

## HA\_IFINDEX Messages

This section contains high availability system messages.

**Error Message** %HA\_IFINDEX-2-INIT\_ERROR: [chars]

**Explanation** This is a critical error message about a high availability system initialization status or condition. A message of this type indicates that a failure occurred during high availability system initialization.

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

## HARDWARE Messages

This section contains hardware resources messages.

### HARDWARE-3

**Error Message** %HARDWARE-3-ASICNUM\_ERROR: Port-ASIC number [dec] is invalid

**Explanation** Each port ASIC is identified by an ID. The port ASIC number that is specified in the message text is invalid. This condition indicates an internal error.

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

**Error Message** %HARDWARE-3-INDEX\_ERROR: Index value [dec] is invalid

**Explanation** An index was attempted to be placed into the hardware table, but that index is out of the configured range.

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

**Error Message** %HARDWARE-3-INTRNUM\_ERROR: Port-ASIC Interrupt number [dec] is invalid

**Explanation** An interrupt ID that was used for a port ASIC is invalid.

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

**Error Message** %HARDWARE-3-PORTNUM\_ERROR: port number [dec] is invalid

**Explanation** Each interface in a given port ASIC is identified by an index value. The port number used is not within the specified range.

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

**Error Message** %HARDWARE-3-STATS\_ERROR: Statistics ID [dec] is invalid

**Explanation** Each statistic that is supported by the port ASIC is identified using an ID. The ID provided by the caller is not within the configured range.

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

## HAWKEYE-1

**Error Message** %HAWKEYE-1-UNAVAILABLE: HAWKEYE(bay %d), Port adapter requires Rev 2 CPU, shutting down bay

**Explanation** This message is specific to Cisco 7200 series router platforms. It indicates that the device driver has detected an NPE150 CPU version earlier than revision 2. The token ring device driver requires capabilities of a NPE150 revision 2 and later CPU.

**Recommended Action** Upgrade the 7200 router processor to an NPE150 Revision 2 or later.

**Error Message** %HAWKEYE-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** This message may be emitted during IOS initialization or after a token ring port adapter/module is OIR inserted. The message indicates that the token ring device driver was unable to communicate with all of the interfaces expected to be on the port adapter/module. This could mean that one or more of the interfaces is not functioning.

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

**Error Message** %HAWKEYE-1-UNAVAILABLE: PCI memory unavailable for %s

**Explanation** The device driver for this interface was unable to allocate the necessary amount of shared memory between the driver and the interface hardware. This condition can occur if the system contains less than the recommended minimum amount of SRAM for the current interface combination. Shared memory blocks are required for the interface to function. So, this interface will be inoperable until the memory shortage is corrected.

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

## HAWKEYE-3

**Error Message** %HAWKEYE-3-UNAVAILABLE: %s failed to initialize - %s

**Explanation** The token ring interface encountered an error while attempting to open a connection to the ring. The specific error that occurred is described in the last half of the error message as one of the following: 1) 'microcode checksum failed' - the MAC microcode was found to be corrupted inside the interface's local memory. 2) 'failed to build receive descriptor ring' - there was not enough system memory available to allocate receive buffers for packets. 3) 'init failed' - the interface hardware rejected the device driver's request to configure and open the interface.

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

**Error Message** %HAWKEYE-3-UNAVAILABLE: Interface %s, adapter check error

**Explanation** The token ring interface encountered an unrecoverable error condition while it was operating and connected to the ring. The interface will automatically shut itself down.

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

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

## HA\_CONFIG\_SYNC-3

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: %s

**Explanation** Active and Standby configuration out of sync LBL what was attempted and what went wrong will be printed.

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

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: %s

**Explanation** Bulk config sync failure, the reason for the failure will be provided in the string

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

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: %s

**Explanation** General Config Sync Problem

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

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

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: %s

**Explanation** Line by Line sync failure what was attempted and what went wrong will be printed.

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

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: %s [%s]

**Explanation** Bulk config sync fileysys failure, the reason for the failure will be provided in the string

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

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: %s with error code [ %s ]

**Explanation** An ISSU Config Sync Registration Error occurred. The details about what was attempted and what went wrong will be printed.

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

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: CONFIG SYNC %s msg\_type[%d], rc[%d]

**Explanation** An ISSU Config Sync failed to transform message. The details about what was attempted and what went wrong will be printed.

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

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: CONFIG SYNC Failed to get MTU Size for session[%d] msg\_type[%d], MTU[%d], rc[%d]

**Explanation** An ISSU Config Sync failed to get Message MTU. The details about what was attempted and what went wrong will be printed.

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

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: Cannot communicate boot variable to standby (%s)

**Explanation** Active failed to send the boot variable specified to standby. A reload or a switchover operation will likely result in the standby booting a wrong image.

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

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: Cannot communicate config register to standby

**Explanation** Active failed to send the config register to standby. The active and standby supervisors won't have the same config registers.

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

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: IPC operation failed for [ %s ] with error code [ %s ]

**Explanation** A config sync error occurred. The details about what was attempted and what went wrong will be printed.

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

**Error Message** %HA\_CONFIG\_SYNC-6-UNAVAILABLE: Bulk Sync succeeded

**Explanation** Bulk Sync has succeeded

**Recommended Action** No action necessary

**Error Message** %HA\_CONFIG\_SYNC-6-UNAVAILABLE: CONFIG SYNC : Subcode not matching for command %s Active subcode[0x%x], Standby subcode[0x%x]

**Explanation** The line by line synchronization of a command has succeeded. A command entered on the active system was successfully synchronized with the standby system. However, the sub code of Parser Return Code, that were returned by the Active and Standby systems were different. However, the sub code of Parser Return Code, that were returned by the Active and Standby systems were different.

**Recommended Action** Normally, no action is required. If, however, any problems with line by line synchronization are found, copy this message exactly as it appears on the console or in the system log and contact your Cisco technical support representative.



## HA\_EM-3

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Checksum error for policy %s - this policy will not be run

**Explanation** The checksum computed for the specified policy does not match the original checksum computed when the policy was registered.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Error attempting to fetch event information: %s.

**Explanation** The Embedded Event Manager Policy Director failed to receive event info for a callback.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Error occurred while fetching TTY number.

**Explanation** The Embedded Event Manager failed to fetch a TTY number.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Error occurred while fetching action information: %d.

**Explanation** The Embedded Event Manager Policy Director failed to gather action information registered for the event.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Error occurred while fetching variable information: %d.

**Explanation** The Embedded Event Manager Policy Director was unable to set the variable with the requested information.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Error occurred while performing action: %s.

**Explanation** The Embedded Event Manager Policy Director failed to perform an action for the registered event.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Failed to create process

**Explanation** The process create function reports an error

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Failed to look up in the table the registration specification for policy %s.

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

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Failed to perform CNS action: %s

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

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: No such event id found.

**Explanation** An internal software error occurred.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: No such event spec id found.

**Explanation** The Embedded Event Manager Policy Director could not find the event for the event spec. ID.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Published event type does not match event spec.

**Explanation** The Embedded Event Manager Policy Director detected a mis-match in event type between the published event and the event spec.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: The %s event detector I/O queue empty.

**Explanation** The I/O queue is empty at this point, and should not be.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: The I/O queue empty.

**Explanation** The I/O queue is empty at this point, and should not be.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: The Unable to enqueue packet onto queue.

**Explanation** The queue is not in a state to handle enqueues.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: The Unable to initialize queue.

**Explanation** The queue cannot be initialized.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: The following oid has become unavailable: %s

**Explanation** The registered oid is no longer available in the system.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: The hash computation routine reported an error; %s

**Explanation** The fh\_hash\_md5\_fd() function reported the specified error.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: This processor is not in ACTIVE state (state = %d). Switchover must be performed on ACTIVE processor.

**Explanation** Switchovers must occur on ACTIVE unit, not STANDBY unit.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Unable to initialize queue;

**Explanation** The queue initialization function reported an error.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Unable to open %s; %s

**Explanation** The open function reported an error.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Unable to open connection to CNS Event Agent: %d

**Explanation** The CNS Action process failed to open CNS handle to Event Agent.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Unknown event type found in applet.

**Explanation** The Embedded Event Manager applet had an unknown event type.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: callback handler process create failed for eid: %d

**Explanation** The process\_create function reported an error trying to create the callback handler process.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: could not find environment variable: %s

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

**Recommended Action** Only use well known Embedded Event Manager environment variables. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: could not initialize Embedded Event Manager service: %s

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

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: could not initialize queue

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

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: error processing xml buffer

**Explanation** An error occurred processing the event publish information xml buffer.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: failed to create an IPC port: %s

**Explanation** Embedded Event Manager failed to create an IPC port.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: failed to execute callback

**Explanation** Failed to execute callback routine.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: failed to open an IPC port: %s

**Explanation** Embedded Event Manager failed to open an IPC port.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: failed to register an IPC port: %s

**Explanation** Embedded Event Manager failed to register an IPC port.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: fh\_init failed : %d

**Explanation** The fh\_init function reported an error trying to initialize EEM for a callback process.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: file checksum mismatch

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

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

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: unable to set state for tracking object number %u; object does not exist or is not a stub-object.

**Explanation** The Embedded Event Manager applet attempted to set the state of a tracking object that does not exist.

**Recommended Action** Only set the state of tracking objects that have already been configured in the system. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: Error attempting to access an unopened CLI session: %s

**Explanation** An error occurred attempting to access an unopened CLI session: %s

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

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

**Error Message** %HA\_EM-3-UNAVAILABLE: Error disconnecting from CLI session: %s

**Explanation** An error occurred while disconnecting from the CLI session.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: Error executing applet %s statement %s

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

**Recommended Action** Check syntax of applet statement. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: Error occurred when sending mail to SMTP server: %s : %s

**Explanation** An unexpected error occurred when sending mail to SMTP server.

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

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

**Error Message** %HA\_EM-3-UNAVAILABLE: Unable to establish CLI session: %s

**Explanation** Unable to establish CLI session.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: Unable to read CLI response: %s

**Explanation** Unable to read CLI response.

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

**Error Message** %HA\_EM-3-UNAVAILABLE: Unable to send CLI command: %s

**Explanation** Unable to send CLI command.

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

**Recommended Action**



**Error Message** %HA\_EM-3-UNAVAILABLE: Unable to send notification using all SMTP servers

**Explanation** An unexpected error occurred when sending mail to all SMTP servers.

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

**Recommended Action**

**Error Message** %HA\_EM-3-UNAVAILABLE: Use of the rack keyword in the correlate statement is not supported in this image.

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

**Recommended Action** Track ED is not available in this image

## HA\_EM-4

**Error Message** %HA\_EM-4-UNAVAILABLE: %s: No tag %s found corresponding to this event publish.

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

**Recommended Action** Only use tagnames in the action info type event reqinfo command which correspond to the published event.

**Error Message** %HA\_EM-4-UNAVAILABLE: %s: failed to allocate an IPC buffer

**Explanation** Embedded Event Manager failed to allocate a buffer from IPC.

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

**Error Message** %HA\_EM-4-UNAVAILABLE: %s: failed to create an event: %s

**Explanation** Failed to create an Embedded Event Manager event.

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

**Error Message** %HA\_EM-4-UNAVAILABLE: %s: failed to register an event: %s

**Explanation** Failed to register an Embedded Event Manager event.

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

**Error Message** %HA\_EM-4-UNAVAILABLE: %s: failed to send an IPC message: %s

**Explanation** Embedded Event Manager failed to send a message through IPC.

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

**Error Message** %HA\_EM-4-UNAVAILABLE: Cisco Signature not found or invalid. %s has been registered as a user policy.

**Explanation** Cisco Signature not found or invalid.

**Recommended Action** Sign with Cisco signature.

**Error Message** %HA\_EM-4-UNAVAILABLE: No action configured for applet %s

**Explanation** No action has been configured for this applet.

**Recommended Action** Configure at least one action for this applet.

**Error Message** %HA\_EM-4-UNAVAILABLE: No event configured for applet %s

**Explanation** No event has been configured for this applet.

**Recommended Action** Configure an event for this applet.

**Error Message** %HA\_EM-4-UNAVAILABLE: No threads are configured to service event class %s

**Explanation** The Embedded Event Manager has no scheduler threads to service this event class.

**Recommended Action** Configure threads for the event class using the 'event manager scheduler' command.

## HA\_EM-6

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: %s

**Explanation** The Embedded Event Manager reports an error on Event Manager configuration

**Recommended Action** Check the EEM applet or policy configuration

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: Cannot change a class %s %s to priority LAST. LAST is for default policies only

**Explanation** Embedded Event Manager Scheduler Command can only change a default policy to priority LAST.

**Recommended Action** The command is applicable to default policies only.

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: Cannot modify a LAST policy to class %s. LAST policies are for class default only.

**Explanation** Embedded Event Manager LAST policy is for default class only.

**Recommended Action** The command is applicable to default policies only.

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: Error adding trapvar to queue %s

**Explanation** The trap variable was not added to the queue.

**Recommended Action** Check the EEM applet or policy configuration

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: No variable %s

**Explanation** The variable is not defined.

**Recommended Action** Check the EEM applet or policy configuration

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: Policy has requested a hardware switchover

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

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: Policy has requested a hardware switchover

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

**Recommended Action** None

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: Policy has requested a system reload;

**Explanation** An Embedded Event Manager policy requested that the system be reloaded.

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: cannot %s a running policy with jobid %d.

**Explanation** Embedded Event Manager Scheduler Command cannot change a running policy.

**Recommended Action** The command is not applicable to a running policy.

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: duplicate oid

**Explanation** The oid is a duplicate

**Recommended Action** Check the EEM applet or policy configuration

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: number of values exceeded %d

**Explanation** The number of values per variable exceeded the maximum

**Recommended Action** Check the EEM applet or policy configuration

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: unable to modify the policy to class %s: scheduling rule unavailable.

**Explanation** There is no scheduler rule configured to service this event class.

**Recommended Action** Please configure a scheduler rule before modifying the event.

**Error Message** %HA\_EM-6-UNAVAILABLE: Error compiling regular expression: %s

**Explanation** An error was encountered when compiling the given regular expression.

**Recommended Action** Check syntax of regular expression pattern. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-6-UNAVAILABLE: Failed to retrieve context for key %s: %s

**Explanation** Failed to context retrieve variable information for event.

**Recommended Action** Ensure context information with the given key is saved. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-6-UNAVAILABLE: Failed to save variable context for key %s: %s

**Explanation** Failed to context save variable information for event.

**Recommended Action** Ensure context information with the same key is not already saved. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-6-UNAVAILABLE: Invalid operand in action, expected value within range %ld to %ld, received: %s

**Explanation** Arithmetic actions only accept valid long integer values.

**Recommended Action** Ensure value provided to action is long integer.

**Error Message** %HA\_EM-6-UNAVAILABLE: Invalid operand in arithmetic division, cannot divide by zero

**Explanation** Arithmetic division does not allow divide by zero.

**Recommended Action** Ensure denominator provided to division action is non-zero.

**Error Message** %HA\_EM-6-UNAVAILABLE: Policy update has copied %d bytes from %s to %s

**Explanation** An EEM policy has been copied as a result of an event manager update command

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

**Error Message** %HA\_EM-6-UNAVAILABLE: Policy update has failed to register policy %s %s

**Explanation** An EEM policy has failed to be registered as a result of an event manager update command

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

**Error Message** %HA\_EM-6-UNAVAILABLE: Policy update has failed to unregister policy %s %s

**Explanation** An EEM policy has failed to be unregistered as a result of an event manager update command

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

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

**Error Message** %HA\_EM-6-UNAVAILABLE: Policy update has successfully re-registered policy %s

**Explanation** An EEM policy has been successfully re-registered as a result of an event manager update command

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

## HA\_EM-7

**Error Message** %HA\_EM-7-UNAVAILABLE: %s

**Explanation** Internal error. The event detector has failed to get a free history list entry.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: %d

**Explanation** The event detector has exceeded its maximum number of retries to send a pulse to the embedded event manager to notify of an event publish.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: %s

**Explanation** Internal error. The event detector has failed to rebuild the metric list from the checkpointed records.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: %s

**Explanation** The SNMP error code.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: %s guard word corrupted; %p

**Explanation** The guard word for the specified control block does not contain what is expected.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: %s[%d]

**Explanation** Internal error. The event detector has failed to fetch a data element from the statistics data engine.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Application client library unable to handle message receive.

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

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: CNS Event Agent not available: %d

**Explanation** The CNS Event Agent is currently not available.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Class %s: Maximum number of %d %s publish entries exceeded; some events have been discarded

**Explanation** An attempt to publish an event failed because there is no more room in the publish queue.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Failed to allocate Event Detector context control block; %s

**Explanation** The get\_fd function reported an error trying to allocate a Event Detector context control block.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Failed to duplicate string %s; %s

**Explanation** The strdup function reported an error.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Failed to open Event Detector context control block

**Explanation** The open\_fd function reported an error trying to open a Event Detector context control block.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Illegal SNMP address type

**Explanation** The SNMP address is illegal.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Invalid SNMP oid length %d

**Explanation** The SNMP oid has invalid length

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Invalid argument string: %s

**Explanation** An invalid argument string was passed to the specified function.

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



**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Policy execution %s

**Explanation** The Embedded Event Manager policy execution state has been changed to the state named in the message.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: SNMP IPV6 address is not supported

**Explanation** The IPV6 address is not supported.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: SNMP build pdu failed

**Explanation** The SNMP pdu build has failed.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: SNMP make pdu failed

**Explanation** The SNMP pdu make has failed.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: SNMP proxy exec got event, but queue is empty

**Explanation** The SNMP proxy got event but the queue is empty.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: SNMP request failed

**Explanation** The SNMP request has failed.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: SNMP response cancelled

**Explanation** The SNMP response has been cancelled.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: SNMP response error; error\_status = %d

**Explanation** The SNMP response has error.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: SNMP response has timed out

**Explanation** The SNMP response has timed out.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: The script name is NULL

**Explanation** An invalid script name was passed as an argument into the specified function.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: The system is unable to switch to standby processor. Switchover cancelled.

**Explanation** Switchovers must occur when STANDBY is available and ready.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to add %s event detector command;

**Explanation** The Event detector failed to add command.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to add action %s command;

**Explanation** Failed to add action command.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to allocate %s; %s

**Explanation** The malloc function reported an error.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to allocate %s;

**Explanation** The malloc function reported an error.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to allocate memory for event publish timer block

**Explanation** Internal error. The event detector has failed to allocate memory for the event publish timer block.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to build an oid string into a SNMP oid; oid = %s

**Explanation** The oid string was not able to build into a SNMP oid

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to clear restart callback;

**Explanation** The CNS Action process failed to clear restart callback.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to create SNMP octet community string; string = %s

**Explanation** The community string was not able to build into a SNMP octet string

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to create a SNMP message; community = %s

**Explanation** The SNMP message failed to be created

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to create a SNMP varbind

**Explanation** The oid failed to make into a SNMP varbind

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to enqueue %s;

**Explanation** The enqueue function reported an error.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to locate reg callback entry for pulse code %d

**Explanation** The registration callback handler was unable to validate the pulse code received.

**Recommended Action** The pthread\_create function reported an error.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to reallocate %s; %s

**Explanation** The realloc function reported an error.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to send response for FH\_MSG\_CALLBACK\_DONE %s

**Explanation** The registration callback handler was unable to send the FH\_MSG\_CALLBACK\_DONE message to the Embedded Event Manager Server.

**Recommended Action** The pthread\_create function reported an error.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to set restart callback;

**Explanation** The CNS Action process failed to set the restart callback.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unknown SNMP operation or response type %d

**Explanation** The operation or response type is unknown.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: could not create a leaf timer

**Explanation** Internal error. The event detector has failed to create a managed leaf timer.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: could not create an occurrence entry

**Explanation** Internal error. The event detector has failed to create an entry for the matched occurrence list.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: could not remove an occurrence entry

**Explanation** Internal error. The event detector has failed to remove an entry for the matched occurrence list.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: create\_watched\_boolean failed: %s

**Explanation** The create\_watched\_boolean function reported an error trying to create the watched boolean.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: create\_watched\_boolean failed; %s

**Explanation** The create\_watched\_boolean function reported an error trying to create the watched boolean.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: create\_watched\_queue failed; %s

**Explanation** The create\_watched\_queue function reported an error trying to create the watched queue.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: delete\_watched\_boolean failed: %s

**Explanation** The delete\_watched\_boolean function reported an error trying to delete the watched boolean.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: error attempting to format time string

**Explanation** Format time failure.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: invalid comparison operator: %d

**Explanation** Internal error. The value comparison operator is invalid or not supported.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: invalid last policy name replied %s

**Explanation** Internal error. The last policy name the script director replied to show fm policy registered command is an invalid policy name.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: invalid statistics value type: %d

**Explanation** Internal error. The statistics data type is invalid or not supported.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: invalid timer type: %d

**Explanation** Internal error. The timer type is invalid or not supported.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: invalid timer: type=%d, timer=%p

**Explanation** Internal error. The timer value is invalid or not as expected.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: not enough memory: %s

**Explanation** Allocating memory failed due to a low-memory condition.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: resource\_monitor\_register failed; return code = %d

**Explanation** The resource\_monitor\_register function reported an error trying to register for RMI notifications.

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

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: unknown event type %d

**Explanation** An unknown Embedded Event Manager even type was detected.

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

## HD-1

**Error Message** %HD-1-UNAVAILABLE: 4T Port Adapter fault on port %d in slot %d

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

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

**Error Message** %HD-1-UNAVAILABLE: Loopback not supported for a 4T DTE/X.21, port %d in slot %d

**Explanation** Loopback mode is not allowed when using an X.21 DTE cable on a Quad serial NIM port.

**Recommended Action** Do not enable loopback, or use a different cable type.

**Error Message** %HD-1-UNAVAILABLE: msgtxt\_badringsize

**Explanation** An internal software error occurred.

**Recommended Action** If message recurs, call your technical support representative for assistance.

## HD-5

**Error Message** %HD-5-UNAVAILABLE: Unit %d excessive modem control changes

**Explanation** Too many modem control interrupts have been received. The port was disabled to prevent excessive use of the CPU.

**Recommended Action** Check the cable on the serial port.

## HA\_WD Messages

This section contains high availability system messages.

### HA\_WD-3

**Error Message** %HA\_WD-3-DM\_SEND\_PULSE: [chars]: could not send priority pulse to receiver: [chars]

**Explanation** An attempt to send a priority pulse to the receiver has failed.

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

**Error Message** %HA\_WD-3-PROCFS\_PASS: [chars]: procfs pass ended in error after five consecutive passes

**Explanation** A call to the wd\_procfs\_per\_process() function ended in error after five consecutive passes.

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



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

**Error Message** %HA\_WD-3-PTHRD\_SETDETACHSTATE: [chars]: could not set detach state of a POSIX thread: [chars]

**Explanation** An internal error was detected when trying to set the detach state of a POSIX thread.

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

**Error Message** %HA\_WD-3-PTHRD\_SETSCHEDPARAM: [chars]: could not set scheduler param of a POSIX thread: [chars]

**Explanation** An internal error was detected when trying to set the scheduler parameter of a POSIX thread.

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

**Error Message** %HA\_WD-3-RESTART\_WDSYMON: [chars]: Error returned from `sysmgr_restart_self()` [chars]

**Explanation** An error was returned from the `sysmgr_restart_self` API.

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

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

## HA\_WD-6

**Error Message** %HA\_WD-6-BLOCKED\_THREAD: A default priority thread CPU starvation condition was detected

**Explanation** Some higher priority threads are blocking the CPU.

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

**Error Message** %HA\_WD-6-CPU: [chars]

**Explanation** The CPU is blocked by one or more high priority threads.

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

**Error Message** %HA\_WD-6-DLK: [chars]

**Explanation** An unresolved process or Cisco IOS scheduler deadlock was detected.

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

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

## HA\_WD-7

**Error Message** %HA\_WD-7-GUARD\_WORD\_CORRUPTED: [chars]: [chars] guard word corrupted [hex]

**Explanation** The named control block guard word was corrupted.

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

## HDLC Messages

This section contains high-level data link control (HDLC) messages.

### HDLC-1

**Error Message** %HDLC-1-ISSU\_NOMEMORY: Unit [dec], no memory for [chars]

**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.

### HDLC-4

**Error Message** %HSRP-4-BADAUTH: Bad authentication from %s, group %d, remote state %s

**Explanation** Two routers participating in HSRP disagree on the valid authentication string.

**Recommended Action** Use the standby authentication command to repair the HSRP authentication discrepancy between the local system and the one whose IP address is reported.

**Error Message** %HDLC-4-ISSU\_INCOMPATIBLE: hdlc-issu-compat: returned FALSE

**Explanation** The compatibility checking has failed.

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

**Error Message** %HDLC-4-ISSU\_SENDFAILED: HDLC ISSU: send message failed, rc = [dec]

**Explanation** An attempt to send a message has failed.

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

**Error Message** %HDLC-4-ISSU\_XFORM: [chars]: failed, rc=[chars]

**Explanation** The transform has failed.

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

## HDV-1

**Error Message** %HDV-1-UNAVAILABLE: HDV in slot %d: No PCI memory available.

**Explanation** The system is experiencing memory exhaustion in the PCI/packet memory. This is probably due to heavy traffic congestion but could also be a software error.

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

**Error Message** %HDV-1-UNAVAILABLE: HDV in slot %d: VIC daughter card (%s/0x%x) is unsupported

**Explanation** The VIC card plugged into the HDV is not of a supported type

**Recommended Action** Replace this VIC with a type that is supported by this version of IOS, or change the version of IOS to support this VIC type.

**Error Message** %HDV-1-UNAVAILABLE: HDV in slot %d: VIC daughter card has an unknown id of 0x%x

**Explanation** The software did not recognize the type of VIC card plugged into the HDV Port Module.

**Recommended Action** Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

**Error Message** %HDV-1-UNAVAILABLE: HDV in slot %d: no VIC card is inserted in the HDV.

**Explanation** The software did not detect the presence of a VIC card inserted in the HDV Port Module.

**Recommended Action** Check that there is a VIC card inserted properly into the HDV. If so, then check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

**Error Message** %HDV-1-UNAVAILABLE: HDV in slot %d: packet size (%d) too big.

**Explanation** A packet greater than the 256 bytes received on this interface.

**Recommended Action** The system should recover. No action is required. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HDV-2

**Error Message** %HDV-2-UNAVAILABLE: HDV in slot %d: An unrecoverable error occurred.

**Explanation** The HDV card experienced an internal unrecoverable error. This may be due to a internal firmware error or bad HDV hardware.

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

## HDV-3

**Error Message** %HDV-3-UNAVAILABLE: HDV in slot %d: Incorrect %d PM-ID device not supported.

**Explanation** A interface controller device did not have the correct PM-ID.

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

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

**Error Message** %HDV-3-UNAVAILABLE: HDV in slot %d: reports an invalid device id of %#x.

**Explanation** The HDV port module hardware may be bad or improperly seated.

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

**Error Message** %HDV-3-UNAVAILABLE: HDV in slot %d: the HDV failed to initialize properly.

**Explanation** An initialization action failed for the HDV. This can be caused by a lack of system resources, improper or no VIC installed in the port module, or it may be bad HDV hardware.

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

**Error Message** %HDV-3-UNAVAILABLE: HDV in slot %d: the firmware on the port module did start properly.

**Explanation** The firmware on the card did not start after a reset. This is usually caused by a bad HDV module or improperly seated HDV module.

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

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

**Error Message** %HDV-3-UNAVAILABLE: HDV in slot %d: the port module did not reset and start up properly.

**Explanation** The hardware on the card did not start after a reset. This is usually caused by a bad HDV module or improperly seated HDV module.

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

## HDX-3

**Error Message** %HDX-3-UNAVAILABLE: On int %d/%d, unexpected state %d, event %d

**Explanation** A bad state, event pair is detected in the rx/tx half duplex state machine.

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



# HLFM Messages

This section contains Forwarding Manager messages.

## HLFM-3

**Error Message** %HLFM-3-MACFREE\_ERROR: MAC address [enet], vlad [dec] is still referenced; cannot free

**Explanation** An attempt was made to free a MAC address before all references to it had been released.

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

**Error Message** %HLFM-3-MAP\_ERROR: IP address [IP\_address] not in mac tables, mac-address [enet], vlan [dec]

**Explanation** The IP address and MAC address tables have lost their synchronization.

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

**Error Message** %HLFM-3-MOD\_SD: Failed to modify Station Descriptor with index [dec], vlan [dec], di [dec], error [dec], mad [dec], ref-count [dec]

**Explanation** The forwarding manager is attempting to modify a station descriptor that is no longer in use or is invalid.

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

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

## HMM\_ASYNC-3

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: Digital modem %d/%d on Simm %d failed power on diagnostics.

**Explanation** Digital modem failed to pass power on diagnostics. It will not be used.

**Recommended Action** If remaining Simm(s) passed diagnostics, remove or replace this problem Simm before continuing. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: HMM Digital Modem Card %d experienced a TDM Synthesis Error.

**Explanation** Digital Modem Card failed to send or receive PCM data in time to avoid data loss. This may cause the modems to speed shift, retrain, or hangup.

**Recommended Action** Verify that the DS1 interface(s) share a common clock source. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: HMM Modem %d/%d Mailbox is Full, command %#x not sent.

**Explanation** Error delivering commands to Modem Module. This may be a transient failure. If this message repeats every 30 seconds it may indicate a failed Modem Module.

