGA software needs to be upgraded to the latest release.

Recommended Action Upgrade the I/O FPGA software to the newest release. If you require assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With

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

Error Message `%CWTLC-4-PORT_ASIC_OLDIOFPGA: Link negotiation maybe be affected, upgrade I/O FPGA`

Explanation   An earlier version of the I/O FPGA software has been detected.

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

Error Message `%CWTLC-4-TMC_INVALID_STATID: PXF:Invalid-Statid ([dec]) for vc [int] under interface [int]`

Explanation   The OSM has encountered an internal error while setting up the statistics system.

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

CWTLC-5

Error Message %CWTLC-5-BUS_SEQ_ERR: Constellation bus Sequence Error. Resetting port ASICS.

Explanation The SP detected a sequence error on the backplane bus of the OSM. The system called a reset sequence from the EARL to recover from this error. System traffic should recover and continue normally.

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

Error Message %CWTLC-5-DATAPATH_RECOVERY_PATCH: EARL reset patch invoked.

Explanation The ASICs on the OSM were reset so that the module could recover from a bus sequence error. This condition usually occurs under heavy traffic with HA-related switchover or a module OIR operation. System traffic should recover and continue normally.

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

Error Message %CWTLC-5-FABRIC_INTERFACE_ASIC_RE_INIT: Fabric Interface Asic Re-initialize.

Explanation The OSM fabric interface ASIC is being reinitialized because of a system backplane bus sequence error, a fatal ASIC error, or a line card error.

Recommended Action If traffic recovers, no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support

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

Error Message `%CWTLC-5-MEDUSA_RE_INIT: Medusa Re-initialize.`

Explanation   The OSM Medusa ASIC is being reinitialized because of a system backplane bus sequence error or a fatal ASIC error on the module itself.

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

Error Message `%CWTLC-5-PENDING_PATCH: Invoke pending data recovery patch.`

Explanation   The ASICs on the OSM line card has been reset so that it can recover from backplane switching bus sequence errors or local hardware ASIC errors. This condition is usually occurs under stress trafficwith HA-related switchover or a line card OIR operation. System traffic should recover and continue normally.

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

CWTLC-6

Error Message `%CWTLC-6-FABRIC_INTERFACE_ASIC_MODECHANGE: Fabric Interface Asic switching bus Mode changed to [chars]`

Explanation   The supervisor engine has changed the CWTLC fabric interface ASIC switching bus mode.

Recommended Action   No action is required.

CWTLC_ATOM Messages

This section contains Any Transport over MPLS messages for WAN Optical Services Modules (CWTLC_ATOM).

CWTLC_ATOM-3

Error Message `%CWTLC_ATOM-3-INTFID_ERR: The internal interface ID [hex] for the AToM interface [chars] is invalid for the connection ID [hex]`

Explanation The internal interface ID that is required by the OSM to establish an AToM connection is either invalid or is mismatched with the control plane MPLS data structure for this connection. The current interface ID of the OSM has lost its synchronization with the interface ID of the control plane for this connection. This condition is usually caused by unfavorable network conditions such as a failover operation and can occur during normal system operation.

Recommended Action Enter the appropriate AToM commands for either the Frame Relay over MPLS, Cell Relay over MPLS, AAL5 over MPLS, or Frame Relay local switching to remove the AToM connection, then add the connection again. Performing this action once should successfully reestablish the connection.

Error Message `%CWTLC_ATOM-3-OSM_BB1_CONFIG_UNSUPPORTED: Attempt to configure Frame Relay over MPLS or Frame Relay localswitching on a non-enhanced OSM`

Explanation Frame Relay over MPLS and Frame Relay local switching features are supported only on enhanced Optical Services Modules. Nonenhanced OSMs do not support these features.

Recommended Action Remove the configuration of the unsupported features, or upgrade this module to an enhanced OSM.

CWTLC_CHOC Messages

This section contains Cyclops Channelized OC48/OC12 (CWTLC_CHOC) messages.

CWTLC_CHOC-3

Error Message `%CWTLC_CHOC-3-HWERROR: [chars]`

Explanation The module hardware has experienced the specified error.