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

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

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: HMM Modem %d/%d failed to accept a new command.

**Explanation** Modem failed to accept a new command. This may be a transient failure or the modem may remain unusable until a system reset.

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

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: HMM: Digital Modem Card %d hardware exception : %s

**Explanation** This may be an intermittent or permanent hardware failure.

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

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: No memory for %s of unit %d

**Explanation** The router does not have enough memory to perform the function

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

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

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: Received unknown message 0x%x at mail offset %d from modem %d/%d.

**Explanation** Received unidentified message from modem. This is symptomatic of running with an incompatible version of modem firmware.

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

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: Simm %d in slot %d has halted due to a Runtime Error.

**Explanation** The Portware running on the Simm was halted due a runtime error. The six modems contained on the Simm have been marked Bad and are no longer usable until the system is reloaded.

**Recommended Action** Copy the error message exactly as it appears, along with show modem and show modem log output, and report it to your technical support representative.

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: Unable to creaet pool %d raw Tx mode buffers

**Explanation** The router does not have enough I/O memory for buffers

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

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: Unable to create TTY structure for line %d

**Explanation** Unable to create tty line control block for the specified line This may be due to not having enough memory in the router

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

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: Unable to create pool for %d raw Rx mode buffers

**Explanation** The router does not have enough I/O memory for buffers

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

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: Unable to download firmware image to digital modem card in slot %d.

**Explanation** Failed to bring up the processor on the digital modem card.

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

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: Unable to download modem firmware image to Simm %d in slot %d.

**Explanation** Failed to load modem firmware into the Simm.

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

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: Unknown Platform type to support HMM Network Module

**Explanation** The Network Module is not compatible with the current platform that it is plugged into.

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

## HMM\_ASYNC-4

**Error Message** %HMM\_ASYNC-4-UNAVAILABLE: HMM Digital Modem Card %d contains no active modems.

**Explanation** There are no modems installed on the network module.

**Recommended Action** Make sure the network module contains properly installed MICA-6DM Simm(s).

## HOOD-3

**Error Message** %HOOD-3-UNAVAILABLE: msgtxt\_badunit

**Explanation** An internal software error occurred.

**Recommended Action** If the message recurs, call your technical support representative for assistance.

## HOOD-5

**Error Message** %HOOD-5-UNAVAILABLE: Unit %d, HP100VG, cable error. Training failed

**Explanation** A 100VG cable or hub is faulty.

**Recommended Action** If the message recurs, and either the cable or hub appears to be good, repair or replace the router module.

**Error Message** %HOOD-5-UNAVAILABLE: Unit %d, HP100VG, no tone detected. Check cable, hub

**Explanation** A 100VG cable is faulty.

**Recommended Action** If the message recurs, and either the cable or hub appears to be good, repair or replace the router module.

**Error Message** %HOOD-5-UNAVAILABLE: Unit %d, excessive collisions

**Explanation** An Ethernet cable is broken or unterminated, or the transceiver is unplugged.

**Recommended Action** If the transceiver appears to be properly terminated, repair or replace the router.

**Error Message** %HOOD-5-UNAVAILABLE: Unit %d, lost carrier. Transceiver problem?

**Explanation** An Ethernet transceiver is unplugged or faulty.

**Recommended Action** Repair or replace the controller.

# HP100VG Messages

## HP100VG

**Error Message** %HP100VG-1-UNAVAILABLE: %s access to network denied

**Explanation** Access to the network is denied because of incompatible configuration.

**Recommended Action** Check the configuration of the hub for Frame Format, Promiscuous, and Repeater bit to indicate proper configuration.

**Error Message** %HP100VG-1-UNAVAILABLE: %s configuration not compatible with the network

**Explanation** Configuration of the router module is not compatible to the network

**Recommended Action** Check the configuration of the hub for Frame Format, Promiscuous, and Repeater bit to indicate proper configuration

**Error Message** %HP100VG-1-UNAVAILABLE: %s unable to login to the hub

**Explanation** Unable to login to the hub.

**Recommended Action** Take action based on the following error messages.

**Error Message** %HP100VG-1-UNAVAILABLE: On %s LAN segment

**Explanation** Two VG devices on the same LAN segment have the same MAC address.

**Recommended Action** Check router configuration to make sure that no duplicate MAC address is configured.

**Error Message** %HP100VG-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** No VG interface detected.

**Recommended Action** Make sure 100VG PA is properly seated in the slot. Otherwise repair or replace the 100VG PA interface module.



## HP100VG-3

**Error Message** %HP100VG-3-UNAVAILABLE: %s hardware CAM device not found

**Explanation** Could not find Hardware CAM on the PA module

**Recommended Action** Repair or replace the 100VG PA interface module.

**Error Message** %HP100VG-3-UNAVAILABLE: %s packet buffer, pak=0x%x

**Explanation** A software or hardware error occurred. The HP100VG driver detected that the buffer ring is in an inconsistent and unrecoverable state.

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

**Error Message** %HP100VG-3-UNAVAILABLE: Bay %d device ID seen as %#x, expected %#x

**Explanation** Could not find 100VG PCI device

**Recommended Action** Make sure 100VG PA is properly seated in the slot. Otherwise repair or replace the 100VG PA interface module.

## HP100VG-5

**Error Message** %HP100VG-5-UNAVAILABLE: %s cable fault; tone not detected

**Explanation** An 100VG cable is faulty.

**Recommended Action** Repair or replace the cable. If either the cable appears to be good, repair or replace the VG PA interface module.

**Error Message** %HP100VG-5-UNAVAILABLE: %s cable/hub problem?

**Explanation** The VG controller detects link to the hub is down due to cable, hub or vg controller problem.

**Recommended Action** Repair or replace the cable or hub. If either the cable or hub appears to be good, repair or replace the VG PA interface module.

**Error Message** %HP100VG-5-UNAVAILABLE: %s training failed

**Explanation** An 100VG cable or hub is faulty.

**Recommended Action** Repair or replace the cable or hub. If the cable or hub appears to be good, repair or replace the VG PA interface module.

# HSRP Messages

This section contains Hot Standby Router Protocol (HSRP) messages.

## HSRP-3

**Error Message** %HSRP-3-MISCONFIG: Attempt to change [chars] MAC address to [enet] when DECNET already running

**Explanation** An HSRP group attempted to become active on an interface that can only support a single MAC address and that is running DECnet. If the **standby use-bia** command has not been entered on the interface, HSRP would normally set the interface MAC address to the HSRP virtual MAC address, but this configuration is not allowed if DECnet is running.

**Recommended Action** Enter the **standby use-bia** command on the interface.

**Error Message** %HSRP-3-NOSOCKET: Unable to open socket

**Explanation** The system was unable to initialize an IP connection for the Hot Standby protocol.

**Recommended Action** Make sure that there is at least one interface configured to run IP.

## HSRP-4

**Error Message** %HSRP-4-BADAUTH: Bad authentication from [IP\_address], group [dec], remote state [chars]

**Explanation** Two routers participating in HSRP disagree on the valid authentication string.

**Recommended Action** Use the **standby authentication** command to repair the HSRP authentication discrepancy between the local system and the one whose IP address is reported.

**Error Message** %HSRP-4-BADAUTH2: Bad authentication from [IP\_address]

**Explanation** Two routers participating in HSRP disagree on the valid authentication string.

**Recommended Action** Use the **standby authentication** command to repair the HSRP authentication discrepancy between the local system and the one whose IP address is reported.

**Error Message** %HSRP-4-BADVIP: [chars] Grp [dec] address [IP\_address] is in the wrong subnet for this interface

**Explanation** The HSRP virtual IP address contained in the Hello message cannot be learned as it is not within a subnet configured on the interface.

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

**Error Message** %HSRP-4-DIFFVIP1: [chars] Grp [dec] active routers virtual IP address [IP\_address] is different to the locally configured address [IP\_address]

**Explanation** The HSRP virtual IP address contained in the Hello message from the active router is different from the virtual IP address configured locally.

**Recommended Action** Check the configuration on all HSRP routers in the group and ensure they are all configured with the same virtual IP address.

**Error Message** %HSRP-4-DUPADDR: Duplicate address [IP\_address] on [chars], sourced by [enet]

**Explanation** The IP address in an HSRP message received on the specified interface is the same as the IP address of the router. Another router might be configured with the same IP address. The most likely cause is a network loop or a misconfigured switch that is causing the router to see its own HSRP Hello messages.

**Recommended Action** Check the configurations on all the HSRP routers to ensure that the interface IP addresses are unique. Check that no network loops exist. If port channels are configured, check that the switch is correctly configured for port channels. Enter the **standby use-bia** command so that the error message displays the interface MAC address of the sending router, which can be used to determine if the error message is caused by a misconfigured router or a network loop.

**Error Message** %HSRP-4-DUPVIP1: [chars] Grp [dec] address [IP\_address] is already assigned to [chars] group [dec]

**Explanation** The HSRP virtual IP address contained in the Hello message cannot be learned as it is already assigned to a different HSRP group.

**Recommended Action** Check the configuration on all HSRP routers and ensure that the virtual IP address of each HSRP group is unique.

**Error Message** %HSRP-4-DUPVIP2: [chars] Grp [dec] address [IP\_address] is already assigned on this interface

**Explanation** The HSRP virtual IP address contained in the Hello message cannot be learned as it is already assigned to this interface.

**Recommended Action** Check the configuration on all HSRP routers and ensure that the virtual IP address of each HSRP group is unique.

**Error Message** %HSRP-4-DUPVIP3: [chars] Grp [dec] address [IP\_address] is already assigned to, or overlaps with, an address on another interface or application

**Explanation** The HSRP virtual IP address contained in the Hello message cannot be learned as it is already assigned to, or overlaps with, an address on another interface or application.

**Recommended Action** Check the configuration on all HSRP routers and ensure that the virtual IP address of each HSRP group is unique.

## HSRP-5

**Error Message** %HSRP-5-STATECHANGE: [chars] Grp [dec] state [chars] -> [chars]

**Explanation** The router has changed state.

**Recommended Action** No action is required.

## HTSP-3

**Error Message** %HTSP-3-UNAVAILABLE: no free event structure available from %s for DSP message

**Explanation** There were no event structures remaining in the system pools to alert the router of a voice or signaling event.

**Recommended Action** Check that the voice port for which the event was reported is still operational. If not, clear the voice port.

**Error Message** %HTSP-3-UNAVAILABLE: voice port %s: Ground Start trunking not supported

**Explanation** This voice port does not support the 'connection trunk' command when ground start signaling is configured. Trunking mode on this voice is supported when using loop start signaling.

**Recommended Action** Shut down the voice port, remove the 'connection trunk' and/or 'signal groundStart' command from the voice port configuration, and unshut the voice port.

**Error Message** %HTSP-3-UNAVAILABLE: voice port %s: call connection id [0x%x 0x%x 0x%x 0x%x]

**Explanation** There was a capabilities mismatch between the two call legs. capabilities are negotiated between call legs for CODEC, VAD and FAX rate.

**Recommended Action** Check that the dial peer configuration is appropriate for the interface in question. Also check that and configuration on the interface is correct.

**Error Message** %HTSP-3-UNAVAILABLE: voice port %s: status=0x%x message=0x%x text=%s

**Explanation** The DSP reported a fatal error. All calls on the DSP were dropped and a DSP reload was attempted.

**Recommended Action** Verify that the DSP reloaded properly by attempting to place a call on the affected voice port. Contact your technical support representative, include the full text of the error message.

## HTSP-5

**Error Message** %HTSP-5-UNAVAILABLE: Trunk port(channel) [%s] is %s

**Explanation** Trunk port:channel changed state.

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

## HTTP Messages

This section contains Hypertext Transfer Protocol (HTTP) messages.

## HTTP-3

**Error Message** %HTTP-3-INIT\_FAIL: HTTP Process Init failed.

**Explanation** Initialization of the HTTP subsystem has failed.

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

**Error Message** %HTTP-3-OUTOF\_MEM: HTTP out of memory.

**Explanation** An error occurred during initialization of the HTTP process. The HTTP process could not create crucial internal data structures that are required for operation of the HTTP subsystem. The most likely reason for this condition is an exhaustion of system memory.

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

**Error Message** %HTTP-3-PROC\_NOCREAT: Unable to create HTTP process.

**Explanation** An error occurred during initialization of the HTTP process. The HTTP process that processes all HTTP requests and responses could not be created.

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

**Error Message** %HTTP-3-SERVER\_RESTART\_FAILED: Server restart failed. Disabling HTTP server.

**Explanation** TCP process was restarted affecting the HTTP server. Attempts to restart HTTP server failed.

**Recommended Action** Check status of TCP process. Enable the HTTP server after TCP process has started.

## HTTP-6

**Error Message** %HTTP-6-SERVER\_SETUP\_FAILED: Server setup failed

**Explanation** Setup of the HTTP or HTTPS server to listen on the specified port number has failed.

**Recommended Action** Disable the server, verify that port number is correct and enable the server. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## HUB-1

**Error Message** %HUB-1-UNAVAILABLE: Bad port number %d

**Explanation** An internal software error occurred.

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

**Error Message** %HUB-1-UNAVAILABLE: Invalid hub type %d and number %d

**Explanation** An internal software error occurred.

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

**Error Message** %HUB-1-UNAVAILABLE: Read op %d not allowed

**Explanation** An internal software error occurred.

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

**Error Message** %HUB-1-UNAVAILABLE: Write op %d not allowed

**Explanation** An internal software error occurred.

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

**Error Message** %HUB-1-UNAVAILABLE: msgtxt\_nomemory

**Explanation** The system detected that there is not enough memory for the hub initialization.

**Recommended Action** If conditions warrant, upgrade to larger memory configuration.

## HUJR-3

**Error Message** %HUJR-3-UNAVAILABLE: Read/write failed [%s]

**Explanation** A read/write error occurred when accessing the hardware

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

## HW Messages

This section contains hardware messages.

### HW-2

**Error Message** %HW-2-OBSOLETE\_HW\_VER: Module Version in [chars] is obsolete  
 \*\*\*\*\* \*  
 IMPORTANT !!! \* \* The module in [chars] is obsolete and must be returned \* \* via

RMA to Cisco Manufacturing. If it is a lab unit, \* \* it must be returned to Proto Services for upgrade. \*

\*\*\*\*\*

**Explanation** The specified hardware is obsolete and needs to be replaced.

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

## HWMATM\_MOD-3

**Error Message** %HWMATM\_MOD-3-UNAVAILABLE: Unexpected null pointer in %s at %d

**Explanation** An internal software error occurred.

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

## HW\_API Messages

This section contains hardware API messages.

### HW\_API-3

**Error Message** %HW\_API-3-BACKWALK\_REQUEST: Backwalk request failed, [chars]

**Explanation** A request to walk internal data structures has failed. Depending on the criticality of the data, the accuracy of forwarding may be affected.

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



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

**Error Message** %HW\_API-3-BACKWALK\_REQUEST\_VALUE: Backwalk request failed, [chars] ([hex])

**Explanation** A request to walk internal data structures has failed. Depending on the criticality of the data, the accuracy of forwarding may be affected.

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

**Error Message** %HW\_API-3-INVALID\_CONTEXT: Invalid context [hex]

**Explanation** An internal API error has occurred.

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

**Error Message** %HW\_API-3-INVALID\_OBJ: Invalid object [hex]

**Explanation** An internal API error has occurred.

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

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

**Error Message** %HW\_API-3-INVALID\_TYPE: Invalid type [dec]

**Explanation** An internal API error has occurred.

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

**Error Message** %HW\_API-3-INVALID\_WALK\_SPEC: Invalid walk spec [hex]

**Explanation** An internal API error has occurred.

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

**Error Message** %HW\_API-3-NO\_OBJ\_TYPE\_LIST\_ENTRY: Invalid sw\_obj\_type ([dec]) used with obj\_type\_list

**Explanation** An internal API error has occurred.

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

**Error Message** %HW\_API-3-NO\_OBJ\_TYPE\_LIST\_ENTRY2: Invalid sw\_obj\_link\_type ([dec]) used with obj\_type\_list

**Explanation** An internal API error has occurred.

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

**Error Message** %HW\_API-3-RESILIENCE\_NO\_HANDLER: No handlers in place for [chars] sw object creation failure.

**Explanation** An internal software error occurred.

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

**Error Message** %HW\_API-3-VECTOR: Failed to set [chars] vector for [chars], [chars]

**Explanation** An internal API error has occurred.

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

**Error Message** %HW\_API-3-WALK\_MODE\_UNSUPPORTED: Walk mode '[chars]' unsupported

**Explanation** An internal API error has occurred.

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

## HW\_VPN-1

**Error Message** %HW\_VPN-1-UNAVAILABLE: %s: Command 0x%x failed with status 0x%x

**Explanation** A command was sent to the Encryption AIM, and it responded that the command had an error. The details of the failure depend upon the circumstances, but in all likelihood the Encryption AIM is faulty and should be replaced.

**Recommended Action** Make a note of the error message and contact a Cisco representative. The EAIM will most likely need to be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: %s: EAIM responded incorrectly to hello: received 0x%x expected 0x%x

**Explanation** A command was sent to the Encryption AIM, and it was expected to echo back the data that was sent to it. Instead of receiving the expected data, the indicated data was received instead.

**Recommended Action** Make a note of the error message and contact a Cisco representative. The EAIM will most likely need to be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: %s: Invalid Amount of RAM for PA ID, memsize = 0x%x

**Explanation** The Power On Self Test (POST) reported an incorrect memory size.

**Recommended Action** The EAIM must be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: %s: Invalid command reply: expected 0x%x received 0x%s

**Explanation** A command was sent to the Encryption AIM, and its replay contained an unexpected reply code. The details of the failure depend upon the circumstances, but in all likelihood the Encryption AIM is faulty and should be replaced.

**Recommended Action** Make a note of the error message and contact a Cisco representative. The EAIM will most likely need to be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: %s: Key management error, cmd=0x%x status=0x%x

**Explanation** An unexpected error occurred during the execution of a key management command by the EAIM.

**Recommended Action** Make a note of the status value and contact a Cisco representative. The EAIM will most likely need to be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: %s: Packet Encryption/Decryption error, status=%u

**Explanation** An unexpected error occurred during the encryption and/or decryption of a packet.

**Recommended Action** This message can occur occasionally during normal operation of the system. It may occur during the transition to a new session key for a Security Association. In such cases, it may be ignored. However, if it happens frequently, or is associated with traffic disruption, then make a note of the status value and contact a Cisco representative. The EAIM will most likely need to be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: %s: Power On Self Test failed, alert status = 0x%x

**Explanation** The Power On Self Test (POST) for the EAIM failed.

**Recommended Action** The EAIM must be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: %s: Timeout on reply to command to Encryption AIM

**Explanation** A command has been sent to the Encryption AIM, and there has not been a reply to the command in a reasonable amount of time. The Encryption AIM is faulty and should be replaced.

**Recommended Action** Make a note of the error message and contact a Cisco representative. The EAIM will most likely need to be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: AIM in slot %u not supported by this HW revision.

**Explanation** The revision level of the C2600 'Elmer' PLD does not support encryption AIM. The PLD needs to be reprogrammed.

**Recommended Action** The C2600 'Elmer' PLD needs to be reprogrammed to a later revision. Refer to CCO Release Notes for the C2600 and Encryption AIM for an explanation of how to reprogram the PLD.

**Error Message** %HW\_VPN-1-UNAVAILABLE: EAIM: Device Initialization failure

**Explanation** The EAIM failed to respond properly to attempts at initialization.

**Recommended Action** The EAIM must be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: EAIM: Initialization failed at %s

**Explanation** The EAIM device would not reset properly. Indicative of a hardware failure.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. The EAIM will need to be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: EAIM: Invalid PCI device ID: %u

**Explanation** The EAIM device has improperly identified itself on the router bus

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. The EAIM will need to be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: Encryption AIM busy

**Explanation** You have entered a command which involves an Encryption AIM, but the Encryption AIM is busy executing another command.

**Recommended Action** Wait until the present command has completed. If the present command doesn't seem to complete in a reasonable amount of time, then the Encryption AIM is defective and must be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: Encryption AIM not present in system

**Explanation** You have entered a command which involves an Encryption AIM, but no encryption AIM is present in the system.

**Recommended Action** Don't enter encryption AIM commands unless an Encryption AIM is present. If an encryption AIM is installed, then it is defective and must be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: This Encryption AIM type not supported on this router platform

**Explanation** You have installed an encryption AIM designed for one particular type of router platform (e.g. C2600) on another router platform (e.g. C3620). Different Encryption AIMs are supported by each router platform.

**Recommended Action** The Encryption AIM must be removed and one compatible with your router must be installed in its place.

## HW\_VPN-6

**Error Message** %HW\_VPN-6-UNAVAILABLE: %s: disabled

**Explanation** The EAIM has been disabled

**Recommended Action** The EAIM will need to be replaced.

**Error Message** %HW\_VPN-6-UNAVAILABLE: %s: starting up

**Explanation** The specified EAIM has initialized successfully.

**Recommended Action** This is an informational message only. It occurs in normal operation.

**Error Message** %HW\_VPN-6-UNAVAILABLE: Cannot support more than one Encryption AIMs

**Explanation** A second Encryption AIM was discovered present in the system. The Encryption AIM software only supports a single Encryption AIM. All other Encryption AIMs installed will be ignored.

**Recommended Action** Remove one of the Encryption AIMs installed in your system.

## HWIF\_QOS Messages

This section contains HWIF QoS messages.

**Error Message** %HWIF\_QOS-6-EOM\_FORCE\_TRUSTED: EoMPLS on [chars] caused install of 'trust cos' state

**Explanation** If EoMPLS is configured on the interface or any of its subinterfaces, the no trust state is automatically replaced by trust cos.

**Recommended Action** Remove all EoMPLS configurations from the interface to restore the no trust state.

**Error Message** %HWIF\_QOS-6-EOM\_RESTORE\_UNTRUSTED: The 'no trust' state is restored on EoMPLS removal from [chars]

**Explanation** If EoMPLS is unconfigured on the interface and all its subinterfaces, the configured no trust state is restored.

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

**Error Message** %HWIF\_QOS-6-EOM\_TRUST\_NOT\_INSTALLED: 'no trust' command is not installed on [chars] in presence of EoMPLS

**Explanation** If EoMPLS is configured on the interface or any of its subinterfaces, the **no trust** command is not installed.

**Recommended Action** Remove all EoMPLS configurations from the interface.

## HYPERION Messages

This section contains Hyperion ASIC (HYPERION) messages.

### HYPERION-3

**Error Message** %HYPERION-3-FAILURE\_INTR\_CFG: Failure to setup the Hyperion device interrupts.

**Explanation** The internal ASIC on a line card could not be initialized. The device is not operational and has been disabled. The data path is not operational.

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



## HYPERION-4

**Error Message** %HYPERION-4-EARL\_BUS\_SYNC\_ERR: Failed to sync Earl bus, Hyperion version [dec]

**Explanation** The HYPERION ASIC in the line card failed to synchronize with the Earl bus.

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

**Error Message** %HYPERION-4-HYP\_RESET: Hyperion Error Interrupt. Resetting ASIC.

**Explanation** The Hyperion ASIC in the SPA or Enhanced FlexWAN module has received a fatal error. The ASIC is automatically reset, and the SPA or Enhanced FlexWAN module attempts to continue normal operation.

**Recommended Action** No action is required if traffic recovers. If traffic does not recover, copy the error message exactly as it appears on the console or in the system log. Enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. If you cannot determine the cause of the error from the error message text or from the **show platform hardware hyperion all** output, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HYPERION-4-HYP\_RESET: Hyperion ASIC reset, interrupt [chars]

**Explanation** The Hyperion ASIC in the SPA or Enhanced FlexWAN module has received a fatal error. The ASIC is automatically reset, and the SPA or Enhanced FlexWAN module attempts to continue normal operation.

**Recommended Action** No action is required if traffic recovers. If traffic does not recover, copy the error message exactly as it appears on the console or in the system log. Enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. If you cannot determine the cause of the error from the error message text or from the **show platform hardware hyperion all** output, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HYPERION-4-UNEXPECTED\_VERSION: Unexpected Hyperion version.

**Explanation** The line card is unable to recognize the version of the Hyperion ASIC.

**Recommended Action** No action is required if traffic passes through the line card. If traffic does not pass through the line card, check the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl) to determine in which version this problem is fixed and upgrade accordingly. If traffic does not pass after the upgrade, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HYPERION-5

**Error Message** %HYPERION-5-BUS\_MODE\_CHANGE: The System Switching Bus Mode changed to [chars] mode

**Explanation** The system switching bus interface device mode changed switching bus modes. The mode is specified in the system message.

**Recommended Action** The supervisor engine instructed the module to change the mode on the switching bus. No action is required.

**Error Message** %HYPERION-5-BUS\_SEQ\_ERR: Constellation bus Sequence Error. Resetting Hyperion ASIC.

**Explanation** The switch processor has detected a sequence error on the backplane bus. A reset sequence from the EARL has been called 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 error message exactly as it appears on the console or in the system log. Enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. If you cannot determine the cause of the error from the error message text or from the **show platform hardware hyperion all** output, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HYPERION-5-HYP\_INIT\_FAILURE: The Hyperion ASIC initialization failed

**Explanation** The Hyperion ASIC initialization was not successful. The Hyperion ASIC is not operational and is disabled.

**Recommended Action** If traffic recovers, no action is required. If traffic does not recover, copy the error message exactly as it appears on the console or in the system log. Enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. If you

cannot determine the cause of the error from the error message text or from the **show platform hardware hyperion all** output, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HYPERION-5-HYP\_INTR\_INFO: [chars]

**Explanation** This message provides more information about the interrupts from the backplane bus ASIC to the line card CPU.

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

**Error Message** %HYPERION-5-HYP\_RESET\_INFO: [chars]

**Explanation** This message provides more information about the interrupts leading to the reset of the backplane bus ASIC.

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

**Error Message** %HYPERION-5-NULL\_HYP\_OBJECT: The Hyperion device object pointer is set to NULL

**Explanation** The memory location of the Hyperion ASIC device object is invalid. The Hyperion ASIC operation is disabled, and the device interrupt is now masked.

**Recommended Action** If traffic recovers, no action is required. If traffic does not recover, copy the error message exactly as it appears on the console or in the system log. Enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. If you cannot determine the cause of the error from the error message text or from the **show platform hardware hyperion all** output, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

## ICC Messages

This section contains Inter-Card Communication (ICC) messages.

### ICC-2

**Error Message** %ICC-2-NOMEM: No memory available for %s

**Explanation** The ICC subsystem could not obtain the memory it needed.

**Recommended Action** If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

### ICC-3

**Error Message** %ICC-3-MAST\_BAD\_FREE: ICC multicast memory already freed

**Explanation** One of the ICC multicast request's memory was found to be free when response arrived

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

### ICC-4

**Error Message** %ICC-4-BAD\_ACCOUNTING: ICC received a bad class %d

**Explanation** The intercard communication (ICC) process received an invalid class and therefore cannot account for the message.

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

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

**Error Message** %ICC-4-COMM: Communication failure occurred while %s

**Explanation** A communication failure has occurred between this card and another card in the system.

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

**Error Message** %ICC-4-CONSISTENCY: Internal consistency check: %s

**Explanation** An internal inconsistency was found in some ICC data structures.

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

**Error Message** %ICC-4-HEARTBEAT: Card %d failed to respond to heartbeat

**Explanation** A communication failure has occurred between the primary and the specified line card.

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

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

## ICC-5

**Error Message** %ICC-5-REQ\_WATERMARK: [dec] pkts for class [chars] request [dec] are waiting to be processed

**Explanation** The processor has received packets for the class request and the packets are waiting to be processed.

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

## ICC-6

**Error Message** %ICC-6-INFO: [chars] [hex] [hex] [hex]

**Explanation** This message provides ICC subsystem generic information or error information.

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

**Error Message** %ICC-6-MCAST\_TIMEOUT: ICC multicast request timed out

**Explanation** One of the ICC multicast request timed out without response.

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

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

## I82543-1

**Error Message** %I82543-1-UNAVAILABLE: %s - Cannot create IDB subblock due to insufficient memory

**Explanation** There was insufficient system memory to create the subblock.

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

**Error Message** %I82543-1-UNAVAILABLE: %s - Could not install or use i82543 IDB subblock

**Explanation** An internal IOS error prevented the IDB subblock from being installed or used.

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

**Error Message** %I82543-1-UNAVAILABLE: %s, initialization failed, no buffer memory

**Explanation** The Ethernet port initialization failed due to insufficient memory

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

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

**Error Message** %I82543-1-UNAVAILABLE: Could not init buffer pools

**Explanation** The driver failed to get a pool of buffers from IOS

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

**Error Message** %I82543-1-UNAVAILABLE: Could not initialize structure

**Explanation** The driver failed to initialize a structure

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

**Error Message** %I82543-1-UNAVAILABLE: Invalid Interface Descriptor Block

**Explanation** The driver tried to fetch the interface's IDB and failed

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



**Error Message** %I82543-1-UNAVAILABLE: MAC Still in Reset

**Explanation** An attempt was made to access the MAC while it was in reset

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

**Error Message** %I82543-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** Possible hardware error resulted in too few interfaces discovered

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

**Error Message** %I82543-1-UNAVAILABLE: Plugin function table incomplete or missing

**Explanation** The driver could not access the PA's specific function table

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

**Error Message** %I82543-1-UNAVAILABLE: Problem getting particle size

**Explanation** The driver was unable to get the particle size for this interface

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

**Error Message** %I82543-1-UNAVAILABLE: Unknown IDBTYPE while starting i82543

**Explanation** The IDBTYPE in the interface's instance structure is undefined for this driver

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

**Error Message** %I82543-1-UNAVAILABLE: Unknown media-type in subblock

**Explanation** The media-type specified in the driver subblock is invalid

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

**Error Message** %I82543-1-UNAVAILABLE: Unknown or invalid chip mode (MII/TBI)

**Explanation** The driver subblock contains an invalid or undefined chip operating mode (MII or TBI mode)

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

## I82543-2

**Error Message** %I82543-2-UNAVAILABLE: Interface %s does not support ISL

**Explanation** ISL is not supported on the specified interface's hardware.

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

**Error Message** %I82543-3-UNAVAILABLE: %s, error interrupt, csr\_STATUS=%#x

**Explanation** The i82543 controller has signalled an error condition.

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

**Error Message** %I82543-3-UNAVAILABLE: %s, packet too big (%d), src %e, dst %e

**Explanation** The interface detects a packet larger than what is defined by MTU

**Recommended Action** Check the other station's MTU setting LOG\_STD\_NO\_ACTION

**Error Message** %I82543-3-UNAVAILABLE: Bay %u, device number %u: unknown device (%#x)

**Explanation** Somehow the PA does not contain an Intel 82543 controller chip

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

**Error Message** %I82543-3-UNAVAILABLE: Interface %s has an unsupported PHY

**Explanation** The specified interface has an unsupported PHY chip on the board

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

## IBM2692-1

**Error Message** %IBM2692-1-UNAVAILABLE: %s %s creation failed

**Explanation** The router or access server could not allocate memory for the descriptors.

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

**Error Message** %IBM2692-1-UNAVAILABLE: Bay %d port adapter requires Rev 2 CPU

**Explanation** The Token Ring PCI Port Adapter driver depends on capabilities of the Revision 2 processor.

**Recommended Action** Upgrade the processor to Revision 2.

**Error Message** %IBM2692-1-UNAVAILABLE: IBM2692 (%d/%d), LL queue overflow.

**Explanation** A packet buffer queue overflowed. This message indicates a packet was lost, probably due to traffic congestion.

**Recommended Action** A small number of queue overflows might not be a cause for concern. Reducing the load on the router or installing a higher-performance router should alleviate this problem.

**Error Message** %IBM2692-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** One of the interface controller devices on the module did not initialize properly.

**Recommended Action** Power down, reinsert the network module, and reboot. If the message recurs, call your technical support representative for assistance.

## ICE-3

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

**Explanation** Error Messages

**Recommended Action** try debug command

## ICC\_ISSU\_NEGO Messages

This section contains Inter-Card Communication (ICC) in-service software upgrade (ISSU) negotiation messages.

### ICC\_ISSU\_NEGO-3

**Error Message** %ICC\_ISSU\_NEGO-3-CLIENT\_EVENT\_QUEUE\_CREATE: Failed to create ICC nego client queue (client %d, endpoint 0x%x)

**Explanation** The intercard communication (ICC) ISSU negotiation process failed to create a client watched queue.

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

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

**Error Message** %ICC\_ISSU\_NEGO-3-CLIENT\_FREE\_EVENTS\_ALLOCATION: Failed to allocate ICC Nego free events (client %d, endpoint 0x%x)

**Explanation** The ICC negotiation process failed to allocate ICC negotiation free events.

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

**Error Message** %ICC\_ISSU\_NEGO-3-CLIENT\_FREE\_EVENT\_ENQUEUE: Failed to enqueue event to free event queue (type %d, client %d, endpoint 0x%x)

**Explanation** The ICC negotiation process failed to enqueue an event to the free event queue.

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

**Error Message** %ICC\_ISSU\_NEGO-3-CLIENT\_FREE\_EVENT\_QUEUE\_CREATE: Failed to create ICC nego client queue (client %d, endpoint 0x%x)

**Explanation** The ICC negotiation process failed to create a client free events queue.

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

**Error Message** %ICC\_ISSU\_NEGO-3-CLIENT\_PROCESS\_CREATE: Failed to create ICC nego client process (client %d, endpoint 0x%x)

**Explanation** The ICC negotiation process failed to create a client process.

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

**Error Message** %ICC\_ISSU\_NEGO-3-DROPPING\_MSG: Dropping message (client %d)

**Explanation** The ICC negotiation process dropped a client message.

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

**Error Message** %ICC\_ISSU\_NEGO-3-ICC\_INIT\_SEND: Failed to send the ICC Nego Init message (endpoint 0x%x)

**Explanation** The ICC negotiation process failed to send the negotiation initialization message.

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

**Error Message** %ICC\_ISSU\_NEGO-3-INCONSISTENT\_MEDMAN\_DATA: Inconsistent MEDMan data (unique key %d)

**Explanation** The ICC negotiation process Multiple Endpoint Data Manager (MEDMan) data is inconsistent.

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

**Error Message** %ICC\_ISSU\_NEGO-3-INTERNAL\_ICC\_PAK: Failed to get an ICC pak (internal message %d, size %d)

**Explanation** The ICC negotiation process failed to get an ICC packet for an internal message.

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

**Error Message** %ICC\_ISSU\_NEGO-3-INVALID\_CLIENT: Invalid client %d

**Explanation** The ICC negotiation client is invalid.

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



**Error Message** %ICC\_ISSU\_NEGO-3-INVALID\_CLIENT\_PID\_GENERIC: Invalid client process pid, can't be the generic process (client %d, endpoint 0x%x, pid %d)

**Explanation** An attempt was made to send a client process message to the ICC negotiation generic process.

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

**Error Message** %ICC\_ISSU\_NEGO-3-INVALID\_DS: Invalid ICC Nego data structure

**Explanation** The internal ICC negotiation data structure is invalid.

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

**Error Message** %ICC\_ISSU\_NEGO-3-INVALID\_DS\_CLIENT: Invalid ICC Nego data structure (client %d)

**Explanation** The internal ICC negotiation data structure is invalid.

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

**Error Message** %ICC\_ISSU\_NEGO-3-INVALID\_MSG: Invalid message (type %d)

**Explanation** The ICC negotiation message is invalid.

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

**Error Message** %ICC\_ISSU\_NEGO-3-INVALID\_PCOL\_DS: Invalid ICC Nego process collector data structure (client %d, endpoint 0x%x)

**Explanation** The ICC negotiation process collector data structure is invalid.

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

**Error Message** %ICC\_ISSU\_NEGO-3-INVALID\_QUEUE: Invalid ICC Nego client queue (client %d)

**Explanation** The internal ICC negotiation watched queue is invalid.

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

**Error Message** %ICC\_ISSU\_NEGO-3-INVALID\_STATUS: Invalid client negotiation status (client %d, status %s)

**Explanation** The ICC negotiation client negotiation status is invalid.

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

**Error Message** %ICC\_ISSU\_NEGO-3-MEDMAN\_DS\_CREATION: Failed to create the client data structure in MEDMan (client %d, endpoint 0x%x, error %s)

**Explanation** The ICC negotiation process could not create the client data structure in the Multiple Endpoint Data Manager (MEDMan).

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

**Error Message** %ICC\_ISSU\_NEGO-3-MEDMAN\_REGISTRATION: Failed to register with MEDMan

**Explanation** The ICC negotiation process failed to register with the Multiple Endpoint Data Manager (MEDMan).

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

**Error Message** %ICC\_ISSU\_NEGO-3-MSG\_ENQUEUEING: Failed to enqueue msg to the ICC Nego generic process (client %d)

**Explanation** The ICC negotiation process failed to enqueue a process message to the ICC negotiation generic process.

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

**Error Message** %ICC\_ISSU\_NEGO-3-MSG\_ENQUEUEING\_CLIENT: Failed to enqueue msg to the ICC Nego generic process (client %d, e\_id 0x%x, type %d)

**Explanation** The ICC negotiation process failed to enqueue a process message to an ICC negotiation client process.

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

**Error Message** %ICC\_ISSU\_NEGO-3-NEGO\_CANNOT\_COMPLETE: Negotiation cannot complete (endpoint 0x%x)

**Explanation** The ICC negotiation cannot complete.

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

**Error Message** %ICC\_ISSU\_NEGO-3-NOTIFY\_CLIENT: Failed to notify client %d (e\_id 0x%x)

**Explanation** The ICC negotiation process failed to notify a client.

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

**Error Message** %ICC\_ISSU\_NEGO-3-NO\_FREE\_EVENT: Couldn't get a free event (type %d, client %d, e\_id 0x%x)

**Explanation** The ICC negotiation process failed to get a free event for a client.

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

**Error Message** %ICC\_ISSU\_NEGO-3-NO\_INTERNAL\_CB: No callback for internal message %d

**Explanation** No ICC negotiation callback has been defined for this internal message.

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

**Error Message** %ICC\_ISSU\_NEGO-3-NO\_QUEUE: Couldn't get an event queue (type %d, client %d, e\_id 0x%x)

**Explanation** The ICC negotiation process failed to get an event queue for a client.

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

**Error Message** %ICC\_ISSU\_NEGO-3-NO\_UK: Couldn't retrieve the unique key

**Explanation** The ICC negotiation process failed to retrieve the unique key for a client endpoint pair.

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

**Error Message** %ICC\_ISSU\_NEGO-3-NVI\_EMPTY\_MSG: Received an empty NVI ICC message

**Explanation** The ICC negotiation process received an empty NVI ICC message.

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

**Error Message** %ICC\_ISSU\_NEGO-3-NVI\_ICC\_SEND: Failed to send the ICC Nego NVI ICC message (endpoint 0x%x)

**Explanation** The ICC negotiation process failed to send the NVI ICC message.

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

**Error Message** %ICC\_ISSU\_NEGO-3-NVI\_REQ\_PAK: Failed to get an ICC req pak for the ICC Nego NVI message

**Explanation** The ICC negotiation process failed to get an ICC request packet for the NVI internal message.

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

**Error Message** %ICC\_ISSU\_NEGO-3-NVI\_RESP\_PAK: Failed to get an ICC resp pak for the ICC Nego NVI message

**Explanation** The ICC negotiation process failed to get an ICC response packet for the NVI internal message.

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

**Error Message** %ICC\_ISSU\_NEGO-3-OPEN\_PORT\_RELIABLE: Can't open reliable port (endpoint 0x%x, client %s - %d)

**Explanation** The ICC negotiation process cannot open a reliable port to the endpoint for the ISSU client. The ISSU client might not be able to negotiate.

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

**Error Message** %ICC\_ISSU\_NEGO-3-OPEN\_PORT\_UNRELIABLE: Can't open unreliable port (endpoint 0x%x, client %d)

**Explanation** The ICC negotiation process cannot open an unreliable port to the endpoint for the ISSU client. The ISSU client might not be able to negotiate.

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

**Error Message** %ICC\_ISSU\_NEGO-3-OUT\_OF\_MEMORY: System is running out of memory

**Explanation** There is not enough available memory in the system.

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



**Error Message** %ICC\_ISSU\_NEGO-3-PCOL\_INCONSISTENT\_PID: Inconsistent ICC Nego process collector process id (client %d, endpoint 0x%x)

**Explanation** The ICC negotiation process collector process ID is inconsistent.

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

**Error Message** %ICC\_ISSU\_NEGO-3-PROCESS\_CREATE: Failed to create ICC nego process

**Explanation** The ICC negotiation failed to create a process to handle the messages.

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

**Error Message** %ICC\_ISSU\_NEGO-3-PROCESS\_KILL\_INTERNAL: Internal process kill failed (pid %d, process collector pid %d)

**Explanation** The ICC negotiation process failed to terminate an internal process due to an inconsistent process ID.

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

**Error Message** %ICC\_ISSU\_NEGO-3-PROC\_LEVEL\_MSG\_GENERIC: Invalid process level message in the generic process (client %d, level %d)

**Explanation** The level of messages for the ICC negotiation process is invalid in the generic process.

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

**Error Message** %ICC\_ISSU\_NEGO-3-PROC\_LEVEL\_MSG\_INTERRUPT: Invalid process level message in the ICC interrupt (client %d, level %d)

**Explanation** The level of messages for the ICC negotiation process is invalid in the ICC interrupt.

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

**Error Message** %ICC\_ISSU\_NEGO-3-SEND\_UK: Failed to send unique key to process (client %d, endpoint 0x%x)

**Explanation** The ICC negotiation process failed to send the unique key to the new client process.

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

**Error Message** %ICC\_ISSU\_NEGO-3-TIMER\_NOT\_AWAKE: ICC Nego pcol timer was not awake when getting a timer event

**Explanation** The ICC negotiation process collector timer was not awake when receiving a timer event.

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

**Error Message** %ICC\_ISSU\_NEGO-3-TIMER\_NOT\_RUNNING: ICC Nego pcol timer was not running when getting a timer event

**Explanation** The ICC negotiation process collector timer was not running when getting a timer event.

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

**Error Message** %ICC\_ISSU\_NEGO-3-WATCHED\_QUEUE\_CREATION: Failed to create the watched queue

**Explanation** The ICC negotiation process could not create the watched queue.

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

## ICC\_ISSU\_TAGGING Messages

This section contains Inter-Card Communication (ICC) in-service software upgrade (ISSU) tagging messages.

### ICC\_ISSU\_TAGGING-3

**Error Message** %ICC\_ISSU\_TAGGING-3-NOT\_XFORM: Untransformed message detected  
(class:%d, request:%d, sender:%x)

**Explanation** During runtime, the intercard communication (ICC) ISSU tagging process detected an untransformed ICC message. This message must be transformed or suspended to support ISSU.

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

## ICPM Messages

**Error Message** %ICPM-3-ALLOC: Cannot alloc %s

**Explanation** An attempt to allocate an ICPM data structure failed 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.

### IDBINDEX\_SYNC-3

**Error Message** %IDBINDEX\_SYNC-3-IDBINDEX\_ASSIGN: Failed to assign an index to IDB type %d, for interface

**Explanation** An interface index cannot be allocated for this interface due to an internal software error. This is an unrecoverable error that results in this interface not being usable for traffic.

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

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

**Error Message** %IDBINDEX\_SYNC-3-IDBINDEX\_ENTRY\_MISMATCH: An interface index mismatched its active table entry:

**Explanation** An interface index was found which did not match the active interface descriptor block (IDB) index table entry with the corresponding synchronization key. This condition is due to an internal software error.

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

**Error Message** %IDBINDEX\_SYNC-3-IDBINDEX\_LINK: Driver for IDB type '%d' changed the Identity of interface

**Explanation** The interface index table cannot be updated with the new identity provided for this interface due to an internal software error. The driver might not have deleted the old identity first, or the driver might have accidentally changed the identity.

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

**Error Message** %IDBINDEX\_SYNC-3-IDBINDEX\_RETRIEVE: Cannot retrieve if-index for this interface:

**Explanation** The interface index number was not found in the interface index table for the interface specified in the error message. This condition might have been caused by the interface index number not being properly synchronized by the primary processor card.

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

**Error Message** %IDBINDEX\_SYNC-3-INIT\_ERR: %s

**Explanation** The interface index synchronization ISSU client has an initialization error.

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

**Error Message** %IDBINDEX\_SYNC-3-IPC\_ERR: %s: %s.

**Explanation** The interface index synchronization interprocess communication (IPC) session has an error.

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

**Error Message** %IDBINDEX\_SYNC-3-ISSU\_ERR: %s%s, rc=%d

**Explanation** The interface index synchronization ISSU client has an error.

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

**Error Message** %IDBINDEX\_SYNC-3-RF\_ERR: %s %d.

**Explanation** An error occurred in the interface index synchronization of the redundancy facility (RF) client.

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

**Error Message** %IDBINDEX\_SYNC-3-TRANSFORM: Require IF-Index ISSU transformation function %s %s

**Explanation** The interface index synchronization process has identified a missing ISSU transformation function. This condition may lead to misoperation.

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

**Error Message** %IDBINDEX\_SYNC-3-VALIDATE: Cannot validate if-index for this interface:

**Explanation** The identity of this interface could not be validated against the stored identity within the interface descriptor block (IDB) index table. This condition probably occurred due to the identity of the IDB changing without first explicitly unlinking the previous identity.

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

## IDBINDEX\_SYNC-4

**Error Message** %IDBINDEX\_SYNC-4-RESERVE: Failed to lookup existing ifindex for an interface on the Standby, allocating a new ifindex from the Active (ifindex=%d, idbtype=%s)

**Explanation** A lookup failure occurred for an interface on the standby unit. An attempt was made to resolve the issue by reserving a new interface index on the active unit. If this failure was caused by a defect in the key encoding, then traffic may stop on this interface if the system switches over.

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

**Error Message** %IDBINDEX\_SYNC-4-TRUNCATE: Overflow in %s when encoding interface sync key, got %d maximum is %d

**Explanation** During the creation of a unique synchronization key to represent an interface, one of the attributes making up the key was truncated to fit in the allocated space in the key. This condition might lead to overlapping key allocations, which would cause an error.

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



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

## IDBINDEX\_SYNC\_KEY Messages

This section contains Interface Descriptor Block (IDB) key synchronization messages.

### IDBINDEX\_SYNC\_KEY-3

**Error Message** %IDBINDEX\_SYNC\_KEY-3-UNKNOWN\_TYPE: Interface type is unknown and cannot be synced:

**Explanation** An internal software error has occurred related to the interface descriptor block (IDB) key synchronization.

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

### IDBMAN-3

**Error Message** %IDBMAN-3-AGGPORTMISMATCH: %s: %s(%d / %d) does match internal slot/port state %s(%d / %d)

**Explanation** There is an internal error that caused an invalid aggregate port to be used by the software.

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

**Error Message** %IDBMAN-3-DELETEDAGGPORT: %s(%d / %d) Group %d has been deleted, but is being reused.

**Explanation** There is an internal error that caused an interface that has been deleted to be reused for a new aggregate port.

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

**Error Message** %IDBMAN-3-INVALIDAGGPORTBANDWIDTH: %s(%d / %d) has an invalid bandwidth value of %d

**Explanation** There is an internal error that caused an invalid bandwidth to be used for an aggregate port.

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

**Error Message** %IDBMAN-3-INVALIDPORT: %s: trying to use invalid port number %d ( Max %d )

**Explanation** There is an internal error that caused an invalid port number to be used by the software.

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

**Error Message** %IDBMAN-3-INVALIDVLAN: %s: trying to use invalid Vlan %d

**Explanation** There is an internal error that caused an invalid Vlan to be used by the software.

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

**Error Message** %IDBMAN-3-NOTANAGGPOR: %s( %d / %d ) is not an aggregate port

**Explanation** There is an internal error that caused an interface that is not an aggregate port to be used for aggregate port operations

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

**Error Message** %IDBMAN-3-PORTNOTINAGGPOR: %s(%d / %d) is not present in Aggport %s(%d / %d)

**Explanation** There is an internal error that caused an invalid port to be referred to be part of an aggregate port.

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

**Error Message** %IDBMAN-3-UNAVAILABLE: %s( %d / %d ) is not an aggregate port

**Explanation** There is an internal error that caused an interface that is not an aggregate port to be used for aggregate port operations

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

**Error Message** %IDBMAN-3-UNAVAILABLE: %s(%d / %d) Group %d has been deleted, but is being reused.

**Explanation** There is an internal error that caused an interface that has been deleted to be reused for a new aggregate port.

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

**Error Message** %IDBMAN-3-UNAVAILABLE: %s(%d / %d) has an invalid bandwidth value of %d

**Explanation** There is an internal error that caused an invalid bandwidth to be used for an aggregate port.

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

**Error Message** %IDBMAN-3-UNAVAILABLE: %s(%d / %d) is not present in Aggport %s(%d / %d)

**Explanation** There is an internal error that caused an invalid port to be referred to be part of an aggregate port.

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

**Error Message** %IDBMAN-3-UNAVAILABLE: %s: %s(%d / %d) does match internal slot/port state %s(%d / %d)

**Explanation** There is an internal error that caused an invalid aggregate port to be used by the software.

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

**Error Message** %IDBMAN-3-UNAVAILABLE: %s: Vlan %d is in use by %s

**Explanation** Each L3 interface has a Vlan associated with it. This message indicates that the Vlan associated with the interface is being used by some other L3 Interface, which is not anticipated to happen

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

**Error Message** %IDBMAN-3-UNAVAILABLE: %s: Vlan %d not set since it already has Vlan %d

**Explanation** There is an internal error that caused an interface to not have its Vlan set to the requested value

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

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

**Error Message** %IDBMAN-3-UNAVAILABLE: %s: trying to use invalid Vlan %d

**Explanation** There is an internal error that caused an invalid Vlan to be used by the software.

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

**Error Message** %IDBMAN-3-UNAVAILABLE: %s: trying to use invalid port number %d ( Max %d )

**Explanation** There is an internal error that caused an invalid port number to be used by the software.

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

**Error Message** %IDBMAN-3-VLANINUSE: %s: Vlan %d is in use by %s

**Explanation** Each L3 interface has a Vlan associated with it. This message indicates that the Vlan associated with the interface is being used by some other L3 Interface, which is not anticipated to happen

**Recommended Action** The standby supervisor engine is reloaded automatically to recover from the problem. If the standby supervisor engine does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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

**Error Message** %IDBMAN-3-VLANNOTSET: %s: Vlan %d not set since it already has Vlan %d

**Explanation** There is an internal error that caused an interface to not have its Vlan set to the requested value

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

## IDBMAN Messages

This section contains Interface Descriptor Block Manager (IDBMAN) messages.

### IDBMAN-4

**Error Message** %IDBMAN-4-ACTIVEPORTSINAGGPORT: %s( %d / %d ) has %d active ports, but is being removed

**Explanation** There is an internal error that caused an aggregate port with active ports to be removed

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

**Error Message** %IDBMAN-4-CONFIG\_WRITE\_FAIL: FFailed to generate configuration for interface [chars]

**Explanation** The system failed to generate a configuration for the specified interface because of a problem with the file system. The active and standby supervisor engines will have configurations that do not match.

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

**Error Message** %IDBMAN-4-IDB\_LIMIT: Maxinum interface count reached the limit of [dec] ([dec]+[dec]). Module is disabled.

**Explanation** The number of interfaces has reached the maximum limit and the module has been disabled.

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

## IDBMAN-6

**Error Message** %IDBMAN-6-UNAVAILABLE: Vlan %d is mapped to %s

**Explanation** Informational message indicating that the given Vlan is mapped to the given interface

**Recommended Action** No action is required.

**Error Message** %IDBMAN-6-VLANMAPPED: Vlan %d is mapped to %s

**Explanation** Informational message indicating that the given Vlan is mapped to the given interface

**Recommended Action** No action is required.



## IDB\_IDENTITY-3

**Error Message** %IDB\_IDENTITY-3-UNAVAILABLE: Memory allocation failure for HWIDB type %d

**Explanation** A memory allocation failure occurred when trying to allocate the identity for this HWIDB. This HWIDB will not be allocated an IF Index which will prevent it from being used for forwarding data.

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

## IDMGR Messages

This section contains ID manager messages.

### IDMGR-3

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

**Explanation** A malloc failure occurred in ID Manager.

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

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

**Explanation** An id\_get attempted at interrupt level.

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

**Error Message** %IDMGR-3-UNAVAILABLE: bad id in %s (id: 0x%lX)

**Explanation** An ID Manager error occurred.

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

**Error Message** %IDMGR-3-UNAVAILABLE: bad new ID table size

**Explanation** A bad new table request to ID Manager occurred.

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

## IDPROM-3

**Error Message** %IDPROM-3-UNAVAILABLE: Corrupt or missing IDPROM Checksum

**Explanation** This message indicates the IDPROM of this unit could not be accessed or was found to be corrupt, either due to a hardware problem or manufacturing problem.

**Recommended Action** Report this error to your technical support representative.

## IDPROM-4

**Error Message** %IDPROM-4-UNAVAILABLE: Corrupt or missing IDPROM Magic number

**Explanation** This message indicates the IDPROM of this unit could not be accessed or was found to be corrupt, either due to a hardware problem or manufacturing problem.

**Recommended Action** Report this error to your technical support representative.

## IDS-4

**Error Message** %IDS-4-ICMP\_ECHO\_REPLY\_SIG: Sig:2000:ICMP Echo Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 0 (Echo Reply).

**Recommended Action** This is extremely common network traffic. Suspicion should be aised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified, prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_ECHO\_REPLY\_SIG: Sig:2000:ICMP Echo Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 0 (Echo Reply).

**Recommended Action** This is extremely common network traffic. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified, prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_ECHO\_SIG: Sig:2004:ICMP Echo Request - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 8 (Echo Request). Commonly used to perform reconnaissance sweeps. Suspicion should be raised when a large number of these packets are found on the network.

**Recommended Action** The ICMP Echo Request is issued by the source to determine if the destination is "alive". When the destination receives the request it will reply with an ICMP Echo Reply. This request/reply pair is most commonly implemented via the "ping" utility. Many network management tools use this utility or some derivative. This is extremely common network traffic. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified, prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_FRAGMENT\_SIG: Sig:2150:Fragmented ICMP Traffic - from %i to %i

**Explanation** Triggers when a IP datagram is received with the protocol field of the IP header set to 1 (ICMP) and either the more fragments flag is set to 1 (ICMP) or there is an offset indicated in the offset field.

**Recommended Action** IP datagrams may be fragmented normally as they are transported across the network, but ICMP is rarely fragmented. The traffic should be investigated. If no legitimate reason for the fragmentation can be found and especially if the packets seem to be originating from a single source, prudent security practices would suggest that the host be shunned.

**Error Message** %IDS-4-ICMP\_INFO\_REPLY\_SIG: Sig:2010:ICMP Information Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 16 (ICMP Information Reply). No known exploit exists.

**Recommended Action** This datagram type is obsolete and should not be encountered. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-ICMP\_INFO\_REPLY\_SIG: Sig:2010:ICMP Information Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 16 (ICMP Information Reply). No known exploit exists.

**Recommended Action** This datagram type is obsolete and should not be encountered. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-ICMP\_INFO\_SIG: Sig:2009:ICMP Information Request - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 15 (Information Request).

**Recommended Action** This datagram type is obsolete and should not be encountered. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-ICMP\_INFO\_SIG: Sig:2009:ICMP Information Request - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 15 (Information Request).

**Recommended Action** This datagram type is obsolete and should not be encountered. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-ICMP\_MASK\_REPLY\_SIG: Sig:2012:ICMP Address Mask Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 18 (Address Mask Reply). No known exploits incorporate this option.

**Recommended Action** The ICMP Address Mask Request/Reply pair can be used to determine the subnet mask used on the network. The requesting system issues the Address Mask Request bound for a destination, the destination system responds with an Address Mask Reply message. This is normal network traffic, but is uncommon on most networks. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_MASK\_REPLY\_SIG: Sig:2012:ICMP Address Mask Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 18 (Address Mask Reply). No known exploits incorporate this option.

**Recommended Action** The ICMP Address Mask Request/Reply pair can be used to determine the subnet mask used on the network. The requesting system issues the Address Mask Request bound for a destination, the destination system responds with an Address Mask Reply message. This is normal network traffic, but is uncommon on most networks. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_MASK\_SIG: Sig:2011:ICMP Address Mask Request - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 17 (Address Mask Request). ICMP Address Mask Requests could be used to perform reconnaissance sweeps of networks.

**Recommended Action** The ICMP Address Mask Request/Reply pair can be used to determine the subnet mask used on the network. The requesting system issues the Address Mask Request bound for a destination, the destination system responds with an Address Mask Reply message. This is normal network traffic, but is uncommon on most networks. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_MASK\_SIG: Sig:2011:ICMP Address Mask Request - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 17 (Address Mask Request). ICMP Address Mask Requests could be used to perform reconnaissance sweeps of networks.

**Recommended Action** The ICMP Address Mask Request/Reply pair can be used to determine the subnet mask used on the network. The requesting system issues the Address Mask Request bound for a destination, the destination system responds with an Address Mask Reply message. This is normal network traffic, but is uncommon on most networks. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_PARAMPROB\_SIG: Sig:2006:ICMP Parameter Problem on Datagram - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 12 (Parameter Problem on Datagram). No known exploits incorporate this option.

**Recommended Action** ICMP Parameter Problem datagrams are issued when a router has had to drop a datagram because it was malformed. This is a normal and necessary type of network traffic. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions. If no network problems can be identified to account for the traffic prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_PARAMPROB\_SIG: Sig:2006:ICMP Parameter Problem on Datagram - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 12 (Parameter Problem on Datagram). No known exploits incorporate this option.

**Recommended Action** ICMP Parameter Problem datagrams are issued when a router has had to drop a datagram because it was malformed. This is a normal and necessary type of network traffic. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions. If no network problems can be identified to account for the traffic prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_PING\_OF\_DEATH\_SIG: Sig:2154:ICMP Ping of Death Attack - from %i to %i

**Explanation** Triggers when a IP datagram is received with the protocol field of the IP header set to 1 (ICMP), the Last Fragment bit is set, and  $(IP\ offset * 8) + (IP\ data\ length) > 65535$  that is to say, the IP offset (which represents the starting position of this fragment in the original packet, and which is in 8 byte units) plus the rest of the packet is greater than the maximum size for an IP packet. This indicates a denial of service attack.