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

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

CWTLC_CHOC_DSX Messages

This section contains Optical Services Module (OSM) CHOC DSX LC common messages.

Error Message `%CWTLC_CHOC_DSX-3-HWERROR: [chars]`

Explanation A hardware error involving the OSM line card has occurred.

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

CWTLC_CHOCX Messages

This section contains Optical Services Module (OSM) Channelized OC12/OC3 module (CWTLC_CHOCX) messages.

CWTLC_CHOCX-3

Error Message `%CWTLC_CHOCX-3-HWERROR: [chars]`

Explanation The module hardware has experienced the specified error.

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

CWTLC_GEWAN Messages

This section contains Gigabit Ethernet WAN module (CWTLC_GEWAN) messages.

CWTLC_GEWAN-3

Error Message `%CWTLC_GEWAN-3-FPGA_PROG_FAILED: [chars] FPGA initialization failed due to [chars]`

Explanation   The FPGA could not be initialized. The cause of this condition is specified in the message text on the console or in the system log. As a result of this condition, the device is not operational and has been disabled.

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

Error Message `%CWTLC_GEWAN-3-GEMAC_9K_MODE_FIX_FAILED: Fix for 9k buffer mode failed for GEMAC[[dec]]`

Explanation   An error has occurred while the system was setting the GEMAC component of the Gigabit Ethernet WAN module in 9,000-buffer mode (a buffer mode that supports jumbo frames). This condition occurred on the port specified in the error message.

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

Error Message `%CWTLC_GEWAN-3-GEMAC_INIT_FAILED: Device initialization failed for GEMAC[[dec]]`

Explanation An error occurred during initialization of the GEMAC device.

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

Error Message `%CWTLC_GEWAN-3-IF2PORT: Cannot determine port from interface [dec] for operation [dec] with [[enet]]`

Explanation The port number could not be determined from the given interface number.

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

Error Message `%CWTLC_GEWAN-3-MAC_OP_BAD: Unknown MAC address operation [dec] with [[enet]] on port [dec]`

Explanation The specified MAC address operation is unknown and cannot be performed.

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

Error Message %CWTLC_GEWAN-3-PORT_AUTONEG_FAIL: Failed to [chars] auto-negotiation [chars] on port [dec]

Explanation The enabling/disabling of the auto-negotiation functionality on a GE-WAN port has failed.

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

Error Message %CWTLC_GEWAN-3-PORT_CMD_FAIL: Port [chars] failed on port [dec]

Explanation A GE-WAN port command has failed.

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

Error Message %CWTLC_GEWAN-3-TABLE_ADD_REMOVE_FAILED: MAC address table [chars] with [[enet]] failed on port [dec]

Explanation The addition or removal of a MAC address from the MAC address table has failed.

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

Error Message `%CWTLC_GEWAN-3-ZICO_INIT_FAILED: Device initialization failed for Zico FPGA[[dec]]`

Explanation An error occurred during initialization of the protocol converter FPGA.

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

CWTLC_GEWAN-5

Error Message `%CWTLC_GEWAN-5-GEMAC_INTR: [chars]: [chars]`

Explanation The GEMAC component of the Gigabit Ethernet WAN module caused an error interruption.

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

Error Message `%CWTLC_GEWAN-5-LINKFPGA_INTR: Index[[dec]] Cause[[hex]]: [chars]`

Explanation The link FPGA component of the Gigabit Ethernet WAN module caused an error interruption to occur.

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

CWTLC_QOS Messages

This section contains Optical Services Module (OSM) supervisor engine line card QoS messages.

Error Message %CWTLC_QOS-3-CHUNK_INIT_FAIL: [chars]: [chars] allocation failed

> **Explanation** The OSM detected a memory allocation failure. The installed amount of memory could be insufficient for the software features that are configured.

> **Recommended Action** If this message appears continuously, a memory upgrade might be required.

Error Message %CWTLC_QOS-3-CHUNK_MALLOC_FAIL: [chars]: chunk_malloc for [chars] failed

> **Explanation** The OSM detected a memory allocation failure. The installed amount of memory could be insufficient for the software features that are configured.