**Recommended Action** This indicates a denial of service attack. It is likely that the source address has been spoofed making shunning ineffective

**Error Message** %IDS-4-ICMP\_PING\_OF\_DEATH\_SIG: Sig:2154:ICMP Ping of Death Attack - from %i to %i

**Explanation** Triggers when a IP datagram is received with the protocol field of the IP header set to 1 (ICMP), the Last Fragment bit is set, and  $(IP\ offset * 8) + (IP\ data\ length) > 65535$  that is to say, the IP offset (which represents the starting position of this fragment in the original packet, and which is in 8 byte units) plus the rest of the packet is greater than the maximum size for an IP packet. This indicates a denial of service attack.

**Recommended Action** This indicates a denial of service attack. It is likely that the source address has been spoofed making shunning ineffective

**Error Message** %IDS-4-ICMP\_REDIRECT\_SIG: Sig:2003:ICMP Redirect - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 5 (Redirect).

**Recommended Action** The redirect message may be issued from a router to inform a host of a better route to a requested destination. The host then updates its routing table to include this route. This method of updating routing tables is an uncommon practice today. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-ICMP\_REDIRECT\_SIG: Sig:2003:ICMP Redirect - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 5 (Redirect).

**Recommended Action** The redirect message may be issued from a router to inform a host of a better route to a requested destination. The host then updates its routing table to include this route. This method of updating routing tables is an uncommon practice today. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-ICMP\_SOURCEQUENCH\_SIG: Sig:2002:ICMP Source Quench - from %i to %i

**Explanation** Triggers when an IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 4 (Source Quench). This datagram may be used in network management to provide congestion control. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions.

**Recommended Action** This datagram may be used in network management to provide congestion control. A source quench packet will be issued when a router is beginning to lose packets due to the transmission rate of a source. The source quench is a request to the source to reduce the rate of datagram transmission. This datagram type is rarely if ever seen on networks and some systems do not even support it. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions. If no network problems can be identified to account for the traffic prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_SOURCEQUENCH\_SIG: Sig:2002:ICMP Source Quench - from %i to %i

**Explanation** Triggers when an IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 4 (Source Quench). This datagram may be used in network management to provide congestion control. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions.

**Recommended Action** This datagram may be used in network management to provide congestion control. A source quench packet will be issued when a router is beginning to lose packets due to the transmission rate of a source. The source quench is a request to the source to reduce the rate of datagram transmission. This datagram type is rarely if ever seen on networks and some systems do not even support it. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions. If no network problems can be identified to account for the traffic prudent security practices would suggest that the source be shunned.



**Error Message** %IDS-4-ICMP\_TIME\_REPLY\_SIG: Sig:2008:ICMP Timestamp Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the type field in the ICMP header set to 14 (Timestamp Reply). No known exploits incorporate this option.

**Recommended Action** The ICMP Timestamp Request/Reply pair can be used to synchronize system clocks on the network. The requesting system issues the Timestamp Request bound for a destination, the destination system responds with a Timestamp Reply message. This is normal network traffic, but is uncommon on most networks. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_TIME\_SIG: Sig:2007:ICMP Timestamp Request - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 13 (Timestamp Request). ICMP Timestamp Requests could be used to perform reconnaissance sweeps of networks. No known exploits incorporate this option.

**Recommended Action** The ICMP Timestamp Request/Reply pair can be used to synchronize system clocks on the network. The requesting system issues the Timestamp Request bound for a destination, the destination system responds with a Timestamp Reply message. This is normal network traffic, but is uncommon on most networks. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_TIMXCEED\_SIG: Sig:2005:ICMP Time Exceeded for a Datagram - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 11 (Time Exceeded for a Datagram). No known exploits incorporate this option.

**Recommended Action** ICMP Time Exceeded datagrams are issued when a router has had to drop a datagram whose Time to Live (TTL) flag has expired. This is a normal and necessary type of network traffic. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions. If no network problems can be identified to account for the traffic prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_TIMXCEED\_SIG: Sig:2005:ICMP Time Exceeded for a Datagram - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 11 (Time Exceeded for a Datagram). No known exploits incorporate this option.

**Recommended Action** ICMP Time Exceeded datagrams are issued when a router has had to drop a datagram whose Time to Live (TTL) flag has expired. This is an normal and necessary type of network traffic. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions. If no network problems can be identified to account for the traffic prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_TOOLARGE\_SIG: Sig:2151:Large ICMP Traffic - from %i to %i

**Explanation** While it is possible to receive ICMP datagrams that have a size greater than 1024 bytes, this is a highly unusual occurrence that warrants investigation.

**Recommended Action** While it is possible to receive ICMP datagrams that have a size greater than 1024 bytes, this is a highly unusual occurrence that warrants investigation. If no legitimate reason for the large packet size can be found and especially if the packets seem to be originating from a single source, prudent security practices would suggest that the host be shunned.

**Error Message** %IDS-4-ICMP\_TOOLARGE\_SIG: Sig:2151:Large ICMP Traffic - from %i to %i

**Explanation** While it is possible to receive ICMP datagrams that have a size greater than 1024 bytes, this is a highly unusual occurrence that warrants investigation.

**Recommended Action** While it is possible to receive ICMP datagrams that have a size greater than 1024 bytes, this is a highly unusual occurrence that warrants investigation. If no legitimate reason for the large packet size can be found and especially if the packets seem to be originating from a single source, prudent security practices would suggest that the host be shunned.

**Error Message** %IDS-4-ICMP\_UNREACH\_SIG: Sig:2001:ICMP Host Unreachable - from %i to %i

**Explanation** Triggers when an IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 3 (Host Unreachable). This is the common response. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions.

**Recommended Action** This is the common response provided to a client when there is no path available to the requested host. This is a very common type of network traffic. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions. If no network problems can be identified to account for the traffic prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-IPFRAG\_ATTACK\_SIG: Sig:1100:IP Fragment Attack - from %i to %i

**Explanation** Triggers when any IP datagram is received with the 'more fragments' flag set to 1 or if there is an offset indicated in the offset field.

**Recommended Action** IP datagrams may be fragmented normally as they are transported across the network. This is not uncommon, but is unusual enough that the traffic should be investigated. This is especially important if the network is protected by a packet filtering firewall.

**Error Message** %IDS-4-IPOPTS\_BAD\_SIG: Sig:1000:Bad IP Option List - from %i to %i

**Explanation** Triggers on receipt of an IP datagram where the list of IP options in the IP datagram header is incomplete or malformed. No known exploits purposely incorporate this option.

**Recommended Action** There is no legitimate use for malformed datagrams. This may be indicative of systems that are experiencing problems with their kernel or NIC cards. This is unusual traffic and warrants investigation. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-IPOPT\_LSRR\_SIG: Sig:1004:IP options-Loose Source Route - from %i to %i

**Explanation** Triggers on receipt of an IP datagram where the IP option list for the datagram includes option 3 (Loose Source Route). This option may be misused to defeat authentication mechanisms that rely on IP addresses as their basis for trust relationships.

**Recommended Action** While network troubleshooting may require the legitimate use of this feature, this type of traffic is rarely if ever used and should comprise much less than 1% of network traffic. Small amounts of source routed traffic most probably indicates that a network problem is being investigated. Large amounts of source routed traffic is more suspicious and a thorough investigation of the source and reason is indicated.

**Error Message** %IDS-4-IPOPT\_RR\_SIG: Sig:1001:IP options-Record Packet Route - from %i to %i

**Explanation** The IP options list contains one or more options that perform various network management or debugging tasks. This alarm may indicate a reconnaissance attack is in progress against your network.

**Recommended Action** While network troubleshooting may require the legitimate use of this feature, this is unusual traffic that warrants investigation. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-IPOPT\_RR\_SIG: Sig:1001:IP options-Record Packet Route - from %i to %i

**Explanation** The IP options list contains one or more options that perform various network management or debugging tasks. This alarm may indicate a reconnaissance attack is in progress against your network.

**Recommended Action** While network troubleshooting may require the legitimate use of this feature, this is unusual traffic that warrants investigation. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-IPOPT\_SATID\_SIG: Sig:1005:IP options-SATNET ID - from %i to %i

**Explanation** Triggers on receipt of an IP datagram where the IP option list for the datagram includes option 8 (SATNET stream identifier). No known exploit exists.

**Recommended Action** This option is obsolete and should not be encountered. When on-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-IPOPT\_SECURITY\_SIG: Sig:1003:IP options-Provide s,c,h,tcc - from %i to %i

**Explanation** Triggers on receipt of an IP datagram where the IP option list for the datagram includes option 2. No known exploit exists.

**Recommended Action** This signature will trigger if you have implemented IP security options on your network. However, this is rarely, if ever, implemented. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-IPOPT\_SSRR\_SIG: Sig:1006:IP options-Strict Source Route - from %i to %i

**Explanation** Triggers on receipt of an IP datagram in which the IP option list for the datagram includes option 2 (Strict Source Routing). This option may be misused to defeat authentication mechanisms that rely on IP addresses as their basis for trust relationships.

**Recommended Action** While network troubleshooting may require the legitimate use of this feature, this type of traffic is rarely if ever noted and should comprise much less than 1% of network traffic. Small amounts of source routed traffic most probably indicates that a network problem is being investigated. Large amounts of source routed traffic is more suspicious and a thorough investigation of the source and reason is indicated.

**Error Message** %IDS-4-IPOPT\_SSRR\_SIG: Sig:1006:IP options-Strict Source Route - from %i to %i

**Explanation** Triggers on receipt of an IP datagram in which the IP option list for the datagram includes option 2 (Strict Source Routing). This option may be misused to defeat authentication mechanisms that rely on IP addresses as their basis for trust relationships.

**Recommended Action** While network troubleshooting may require the legitimate use of this feature, this type of traffic is rarely if ever noted and should comprise much less than 1% of network traffic. Small amounts of source routed traffic most probably indicates that a network problem is being investigated. Large amounts of source routed traffic is more suspicious and a thorough investigation of the source and reason is indicated.

**Error Message** %IDS-4-IPOPT\_TS\_SIG: Sig:1002:IP options-TimeStamp - from %i to %i

**Explanation** Triggers on receipt of an IP datagram where the IP option list for the datagram includes option 4 (Timestamp). This alarm indicates that a reconnaissance attack may be in progress against your network.

**Recommended Action** While network troubleshooting may require the legitimate use of this feature, this is unusual traffic that warrants investigation. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-IP\_IMPOSSIBLE\_SIG: Sig:1102:Impossible IP Packet - from %i to %i

**Explanation** This triggers when an IP packet arrives with source equal to destination address. This signature will catch the so-called Land Attack.

**Recommended Action** This should never occur in legitimate traffic.

**Error Message** %IDS-4-IP\_UNKNOWN\_PROTO\_SIG: Sig:1101:Unknown IP Protocol - from %i to %i

**Explanation** Triggers when an IP datagram is received with the protocol field set to 101 or greater. The use of these protocol types is highly unusual and should be investigated.

**Recommended Action** Locally developed protocols that may use these protocol types will trigger the signature. The use of these protocol types is highly unusual and should be investigated. When on-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-LOST\_CONNECT: Connection to HostID:%u OrgID:%u

**Explanation** Triggers when a connection drops and there is no previous connection.

**Recommended Action** This message indicates that the IDS cannot communicate with the Director. Check connectivity to the Director and check Postoffice configuration on both the router and the Director.

**Error Message** %IDS-4-RPC\_CALLIT\_REQUEST: Sig:6103:Proxied RPC Request - from %i to %i

**Explanation** Triggers when a proxied RPC request is sent to the portmapper of a target host.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-RPC\_DUMP\_REQUEST: Sig:6102:RPC Dump - from %i to %i

**Explanation** Triggers when an RPC dump request is issued to a target host.

**Recommended Action** This is a common procedure performed by many system administrators and wary users to determine which RPC services are being offered. Executing this procedure is most likely due to curiosity on the part of a novice user or a system administrator performing system maintenance. If upon investigation no valid user can be associated with this event, prudent security practices would suggest shunning the source.

**Error Message** %IDS-4-RPC\_DUMP\_REQUEST: Sig:6102:RPC Dump - from %i to %i

**Explanation** Triggers when an RPC dump request is issued to a target host.

**Recommended Action** This is a common procedure performed by many system administrators and wary users to determine which RPC services are being offered. Executing this procedure is most likely due to curiosity on the part of a novice user or a system administrator performing system maintenance. If upon investigation no valid user can be associated with this event, prudent security practices would suggest shunning the source.

**Error Message** %IDS-4-RPC\_PORTREQ\_MOUNTD: Sig:6155:RPC mountd Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the mount daemon (mountd) port.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-RPC\_PORTREQ\_REXD: Sig:6175:RPC rexd Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the remote execution daemon (rex) port. The remote execution daemon is the server responsible for remote program execution. This may be indicative of an attempt to gain unauthorized access to system resources.

**Recommended Action** If this procedure is allowed on your network, those users who employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network, it should be shunned.

**Error Message** %IDS-4-RPC\_PORTREQ\_REXD: Sig:6175:RPC rexd Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the remote execution daemon (rex) port. The remote execution daemon is the server responsible for remote program execution. This may be indicative of an attempt to gain unauthorized access to system resources.

**Recommended Action** If this procedure is allowed on your network, those users who employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network, it should be shunned.

**Error Message** %IDS-4-RPC\_PORTREQ\_YPBIND: Sig:6151:RPC ypbind Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP bind daemon (ypbind) port.

**Recommended Action** If this procedure is allowed on your network those users who employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-RPC\_PORTREQ\_YPPASSWDD: Sig:6152:RPC ypbind yppasswdd Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP password daemon (yppasswdd) port.

**Recommended Action** If this procedure is allowed on your network those users who employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-RPC\_PORTREQ\_YPPASSWDD: Sig:6152:RPC ypbind yppasswdd Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP password daemon (yppasswdd) port.

**Recommended Action** If this procedure is allowed on your network those users who employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-RPC\_PORTREQ\_YPSERV: Sig:6150:RPC ypserv Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP server daemon (ypserv) port.

**Recommended Action** If this procedure is allowed on your network those users who employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-RPC\_PORTREQ\_YPUPDATED: Sig:6153:RPC ypupdated Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP update daemon (ypupdated) port.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-RPC\_PORTREQ\_YPXFRD: Sig:6154:RPC ypxfrd Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP transfer daemon (ypxfrd) port.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-RPC\_REXD\_REQUEST: Sig:6180:RPC rexd Attempt - from %i to %i

**Explanation** Triggers when a call to the rexd program is made. The remote execution daemon is the server responsible for remote program execution. This may be indicative of an attempt to gain unauthorized access to system resources.

**Recommended Action** If this service is being used legitimately, this alarm will fire. For security purposes, this service really should not be used.

**Error Message** %IDS-4-RPC\_REXD\_REQUEST: Sig:6180:RPC rexd Attempt - from %i to %i

**Explanation** Triggers when a call to the rexd program is made. The remote execution daemon is the server responsible for remote program execution. This may be indicative of an attempt to gain unauthorized access to system resources.

**Recommended Action** If this service is being used legitimately, this alarm will fire. For security purposes, this service really should not be used.

**Error Message** %IDS-4-RPC\_SET\_REQUEST: Sig:6100:RPC Port Registration - from %i to %i

**Explanation** Triggers when attempts are made to register new RPC services on a target host.

**Recommended Action** No benign triggers exist for this signature. Prudent security practices suggest that the source of this attempt should be shunned.



**Error Message** %IDS-4-UNAVAILABLE: Connection to HostID:%u OrgID:%u

**Explanation** Triggers when a connection drops and there is no previous connection.

**Recommended Action** This message indicates that the IDS cannot communicate with the Director. Check connectivity to the Director and check Postofficeconfiguration on both the router and the Director.

**Error Message** %IDS-4-UNAVAILABLE: Invalid SMTP command - from %i to %i

**Explanation** Triggers on an invalid SMTP command in the SMTP connection. This message indicates that a suspicious violation was detected that may be an attack to the mail server system.

**Recommended Action** This is unusual traffic and may warrant investigation.

**Error Message** %IDS-4-UNAVAILABLE: Sig:1000:Bad IP Option List - from %i to %i

**Explanation** Triggers on receipt of an IP datagram where the list of IP options in the IP datagram header is incomplete or malformed. No known exploits purposely incorporate this option.

**Recommended Action** There is no legitimate use for malformed datagrams. This may be indicative of systems that are experiencing problems with their kernel or NIC cards. This is unusual traffic and warrants investigation. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:1001:IP options-Record Packet Route - from %i to %i

**Explanation** The IP options list contains one or more options that perform various network management or debugging tasks. This alarm may indicate a reconnaissance attack is in progress against your network.

**Recommended Action** While network troubleshooting may require the legitimate use of this feature, this is unusual traffic that warrants investigation. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:1002:IP options-TimeStamp - from %i to %i

**Explanation** Triggers on receipt of an IP datagram where the IP option list for the datagram includes option 4 (Timestamp). This alarm indicates that a reconnaissance attack may be in progress against your network.

**Recommended Action** While network troubleshooting may require the legitimate use of this feature, this is unusual traffic that warrants investigation. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:1003:IP options-Provide s,c,h,tcc - from %i to %i

**Explanation** Triggers on receipt of an IP datagram where the IP option list for the datagram includes option 2. No known exploit exists.

**Recommended Action** This signature will trigger if you have implemented IP security options on your network. However, this is rarely, if ever, implemented. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:1004:IP options-Loose Source Route - from %i to %i

**Explanation** Triggers on receipt of an IP datagram where the IP option list for the datagram includes option 3 (Loose Source Route). This option may be misused to defeat authentication mechanisms that rely on IP addresses as their basis for trust relationships.

**Recommended Action** While network troubleshooting may require the legitimate use of this feature, this type of traffic is rarely if ever noted and should comprise much less than 1% of network traffic. Small amounts of source routed traffic most probably indicates that a network problem is being investigated. Large amounts of source routed traffic is more suspicious and a thorough investigation of the source and reason is indicated.

**Error Message** %IDS-4-UNAVAILABLE: Sig:1005:IP options-SATNET ID - from %i to %i

**Explanation** Triggers on receipt of an IP datagram where the IP option list for the datagram includes option 8 (SATNET stream identifier). No known exploit exists.

**Recommended Action** This option is obsolete and should not be encountered. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:1006:IP options-Strict Source Route - from %i to %i

**Explanation** Triggers on receipt of an IP datagram in which the IP option list for the datagram includes option 2 (Strict Source Routing). This option may be misused to defeat authentication mechanisms that rely on IP addresses as their basis for trust relationships.

**Recommended Action** While network troubleshooting may require the legitimate use of this feature, this type of traffic is rarely if ever noted and should comprise much less than 1% of network traffic. Small amounts of source routed traffic most probably indicates that a network problem is being investigated. Large amounts of source routed traffic is more suspicious and a thorough investigation of the source and reason is indicated.

**Error Message** %IDS-4-UNAVAILABLE: Sig:1100:IP Fragment Attack - from %i to %i

**Explanation** Triggers when any IP datagram is received with the 'more fragments' flag set to 1 or if there is an offset indicated in the offset field.

**Recommended Action** IP datagrams may be fragmented normally as they are transported across the network. This is not uncommon, but is unusual enough that the traffic should be investigated. This is especially important if the network is protected by a packet filtering firewall.

**Error Message** %IDS-4-UNAVAILABLE: Sig:1101:Unknown IP Protocol - from %i to %i

**Explanation** Triggers when an IP datagram is received with the protocol field set to 101 or greater. The use of these protocol types is highly unusual and should be investigated.

**Recommended Action** Locally developed protocols that may use these protocol types will trigger the signature. The use of these protocol types is highly unusual and should be investigated. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:1102:Impossible IP Packet - from %i to %i

**Explanation** This triggers when an IP packet arrives with source equal to destination address. This signature will catch the so-called Land Attack.

**Recommended Action** This should never occur in legitimate traffic.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2000:ICMP Echo Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 0 (Echo Reply).

**Recommended Action** This is extremely common network traffic. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified, prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2001:ICMP Host Unreachable - from %i to %i

**Explanation** Triggers when an IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 3 (Host Unreachable). This is the common response. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions.

**Recommended Action** This is the common response provided to a client when there is no path available to the requested host. This is a very common type of network traffic. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions. If no network problems can be identified to account for the traffic, prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2002:ICMP Source Quench - from %i to %i

**Explanation** Triggers when an IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 4 (Source Quench). This datagram may be used in network management to provide congestion control. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions.

**Recommended Action** This datagram may be used in network management to provide congestion control. A source quench packet will be issued when a router is beginning to lose packets due to the transmission rate of a source. The source quench is a request to the source to reduce the rate of datagram transmission. This datagram type is rarely if ever seen on networks and some systems do not even support it. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions. If no network problems can be identified to account for the traffic prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2003:ICMP Redirect - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 5 (Redirect).

**Recommended Action** The redirect message may be issued from a router to inform a host of a better route to a requested destination. The host then updates its routing table to include this route. This method of updating routing tables is an uncommon practice today. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2004:ICMP Echo Request - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 8 (Echo Request). Commonly used to perform reconnaissance sweeps. Suspicion should be raised when a large number of these packets are found on the network.

**Recommended Action** The ICMP Echo Request is issued by the source to determine if the destination is "alive". When the destination receives the request it will reply with an ICMP Echo Reply. This request/reply pair is most commonly implemented via the "ping" utility. Many network management tools use this utility or some derivative. This is extremely common network traffic. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified, prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2005:ICMP Time Exceeded for a Datagram - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 11(Time Exceeded for a Datagram). No known exploits incorporate this option.

**Recommended Action** ICMP Time Exceeded datagrams are issued when a router has had to drop a datagram whose Time to Live (TTL) flag has expired. This is anormal and necessary type of network traffic. Large numbers of this datagramtype on the network are indicative of network difficulties or may beindicative of hostile actions. If no network problems can be identified toaccount for the traffic prudent security practices would suggest that thesource be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2006:ICMP Parameter Problem on Datagram - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 12 (Parameter Problem on Datagram). No known exploits incorporate this option.

**Recommended Action** ICMP Parameter Problem datagrams are issued when a routerhas had to drop a datagram because it was malformed. This is a normal andnecessary type of network traffic. Large numbers of this datagram type onthe network are indicative of network difficulties or may be indicative ofhostile actions. If no network problems can be identified to account for thetraffic prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2007:ICMP Timestamp Request - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 13 (Timestamp Request). ICMP Timestamp Requests could be used to perform reconnaissance sweeps of networks. No known exploits incorporate this option.

**Recommended Action** The ICMP Timestamp Request/Reply pair can be used to synchronize system clocks on the network. The requesting system issues theTimestamp Request bound for a destination, the destination system responds with a Timestamp Reply message. This is normal network traffic, but isuncommon on most networks. Suspicion should be raised when a large number ofthese packets are found on the network. If no legitimate reason for thistrffic can be identified prudent security practices would suggest that thesource be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2008:ICMP Timestamp Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the type field in the ICMP header set to 14 (Timestamp Reply). No known exploits incorporate this option.

**Recommended Action** The ICMP Timestamp Request/Reply pair can be used to synchronize system clocks on the network. The requesting system issues theTimestamp Request bound for a destination, the destination system responds with a Timestamp Reply message. This is normal network traffic, but isuncommon on most networks. Suspicion should be raised when a large number ofthese packets are found on the network. If no legitimate reason for thistrffic can be identified prudent security practices would suggest that thesource be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2009:ICMP Information Request - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 15 (Information Request).

**Recommended Action** This datagram type is obsolete and should not be encountered. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2010:ICMP Information Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 16 (ICMP Information Reply). No known exploit exists.

**Recommended Action** This datagram type is obsolete and should not be encountered. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2011:ICMP Address Mask Request - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 17 (Address Mask Request). ICMP Address Mask Requests could be used to perform reconnaissance sweeps of networks.

**Recommended Action** The ICMP Address Mask Request/Reply pair can be used to determine the subnet mask used on the network. The requesting system issues the Address Mask Request bound for a destination, the destination system responds with an Address Mask Reply message. This is normal network traffic, but is uncommon on most networks. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2012:ICMP Address Mask Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 18 (Address Mask Reply). No known exploits incorporate this option.

**Recommended Action** The ICMP Address Mask Request/Reply pair can be used to determine the subnet mask used on the network. The requesting system issues the Address Mask Request bound for a destination, the destination system responds with an Address Mask Reply message. This is normal network traffic, but is uncommon on most networks. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2150:Fragmented ICMP Traffic - from %i to %i

**Explanation** Triggers when a IP datagram is received with the protocol field of the IP header set to 1 (ICMP) and either the more fragments flag is set to 1 (ICMP) or there is an offset indicated in the offset field.

**Recommended Action** IP datagrams may be fragmented normally as they are transported across the network, but ICMP is rarely fragmented. The traffic should be investigated. If no legitimate reason for the fragmentation can be found and especially if the packets seem to be originating from a single source, prudent security practices would suggest that the host be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2151:Large ICMP Traffic - from %i to %i

**Explanation** While it is possible to receive ICMP datagrams that have a size greater than 1024 bytes, this is a highly unusual occurrence that warrants investigation.

**Recommended Action** While it is possible to receive ICMP datagrams that have a size greater than 1024 bytes, this is a highly unusual occurrence that warrants investigation. If no legitimate reason for the large packet size can be found and especially if the packets seem to be originating from a single source, prudent security practices would suggest that the host be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2154:ICMP Ping of Death Attack - from %i to %i

**Explanation** Triggers when a IP datagram is received with the protocol field of the IP header set to 1 (ICMP), the Last Fragment bit is set, and  $(IP\ offset * 8) + (IP\ data\ length) > 65535$  that is to say, the IP offset (which represents the starting position of this fragment in the original packet, and which is in 8 byte units) plus the rest of the packet is greater than the maximum size for an IP packet. This indicates a denial of service attack.

**Recommended Action** This indicates a denial of service attack. It is likely that the source address has been spoofed making shunning ineffective

**Error Message** %IDS-4-UNAVAILABLE: Sig:3040:TCP - No bits set in flags - from %i to %i

**Explanation** Triggers when a TCP packet is received with no bits set in the flags field.

**Recommended Action** There is no legitimate use for malformed TCP datagrams. This is unusual traffic and warrants investigation. Hacker tools will generate TCP packets with no bits set in the flags field in an attempt to elude intrusion detection. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3041:TCP - SYN and FIN bits set - from %i to %i

**Explanation** Triggers when a TCP packet is received with both the SYN and FIN bits set in the flags field.

**Recommended Action** There is no legitimate use for malformed TCP datagrams. This is unusual traffic and warrants investigation. Hacker tools will generate TCP packets with the SYN and FIN bits set in the flags field in an attempt to elude intrusion detection. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3042:TCP - FIN bit with no ACK bit in flags - from %i to %i

**Explanation** Triggers when a TCP packet is received with the FIN bit set but with no ACK bit set in the flags field.

**Recommended Action** There is no legitimate use for malformed TCP datagrams. This is unusual traffic and warrants investigation. Hacker tools will generate TCP packets with the FIN bit set but with no ACK bit set in the flags field in an attempt to elude intrusion detection. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3050:Half-Open Syn Flood - from %i to %i

**Explanation** Triggers when the number of half-open TCP connections exceeds the high-water mark or the one minute high rate mark

**Recommended Action** There are no known sources that would legitimately generate this traffic pattern. This may be indicative of some type of network problem and should be investigated. To avoid depletion of your network resources it is recommended that the source be shunned during the course of the investigation. If no network problems are discovered prudent security practices would suggest that the source be shunned permanently.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3100:Smil Attack - from %i to %i

**Explanation** Triggers on the very common "smil" attack against e-mail servers. This attack attempts to cause e-mail servers to execute programs on the attacker's behalf.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3101:Sendmail Invalid Recipient - from %i to %i

**Explanation** Triggers on any mail message with a 'pipe' (|) symbol in the recipient field.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.



**Error Message** %IDS-4-UNAVAILABLE: Sig:3102:Sendmail Invalid Sender - from %i to %i

**Explanation** Triggers on any mail message with a "pipe" (|) symbol in the "From:" field.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3103:Sendmail Reconnaissance - from %i to %i

**Explanation** Triggers when "expn" or "vrfy" commands are issued to the SMTP port.

**Recommended Action** These commands are commonly used to verify that a user mail account exists on the server or to expand an alias to determine who the actual recipients of a message may be. Users that use the EXPN and VRFY functions for legitimate purposes will trigger this signature. The information that can be obtained is useful, but not dangerous on its own. Monitoring of future traffic for patterns of misuse is recommended.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3104:Archaic Sendmail Attacks - from %i to %i

**Explanation** Triggers when "wiz" or "debug" commands are sent to the SMTP port.

**Recommended Action** There is no reason for this type of traffic to be seen on modern networks. There is little chance that there will be any adverse effects from someone attempting these "old" hacks. Prudent security practices would suggest that the source of this attempt be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3105:Sendmail Decode Alias - from %i to %i

**Explanation** Triggers on any mail message with ": decode@" in the header. The decode alias is used to uudecode files and is primarily implemented as a convenience for system administration.

**Recommended Action** The decode alias is used to uudecode files and is primarily implemented as a convenience for system administration. For security purposes this should not be allowed and the service should be disabled. If allowed, users that mail to the alias will trigger this signature. Recommend shunning of hosts that attempt to mail to this alias especially if they are outside of your network.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3106:Excessive Rcpt to: (SPAM) - from %i to %i

**Explanation** Parse for RCPT TO: in header. Alarm on threshold.

**Recommended Action** Some mailing list software may trigger this signature.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3107:Majordomo Execute Attack - from %i to %i

**Explanation** A bug in the Majordomo program will allow remote users to execute arbitrary commands at the privilege level of the server.

**Recommended Action** Prudent security practices would suggest that the source of this attempt be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3150:FTP Remote Command Execution - from %i to %i

**Explanation** Triggers when someone tries to execute the FTP SITE command.

**Recommended Action** The FTP Site command allows a user to execute a limited number of commands via the FTP server on the host machine. No authentication is required to execute the command. The commands that may be executed vary from system to system and on many systems the SITE command is not implemented. Recommend that the SITE command be disabled on FTP servers if possible. If this signature is triggered from a source outside of your network prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3151:FTP SYST Command Attempt - from %i to %i

**Explanation** Triggers when someone tries to execute the FTP SYST command.

**Recommended Action** The FTP SYST command returns the type of operating system that the FTP server is running. Authentication is not required to execute this command. SYST provides information that may be used to refine attack methods. FTP from Linux causes SYST signature to fire. Some proxies, such as the TIS Toolkit, issue the SYST command as a matter of course. Running an FTP version with SYST disabled.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3152:FTP CWD ~root - from %i to %i

**Explanation** Triggers when someone tries to execute the CWD ~root command.

**Recommended Action** There is no known reason that this command should ever be executed. If this signature is triggered from a source outside of your network prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3153:FTP Improper Address Specified - from %i to %i

**Explanation** Triggers if a port command is issued with an address that is not the same as the requesting host.

**Recommended Action** Triggers if a port command is issued with an address that is not the same as the requesting host.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3154:FTP Improper Port Specified - from %i to %i

**Explanation** Triggers if a port command is issued with a data port specified that is 65535.

**Recommended Action** Triggers if a port command is issued with a data port specified that is 65535.

**Error Message** %IDS-4-UNAVAILABLE: Sig:4050:UDP Bomb - from %i to %i

**Explanation** Triggers when the UDP length specified is less than the IP length specified. This malformed packet type is associated with a denial of service attempt.

**Recommended Action** There is no legitimate use for malformed datagrams. This may be indicative of systems that are experiencing problems with their kernel or NIC cards. This is unusual traffic and warrants investigation. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:4100:Tftp Passwd File - from %i to %i

**Explanation** Triggered when someone tries to tftp a password file.

**Recommended Action** System administrators might use this service to update system files. It is a high security risk if this is normal practice and should be avoided. No other benign triggers exist for this signature. If after investigation the alarm was not generated by a system administrator, prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6100:RPC Port Registration - from %i to %i

**Explanation** Triggers when attempts are made to register new RPC services on a target host.

**Recommended Action** No benign triggers exist for this signature. Prudent security practices suggest that the source of this attempt should be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6101:RPC Port Unregistration - from %i to %i

**Explanation** Triggers when attempts are made to unregister new RPC services on a target host.

**Recommended Action** No benign triggers exist for this signature. Prudent security practices suggest that the source of this attempt should be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6102:RPC Dump - from %i to %i

**Explanation** Triggers when an RPC dump request is issued to a target host.

**Recommended Action** This is a common procedure performed by many system administrators and wary users to determine which RPC services are being offered. Executing this procedure is most likely due to curiosity on the part of a novice user or a system administrator performing system maintenance. If upon investigation no valid user can be associated with this event, prudent security practices would suggest shunning the source.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6103:Proxied RPC Request - from %i to %i

**Explanation** Triggers when a proxied RPC request is sent to the portmapper of a target host.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6150:RPC ypserv Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP server daemon (ypserv) port.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6151:RPC ypbind Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP bind daemon (ypbind) port.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6152:RPC ypbind yppasswdd Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP password daemon (yppasswdd) port.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6153:RPC ypupdated Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP update daemon (ypupdated) port.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6154:RPC ypxfrd Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP transfer daemon (ypxfrd) port.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6155:RPC mountd Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the mount daemon (mountd) port.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6175:RPC rexd Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the remote execution daemon (rex) port. The remote execution daemon is the server responsible for remote program execution. This may be indicative of an attempt to gain unauthorized access to system resources.

**Recommended Action** If this procedure is allowed on your network, those users who employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network, it should be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6180:RPC rexd Attempt - from %i to %i

**Explanation** Triggers when a call to the rexd program is made. The remote execution daemon is the server responsible for remote program execution. This may be indicative of an attempt to gain unauthorized access to system resources.

**Recommended Action** If this service is being used legitimately, this alarm will fire. For security purposes, this service really should not be used.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6190:statd Buffer Overflow - from %i to %i

**Explanation** Triggers when a large statd request is sent.

**Recommended Action** You should not see this in legitimate traffic.

**Error Message** %IDS-4-UNAVAILABLE: Sig:8000:FTP Retrieve Password File - from %i to %i

**Explanation** Triggers on string "passwd" issued during an FTP session.

**Recommended Action** System administrators might use this service to update system files. It is a high security risk if this is normal practice and should be avoided. No other benign triggers exist for this signature. If after investigation the alarm was not generated by a system administrator, prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-RPC\_UNSET\_REQUEST: Sig:6101:RPC Port Unregistration - from %i to %i

**Explanation** Triggers when attempts are made to unregister new RPC services on a target host.

**Recommended Action** No benign triggers exist for this signature. Prudent security practices suggest that the source of this attempt should be shunned.

**Error Message** %IDS-4-RPC\_UNSET\_REQUEST: Sig:6101:RPC Port Unregistration - from %i to %i

**Explanation** Triggers when attempts are made to unregister new RPC services on a target host.

**Recommended Action** No benign triggers exist for this signature. Prudent security practices suggest that the source of this attempt should be shunned.

**Error Message** %IDS-4-STR\_MATCH\_SIG: Sig:8000:FTP Retrieve Password File - from %i to %i

**Explanation** Triggers on string "passwd" issued during an FTP session.

**Recommended Action** System administrators might use this service to update system files. It is a high security risk if this is normal practice and should be avoided. No other benign triggers exist for this signature. If after investigation the alarm was not generated by a system administrator, prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-TCP\_FIN\_ONLY\_SIG: Sig:3042:TCP - FIN bit with no ACK bit in flags - from %i to %i

**Explanation** Triggers when a TCP packet is received with the FIN bit set but with no ACK bit set in the flags field.

**Recommended Action** There is no legitimate use for malformed TCP datagrams. This is unusual traffic and warrants investigation. Hacker tools will generate TCP packets with the FIN bit set but with no ACK bit set in the flags field in an attempt to elude intrusion detection. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-TCP\_FTP\_CWDROOT\_SIG: Sig:3152:FTP CWD ~root - from %i to %i

**Explanation** Triggers when someone tries to execute the CWD ~root command.

**Recommended Action** There is no known reason that this command should ever be executed. If this signature is triggered from a source outside of your network prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-TCP\_FTP\_PORT\_BADADDR\_SIG: Sig:3153:FTP Improper Address Specified - from %i to %i

**Explanation** Triggers if a port command is issued with an address that is not the same as the requesting host.

**Recommended Action** Triggers if a port command is issued with an address that is not the same as the requesting host.

**Error Message** %IDS-4-TCP\_FTP\_PORT\_BADPORT\_SIG: Sig:3154:FTP Improper Port Specified - from %i to %i

**Explanation** Triggers if a port command is issued with a data port specified that is <1024 or 65535.

**Recommended Action** Triggers if a port command is issued with a data port specified that is 65535.

**Error Message** %IDS-4-TCP\_FTP\_SITE\_SIG: Sig:3150:FTP Remote Command Execution - from %i to %i

**Explanation** Triggers when someone tries to execute the FTP SITE command.

**Recommended Action** The FTP Site command allows a user to execute a limited number of commands via the FTP server on the host machine. No authentication is required to execute the command. The commands that may be executed vary from system to system and on many systems the SITE command is not implemented. Recommend that the SITE command be disabled on FTP servers if possible. If this signature is triggered from a source outside of your network prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-TCP\_FTP\_SITE\_SIG: Sig:3150:FTP Remote Command Execution - from %i to %i

**Explanation** Triggers when someone tries to execute the FTP SITE command.

**Recommended Action** The FTP Site command allows a user to execute a limited number of commands via the FTP server on the host machine. No authentication is required to execute the command. The commands that may be executed vary from system to system and on many systems the SITE command is not implemented. Recommend that the SITE command be disabled on FTP servers if possible. If this signature is triggered from a source outside of your network prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-TCP\_FTP\_SYST\_SIG: Sig:3151:FTP SYST Command Attempt - from %i to %i

**Explanation** Triggers when someone tries to execute the FTP SYST command.

**Recommended Action** The FTP SYST command returns the type of operating system that the FTP server is running. Authentication is not required to execute this command. SYST provides information that may be used to refine attack methods. FTP from Linux causes SYST signature to fire. Some proxies, such as the TIS Toolkit, issue the SYST command as a matter of course. Running an FTP version with SYST disabled.

**Error Message** %IDS-4-TCP\_MAJORDOMO\_EXEC\_BUG: Sig:3107:Majordomo Execute Attack - from %i to %i

**Explanation** A bug in the Majordomo program will allow remote users to execute arbitrary commands at the privilege level of the server.

**Recommended Action** Prudent security practices would suggest that the source of this attempt be shunned.

**Error Message** %IDS-4-TCP\_NO\_FLAGS\_SIG: Sig:3040:TCP - No bits set in flags - from %i to %i

**Explanation** Triggers when a TCP packet is received with no bits set in the flags field.

**Recommended Action** There is no legitimate use for malformed TCP datagrams. This is unusual traffic and warrants investigation. Hacker tools will generate TCP packets with no bits set in the flags field in an attempt to elude intrusion detection. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-TCP\_SENDMAIL\_BAD\_FROM\_SIG: Sig:3102:Sendmail Invalid Sender - from %i to %i

**Explanation** Triggers on any mail message with a "pipe" (|) symbol in the "From:" field.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

**Error Message** %IDS-4-TCP\_SENDMAIL\_BAD\_TO\_SIG: Sig:3101:Sendmail Invalid Recipient - from %i to %i

**Explanation** Triggers on any mail message with a "pipe" (|) symbol in the recipient field.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.



**Error Message** %IDS-4-TCP\_SENDMAIL\_BOUNCE\_SIG: Sig:3100:Smail Attack - from %i to %i

**Explanation** Triggers on the very common "smail" attack against e-mail servers. This attack attempts to cause e-mail servers to execute programs on the attacker's behalf.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

**Error Message** %IDS-4-TCP\_SENDMAIL\_DECODE: Sig:3105:Sendmail Decode Alias - from %i to %i

**Explanation** Triggers on any mail message with ": decode@" in the header. The decode alias is used to uudecode files and is primarily implemented as a convenience for system administration.

**Recommended Action** The decode alias is used to uudecode files and is primarily implemented as a convenience for system administration. For security purposes this should not be allowed and the service should be disabled. If allowed, users that mail to the alias will trigger this signature. Recommend shunning of hosts that attempt to mail to this alias especially if they are outside of your network.

**Error Message** %IDS-4-TCP\_SENDMAIL\_INVALID\_COMMAND: Invalid SMTP command - from %i to %i

**Explanation** Triggers on an invalid SMTP command in the SMTP connection. This message indicates that a suspicious violation was detected that may be an attack to the mail server system.

**Recommended Action** This is unusual traffic and may warrant investigation.

**Error Message** %IDS-4-TCP\_SENDMAIL\_OLD\_SIG: Sig:3104:Archaic Sendmail Attacks - from %i to %i

**Explanation** Triggers when "wiz" or "debug" commands are sent to the SMTP port.

**Recommended Action** There is no reason for this type of traffic to be seen on modern networks. There is little chance that there will be any adverse effects from someone attempting these "old" hacks. Prudent security practices would suggest that the source of this attempt be shunned.

**Error Message** %IDS-4-TCP\_SENDMAIL\_VRFY\_SIG: Sig:3103:Sendmail Reconnaissance - from %i to %i

**Explanation** Triggers when "expn" or "vrfy" commands are issued to the SMTP port.

**Recommended Action** These commands are commonly used to verify that a user mail account exists on the server or to expand an alias to determine who the actual recipients of a message may be. Users that use the EXPN and VRFY functions for legitimate purposes will trigger this signature. The information that can be obtained is useful, but not dangerous on its own. Monitoring of future traffic for patterns of misuse is recommended.

**Error Message** %IDS-4-TCP\_SYN\_ATTACK\_SIG: Sig:3050:Half-Open Syn Flood - from %i to %i

**Explanation** Triggers when the number of half-open TCP connections exceeds the high-water mark or the one minute high rate mark

**Recommended Action** There are no known sources that would legitimately generate his traffic pattern. This may be indicative of some type of network problem and should be investigated. To avoid depletion of your network resources it is recommended that the source be shunned during the course of the investigation. If no network problems are discovered prudent security practices would suggest that the source be shunned permanently.

**Error Message** %IDS-4-TCP\_SYN\_FIN\_SIG: Sig:3041:TCP - SYN and FIN bits set - from %i to %i

**Explanation** Triggers when a TCP packet is received with both the SYN and FIN bits set in the flags field.

**Recommended Action** There is no legitimate use for malformed TCP datagrams. This is unusual traffic and warrants investigation. Hacker tools will generate TCP packets with the SYN and FIN bits set in the flags field in an attempt to elude intrusion detection. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UDP\_BOMB\_SIG: Sig:4050:UDP Bomb - from %i to %i

**Explanation** Triggers when the UDP length specified is less than the IP length specified. This malformed packet type is associated with a denial of service attempt.

**Recommended Action** There is no legitimate use for malformed datagrams. This may be indicative of systems that are experiencing problems with their kernel or NIC cards. This is unusual traffic and warrants investigation. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UDP\_TFTP\_PASSWD\_SIG: Sig:4100:Tftp Passwd File - from %i to %i

**Explanation** Triggered when someone tries to tftp a password file.

**Recommended Action** System administrators might use this service to update system files. It is a high security risk if this is normal practice and should be avoided. No other benign triggers exist for this signature. If after investigation the alarm was not generated by a system administrator, prudent security practices would suggest that the source be shunned.

## IDTATM25-1

**Error Message** %IDTATM25-1-UNAVAILABLE: IDTATM25(%d/%d), Init failed at %s.

**Explanation** The ATM25 network module hardware may be bad

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

**Error Message** %IDTATM25-1-UNAVAILABLE: IDTATM25(%d/%d), Init failed, CSR%d=0x%04x.

**Explanation** The ATM25 network module hardware may be bad

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

**Error Message** %IDTATM25-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** The ATM25 network module hardware may be bad

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

## IDTATM25-3

**Error Message** %IDTATM25-3-UNAVAILABLE: Device reported %#x

**Explanation** The ATM25 network module hardware may be bad

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

**Error Message** %IDTATM25-3-UNAVAILABLE: IDB= %s, RX lost sync, Interface reset

**Explanation** RX hang

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

**Error Message** %IDTATM25-3-UNAVAILABLE: IDB= %s, TX hang, Interface reset

**Explanation** TX hang

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

**Error Message** %IDTATM25-3-UNAVAILABLE: Interface %s, %s not supported

**Explanation** The ATM25 network module hardware may be bad

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

**Error Message** %IDTATM25-3-UNAVAILABLE: Interface %s, Failed to down vc %d (Cause: %s)

**Explanation** The ATM25 network module hardware may be bad

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

**Error Message** %IDTATM25-3-UNAVAILABLE: Interface %s, Failed to setup vc %d (Cause: %s)

**Explanation** The ATM25 network module hardware may be bad

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

## IDTATM25-6

**Error Message** %IDTATM25-6-UNAVAILABLE: ATM transmit bandwidth is limited to smallest shaped value.

**Explanation** Any PVC configured with traffic shaping will limit the entire ATM interface to not exceed the bandwidth of any traffic shaped pvc.

## IF Messages

This section contains interface messages.

### IF-2

**Error Message** %IF-2-IDB\_TABLE\_INIT: Malloc failed while initializing idb table

**Explanation** A memory allocation failure occurred while an IDB table was being initialized.

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

## IF-3

**Error Message** %IF-3-BADMACADDRTYPE: illegal mac address type, [dec]

**Explanation** This is an internal error that was recovered gracefully.

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

## IF-4

**Error Message** %IF-4-BACKWARD\_COUNTERS: Corrected for backward [chars] counters ([int] -> [int]) on [chars]

**Explanation** The interface specified in the message has a packet counter that has decreased in number. This condition can occur if a packet is counted and then dropped. This event was detected and corrected.

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

**Error Message** %IF-4-NOBGPROCESS: Network background process not running. [chars]

**Explanation** A process which manages network interface background processing is not yet running, but another system process has tried to send the process a message. An interface on the router may have missed a request to bring itself up.

**Recommended Action** Reset the interface by entering a **shutdown** command followed by a **no shutdown** command.

## IFDAMP Messages

This section contains interface dampening (IFDAMP) messages.

### IFDAMP-5

**Error Message** %IFDAMP-5-ZERODELAY: dampening reuse timer is updated with 0 delay time

**Explanation** An inconsistency was detected in the dampening reuse timer wheel.

**Recommended Action** No action is required.

## IFMGR Messages

This section contains interface manager messages.

### IFMGR-3

**Error Message** %IFMGR-3-BADIFINDEXTABLE: The file nvram:ifIndex-table is corrupt.

**Explanation** The file is not in the expected format.

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

**Error Message** %IFMGR-3-DUP\_IFINDEX: Duplicate ifIndex (%d) found for ifDescr

**Explanation** Two interfaces have the same interface index in the interface manager assigned list. The second interface registered with the interface manager will be assigned a new index.

**Recommended Action** If interface index persistence is not required, then no action is required. Otherwise, reload the router with the proper interface index table and image. If the error message only appears from the standby route processor (RP), reload the standby RP.

**Error Message** %IFMGR-3-IFDB: IF manager interface database [chars] failure- [dec]

**Explanation** An internal software error has occurred.

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

**Error Message** %IFMGR-3-IFINDEX\_PERSIST\_ENTRY\_CORRUPT: [chars] seems to be corrupted. Trying to read [dec] size

**Explanation** The ifIndex table is corrupted.

**Recommended Action** Delete the ifindex table.

**Error Message** %IFMGR-3-INVALID\_PERSISTENT\_DATA: Invalid persistent data

**Explanation** An attempt was made to write invalid persistent data.

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

**Error Message** %IFMGR-3-NOIMACP: IF manager control process failed to start

**Explanation** An internal software error has occurred.

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

**Error Message** %IFMGR-3-NOVECTOR: Interface manager failed to allocate IF vector.  
size %d

**Explanation** The interface vector could not be allocated with the number of elements required, either initially or by a resize operation.

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

**Error Message** %IFMGR-3-VECTOREXD: IF manager attempted to use interface [dec]  
outside vector range.

**Explanation** An internal software error has occurred.

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

**Error Message** %IFMGR-3-VECTORIFSUSPECT: IF manager added interface %d which is  
unexpectedly large.

**Explanation** The ifIndex allocation scheme is trying to add an ifIndex value much larger than the former greatest ifIndex value in the DB. It should assign sequential ifIndex values.

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



**Error Message** %IFMGR-3-VECTORPOSUSED: IF manager attempted to add interface [dec] which was already added.

**Explanation** An internal software error has occurred.

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

## IFMGR-4

**Error Message** %IFMGR-4-NOIFINDEX: All SNMP if indices are exhausted

**Explanation** All SNMP MIB indexes have been exhausted. Interfaces will not be able to obtain an interface index that they can use to register with the interface MIB.

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

**Error Message** %IFMGR-4-NOSYNC: ifIndex not being synced between active and standby

**Explanation** When the standby module comes up, the tuple of ifIndex and ifDescr is synchronized so that interfaces get the same ifIndex when they come up. This error happens when the interface does not get the ifIndex for the given ifDescr.

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

**Error Message** %IFMGR-4-STACK\_RELATIONSHIP\_ADD\_ERROR: [chars]: Request for creating invalid stack relationship [dec], [dec]

**Explanation** The IF MGR received the call to add invalid stack relationship. The higher and lower ifIndex are shown in the message. The module of the IF MGR from which this message is generated is also shown in the message.

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

**Error Message** %IFMGR-4-VECTORIFSUSPECT: IF manager added interface [dec] which is unexpectedly large.

**Explanation** The ifIndex allocation scheme gives out sequential ifIndex values. This message comes from the IF-MGR DB when it is trying to add an ifIndex value much larger than the former greatest ifIndex value in the DB.

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

## IFMGR-7

**Error Message** %IFMGR-7-NO\_IFINDEX\_FILE: Unable to open [chars] [chars]

**Explanation** This is an informational message. This means the system found no saved ifIndex information, and ifIndex is not persisted across reboots. The ifIndices will be reassigned.

**Recommended Action** 1. No Action, if 'snmp-server ifIndex persist' is not configured. 2. If 'snmp-server ifindex persist' is configured then copy the error message exactly as it appears, and report it to your technical support representative.

# IFS Messages

This section contains Cisco IOS file system messages.

## IFS-3

**Error Message** %IFS-3-UNAVAILABLE: '%s' file system missing required functions, not created

**Explanation** Some file systems require a certain set of function to be present in order to be usable. This file susterem does not support all the mandatory functionality.

**Recommended Action** Call your technical support representative for assistance.

**Error Message** %IFS-3-UNAVAILABLE: Data does not match expected internal representation

**Explanation** A mismatch exists between the representation of data extracted from the filesystem and the expectation of its formatting. This may occur when running in a dual-RP environment, with different IOS versions running on the two RPs.

**Recommended Action** Ensure both RPs are running the IOS same version, if running in a dual-RP environment. If not, call your technical support representative for assistance.

**Error Message** %IFS-3-UNAVAILABLE: Failed to add %s, filesystem prefix exists

**Explanation** A file system cound not be added because another file system exists with the same name.

**Recommended Action** Contact your technical support representative.

**Error Message** %IFS-3-UNAVAILABLE: Failed to add %s, maximum filesystems %d

**Explanation** The router has reached the maximum number of file systems that can be supported at one time.

**Recommended Action** Contact your technical support representative.

**Error Message** %IFS-3-UNAVAILABLE: Failed to create %s file system, %s

**Explanation** An internal software error occurred.

**Recommended Action** Call your technical support representative for assistance.

**Error Message** %IFS-3-UNAVAILABLE: Failed to create %s simple file system, %s

**Explanation** An internal software error occurred.

**Recommended Action** Call your technical support representative for assistance.

## IFS-4

**Error Message** %IFS-4-UNAVAILABLE: Failed to open %s, maximum open files %d)

**Explanation** The router has reached the maximum number of files that may be open at one time.

**Recommended Action** Close some files and try again. If this messages recurs, contact your technical support representative.

## IGMP Messages

This section contains Internet Group Management Protocol (IGMP) messages.

### IGMP-3

**Error Message** %IGMP-3-NO\_DNS\_SERVER: No DNS server is configured. DNS-based SSM mapping should be disabled if no DNS server is configured.

**Explanation** No domain name service (DNS) server is present. Processing of Internet Group Management Protocol (IGMP) packets may be delayed if the DNS lookup is done continuously.

**Recommended Action** Disable DNS-based source specific multicast (SSM) mapping if no DNS server is present in the network.

**Error Message** %IGMP-3-QUERY\_INT\_MISMATCH: Received a non-matching query interval %d, from querier address %i

**Explanation** An IGMP version mismatch was detected between routers.

**Recommended Action** Configure both interfaces with the same IGMP version.

## IGMP-6

**Error Message** %IGMP-6-IGMP\_CHANNEL\_LIMIT: IGMP limit exceeded for channel (%i, %i) on %s by host %i

**Explanation** The allowed number of IGMP joiners reached the configured limit. New joiners cannot be allowed unless the configuration is changed.

**Recommended Action** Enter the global or interface **ip igmp limit** command to adjust the allowed number of IGMP joiners. If the exceeding of current limits was unexpected, find the IP address of the denied host in the system log.

**Error Message** %IGMP-6-IGMP\_GROUP\_LIMIT: IGMP limit exceeded for group (\*, %i) on %s by host %i

**Explanation** The allowed number of IGMP joiners has exceeded the configured limit. New joiners cannot be allowed unless the configuration is changed.

**Recommended Action** Enter the global or interface **ip igmp limit** command to adjust the allowed number of IGMP joiners. If the exceeding of current limits was unexpected, find the IP address of the denied host in the system log.

## ILACC Messages

This section contains the initial messages.

### ILACC-1

**Error Message** %ILACC-1-UNAVAILABLE: msgtxt\_initfail

**Explanation** The hardware failed to initialize correctly.

**Recommended Action** Repair or replace the controller.

**Error Message** %ILACC-1-UNAVAILABLE: msgtxt\_memoryerror

**Explanation** An Ethernet interface detected a hardware problem.

**Recommended Action** Repair or replace the controller.

## ILACC-3

**Error Message** %ILACC-3-UNAVAILABLE: Unit %d, spurious IDON interrupt, csr%d=0x%04x

**Explanation** An Ethernet interface generated a spurious Initialization Done interrupt.

**Recommended Action** Repair or replace the controller.

**Error Message** %ILACC-3-UNAVAILABLE: Unit %d, underflow error

**Explanation** The Ethernet hardware is requesting data faster than the system can supply it. This condition might indicate that the system is at the limit of its performance.

**Recommended Action** A small number of underflows might not be a cause for concern. You can monitor underflows with the **show interface** command. Reducing the load on the router or installing a higher-performance router should alleviate this problem.

**Error Message** %ILACC-3-UNAVAILABLE: msgtxt\_badunit

**Explanation** An internal software error occurred.

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

**Error Message** %ILACC-3-UNAVAILABLE: msgtxt\_ownershiperror

**Explanation** An Ethernet interface is malfunctioning, or an internal software error occurred.

**Recommended Action** Repair or replace the controller.

## ILACC-4

**Error Message** %ILACC-4-UNAVAILABLE: Unit %d, babble error, csr0 = 0x%x

**Explanation** An Ethernet interface is malfunctioning.

**Recommended Action** Determine whether the malfunction stems from a software or hardware error by turning off all fast switching. Error messages showing that the packet is too large for the link indicate a software error at a high level. Copy the error message exactly as it appears, and report it to your technical support representative. Receiving no error messages indicates a hardware error. Repair or replace the controller.

## ILACC-5

**Error Message** %ILACC-5-UNAVAILABLE: Unit %d, excessive collisions. TDR=%d

**Explanation** An Ethernet cable is broken or unterminated, or the transceiver is unplugged. The time delay reflectometer (TDR) counter is an internal ILACC counter that counts the time (in ticks of 100 ns each) from the start of a transmission to the occurrence of a collision. Because a transmission travels about 35 feet per tick, this value is useful to determine the approximate distance to a cable fault.

**Recommended Action** If the transceiver appears to be properly terminated, repair or replace the Ethernet interface card.

**Error Message** %ILACC-5-UNAVAILABLE: Unit %d, late collision error

**Explanation** An Ethernet transceiver is malfunctioning, the Ethernet is overloaded, or the Ethernet cable is too long.

**Recommended Action** Repair or replace the controller.

**Error Message** %ILACC-5-UNAVAILABLE: Unit %d, lost carrier. Transceiver problem?

**Explanation** An Ethernet transceiver is unplugged or faulty.

**Recommended Action** Repair or replace the controller.

## ILPOWER Messages

This section contains inline power messages.

### ILPOWER-3

**Error Message** %ILPOWER-3-CONTROLLER\_ERR: Controller error, Controller number [dec]: [chars]

**Explanation** An error involving the inline power controller has occurred.

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

**Error Message** %ILPOWER-3-CONTROLLER\_IF\_ERR: Controller interface error, [chars]: [chars]

**Explanation** An interface error has been detected between the inline power controller and the system.

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

**Error Message** %ILPOWER-3-CONTROLLER\_PORT\_ERR: Controller port error, Interface [chars]: [chars]

**Explanation** A port error has been reported by the inline power controller.

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

**Error Message** %ILPOWER-3-ILPOWER\_INTERNAL\_IF\_ERROR: Inline Power internal error, interface %s: %s

**Explanation** A software sanity check failed in the course of Inline Power processing.

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



## ILPOWER-5

**Error Message** %ILPOWER-5-AC\_DISCONNECT: Interface [chars]: AC disconnect

**Explanation** The AC power has been disconnected.

**Recommended Action** No action is required.

**Error Message** %ILPOWER-5-DC\_DISCONNECT: Interface [chars]: DC disconnect

**Explanation** The DC power has been disconnected.

**Recommended Action** No action is required.

**Error Message** %ILPOWER-5-ILPOWER\_MISCONFIG: Interface [chars] is denied power as it requires more power than configured maximum wattage([dec]).

**Explanation** The interface is denied power as it requires more power than the configured maximum wattage.

**Recommended Action** No action is required.

**Error Message** %ILPOWER-5-ILPOWER\_NOPOWER\_AVAIL: Interface [chars] is denied power because either the system ran out of power or module limit reached.

**Explanation** There is not enough power left in the system to supply to the interface specified in the error message.

**Recommended Action** No action is required.

**Error Message** %ILPOWER-5-ILPOWER\_POWEROVERDRAWN: Interface [chars] is shutdown as it is consuming more power ([dec]) than the configured maximum value ([dec]).

**Explanation** The specified interface is shut down because it is consuming more power than the configured maximum value.