> **Recommended Action** If this message appears continuously, a memory upgrade might be required.

Error Message %CWTLC_QOS-3-MISC: [chars]: [chars] [dec]

> **Explanation** The OSM detected the software error event that is specified in the message text.

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

Error Message %CWTLC_QOS-4-STATS_CLASS_INFO_INVALID: Stats process found invalid class_info [[hex]], stat_type [[hex]] caller_pc [[hex]] caller_pc1 [[hex]].

> **Explanation** The OSM has detected invalid class data. This condition is transient when the policy map is modified and the update is propagated to the OSM.

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

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

Error Message `%CWTLC_QOS-3-WRED_CLASS_INDEX_NOT_FOUND: sub-class limit has exceeded`

Explanation The OSM supports only 29 WRED classes: 8 CS, 12 AF, 1 EF, and 8 user-defined DSCP values.

Recommended Action Refer to the technical documentation for more information about WRED configurations on the OSM.

CWTLC_RP Messages

This section contains WAN Toaster-based module route processor (CWTLC_RP) messages.

CWTLC_RP-3

Error Message `%CWTLC_RP-3-TMEM_IMPROPER_SEL: Improperly nested PXF [int] memory select/deselect at nested level [int]. Value stored with select ([hex]) does not match the value passed with deselect ([hex])`

Explanation The last PXF select operation was not followed by a deselect operation.

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

DATACORRUPTION-1

Error Message `%DATACORRUPTION-1-UNAVAILABLE: %s, -PC= 0x%08X`

Explanation Data corruption has been detected

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

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

DATA_DESCR-3

Error Message `%DATA_DESCR-3-UNAVAILABLE: Defer failure on %s for descriptor %u-%u/%u/%u/%u`

Explanation   Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An error occurred during the processing of a data descriptor. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

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

Error Message `%DATA_DESCR-3-UNAVAILABLE: Encode failure: %s, descriptor type=%d`

Explanation   An internal data descriptor could not be encoded for synchronization for the interface or controller in the run-time module specified in the message output. The failure most likely occurred because of a software error. The descriptor type specified in the message output identifies the type of failure. The system state between the active and standby units might not be properly synchronized.

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

Error Message `%DATA_DESCR-3-UNAVAILABLE: Found expired message entry for descriptor`
`%u-%u/%u/%u/%u`

Explanation Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An error occurred during the processing of a data descriptor. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

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

Error Message `%DATA_DESCR-3-UNAVAILABLE: Internal error on data descriptor queue:`
`%s`

Explanation Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An error occurred during the processing of a data descriptor. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

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

Error Message `%DATA_DESCR-3-UNAVAILABLE: Lookup Failure:`
`%0-8x.%0-8x.%0-8x.%0-8x.%0-8x (%u-%u/%u)`

Explanation Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An interface corresponding to a data descriptor index was not found on the Standby unit when it was looked up. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

Recommended Action Gather system logs and error messages at both the active and the standby units. Issue the recommended show commands at the active unit. Show data-descriptor controller. Copy the message exactly as it appears on the console or in the system log. Research and attempt to

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

Error Message %DATA_DESCR-3-UNAVAILABLE: Lookup Failure: %0-8x.%0-8x.%0-8x.%0-8x.%0-8x (%u-%u/%u/%u/%u)

Explanation Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An interface corresponding to a data descriptor index was not found on the Standby unit when it was looked up. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

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

Error Message %DATA_DESCR-3-UNAVAILABLE: Lookup Failure: %0-8x.%0-8x.%0-8x.%0-8x.%0-8x (%u-%u/%u/%u/%u/%u)

Explanation Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An interface corresponding to a data descriptor index was not found on the Standby unit when it was looked up. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

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

Error Message `%DATA_DESCR-3-UNAVAILABLE: Lookup Failure:`
`%0-8x.%0-8x.%0-8x.%0-8x.%0-8x (%u-%u/%u/%u/%u)`

Explanation Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An interface corresponding to a data descriptor index was not found on the Standby unit when it was looked up. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

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