**Recommended Action** No action is required.

**Error Message** %ILPOWER-5-LINKDOWN\_DISCONNECT: Interface [chars]: Link down disconnect

**Explanation** A link has been disconnected.

**Recommended Action** No action is required.

**Error Message** %ILPOWER-5-POWER\_GRANTED: Interface [chars]: Power granted

**Explanation** Power has been granted for the interface specified.

**Recommended Action** No action is required.

## ILPOWER-7

**Error Message** %ILPOWER-7-DETECT: Interface [chars]: Power Device detected: [chars]

**Explanation** A power device has been detected.

**Recommended Action** No action is required.

## ILPOWER\_RF Messages

This section contains inline power redundancy facility (RF) messages.

### ILPOWER\_RF-3

**Error Message** %ILPOWER\_RF-3-CREATE\_PROCESS: Inline power RF client failed to create %s process

**Explanation** The inline power redundancy facility (RF) client could not create a process. This condition will cause bulk synchronization to fail.

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

# IMAGEMGR Messages

This section contains image manager messages.

## IMA-1

**Error Message** %IMA-1-UNAVAILABLE: Command opcode %#x on channel %d on slot %d was rejected.

**Explanation** The IMA firmware has rejected the command because of the current protocol state of the interface, or the opcode is undefined.

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

**Error Message** %IMA-1-UNAVAILABLE: Delaying activation of %s until a currently active interface is shutdown.

**Explanation** The IMA network module cannot only support up to 4 activate interfaces at one time. Once more that 4 are no shutdown, each interface will wait for an existing interface to be shutdown before becoming activated.

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

**Error Message** %IMA-1-UNAVAILABLE: Download of %s to failed to at %#x on IMA Network Module in slot %d.

**Explanation** An error occurred during the download of firmware to the IMA NM.

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

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

**Error Message** %IMA-1-UNAVAILABLE: FPGA Download on module in slot %d failed.

**Explanation** An error occurred during the download of the FPGA on the IMA NM.

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

**Error Message** %IMA-1-UNAVAILABLE: Module in slot %d had a shared memory error.

**Explanation** Memory on the NM failed power-on diagnostic check.

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

**Error Message** %IMA-1-UNAVAILABLE: Network processor on module in slot %d failed to come up.

**Explanation** An error occurred during reset of the IMA NM.

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

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

**Error Message** %IMA-1-UNAVAILABLE: Previous process %d never received mail response from slot %d.

**Explanation** The previous requesting process was terminated before receiving a mail reply.

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

**Error Message** %IMA-1-UNAVAILABLE: The IMA Network Module in slot %d is incompatible with the PCMCIA controller in the router.

**Explanation** The PCMCIA controller is down level.

**Recommended Action** Copy the error message exactly as it appears, and contact your technical support representative for upgrade information.

**Error Message** %IMA-1-UNAVAILABLE: The Network Module in slot %d did not initialize.

**Explanation** The Network Module has failed its initialization.

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

**Error Message** %IMA-1-UNAVAILABLE: The Network Module in slot %d reports an invalid %s device id of %#x.

**Explanation** The IMA network module hardware may be bad.

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

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

**Error Message** %IMA-1-UNAVAILABLE: The mailbox for channel %d on IMA Network Module in slot %d is completely full. Message %d was dropped.

**Explanation** The IMA NM mailboxes are full and cannot accept any more requests.

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

**Error Message** %IMA-1-UNAVAILABLE: Timed out waiting for a response to command %#x from slot %d.

**Explanation** The IMA NM failed to respond with the requested information. Information to be displayed by requesting exec command or SNMP manager is incomplete. This is an extremely rare event and should only happen under severe system load.

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

## IMA-4

**Error Message** %IMA-4-UNAVAILABLE: Link %d will become the common transmit clock once it is added to group %s

**Explanation** The link configured as the common transmit clock is not a member of the group, so it cannot provide the clock. The group will use a common transmit clock that is automatically chosen from one of the other active links.

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

**Error Message** %IMA-4-UNAVAILABLE: Link %d will initiate the test pattern procedure once its added to group %s.

**Explanation** The link chosen to transmit the test pattern is not a member of the group, thereby preventing the transmission of the test pattern.

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

**Error Message** %IMA-4-UNAVAILABLE: Stopping test pattern procedure on group %s.

**Explanation** The link transmitting the test pattern has been removed from the group, thereby stopping the transmission of the test pattern.

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

## IMA-5

**Error Message** %IMA-5-UNAVAILABLE: %s is using channel %d but has no configured links.

**Explanation** The IMA interface has been configured Up but has no link members. It cannot become active until active links are added to the group.

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

**Error Message** %IMA-5-UNAVAILABLE: IMA Group %s now has %d active links, active link bitmap is %#x.

**Explanation** Active Links were added or removed from the Group, changing its bandwidth.

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

## IMAGEMGR-6

**Error Message** %IMAGEMGR-6-AUTO\_ADVICE\_SW: [chars]

**Explanation** A line of output from the auto-advise-software process is being displayed.

**Recommended Action** No action is required.

**Error Message** %IMAGEMGR-6-AUTO\_ADVICE\_SW\_INITIATED: Auto-advise-software process initiated for switch number(s) [chars]

**Explanation** Systems with incompatible software have been detected in the stack. The stack will now determine whether or not software is available to be copied to the incompatible systems, and if so, advise the user how to copy it. Otherwise, the system lets the user know that the software on the stack needs to be updated.

**Recommended Action** No action is required.

**Error Message** %IMAGEMGR-6-AUTO\_COPY\_SW: [chars]

**Explanation** A line of output from the auto-copy-software process is being displayed.

**Recommended Action** No action is required.

**Error Message** %IMAGEMGR-6-AUTO\_COPY\_SW\_INITIATED: Auto-copy-software process initiated for switch number(s) [chars]

**Explanation** Systems with incompatible software have been detected in the stack. The stack determines whether or not software is available to be copied to the incompatible systems, and whether or not it is appropriate to copy the software automatically.

**Recommended Action** No action is required.

**Error Message** %IMAGEMGR-6-AUTO\_DOWNLOAD\_SW: [chars]

**Explanation** A line of output from the automatic software download process is being displayed.

**Recommended Action** No action is required.

**Error Message** %IMAGEMGR-6-AUTO\_DOWNLOAD\_SW\_INITIATED: Auto-download-software process initiated for switch number(s) [chars]

**Explanation** Systems with incompatible software have been detected in the stack. The stack attempts to download software from a previously configured location, and install it to make the systems compatible.

**Recommended Action** No action is required.



## IMAGE\_SIMFS Messages

This section contains In-Memory System Image File System messages.

### IMAGE\_SIMFS-3

**Error Message** %IMAGE\_SIMFS-3-NOPROCESS: Failure spawning Memory Reclaim process

**Explanation** The creation of an Cisco IOS process to compact memory previously held by in-memory image files has failed, probably due to a software defect.

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

## IMAGE\_VFS Messages

This section contains Image Virtual File System messages.

**Error Message** %IMAGE\_VFS-3-UNAVAILABLE: %s image checksum mismatch.

**Explanation** The checksum of the image in memory is different from the expected checksum

**Recommended Action** Check whether the image file is complete and uncorrupted

**Error Message** %IMAGE\_VFS-3-UNAVAILABLE: Failed to locate all the Image files, on bootup

**Explanation** The relevant image file is missing or it couldn't be extracted(due to corruption), or the router has insufficient memory to load the entire image

**Recommended Action** If the TAR file is part of a system image, enter the **show image contents file archive-name**, where *archive-name* is the name of the archive. Enter the **show region** and **show version** commands. Open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %IMAGE\_VFS-3-UNAVAILABLE: Failed to open %s, which was loaded from archive %s

**Explanation** The relevant image file is missing or it could not be extracted (due to corruption), or the Archive itself is missing (In case of Flash based access)

**Recommended Action** If the file is not in memory, check the archive file. If the file is a TAR archive file and not part of a system software image, enter the **archive tar table** *archive-name* command, where *archive-name* is the name of the TAR archive. If the TAR file is part of a system image, enter the **show image contents file** *archive-name*, where *archive-name* is the name of the archive. Enter the **dir all** and **show version** commands. Open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %IMAGE\_VFS-3-UNAVAILABLE: Failure spawning No Cache process

**Explanation** The creation of an IOS process to delete in-memory Image files failed.

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

**Error Message** %IMAGE\_VFS-3-UNAVAILABLE: archive verification failed for file %s & archive %s.

**Explanation** The archive in the local device is different from the version whose image file has been loaded into memory. This can happen if the archive was deleted from the local device &/or replaced by another file of the same name

**Recommended Action** Check whether the archive file is complete and uncorrupted. Also check if the size of the archive & the last modification time (if available) is what you expect it to be. Enter the **dir all** and **show version** commands.

# INBAND Messages

This section contains inband management messages.

## INBAND-3

**Error Message** %INBAND-3-BAD\_PAK: Possibly un-encapsulated packet passed to Mistral:  
int [chars] type [int] stat [hex] flags [hex] size [dec] offset [dec] requeue\_token  
[int] r1 [int] r2 [int] total detected [int]

**Explanation** There is a badly encapsulated packet from the process level.

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

**Error Message** %INBAND-3-INVALID\_SEND: Invalid send operation (packet on [chars])

**Explanation** An internal error caused illegal call to device driver: normal operation continues.

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

**Error Message** %INBAND-3-NO\_BUFFER\_POOLS: Initialization of private buffer pools failed

**Explanation** Private buffer pools were not created for etsec ibc.

**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** %INBAND-3-TOOBIG: An attempt made to send giant packet on [chars] ([dec] bytes from [hex], max allowed [dec])

**Explanation** An attempt was made to send an oversized packet.

**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.

## INBAND-6

**Error Message** %INBAND-6-UNAVAILABLE: Bad idb for vector %s: %s vlan %d total %d

**Explanation** Bad idb returned from get\_l3\_swidb

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

## INBAND\_or\_EOBC-3

**Error Message** %INBAND\_or\_EOBC-3-UNAVAILABLE: Invalid send operation (packet on %s)

**Explanation** Internal error caused illegal call to device driver:normal operation continues

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

## INDXOBJ-3

**Error Message** %INDXOBJ-3-UNAVAILABLE: index object routine %s called from interrupt context

**Explanation** inappropriate index object routine called from interrupt routine.

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

## INTERFACE\_API Messages

This section contains binary API for the interface descriptor block messages.

### INTERFACE\_API-1

**Error Message** %INTERFACE\_API-1-NOMOREHWIDBNUMBERS: No more hardware IDB numbers can be issued. The maximum allowed numbers, [dec], has been reached for this platform.

**Explanation** No more hardware IDB numbers can be issued. The maximum allowed number has been reached for this platform.

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

**Error Message** %INTERFACE\_API-1-NOMORESUIDBNUMBERS: No more software IDB numbers can be issued. The maximum allowed numbers, [dec], has been reached for this platform.

**Explanation** No more software IDB numbers can be issued. The maximum allowed number has been reached for this platform.

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

## INTERFACE\_API-3

**Error Message** %INTERFACE\_API-3-CANNOTGETMTU: Error [dec] received while getting MTU: [chars]. Using default [int]

**Explanation** A software error has occurred while attempting to retrieve the MTU value from the interface.

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

**Error Message** %INTERFACE\_API-3-IFNUMTOIDBERROR: Error occurred while using the ifnum to idb table for interface [chars], if number [dec], during [chars]

**Explanation** A software error has occurred. An operation on the interface number to the IDB mapping table could not be performed successfully.

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

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

**Error Message** %INTERFACE\_API-3-INVALIDSUBBLOCKPARAMETERS: Invalid subblock parameters for [chars] were supplied.

**Explanation** An internal software error occurred.

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

**Error Message** %INTERFACE\_API-3-NOADDSUBBLOCK: The [chars] subblock named [chars] was not added to [chars]

**Explanation** A software error has occurred. IDB subblocks could not be added.

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

**Error Message** %INTERFACE\_API-3-SUBNUMDBERR: subnum [hex] error in [chars]

**Explanation** A software error has occurred.

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

## INTERFACE\_API-4

**Error Message** %INTERFACE\_API-4-UNAVAILABLE: %s may not be referencing the correct swidb

**Explanation** An internal software error occurred.

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

**Error Message** %INTERFACE\_API-4-UNAVAILABLE: A error occurred while using the Index Table utility for %s.

**Explanation** A software error has occurred; this message is displayed when an Index table feature could not be used successfully.

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

**Error Message** %INTERFACE\_API-4-UNAVAILABLE: Function %s detected an invalid %s pointer of %08lX, ignoring

**Explanation** A software error has occurred, this message is displayed when an invalid pointer is detected.

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



**Error Message** %INTERFACE\_API-4-UNAVAILABLE: pak-if\_input is not initialized

**Explanation** An internal software error occurred.

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

**Error Message** %INTERFACE\_API-4-UNAVAILABLE: pak-if\_output is not initialized

**Explanation** An internal software error occurred.

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

## INTF\_SYNC-2

**Error Message** %INTF\_SYNC-2-UNAVAILABLE: %s

**Explanation** A software error occurred during initialization of the Interface Sync RF subsystem

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

## INTF\_SYNC-3

**Error Message** %INTF\_SYNC-3-UNAVAILABLE: Incorrectly formatted message (0x%x, 0x%x) received by %s

**Explanation** Inconsistent message data was received from the peer CPU, possibly due to an incompatible image version.

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

**Error Message** %INTF\_SYNC-3-UNAVAILABLE: Unable to transmit message type %d from %s

**Explanation** A transmit error occurred while sending msg to other CPU, due to msg translation

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

**Error Message** %INTF\_SYNC-3-UNAVAILABLE: Unable to transmit message type %d from %s

**Explanation** A transmit error occurred while sending msg to other CPU, due to non-availability of buffer

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

**Error Message** %INTF\_SYNC-3-UNAVAILABLE: Unknown message type 0x%x received by %s

**Explanation** An unknown message type was received from the peer CPU, possibly due to an incompatible image version.

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

## INTF\_SYNC-5

**Error Message** %INTF\_SYNC-5-UNAVAILABLE: Msgtype %s sent by %s unsupported by peer.

**Explanation** Peer responded that it didn't recognize a message sent by this CPU, possibly due to a different image version.

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

## INTR\_MGR Messages

This section contains interrupt manager messages.

**Error Message** %INTR\_MGR-3-BURST: [chars] [chars] [[dec]]

**Explanation** A burst of hardware interrupts of the specified type has occurred.

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

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

**Error Message** %INTR\_MGR-3-INTR: [chars] [chars]

**Explanation** The specified interrupt event has been detected.

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

**Error Message** %INTR\_MGR-3-MAXBURST: [chars] [chars] [[dec]]

**Explanation** The specified hardware interrupt has exceeded the maximum allowed number of bursts.

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

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

## IOCARD-3

**Error Message** %IOCARD-3-UNAVAILABLE: %s in slot%d is not supported on %s chassis

**Explanation** The software identified and disabled the FE on the I/O card

**Recommended Action** No action required.

**Error Message** %IOCARD-3-UNAVAILABLE: IO card discovered in non-zero slot %d

**Explanation** An IO card was detected in a non-zero slot.

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

## IOS\_LICENSE-2

**Error Message** %IOS\_LICENSE-2-UNAVAILABLE: No memory available for %s

**Explanation** The Ios licensing subsystem could not obtain the memory it needed.

**Recommended Action** If this error message recurs, attempt to reduce memory usage by reducing the number of router features, or interfaces, enabled. Alternatively, add more memory. To display total memory usage for a router enter **show memory summary** at the privileged command line prompt. To display buffer usage enter **show buffers** at the prompt.

**Error Message** %IOS\_LICENSE-2-UNAVAILABLE: No valid license available to run any feature

**Explanation** The Ios licensing subsystem could not get a valid license to run any feature on the box, please purchase a license.

**Recommended Action** Purchase a valid license to run the features you require on the box. You should contact the cisco portal or a TAC engineer to get a license. You can do a **show license** at the privileged command line prompt to get the list of available feature in the box

## IOS\_LICENSE-3

**Error Message** %IOS\_LICENSE-3-UNAVAILABLE: %s

**Explanation** The ios licensing subsystem failed to create a process/watched boolean etc to watch request from the remote show subsys license commands

**Recommended Action** please capture the error msg and forward it to the appropriate licensing component

**Error Message** %IOS\_LICENSE-3-UNAVAILABLE: %s failed

**Explanation** The rttys calls in the Ios licensing subsystem failed for some reason, please capture the error msg and forward it to the appropriate licensing component

**Recommended Action** please capture the error msg and forward it to the appropriate licensing component

**Error Message** %IOS\_LICENSE-3-UNAVAILABLE: %s failed with an error = %s

**Explanation** The ipc calls in the Ios licensing subsystem failed for some reason, please capture the error msg and forward it to the appropriate licensing component

**Recommended Action** please capture the error msg and forward it to the appropriate licensing component

**Error Message** %IOS\_LICENSE-3-UNAVAILABLE: an unknown message type was received, dropping it, msg\_type = %d

**Explanation** Ios licensing subsystem received a msg type which it does not recognizes or support

**Recommended Action** please capture the error msg and forward it to the appropriate licensing component.

## IOS\_LICENSE\_IMAGE\_APPLICATION-3

**Error Message** %IOS\_LICENSE\_IMAGE\_APPLICATION-3-UNAVAILABLE: %s

**Explanation** The ios image licensing subsystem received an event for an unknown version of a feature

**Recommended Action** please capture the error msg and forward it to the appropriate licensing component

**Error Message** %IOS\_LICENSE\_IMAGE\_APPLICATION-3-UNAVAILABLE: %s

**Explanation** The ios image licensing subsystem received an event which it does not understand or recognizes

**Recommended Action** please capture the error msg and forward it to the appropriate licensing component

**Error Message** %IOS\_LICENSE\_IMAGE\_APPLICATION-3-UNAVAILABLE: %s

**Explanation** The ios licensing subsystem failed to create a process/watched boolean etc to watch request from the remote show subsys license commands

**Recommended Action** please capture the error msg and forward it to the appropriate licensing component

## IOS\_LICENSE\_IMAGE\_APPLICATION-6

**Error Message** %IOS\_LICENSE\_IMAGE\_APPLICATION-6-UNAVAILABLE: %s %s.

**Explanation** There is no valid license available on the box and we are running on a default feature

**Recommended Action** please purchase a license to activate required features

**Error Message** %IOS\_LICENSE\_IMAGE\_APPLICATION-6-UNAVAILABLE: EULA must be accepted for license level = %s

**Explanation** This is an informational message to inform user that the user needs to reissue the command from an interactive terminal

**Recommended Action** This is an informational message, no action is required

**Error Message** %IOS\_LICENSE\_IMAGE\_APPLICATION-6-UNAVAILABLE: Module name = %s Next reboot level = %s and License = %s

**Explanation** This is an informational message to display the change in the next reboot license level

**Recommended Action** This is an informational message, no action is required

**Error Message** %IOS\_LICENSE\_IMAGE\_APPLICATION-6-UNAVAILABLE: Please issue 'license boot' config command to make extension license (%s) available for use.

**Explanation** This is an informational message to info user that to make extension license available to support image level, licensing image level needs to be configured

**Recommended Action** This is an informational message, no action is required

# IP Messages

This section contains Internet Protocol (IP) messages.

## IP-3

**Error Message** %IP-3-LOOPPAK: Looping packet detected and dropped src=[IP\_address], dst=[IP\_address], hl=[int], tl=[int], prot=[int], port=[int], dport=[int] in=[chars], nexthop=[IP\_address], out=[chars] options=[chars]

**Explanation** A looping packet was detected. A common cause is a misconfiguration of an IP helper address. The helper address should be the same address as that of the server of the intended service. Putting the address of the router in the helper address causes a routing loop to be created.

**Recommended Action** To resolve this issue, analyze the source and destination address of the looped packets. Verify that the configuration of IP helper addresses in the switch correctly point to the right device (for example the DHCP server, the DNS server, or WINS server).

**Error Message** %IP-3-MAXIRDP: Attempt to send IRDP to proxies exceeding configurable limit: [dec], interface: [chars], secondary = [dec], proxy = [dec]

**Explanation** The sum of configured secondary addresses and configured proxy addresses exceeds the number of total addresses that the IRDP can support in its implementation.

**Recommended Action** Reduce the number of either the secondary IP addresses or proxy addresses configured for the interface.

**Error Message** %IP-3-NOOUTINTF: Output interface not available. source address: [IP\_address], destination address: [IP\_address], routing type: [int]

**Explanation** The output interface for this packet is not set.

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



## IP-4

**Error Message** %IP-4-UNAVAILABLE: Bad IP address and mask %i%m in class\_resolve()

**Explanation** An internal software error occurred.

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

**Error Message** %IP-4-UNAVAILABLE: Duplicate address %i on %s, sourced by %e

**Explanation** Another system is using your IP address.

**Recommended Action** Change the IP address of one of the two systems.

**Error Message** %IP-4-UNAVAILABLE: IP unicast reverse-path check disabled on %s

**Explanation** The IP verify unicast reverse-path feature was disabled because CEF was disabled (either through configuration or due to an internal error).

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

**Error Message** %IP-4-UNAVAILABLE: Zero MAC address for %i in ARP cache

**Explanation** An entry in the ARP cache have a NULL MAC address

**Recommended Action** If this message recurs, call your technical support representative for assistance.

## IP-5

**Error Message** %IP-5-UNAVAILABLE: %s

**Explanation** Error occurred in IP access checks.

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

**Error Message** %IP-5-UNAVAILABLE: %s

**Explanation** Error occurred in intialisation of TURBOACL.

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

**Error Message** %IP-5-UNAVAILABLE: Attempting web install from host %i

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

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

**Error Message** %IP-5-UNAVAILABLE: Selected IP address %i

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

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

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

**Error Message** %IP-5-UNAVAILABLE: Sending DNS response to %i (request was for %i)

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

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

**Error Message** %IP-5-UNAVAILABLE: Terminating DNS process

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

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

## IP-6

**Error Message** %IP-6-L2MCASTDROP: Layer 2 Multicast packet detected and dropped, src=[IP\_address], dst=[IP\_address]

**Explanation** Layer 2 Multicast packet with Layer3 Unicast Destination was dropped.

**Recommended Action** No action is required.

**Error Message** %IP-6-PHYBCASTDROP: Physical broadcast packet detected and dropped, src=[IP\_address], dst=[IP\_address]

**Explanation** Layer 2 Broadcast packet with Layer3 Unicast Destination was dropped.

**Recommended Action** No action is required.

## IPA-3

**Error Message** %IPA-3-UNAVAILABLE: %s: invalid mailbox command: %02X

**Explanation** A subsystem attempted to register a mailbox command that is out of range.

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

**Error Message** %IPA-3-UNAVAILABLE: %s: unknown mailbox command: %02X %02X %02X %02X

**Explanation** The channel port adapter sent a mailbox command that the driver did not expect. This may occur if there is a version mismatch between the system image and the microcode.

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

**Error Message** %IPA-3-UNAVAILABLE: Port IO %s process terminating.

**Explanation** Unexpected termination of a port io process.

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

**Error Message** %IPA-3-UNAVAILABLE: bay [%s] mailbox response timed out after (%u + %u) usecs, mbx=%08X

**Explanation** A mailbox command sent from driver to the channel port adapter never completed within the expected time limit. As a result of this error, the channel port adapter driver will reset the port adapter and reload microcode to it.

**Recommended Action** The reset and reload rectified the problem. If that did not occur, then try the **microcode reload** operation again. If the error still occurs, record the output from the following commands:

- **show tech**
- **dir slot0:**
- **dir slot1:**
- **show log**

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

**Error Message** %IPA-3-UNAVAILABLE: bay [%u] failed to establish %s connection (%04X)

**Explanation** An attempt to establish the console or debugger connection with the channel port adapter failed.

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

# IPACCESS Messages

This section contains IP security messages.

## IPACCESS-2

**Error Message** %IPACCESS-2-NOMEMORY: Alloc fail for acl-config buffer. Disabling distributed mode on lc

**Explanation** Unable to malloc a buffer to send access-list configuration down to linecards.

**Recommended Action** Enter a show chunks command and report the output, along with this error message, to your technical support representative.

**Error Message** %IPACCESS-2-UNAVAILABLE: Alloc fail for acl-config buffer. Disabling distributed mode on lc

**Explanation** Unable to malloc a buffer to send access-list configuration down to linecards.

**Recommended Action** Enter a show chunks command and report the output, along with this error message, to your technical support representative.

**Error Message** %IPACCESS-2-UNAVAILABLE: Incorrect length acl ipc xdr of type=%s len=%d received

**Explanation** Received an acl message of the wrong size for that type

**Recommended Action** Report this error message, to your tech support representative.

**Error Message** %IPACCESS-2-UNAVAILABLE: Invalid request to allocate chunk of size %d

**Explanation** We only allow acl chunks of max size IPACCESS\_LARGE\_CHUNK\_SZ

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

## IPACCESS-4

**Error Message** %IPACCESS-4-INVALIDACL: Invalid ACL field: [chars] is [dec]

**Explanation** An internal software error occurred.

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

## IPC Messages

This section contains InterProcessor Communication (IPC) messages.

### IPC-2

**Error Message** %IPC-2-UNAVAILABLE: %s: Cannot send IPC message from 0x%x to 0x%x:  
info 0x%x

**Explanation** An error occurred when sending IPC message

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

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

**Explanation** A reference count is used to track the usage of IPC messages. A function increments the count when it begins to use a message and decrements it when it finishes. When the count becomes zero, the data structure is freed. This message indicates that when the count was accessed, it was found to be zero or negative.

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

**Error Message** %IPC-2-UNAVAILABLE: Boolean NULL in IPC message: %x.

**Explanation** A watched boolean that was allocated while sending the message is found to be NULL, when an ACK arrived.

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

**Error Message** %IPC-2-UNAVAILABLE: IPC port pre-closure overflow : 0x%x : 0x%x

**Explanation** An application attempts to close an ipc port when there are messages pending in retransmit queue and ipc defer table overflows.

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



**Error Message** %IPC-2-UNAVAILABLE: IPC test: %s

**Explanation** The IPC test routines.

**Recommended Action** IPC test only - no action required.

**Error Message** %IPC-2-UNAVAILABLE: Invalid IPC Zone 0x%x.

**Explanation** Some operation is attempted on a zone ID not known to IPC

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

**Error Message** %IPC-2-UNAVAILABLE: Invalid operation at interrupt level: %s %x

**Explanation** Debug Message. An IPC application has attempted an IPC action which has been prohibited from being performed at the interrupt level.

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

**Error Message** %IPC-2-UNAVAILABLE: Lock done a deleted element 0x%x

**Explanation** An internal inconsistency was found in some IPC data structures.

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

**Error Message** %IPC-2-UNAVAILABLE: Message for %x.%x has no receive queue or dispatch routine

**Explanation** The IPC user failed to provide any means of handling the received message.

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

**Error Message** %IPC-2-UNAVAILABLE: No handler for ACK with data for port %x.

**Explanation** The IPC receiver appended data to an ACK. But at the sender, there is no corresponding ACK handler.

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

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

**Explanation** The IPC protocol subsystem could not obtain the memory it needed.

**Recommended Action** If this error message recurs, attempt to reduce memory usage by reducing the number of router features, or interfaces, enabled. Alternatively, add more memory. To display total memory usage for a router enter **show memory summary** at the privileged command line prompt. To display buffer usage enter **show buffers** at the prompt. To display IPC usage enter **show ipc queue** at the prompt

**Error Message** %IPC-2-UNAVAILABLE: Unlock done on already unlocked element 0x%x

**Explanation** An internal inconsistency was found in some IPC data structures.

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

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

## IPC-3

**Error Message** %IPC-3-INVALID\_PORT\_INFO: Invalid port\_info in the retry queue message - SRC\_PORT = [hex], DEST\_PORT = [hex], MSG\_TYPE = [hex]

**Explanation** The IPC protocol subsystem detected that the port information is inconsistent. The port information is probably already freed by the application.

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

**Error Message** %IPC-3-ISSU\_API\_ERR: [chars] failed with error code [dec]

**Explanation** An ISSU API could not perform an operation for the IPC layer. The message text includes the error code from ISSU library.

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

**Error Message** %IPC-3-ISSU\_ERROR: [chars] failed with error code [dec] for seat [hex]

**Explanation** An ISSU API could not perform an operation for the IPC layer. The message text includes the error code from ISSU library.

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

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

## IPC-4

**Error Message** %IPC-4-MSGMAXTIMEOUT: Invalid maximum timeout value [dec] seconds; Period - [dec]; Retries - [dec]

**Explanation** The maximum message timeout for an IPC message exceeds 2 minutes.

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

**Error Message** %IPC-4-NOPORT: Port Not Found. [hex] --> [hex], Index:[hex], Seq: [dec], flags: [hex], size: [dec]

**Explanation** IPC received a message which is destined for a port that cannot be found by IPC.

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

**Error Message** %IPC-4-UNAVAILABLE: Failed for message size %d

**Explanation** System unable to allocate IPC message of required size.

**Recommended Action** If this error message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative with the gathered information. To display total memory usage for a router enter **show memory summary** at the privileged command line prompt. To display buffer usage enter **show buffers** at the prompt. To display IPC usage enter **show ipc queue** at the prompt

**Error Message** %IPC-4-UNAVAILABLE: Invalid maximum timeout value %d seconds; Period - %d; Retries - %d

**Explanation** The maximum message timeout for an IPC message exceeds 2 minutes

**Recommended Action** Capture 'sh version' and contact TAC

**Error Message** %IPC-4-UNAVAILABLE: Port Not Found. %x -- %x, Index:%x, Seq: %d, flags: %x, size: %d

**Explanation** IPC Received a message which is destined for a port that cannot be found by IPC

**Recommended Action** Capture 'sh ipc status', 'sh ipc ports' and 'deb ipc errors' outputs and contact TAC

## IPC-5

**Error Message** %IPC-5-UNAVAILABLE: %d messages pending in %s for the port %s(%x.%x) seat %x

**Explanation** Several IPC messages are pending to be processed. If the number increases, it may result in the IPC header cache or buffers being exhausted.

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

**Error Message** %IPC-5-UNAVAILABLE: %s %s=0x%x %s=0x%x

**Explanation** IPC failed to register the control port

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

**Error Message** %IPC-5-UNAVAILABLE: %s %s=0x%x, %s 0x%x

**Explanation** IPC module could not find an IPC entity that is expected to be existing always

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

**Error Message** %IPC-5-UNAVAILABLE: %s

**Explanation** IPC API is called with invalid argument.

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

**Error Message** %IPC-5-UNAVAILABLE: %s

**Explanation** IPC message returned is Null

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

**Error Message** %IPC-5-UNAVAILABLE: %s Dest Port 0x%x Session 0x%x Source 0x%x

**Explanation** While processing an incoming message, IPC encountered invalid data in its internal data structures.

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

**Error Message** %IPC-5-UNAVAILABLE: %s: Flow control callback function is not provided by IPC Client %s

**Explanation** An IPC application cannot be controlled if flow need to be slowed down. This might result in drop of IPC packets

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

**Error Message** %IPC-5-UNAVAILABLE: Cannot hold RPC message port: %#x, index: %d, type: %#x

**Explanation** An RPC request for an application could not be added to the RPC request table because pending requests have filled the RPC request table.

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

**Error Message** %IPC-5-UNAVAILABLE: Failed to initialize IPC client

**Explanation** An IPC application cannot be initialized because its initialization function does not appear in the IPC initialization list.

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

**Error Message** %IPC-5-UNAVAILABLE: Invalid registration

**Explanation** An IPC application has attempted to register NULL function in the IPC initialization list.

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



**Error Message** %IPC-5-UNAVAILABLE: Passed Null backpressure handler

**Explanation** IPC cannot register application's NULL function in the IPC Backpressure handler list.

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

**Error Message** %IPC-5-UNAVAILABLE: Q=0x%x %s %d

**Explanation** IPC queue is full.

**Error Message** OUTPUT\_INTERPRETER%IPC-5-UNAVAILABLE: Send message to peer for %s failed. Reason: %s

**Explanation** Client using IPC App Port has not been able to send message

**Recommended Action** If the reason is 'no such port', then this may be caused because of the difference in the versions of IOS running on Active and the standby. Any other reason, please collect 'sh ipc stat' 'sh ipc rpc', 'sh ipc port' on active and standby RPs and contact tac

**Error Message** %IPC-5-UNAVAILABLE: VIP-%s

**Explanation** The Cisco IOS software, running on a Versatile Interface Processor (VIP) card, generated this message. The error message has been passed to the Route Processor (RP) or Route Switch Processor (RSP) for display. This message appears only if the user has configured the service slavelog command.

**Recommended Action** This is actually a Cisco IOS error message from a VIP. Handle it as indicated by the text after the 'VIP-' string in the error message.

## IPC-6

**Error Message** %IPC-6-MAXRPCTIMEOUT: Maximum RPC timeout value [dec] seconds set for port [hex]

**Explanation** The maximum RPC timeout for an IPC message exceeds the maximum expected value of 10 minutes.

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

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

**Error Message** %IPC-6-STATEFUL: %s

**Explanation** A stateful interprocess communication (IPC) event occurred.

**Recommended Action** No action is required.

## IPCGRP-3

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

**Explanation** Failed to create IPC port on RP.

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

**Error Message** %IPCGRP-3-UNAVAILABLE: %s (%u)

**Explanation** The ID associated with an IPC card is either missing, duplicated, or cannot be created.

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

**Error Message** %IPCGRP-3-UNAVAILABLE: %s (%u)

**Explanation** The IPC application tried to send a message that was larger than IPC could handle. The message was not transmitted.

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

**Error Message** %IPCGRP-3-UNAVAILABLE: %s (%u)

**Explanation** The slave IPC cannot register with master. It cannot exchange messages with the master.

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

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

**Explanation** An IPC card has registered itself to the IPC master twice. The card malfunctioned and its IPC is not active.

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

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

**Explanation** Nonblocking IPC command queue initialization failure.

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

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

**Explanation** REXEC-On IPC command failure.

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

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

**Explanation** An IPC error was detected

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

**Error Message** %IPCGRP-3-UNAVAILABLE: Cannot find hwidb for interface(%u/%u)

**Explanation** Interface identifier does not exist for the interface addressed by the corresponding IPC message.

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

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

**Error Message** %IPCGRP-3-UNAVAILABLE: Event %u from slot%u/%u: %s

**Explanation** IPC event processing operational errors.

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

**Error Message** %IPCGRP-3-UNAVAILABLE: IPC command %u (slot%u/%u): %s

**Explanation** IPC command processing operational errors.

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

**Error Message** %IPCGRP-3-UNAVAILABLE: Incorrect msg size (size=%u)

**Explanation** Wrong size of a REXEC-On IPC command.

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

**Error Message** %IPCGRP-3-UNAVAILABLE: Invalid interface(%u/%u/%u)

**Explanation** Invalid interface addressed by the corresponding IPC message.

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

**Error Message** %IPCGRP-3-UNAVAILABLE: Null %s ipc message

**Explanation** An empty IPC message, which is not expected to be received.

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

**Error Message** %IPCGRP-3-UNAVAILABLE: Received empty ipc rexec cmd message

**Explanation** REXEC-On IPC command failure.

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

**Error Message** %IPCGRP-3-UNAVAILABLE: System call for command %u (slot%u/%u) : %s  
(Cause: %s)

**Explanation** IPC kernel system call error.

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

## IPCOIR-3

**Error Message** %IPCOIR-3-UNAVAILABLE: Card in slot %d/%d has an invalid card type in IDPROM

**Explanation** The linecard IDPROM is unprogrammed or has failed.

**Recommended Action** Contact customer support.

**Error Message** %IPCOIR-3-UNAVAILABLE: Couldn't load %s...

**Explanation** The indicated image is inaccessible

**Recommended Action** Check the filename.

**Error Message** %IPCOIR-3-UNAVAILABLE: IPC failed (%s) %s slot %u/%u

**Explanation** The IOS IPC protocol reported an unexpected error.

**Recommended Action** Make sure the indicated card is still plugged in.

**Error Message** %IPCOIR-3-UNAVAILABLE: Image version stamp missing

**Explanation** The loaded image did not contain a recognizable version stamp

**Recommended Action** Replace the image with known-good bits, and try again.

**Error Message** %IPCOIR-3-UNAVAILABLE: Incorrect API message version 0x%x

**Explanation** The linecard and IOS images are badly out of phase.

**Recommended Action** Contact customer support.

**Error Message** %IPCOIR-3-UNAVAILABLE: Incorrect message version obj 0x%x op 0x%x version 0x%x

**Explanation** The linecard and IOS images are badly out of phase.

**Recommended Action** Contact customer support.

**Error Message** %IPCOIR-3-UNAVAILABLE: Remote server refused to load slot %u/%u

**Error Message** %IPCOIR-3-UNAVAILABLE: TFTP of %s from %s failed...

**Explanation** The indicated image is inaccessible

**Recommended Action** Check file permissions, network connectivity.

**Error Message** %IPCOIR-3-UNAVAILABLE: Unable to create driver plugin in slot %d/%d.

**Explanation** A valid linecard driver plugin create failed.

**Recommended Action** Perhaps a memory allocation failure, should not happen.

**Error Message** %IPCOIR-3-UNAVAILABLE: Unable to get an IPC msg buffer in %d tries: slot %u/%u

**Explanation** The IOS IPC buffer pool was empty for a sustained period of time.

**Recommended Action** Install more processor SDRAM in the PRE.

**Error Message** %IPCOIR-3-UNAVAILABLE: Unable to initialize PRE ports.

**Explanation** The PRE plugin init sequence failed.

**Recommended Action** Determine and fix cause.

**Error Message** %IPCOIR-3-UNAVAILABLE: Unable to preanalyze driver plugin in slot %d/%d.

**Explanation** A valid linecard driver preanalyze failed.

**Recommended Action** Possibly incompatible card types

**Error Message** %IPCOIR-3-UNAVAILABLE: Unsupported card type (0x%x) in slot %d/%d.

**Explanation** The linecard is not supported by this version of IOS

**Recommended Action** Contact customer support.



## IPCOIR-4

**Error Message** %IPCOIR-4-UNAVAILABLE: Get IPC msg buf failed %d time(s): slot %u/%u  
- retry in %d sec

**Explanation** The IOS IPC buffer pool was temporarily empty.

**Recommended Action** Consider installing more processor SDRAM in the PRE.

## IPC\_RPM-3

**Error Message** %IPC\_RPM-3-UNAVAILABLE: %s %s

**Explanation** The ID associated with an IPC card is either missing, duplicated, or cannot be created.

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

**Error Message** %IPC\_RPM-3-UNAVAILABLE: %s (%d)

**Explanation** An invalid IPC message was received during cc command execution

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

**Error Message** %IPC\_RPM-3-UNAVAILABLE: %s (%d)

**Explanation** The IPC application tried to send a message that was larger than IPC could handle. The message was not transmitted.

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

**Error Message** %IPC\_RPM-3-UNAVAILABLE: %s

**Explanation** IPC card registered itself to the IPC master twice.

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

**Error Message** %IPC\_RPM-3-UNAVAILABLE: %s

**Explanation** The IPC ran out of memory buffers.

**Recommended Action** Reduce the number of applications currently running on the IPC. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %IPC\_RPM-3-UNAVAILABLE: WARNING: ECC Single Bit Error Correction

**Explanation** A ECC Single Bit Error was detected and corrected.

**Recommended Action** Use the command 'debug rpm ecc' to look at the total number of ECC errors since the system was booted. 'debug rpm ecc count' will set the number of ECC errors that will cause a Switch Over.

## IPC\_RSP\_CBUS-3

**Error Message** %IPC\_RSP\_CBUS-3-UNAVAILABLE: %s (%d)

**Explanation** System controller Bengal has reported an error/event

**Recommended Action** Read error reports. SBE are generally not fatal. Most others are

**Error Message** %IPC\_RSP\_CBUS-3-UNAVAILABLE: %s (%d)

**Explanation** The ID associated with an IPC card is either missing, duplicated, or cannot be created.

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

**Error Message** %IPC\_RSP\_CBUS-3-UNAVAILABLE: %s (%d)

**Explanation** The IPC application tried to send a message that was larger than IPC could handle. The message was not transmitted.

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

**Error Message** %IPC\_RSP\_CBUS-3-UNAVAILABLE: %s

**Explanation** An IPC card has registered itself to the IPC master twice. The card malfunctioned and its IPC is not active.

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

**Error Message** %IPC\_RSP\_CBUS-3-UNAVAILABLE: %s

**Explanation** The IPC ran out of memory device (MEMD) buffers.

**Recommended Action** Reduce the number of applications currently running on the IPC. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %IPC\_RSP\_CBUS-3-UNAVAILABLE: Hardware queue for card at slot %d not found

**Explanation** IPC messages cannot be transmitted due to a missing hardware queue. The messages were discarded, and subsequent messages will not be transmitted to that card.

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

## IP\_DEVICE\_TRACKING Messages

This section contains switch IP host tracking HA (IP\_DEVICE\_TRACKING) messages.

### IP\_DEVICE\_TRACKING-4

**Error Message** %IP\_DEVICE\_TRACKING-4-TABLE\_LOCK\_FAILED: Table already locked by process-id [dec] ([chars])

**Explanation** The IP device tracking table could not be updated because of another process holds a lock on the table.

**Recommended Action** No action is required.

**Error Message** %IP\_DEVICE\_TRACKING\_HA-4-ENTRY\_OUT\_OF\_SYNC: Host mac-address [enet] ip-address [IP\_address] interface [chars]

**Explanation** An inconsistency has been detected between the active supervisor engine IP device tracking table and the standby supervisor engine IP device tracking table for this host.

**Recommended Action** No action is required.

## IP\_DEVICE\_TRACKING\_HA-3

**Error Message** %IP\_DEVICE\_TRACKING\_HA-3-UNAVAILABLE: %s

**Explanation** A run-time module could not obtain the resources that are required to complete a task. The failure most likely occurred because of a software error or a lack of system memory. Additional details on the nature of the error are specified in the message text on the console or in the system log. The system state between the active and standby units might not be properly synchronized.

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

**Error Message** %IP\_DEVICE\_TRACKING\_HA-3-UNAVAILABLE: Failed to send %s message to active for %s, %s

**Explanation** The specified synchronization message, which is an internal IPC message, could not be sent to the active unit in the specified run-time module. The failure most likely occurred because of a software error. Additional details on the nature of the error are specified in the message text on the console or in the system log. The system state between the active and standby units might not be properly synchronized.

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

**Error Message** %IP\_DEVICE\_TRACKING\_HA-4-UNAVAILABLE: Host mac-address %e ip-address %i interface %s

**Explanation** An inconsistency has been detected in the IP device tracking table for this host between active and standby

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

# IPFAST Messages

This section contains IP fast-switching (IPFAST) messages.

## IPFAST-2

**Error Message** %IPFAST-2-FAILOPENIPCPORT: Could not open the IPC ports. [chars]

**Explanation** The IPFAST process could not open the IPC port to communicate to the line card or route processor.

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

**Error Message** %IPFAST-2-FASTPORTCREATEERR: Attempt to create [chars] failed after [dec] retries (last error:[chars])

**Explanation** The line card attempted to create a port to the route processor but has failed after a few retries. This condition might result in the CEF becoming disabled on the line card.

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

**Error Message** %IPFAST-2-FASTPORTOPEN: Requested to open [chars], id [int] when already open. Attempting to re-open.

**Explanation** The line card is attempting to open a port to the route processor when one is already open. This behavior could be transient but might result in multiple ports opened for the same purpose.

**Recommended Action** The router should be able to recover from this situation. If CEF problems develop for this line card, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

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

**Error Message** %IPFAST-2-FASTPORTOPENERR: Attempt to open [chars] failed after [dec] retries (last error:[chars])

**Explanation** The line card attempted to open a port to the route processor but has failed after a few retries. This condition might result in the CEF becoming disabled on the line card.

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

**Error Message** %IPFAST-2-FASTPORTREGISTERERR: Attempt to register [chars] failed after [dec] retries (last error:[chars])

**Explanation** The line card attempted to register a port to the route processor but has failed after a few retries. This condition might result in the CEF becoming disabled on the line card.

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

**Error Message** %IPFAST-2-INVALSIZE: The IP fast path received an IPC message with an invalid size(size/type - [dec]/[dec])

**Explanation** The IP fast path switching module has received an IPC message with an invalid size.

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

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

**Error Message** %IPFAST-2-MSGDROP: IPC queue limit is reached and message is dropped.  
queue limit = [dec] cumulative drops = [dec]

**Explanation** The IPC raw queue limit for IP fast path has been reached.

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

## IPFAST-3

**Error Message** %IPFAST-3-UNAVAILABLE: Cache update request at interrupt level:  
%i(%s) -%i(%s)

**Explanation** A programming error occurred.

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

**Error Message** %IPFAST-3-UNAVAILABLE: Found existing %s specific entry %i%m..%m-%i  
(%s) when attempting to create %i%d..%d-%i (%s)

**Explanation** Problems related to the IP route cache triggered this debugging message.

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

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

**Error Message** %IPFAST-3-UNAVAILABLE: Invalid cache destination %i/%d

**Explanation** The system attempted to add a cache entry for an invalid address.

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

## IPFAST-4

**Error Message** %IPFAST-4-UNAVAILABLE: Attempt to create %s failed. Will be retried %d times (last error:%s)

**Explanation** The Linecard is attempting to create a port to the Route processor but has failed. This could be a transient behavior and hence retries will be attempted

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



**Error Message** %IPFAST-4-UNAVAILABLE: Attempt to open %s failed. Will be retried %d times (last error:%s)

**Explanation** The Linecard is attempting to open a port to the Route processor but has failed. This could be a transient behavior and hence retries will be attempted

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

**Recommended Action** %IPFAST-4-UNAVAILABLE: Attempt to open the IPC ports failed. %s

**Explanation** ipfast failed an attempt to open the ipc port to communicate to the LC/RRP/SP.

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

**Error Message** %IPFAST-4-UNAVAILABLE: Attempt to register %s failed. Will be retried %d times (last error:%s)

**Explanation** The Linecard is attempting to register a port to the Route processor but has failed. This could be a transient behavior and hence retries will be attempted

**Recommended Action** The router should be able to recover from this situation. If CEF gets disabled for this line card, copy the error message exactly as it appears and report it to your Cisco technical support representative

**Error Message** %IPFAST-4-UNAVAILABLE: Error invalidating IP fast cache due to memory shortage

**Explanation** Running short of memory triggered this debugging message. This could result in wrong switching decisions.

**Recommended Action** The router memory should be upgraded and if the problem persists copy the error exactly as it appears and report it to your technical support representative.

**Error Message** %IPFAST-4-UNAVAILABLE: Error trying to delete prefix entry for %i/%d (expected %#x, got %#x)

**Explanation** Problems related to the IP route cache triggered this debugging message.

**Recommended Action** The router should correct for this error. If the router cannot forward packets properly or is experiencing other problems, copy the error message exactly as it appears and report it to your Cisco technical support representative.

**Error Message** %IPFAST-4-UNAVAILABLE: Error trying to insert prefix entry for %i/%d (expected %#x, got %#x)

**Explanation** Problems related to the IP route cache triggered this debugging message.

**Recommended Action** The router should correct for this error. If the router cannot forward packets properly or is experiencing other problems, copy the error message exactly as it appears and report it to your Cisco technical support representative.

## IPFAST-5

**Error Message** %IPFAST-5-SUCCEEDOPENIPCPORT: Attempt to open the IPC ports succeeded. [chars]

**Explanation** The IP fast switching has succeeded in an attempt to open the IPC port to communicate with the line card or route processor.

**Recommended Action** No action is required.

## IPFAST-6

**Error Message** %IPFAST-6-UNAVAILABLE: Cache invalidation request for %s

**Explanation** The system is invalidating all cache requests for a given interface.

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

**Error Message** %IPFAST-6-UNAVAILABLE: Packet too short from %i, datagram size %d, ttl %d

**Explanation** An IP packet which is too short was received

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

## IPFLOW-2

**Error Message** %IPFLOW-2-UNAVAILABLE: Error initializing Flow Export Template Table

**Explanation** Initialization of the Flow export template table could not be accomplished because of a low memory condition.

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

**Error Message** %IPFLOW-2-UNAVAILABLE: Error initializing Flow Export queue

**Explanation** Initialization of the Flow export queue could not be accomplished because of a low memory condition.

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

**Error Message** %IPFLOW-2-UNAVAILABLE: Error initializing Flow background process

**Explanation** Initialization of the Flow background process could not be accomplished because of a low memory condition.

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

**Error Message** %IPFLOW-2-UNAVAILABLE: Error initializing Flow feature queue

**Explanation** Initialization of the Flow feature queue could not be accomplished because of a low memory condition.

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

**Error Message** %IPFLOW-2-UNAVAILABLE: Error initializing IP flow cache

**Explanation** Initialization of the Flow cache could not be accomplished because of a low memory condition.

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

## IPFLOW-3

**Error Message** %IPFLOW-3-UNAVAILABLE: NULL

**Explanation** Flow export is disabled because export destination address matches with one of the interface's IP addresses

**Recommended Action** IP addresses of all the interfaces must be checked to make sure none of them matches with flow export destination IP address.

## IPFLOW-4

**Error Message** %IPFLOW-4-UNAVAILABLE: Error creating %s

**Explanation** Version 9 export template length is zero

**Recommended Action** LOG\_STD\_DBG\_ACTION

## IPMCAST\_LIB-3

**Error Message** %IPMCAST\_LIB-3-UNAVAILABLE: Failed to sync multicast limit state to the standby RP

**Explanation** An internal failure prevented sending of multicast limit information to the standby RP. Some multicast traffic disruption is possible following a route processor failover.

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

## IPMCAST\_LIB-4

**Error Message** %IPMCAST\_LIB-4-UNAVAILABLE: Adding %s interface '%s' denied for (%s, %s)

**Explanation** The maximum number of times the given interface appears as incoming or outgoing for some multicast state is reached.

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

## IP\_HOST\_ISSU Messages

This section contains IP host in-service software upgrade (ISSU) messages.

## IP\_HOST\_ISSU-2

**Error Message** %IP\_HOST\_ISSU-2-GET\_BUFFER: IP Host ISSU client failed to get buffer for message. Error: %d (%s)

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

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

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

**Error Message** %IP\_HOST\_ISSU-2-INIT: IP Host ISSU client initialization failed to %s.  
Error: %d (%s)

**Explanation** The IP host ISSU client could not be initialized. This initialization failure must be addressed before an in-service software upgrade or downgrade can be performed successfully. Otherwise, a software upgrade or downgrade will result in downtime.

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

**Error Message** %IP\_HOST\_ISSU-2-SEND\_NEGO\_FAILED: IP Host ISSU client failed to send negotiation message. Error: %d (%s)

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

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

**Error Message** %IP\_HOST\_ISSU-2-SESSION\_NEGO: IP Host ISSU client encountered unexpected client nego\_done. Error: %d (%s)

**Explanation** The IP host ISSU client encountered a client negotiation done state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

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

**Error Message** %IP\_HOST\_ISSU-2-SESSION\_REGISTRY: IP Host ISSU client failed to register session information. Error: %d (%s)

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

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

## IP\_HOST\_ISSU-3

**Error Message** %IP\_HOST\_ISSU-3-CAP\_INVALID\_SIZE: IP\_HOST ISSU client capability list is empty.

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

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

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

**Error Message** %IP\_HOST\_ISSU-3-CAP\_NOT\_COMPATIBLE: IP Host ISSU client capability exchange result incompatible.

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

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

**Error Message** %IP\_HOST\_ISSU-3-INVALID\_SESSION: IP Host ISSU client does not have a valid registered session.

**Explanation** The IP host ISSU client does not have a valid registered session.

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

**Error Message** %IP\_HOST\_ISSU-3-MSG\_NOT\_OK: IP Host ISSU client 'Message Type %d' is not compatible

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

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

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

**Error Message** %IP\_HOST\_ISSU-3-MSG\_SIZE: IP Host ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)

**Explanation** The IP host ISSU client was unable to calculate the MTU for the specified message. As a result, the client is not able to send the message to the standby device.

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

**Error Message** %IP\_HOST\_ISSU-3-SESSION\_UNREGISTRY: IP Host ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The IP host ISSU client failed to unregister session information.

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



**Error Message** %IP\_HOST\_ISSU-3-TRANSFORM\_FAIL: IP Host ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

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

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

## IPMCAST\_LIB Messages

This section contains IP multicast library messages.

### IPMCAST\_LIB-4

**Error Message** %IPMCAST\_LIB-4-RPF\_DEPTH\_ERR: Depth for rpf lookup greater than [dec] for [chars]

**Explanation** The number of recursions for resolution of a given route has exceeded the allowed maximum. This is usually due to misconfiguration.

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

**Error Message** %IPMCAST\_LIB-4-RPF\_STATIC\_ERR: No match for RIB static route [ipv6\_addr]/[dec] in static table for root [ipv6\_addr]

**Explanation** An internal error has occurred.

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

## IPMCAST\_LIB-6

**Error Message** %IPMCAST\_LIB-6-TIMER\_BUSY: Timer drift is accumulating, [dec] msec

**Explanation** There is large amount of processing load and the timers are accumulating delay.

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

## IPMCAST\_LIB\_RPF

**Error Message** %IPMCAST\_LIB\_RPF-3-INTERNAL\_ERROR: An internal error has occurred while obtaining RPF information (%s)

**Explanation** RPF handling Internal error

**Recommended Action** If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %IPMCAST\_LIB\_RPF-3-RIB\_REGISTER\_FAIL: Failed to register with RIB, multicast RPF lookups will notfunction

**Explanation** Multicast could not register with RIB to obtain RPF information later. This will cause severe problem when there is multicast traffic flow, since it will not be possible to obtain RPF information

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

**Error Message** %IPMCAST\_LIB\_RPF-3-RW\_INIT\_FAIL: Failed to START/STOP Route-watch debugging for '%s'

**Explanation** Multicast could not START or STOP Route-watch debugging for the specific Address-family (IPv4/IPv6), listed.

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

**Error Message** %IPMCAST\_LIB\_RPF-3-RW\_START\_FAIL: Error trying to start RPF route watch for prefix %s in table %u (%s), RPF information will not be obtained

**Explanation** An internal error has occurred while trying to obtain RPF information for a prefix. As a result, subsequent changes in RPF information for the prefix will also not be obtained. This will impact the multicast traffic flow for this prefix

**Recommended Action** If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %IPMCAST\_LIB\_RPF-3-STOP\_FAIL: Error trying to stop RPF watch for a prefix

**Explanation** Internal error has occurred while trying to stop obtaining RPF change information

**Recommended Action** If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %IPMCAST\_LIB\_RPF-4-RIB\_UNREGISTER\_FAIL: Multicast failed to unregister with RIB

**Explanation** Multicast could not unregister with RIB when multicast is disabled. There will not be any existing traffic flow since multicast is already disabled. However if enabled again, and if problem is seen with multicast traffic flow, it should be reported

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

**Error Message** %IPMCAST\_LIB\_RPF-4-RTMGR\_TOPO\_ERR: Unexpected error accessing topology specific information

**Explanation** An internal error has occurred while accessing topology specific information. The RPF information may not be obtained, resulting in problems with multicast flows

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

**Error Message** %IPMCAST\_RPF-3-INTERNAL\_ERROR: An internal error has occurred while obtaining RPF information (%s)

**Explanation** RPF handling Internal error

**Recommended Action** If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %IPMCAST\_RPF-4-FOREIGN\_VRF: RPF for %i (VRF %s) resolves in a foreign VRF (%s)

**Explanation** RPF resolves in a foreign VRF without specifying any encapsulation OR non-IP transport, multicast cannot handle this, hence a tree will no be built. This could be a temporary condition, but if the error persist, check your routing configuration

**Recommended Action** If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %IPMCAST\_RPF-4-RPF\_LOOKUP\_LOOP: RPF route lookup loop for %i

**Explanation** A routing loop occurred during the recursive resolution of an RPF address

**Recommended Action** Check routing tables used for RPF.

## IPMOBILE-2

**Error Message** %IPMOBILE-2-UNAVAILABLE: IPMOBILE assertion failed: %s

**Explanation** The software detected an inconsistency. This is considered a serious error. The router attempts to continue, but IP Mobility processing may be impaired.

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

## IPMOBILE-3

**Error Message** %IPMOBILE-3-UNAVAILABLE: Unable to open socket

**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.

## IPM\_C54X-1

### Recommended Action

**Error Message** %IPM\_C54X-1-UNAVAILABLE: DSP %d, packet (size %d) too big.

**Explanation** A packet greater than the 256 bytes received on this interface.

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

**Error Message** %IPM\_C54X-1-UNAVAILABLE: No more ring descriptors available on %d slot.

**Explanation** The DSP driver cannot queue messages up to the dma engine for transmit.

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

**Error Message** %IPM\_C54X-1-UNAVAILABLE: dsp %d NOT RESPONDING.

**Explanation** The DSP driver cannot queue messages up to the dma engine for transmit.

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

## IPM\_C54X-3

**Error Message** %IPM\_C54X-3-UNAVAILABLE: %d SPMM Modules to support this configuration

**Explanation** Certain configurations require more than 1 SPMM module

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

**Error Message** %IPM\_C54X-3-UNAVAILABLE: %s Unable to download the Application overlay firmware. Status returned 0x%x

**Explanation** Error initializing the DSP with the application/overlay firmware.

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

**Error Message** %IPM\_C54X-3-UNAVAILABLE: Can't get dsp resources

**Explanation** There are not enough DSP's for all the VIC's in the router.

**Recommended Action** There are more VIC's in the router than the DSP's can support. You need to upgrade your DSP module to get more DSP's. You can run 'show diag' to figure out how many DSP's the router has.

**Error Message** %IPM\_C54X-3-UNAVAILABLE: DSP %d Sending alarm indication

**Explanation** The dsp is indicating an unexpected event has occurred and may not continue to process calls.

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

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

**Error Message** %IPM\_C54X-3-UNAVAILABLE: DSP %d Sending alarm indication

**Explanation** The dsp is indicating that it is not able to properly initialize the port(s) it services.

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

**Error Message** %IPM\_C54X-3-UNAVAILABLE: DSP %d Unable to download the Boot loader firmware, ret = 0x%x

**Explanation** Error initializing the DSP with the bootloader firmware.

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

**Error Message** %IPM\_C54X-3-UNAVAILABLE: Epic TDM Switch failure

**Explanation** The EPIC TDM switch failed to acknowledge a command

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



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

**Error Message** %IPM\_C54X-3-UNAVAILABLE: Host is unable to transmit packets to DSP %d

**Explanation** IOS is unable to communicate with one of the DSPs

**Recommended Action** Reload the IOS image running on the host and Copy the error message exactly as it appears, and .

**Error Message** %IPM\_C54X-3-UNAVAILABLE: No buffers available for DSP buffer pool

**Explanation** Unable to allocate buffers to DSP receive buffer pool.

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

**Error Message** %IPM\_C54X-3-UNAVAILABLE: Unable to allocate IDB

**Explanation** Unable to allocate DSP Interface IDB.

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

## IPM\_C54X-4

**Error Message** %IPM\_C54X-4-UNAVAILABLE: Unsupported or Bad PVDM in SPMM slot %x

**Explanation** The type of Packet Voice DSP Module present is not supported.

**Recommended Action** You may need to replace the unsupported Packet Voice DSP Module, or upgrade to a version of IOS that supports the PVDM you have. Please refer to documentation to find out what type of PVDMs are supported with which versions on this router.

## IPM\_DSPRM-3

**Error Message** %IPM\_DSPRM-3-UNAVAILABLE: ALARM indication received from dsp %d in dsp group %d

**Explanation** DSP has failed and indicated an alarm.

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

**Error Message** %IPM\_DSPRM-3-UNAVAILABLE: BAD init config response received from dsp %d in dsp group %d

**Explanation** Initial configuration failed in dsp firmware.

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

**Error Message** %IPM\_DSPRM-3-UNAVAILABLE: BAD restart indication received from dsp %d in dsp group %d

**Explanation** DSP firmware download is not successful.

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

**Error Message** %IPM\_DSPRM-3-UNAVAILABLE: Boot loader download failed for dsp %d in dsp group %d

**Explanation** DSP boot loader firmware download is not successful.

**Recommended Action** Remove/put back DSP module or replace it

**Error Message** %IPM\_DSPRM-3-UNAVAILABLE: Could not bring DSP %d in DSP group %d in service

**Explanation** DSP did not come up after repeated attempts to download firmware.

**Recommended Action** Check if the dsp is not bad and reload the trunk. If problem persists call support

**Error Message** %IPM\_DSPRM-3-UNAVAILABLE: Insufficient DSP resources %s

**Explanation** DSP resources are not available to open a voice channel or to run a voice codec.

**Recommended Action** Check dsp resource usage and see if number of active calls exceeds the limits.

**Error Message** %IPM\_DSPRM-3-UNAVAILABLE: Port %d/%d not found in any DSP group

**Explanation** T1 port is not added to any dsp group.

**Recommended Action** Check if tdm-clock has been configured for this port.

## IPM\_NV\_EEPROM-3

**Error Message** %IPM\_NV\_EEPROM-3-UNAVAILABLE: Detected invalid NVRAM size: %d bytes

**Explanation** The detected size of NVRAM is not one of the supported sizes. The NVRAM may be bad.

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

**Error Message** %IPM\_NV\_EEPROM-3-UNAVAILABLE: Failed to erase config due to internal error

**Explanation** Password protection feature failed to erase config due to internal error

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

## IPNAT Messages

This section contains IP Network Address Translation (IPNAT) messages.

### IPNAT-4

**Error Message** %IPNAT-4-ADDR\_ALLOC\_FAILURE: Address allocation failed for [IP\_address], pool [chars] might be exhausted

**Explanation** An address could not be allocated from the IP NAT pool. This condition can cause a translation failure and might result in packets being dropped. The counter for missed packets will be incremented.

**Recommended Action** Determine if the NAT pool has been exhausted. To reuse any existing addresses in the NAT pool for new packet flows, clear the current NAT entries using the **clear ip nat translation** command.

### IPNAT-6

**Error Message** %IPNAT-6-CREATED: [chars]

**Explanation** A NAT flow entry was created.

**Recommended Action** No action is required.

**Error Message** %IPNAT-6-DELETED: [chars]

**Explanation** A NAT flow entry was deleted.

**Recommended Action** No action is required.

# IPRT Messages

This section contains IP routing (IPRT) messages.

## IPRT-2

**Error Message** %IPRT-2-UNAVAILABLE: Bad route\_compress() call, sdb= %x

**Explanation** An internal software error occurred.

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

## IPRT-3

**Error Message** %IPRT-3-UNAVAILABLE: Bad path pointer of %x for %i, %d max

**Explanation** A software error occurred.

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

**Error Message** %IPRT-3-UNAVAILABLE: Community list check with bad list %d

**Explanation** A user specified an invalid BGP community list number.

**Recommended Action** Check the system configuration to make sure that the community list specified falls within the valid range.

**Error Message** %IPRT-3-UNAVAILABLE: IP routing table creation failure - %s

**Explanation** An internal software error occurred preventing the creation of new IP routing table.

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

**Error Message** %IPRT-3-UNAVAILABLE: IP routing table limit exceeded - %s, %i%m

**Explanation** The number of routes in the named IP routing table has reached the configured limit. No further routes will be added to the table

**Recommended Action** Reduce the number of routes in the table, or reconfigure the limit

**Error Message** %IPRT-3-UNAVAILABLE: IP routing table limit warning - %s

**Explanation** The number of routes in the named IP routing table has reached the configured warning limit.

**Recommended Action** Reduce the number of routes in the table, or reconfigure the limit

**Error Message** %IPRT-3-UNAVAILABLE: No memory available for %s

**Explanation** The requested operation failed because of a low memory condition.

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

**Error Message** %IPRT-3-UNAVAILABLE: Un-installing static route %i%m from %s routing table with outgoing interface %s

**Explanation** Restricting the access of static routes that point across vrfs

**Recommended Action** Remove the static routes that are pointing across VRF interfaces

**Error Message** %IPRT-3-UNAVAILABLE: Unable to register IP Routing as a client of RF.

**Explanation** This is a severe error as far as IP routing NSF is concerned

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

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

## IPRT-4

**Error Message** %IPRT-4-ROUTECOUNTNEGATIVE: IP route counter negative - %s, %i  
Attempt: %d

**Explanation** Attempt to decrement IP route counter into negative value

**Recommended Action** Use **clear ip route \*** command to reset the route counter. If the message still comes out consistently, copy the messages exactly as they appear, and report it to your technical support representative.

**Error Message** %IPRT-4-TRACKOBJECTNONE: Illegal tracking number 0 on static route  
%i%m [%d/0] via %i, table %d, client %d

**Explanation** The tracking number 0 was assigned to a static route, but 0 is not a legal value.

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

**Error Message** %IPRT-4-UNAVAILABLE: Redistribution prefix limit has been reached %s  
- %d prefixes

**Explanation** We have reached the maximum number of redistributed prefixes

**Recommended Action** Check if redistribution of large number of prefixes is desired and has not been configured by mistake

**Error Message** %IPRT-4-UNAVAILABLE: Redistribution prefix threshold has been reached  
%s - %d prefixes

**Explanation** We have reached the threshold level of number of redistributed prefixes

**Recommended Action** Check if redistribution of large number of prefixes is desired and has not been configured by mistake

**Error Message** %IPRT-4-UNAVAILABLE: can't track this type of object

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

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

## IPSECV6 Messages

This section contains encryption feature messages.

### IPSECV6-4

**Error Message** %IPSECV6-4-UNAVAILABLE: IP protocol in packet mismatched with tunnel mode, packet from %s to %s dropped by %s

**Explanation** We tried to send an IPv4 packet into an IPsec-IPv6 tunnel, or an IPv6 packet into an IPsec-IPv4 tunnel. The tunnel cannot handle this type of packet, and so the packet is dropped.

**Recommended Action** Modify the tunnel configuration, either by removing the incorrect IP address type from the tunnel interface, or by changing the tunnel mode to match the IP address type.

**Error Message** %IPSECV6-4-UNAVAILABLE: Rec'd packet not an IPSEC packet. (ip)  
dest\_addr= %P, src\_addr= %P, 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** %IPSECv6-4-UNAVAILABLE: decaps: rec'd IPSEC packet has invalid spi for destaddr=%P, prot=%d, spi=0x%x(%d), srcaddr=%P

**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** %IPSECv6-4-UNAVAILABLE: decapsulate: packet has bad %s length destaddr=%P, 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** %IPSECv6-4-UNAVAILABLE: decapsulate: packet missing %s, destaddr=%P, 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.

## IPV6FIB-3

**Error Message** %IPV6FIB-3-UNAVAILABLE: Inconsistent global state '%s' %s

**Explanation** IPV6FIB\_INTERNAL\_ERROR

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

## IPV6FIB-4

**Error Message** %IPV6FIB-4-UNAVAILABLE: Invalid XDR length. Type/event %d/%s. XDR %d, buffer %d

**Explanation** IPV6FIB\_INTERNAL\_ERROR

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

**Error Message** %IPV6FIB-4-UNAVAILABLE: Invalid format. %s

**Explanation** IPV6FIB\_INTERNAL\_ERROR

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

**Error Message** %IPV6FIB-4-UNAVAILABLE: Missing cef idb for %s during %s

**Explanation** IPV6FIB\_INTERNAL\_ERROR

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

**Error Message** %IPV6FIB-4-UNAVAILABLE: Missing cef table for tableid %lu during %s event

**Explanation** IPV6FIB\_INTERNAL\_ERROR

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

## IP\_SNMP Messages

This section contains IP Simple Network Management Protocol (SNMP) messages.

### IP\_SNMP-4

**Error Message** %IP\_SNMP-4-UNAVAILABLE: Oversize message from %i, datagram size %u, udp length %u

**Explanation** An incoming SNMP packet had a length field so large that the system had to assume it was in error. This system made a correct reaction to bad external data. Since SNMP packets should originate from systems under the same administration, this may indicate that the network host used to originate the SNMP request had a problem in its networking layer. Alternatively, if the SNMP packet originated from outside the local administrative domain, it could indicate a failed attempt at security penetration and that site should be watched more closely.

**Recommended Action** If the origin is local, no action is required. If the origin is determined to be malicious, either contact the administrator of the originating site or install filters to prevent access by that site, as circumstances warrant.

**Error Message** %IP\_SNMP-4-UNAVAILABLE: SNMP trap source %s has no ip address

**Explanation** The user entered an snmp-server trap-source command. The interface requested for use as the source address has no ipv4 address associated with it. The SNMP trap is being sent anyway, but without the source address that the user intended.

**Recommended Action** There are two possible solutions. Either enter a no snmp-server trap-source command to disable the request for a specific source IP address, or add an IP address to the interface referenced in the snmp-server trap-source configuration command.

**Error Message** %IP\_SNMP-4-UNAVAILABLE: SNMP trap source %s has no ipv6 address

**Explanation** The user entered an snmp-server trap-source command. The interface requested for use as the source address has no ipv6 address associated with it. The SNMP trap is being sent anyway, but without the source address that the user intended.

**Recommended Action** There are two possible solutions. Either enter a no snmp-server trap-source command to disable the request for a specific source IP address, or add an IPV6 address to the interface referenced in the snmp-server trap-source configuration command.

## IPV6 Messages

This section contains IP version 6 messages.

### IPV6-3

**Error Message** %IPV6-3-(-1): Cannot start the IPv6 process; router will not process IPv6 packets.

**Explanation** The IPv6 process could not be started. This machine will not be able to process any IPv6 packets.

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

**Error Message** %IPV6-3-INTERNAL: Internal error, [chars]

**Explanation** An internal software error occurred.

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

**Error Message** %IPV6-3-INTERNAL\_PAK: Internal error ([chars]): [hex] [hex] [chars]

**Explanation** An internal software error occurred.

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

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

**Error Message** %IPV6-3-NO\_UNIQUE\_IDENTIFIER: Cannot determine an unique IPv6 identifier for the system. IPv6 will not be started.

**Explanation** An unique IPv6 Identifier could not be determined for the system. Therefore the IPv6 process will not be started. This machine will not be able to process any IPv6 packets.

**Recommended Action** Verify that there is at least one interface in this machine that supports IEEE-style addresses.

**Error Message** %IPV6-3-RIB: [chars]

**Explanation** An internal software error occurred.

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

**Error Message** %IPV6-3-UNFRAGMENTABLE: Cannot fragment packet: unfragmentable part length [dec], MTU of [dec]

**Explanation** An internal software error occurred. A single packet originated by this system could not be fragmented and has been dropped. Normal system operation continues.

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

## IPV6-4

**Error Message** %IPV6-4-DUPLICATE\_OPTIMISTIC: Duplicate address %P on %s

**Explanation** You have elected not to run duplicate address detection (DAD), but another system is using your IPv6 address.

**Recommended Action** Change the IPv6 address of one of the two systems.

**Error Message** %IPV6-4-LLA\_CONFLICT: LLA conflict for static neighbor on [chars] : [chars]

**Explanation** A neighborhood discovery (ND) message from the specified neighbor carries a link-layer address (LLA) other than the configured address.

**Recommended Action** Reconfigure the static neighbor with the correct link-layer address.

**Error Message** %IPV6-4-MAXPDB: Exceeded maximum supported IPv6 Routing Protocol instances

**Explanation** Configuration of a routing protocol has failed because it would exceed the maximum supported number of routing protocols.

**Recommended Action** Reduce the number of IPv6 routing protocol instances configured.

## IPV6-6

**Error Message** %IPV6-6-ACCESSLOGSP: list [chars]/[dec] [chars] [chars] [chars]->, [dec] packet [chars]

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** No action is required.

**Error Message** %IPV6-4-MULTICAST: Application does not support multicast destination address , packet dropped.

**Explanation** An internal software error occurred. A multicast destination address was used in an local application which does not yet handle IPv6 multicast.

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

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

## IPV6\_ACL-6

**Error Message** %IPV6\_ACL-6-ACCESSLOGSP: list %s/%d %s %s %P %s- %P, %d packet%s

**Explanation** A packet matching the log criteria for the given access list was detected.

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

**Error Message** %IPV6\_ACL-6-UNAVAILABLE: list %s/%d %s %d %P %s- %P, %d packet%s

**Explanation** A packet matching the log criteria for the given access list was detected.

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

**Error Message** %IPV6\_ACL-6-UNAVAILABLE: list %s/%d %s %s %P %s- %P (%d/%d), %d packet%s

**Explanation** A packet matching the log criteria for the given access list was detected.

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

**Error Message** %IPV6\_ACL-6-UNAVAILABLE: list %s/%d %s %s %P %s- %P, %d packet%s

**Explanation** A packet matching the log criteria for the given access list was detected.

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

**Error Message** %IPV6\_ACL-6-UNAVAILABLE: list %s/%d %s %s %P(%d) %s- %P(%d), %d packet%s

**Explanation** A packet matching the log criteria for the given access list was detected.

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

## IPV6\_ADDRESS-3

**Error Message** %IPV6\_ADDRESS-3-UNAVAILABLE: %P/%d can not be configured on %s, %s

**Explanation** An error was encountered while configuring an IPv6 address

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

**Error Message** %IPV6\_ADDRESS-3-UNAVAILABLE: Cannot determine an unique IPv6 identifier for the system.IPv6 will not be started.

**Explanation** An unique IPv6 Identifier could not be determined for the system.Therefore the IPv6 process will not be started.This machine will not be able to process any IPv6 packets.

**Recommended Action** Verify that there is at least one interface in this machine that supports IEEE-style addresses.

**Error Message** %IPV6\_ADDRESS-3-UNAVAILABLE: Cannot start an IPv6 process; router will not process IPv6 packets.

**Explanation** An IPv6 process could not be started. This machine will not be able to process any IPv6 packets.

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

**Error Message** %IPV6\_ADDRESS-3-UNAVAILABLE: Internal error, %s

**Explanation** An internal software error occurred.

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



**Error Message** %IPV6\_ADDRESS-3-UNAVAILABLE: Uninitialized interface pointer - %s

**Explanation** An internal software error occurred.

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

## IPV6\_ADDRMGR-3

**Error Message** %IPV6\_ADDRMGR-3-UNAVAILABLE: Internal error, %s

**Explanation** An internal software error occurred.

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

## IPV6\_FORWARDING-3

**Error Message** %IPV6\_FORWARDING-3-UNAVAILABLE: Cannot fragment packet: unfragmentable part length %d, MTU of %d

**Explanation** An internal software error occurred. A single packet originated by this system could not be fragmented and has been dropped. Normal system operation continues.

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

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

**Error Message** %IPV6\_FORWARDING-3-UNAVAILABLE: Cannot start an IPv6 forwarding process; router will not process IPv6 packets.

**Explanation** An IPv6 process could not be started. This machine will not be able to process any IPv6 packets.

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

**Error Message** %IPV6\_FORWARDING-3-UNAVAILABLE: Uninitialized buffer pointer - %s

**Explanation** An internal software error occurred.

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

**Error Message** %IPV6\_FORWARDING-3-UNAVAILABLE: Uninitialized interface pointer - %s

**Explanation** An internal software error occurred.

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

**Error Message** %IPV6\_FORWARDING-4-UNAVAILABLE: Application does not support multicast destination address (%P), packet dropped.

**Explanation** An internal software error occurred. A multicast destination address was used in an local application which does not yet handle IPv6 multicast.

**Recommended Action** Use a unicast address in commands on the router, if the problem persists, or you feel the command should support multicast, then please contact the TAC with the failing command line.

**Error Message** %IPV6\_ICMP-3-UNAVAILABLE: Uninitialized buffer pointer - %s

**Explanation** An internal software error occurred.

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

## IPV6\_INTF-3

**Error Message** %IPV6\_INTF-3-UNAVAILABLE: Cannot start IPv6 Interface Process.

**Explanation** The IPv6 Interface Process could not be started. Interfaces will not be enabled for IPv6 Processing. This machine will not be able to process any IPv6 packets.

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

**Error Message** %IPV6\_INTF-3-UNAVAILABLE: Internal error, %s

**Explanation** An internal software error occurred.

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

**Error Message** %IPV6\_INTF-3-UNAVAILABLE: The link MTU of %s is below the %u-byte minimum IPv6 link MTU.

**Explanation** As specified in the standard, IPv6 requires that every link has an MTU of at least 1280. Since this link's MTU is below that, IPv6 is held down on this interface.

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

**Error Message** %IPV6\_INTF-3-UNAVAILABLE: The link MTU of %s is below the %u-byte user set IPv6 link MTU.

**Explanation** The interface link MTU is below the user set IPv6 link MTU. IPv6 is held down on this interface.

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

## IPV6\_INTF-4

**Error Message** %IPV6\_INTF-4-UNAVAILABLE: High load on interface events (%s), auto-recovery complete.

**Explanation** The router has automatically recovered from a condition normally brought about by high load. If this occurs frequently, please contact the TAC.

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

## IPV6\_ND-3

**Error Message** %IPV6\_ND-3-UNAVAILABLE: Cannot start an IPv6 Neighbor Discovery process; router will not process IPv6 packets.

**Explanation** An IPv6 process could not be started. This machine will not be able to process any IPv6 packets.

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

**Error Message** %IPV6\_ND-3-UNAVAILABLE: Internal error, %s

**Explanation** An internal software error occurred.

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

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

**Error Message** %IPV6\_ND-3-UNAVAILABLE: Router %P on %s conflicting ND setting %s

**Explanation** Another router on the link sent router advertisements with conflicting parameters to ours.

**Recommended Action** Verify that all IPv6 routers on the link have the same parameters in the router advertisement for hop-limit, managed-config-flag, other-config-flag, reachable-time and ns-interval, and that preferred and valid lifetimes for the same prefix, advertised by several routers are the same. Use the command `show ipv6 interface` to list the parameters per interface.

**Error Message** %IPV6\_ND-3-UNAVAILABLE: Uninitialized data - %s

**Explanation** An internal software error occurred.

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

## IPV6\_ND-4

**Error Message** %IPV6\_ND-4-UNAVAILABLE: Duplicate address %P on %s

**Explanation** Another system is using your IPv6 address.

**Recommended Action** Change the IPv6 address of one of the two systems.

**Error Message** %IPV6\_ND-4-UNAVAILABLE: Duplicate address %P on %s

**Explanation** You have elected not to run DAD, but another system is using your IPv6 address.

**Recommended Action** Change the IPv6 address of one of the two systems.

**Error Message** %IPV6\_ND-4-UNAVAILABLE: LLA conflict for static neighbor %P on %s : %s

**Explanation** This error indicates that an ND message from the specified neighbor carries a Link Layer Address other than that configured via static neighbor

**Recommended Action** Reconfigure the static neighbor with correct LLA

**Error Message** %IPV6\_ND-4-UNAVAILABLE: Prefix %P/%d advertised in RA on %s has been previously configured on another interface

**Explanation** This warning indicates that an on-link prefix advertised in an IPv6 ND RA on the specified interface has previously been configured on another interface. The prefix will be ignored on the current prefix

**Recommended Action** Learning an on-link prefix via IPv6 ND RA when the same prefix has previously been configured on another interface indicates a likely configuration error, either on the current router or on the neighbor router advertising the ND RA. Review network topology, current router and adjacent router configuration, and correct as appropriate

**Error Message** %IPV6\_ND-4-UNAVAILABLE: Prefix %P/%d advertised in RA on %s was previously learnt on another interface

**Explanation** This warning indicates that an on-link prefix advertised in an IPv6 ND RA on the specified interface has previously been learnt from an RA on another interface. The prefix will be ignored on the current interface

**Recommended Action** Learning the same on-link prefix via IPv6 ND RA on multiple interfaces indicates a likely configuration error on adjacent routers. Review network topology and adjacent router configuration and correct as appropriate.

## IPV6\_ND-6

**Error Message** %IPV6\_ND-6-UNAVAILABLE: %P/%d can not generate auto-configured address on %s, %s%s

**Explanation** IPv6 address could not be auto-configured.

**Recommended Action** NOG\_STD\_NO\_ACTION.

## IPV6\_RIP-3

**Error Message** %IPV6\_RIP-3-UNAVAILABLE: Uninitialized interface pointer - RIPv6

**Explanation** An internal software error occurred.

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

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

## IPV6\_ROUTING-3

**Error Message** %IPV6\_ROUTING-3-UNAVAILABLE: %s

**Explanation** An internal software error occurred.

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

**Error Message** %IPV6\_ROUTING-3-UNAVAILABLE: IPv6 routing table limit exceeded - %s

**Explanation** The number of routes in the named IPv6 routing table has reached the configured limit. No further routes will be added to the table

**Recommended Action** Reduce the number of routes in the table, or reconfigure the limit.

**Error Message** %IPV6\_ROUTING-3-UNAVAILABLE: IPv6 routing table limit warning - %s

**Explanation** The number of routes in the named IPv6 routing table has reached the configured warning limit.

**Recommended Action** Reduce the number of routes in the table, or reconfigure the limit.

**Error Message** %IPV6\_ROUTING-3-UNAVAILABLE: Internal error, %s

**Explanation** An internal software error occurred.

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

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

## IPV6\_ROUTING-4

**Error Message** %IPV6\_ROUTING-4-UNAVAILABLE: Exceeded maximum supported IPv6 Routing Protocol instances

**Explanation** This error indicates that configuration of a Routing Protocol has failed because it would exceed the maximum supported number of Routing Protocols

**Recommended Action** Reduce the number of IPv6 Routing Protocol instances configured

## IPV6\_ROUTING-6

**Error Message** %IPV6\_ROUTING-6-UNAVAILABLE: IPv6 routing table limit recovered - %s

**Explanation** The number of routes in the named IPv6 routing table has fallen below the configured limit. The routing table has recovered

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

## IPX-3

**Error Message** %IPX-3-NOVNOSTART: IPX Failed to Start due to insufficient memory

**Explanation** The Novell IPX routing subsystem failed to initialize properly due to memory allocation errors, usually due to insufficient amount of available memory.

**Recommended Action** Free up memory, look for a possible memory leak, or upgrade the system to have more memory.

**Error Message** %IPX-3-UNAVAILABLE: Bad IPX server count. %s %d, %s %d

**Explanation** The internal SAP service count does not match the number of services currently present and displayed by the **show ipx servers** command.

**Recommended Action** If this message recurs, report the problem to your technical support representative, along with the output of the **show ipx servers** command taken before the message appeared and again after the message appeared.



**Error Message** %IPX-3-UNAVAILABLE: Cannot send incremental SAP update to peer on %s. Increasing output-sap-delay may help

**Explanation** An incremental SAP update could not be sent, because this might cause the SAP tables between peers to become out of synch.

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

**Error Message** %IPX-3-UNAVAILABLE: Consistency check failed for SAP table %d.

**Explanation** An internal SAP table consistency check failed.

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

**Error Message** %IPX-3-UNAVAILABLE: Duplicate SAP entry insert attempted. %s%s %s0x%x %s0x%x %s%d %s0x%x %s0x%x %s0x%x

**Explanation** An IPX SAP service entry, which is being added currently, already exists in the current internal table.

**Recommended Action** Report the error messages and the tracebacks following them to your technical support representative.

**Error Message** %IPX-3-UNAVAILABLE: IPX Failed to Start due to insufficient memory

**Explanation** The Novell IPX routing subsystem failed to initialize properly due to memory allocation errors, usually due to insufficient amount of available memory.

**Recommended Action** Free up memory, look for a possible memory leak, or upgrade the system to have more memory.

**Error Message** %IPX-3-UNAVAILABLE: Inconsistency in the %s LSP Linkage data structure detected.

**Explanation** An internal inconsistency was detected in the RDB or SRDB internal routing table structure. Specifically, a data area used by NLSP to link LSPs.

**Recommended Action** Copy and save this message. If NLSP is not running this could mean there is a software or hardware problem which is corrupting memory. If the message recurs, copy and save the messages, and call your technical support representative for assistance.

**Error Message** %IPX-3-UNAVAILABLE: Invalid number of paths (%d) for %q

**Explanation** An internal inconsistency was detected in the IPX routing table structure.

**Recommended Action** Copy and save this message. If possible, clear the IPX routing table by issuing the **clear ipx route** command. (This will result in lost connectivity until the routing table is rebuilt.) If the message recurs, copy and save the message, along with the output from the **show ipx route**, and call your technical support representative for assistance.

**Error Message** %IPX-3-UNAVAILABLE: Too many networks. The number of directly connected IPX networks cannot exceed %d

**Explanation** The limit of connected IPX networks has been reached. Additional IPX interfaces cannot be configured.

**Recommended Action** Do not configure IPX on additional interfaces. Remove IPX configuration commands from inactive interfaces.

**Error Message** %IPX-3-UNAVAILABLE: Unsupported SAP type for EIGRP being %s - type %x

**Explanation** There are two types of service access points (SAPs)-general queries and general responses. This message is sent when you receive or attempt to send an SAP with a type code which is not a general query or a general response. It is also sent when you receive a general query not addressed to the broadcast address.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. If possible, also provide the output of the **debug ipx sap activity** and **debug ipx sap event** commands for the period during which this message appeared.

## IPX-6

**Error Message** %IPX-6-UNAVAILABLE: %s %s %s %s %x.%e %s %x.%e %d pkt%s

**Explanation** If IPX access violation logging is enabled, these messages are displayed when an access list logging event has occurred.

**Recommended Action** Verify that the host system is permitted or denied as defined in the access list.

## IPX-7

**Error Message** %IPX-7-UNAVAILABLE: %s: %08x %08x %08x %08x %08x

**Explanation** Internal use only

**Recommended Action** Should not be seen in the field

# IP\_VRF Messages

This section contains IP VPN routing/forwarding instance common error (IP\_VRF) messages.

## IP\_VRF-3

**Error Message** %IP\_VRF-3-UNAVAILABLE: %s

**Explanation** Caching of Interface List update for VRF failed.

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

**Error Message** %IP\_VRF-3-UNAVAILABLE: %s

**Explanation** IP VRF creation failed.

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

**Error Message** %IP\_VRF-3-UNAVAILABLE: %s

**Explanation** Invalid parameter.

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

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

**Error Message** %IP\_VRF-3-UNAVAILABLE: %s

**Explanation** VRF infrastructure failure for Platform VRFs.

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

**Error Message** %IP\_VRF-3-UNAVAILABLE: %s

**Explanation** VRF tableid already allocated.

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

**Error Message** %IP\_VRF-3-UNAVAILABLE: %s

**Explanation** VRF tableid inconsistent between two RPs.

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

**Error Message** %IP\_VRF-3-UNAVAILABLE: %s

**Explanation** VRF tableid invalid

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

**Error Message** %IP\_VRF-3-UNAVAILABLE: %s

**Explanation** cached vrf entry creation failed

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

**Error Message** %IP\_VRF-3-UNAVAILABLE: %s

**Explanation** cached vrf initialization failed

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

**Error Message** %IP\_VRF-3-UNAVAILABLE: Invalid VRF id 0x%x in %s

**Explanation** VRF ID Invalid

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

**Error Message** %IP\_VRF-3-UNAVAILABLE: Memory allocation failure

**Explanation** VRF MALLOC failure

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

**Error Message** %IP\_VRF-3-UNAVAILABLE: VRF %d name record is null %s

**Explanation** VRF name record is null

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

**Error Message** %IP\_VRF-3-UNAVAILABLE: VRF %s iflist is not empty in %s

**Explanation** VRF iflist is not empty

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

## IP\_VRF-4

**Error Message** %IP\_VRF-4-VRF\_DELETE\_WAIT: The VRF [chars] is getting deleted after a wait

**Explanation** There are routes remaining in the deleted VRF routing table. To ensure reusability of the same VRF, the system forcibly clears the routes in the VRF routing table, which causes the VRF to be deleted.

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

# ISA Messages

This section contains Integrated Services Adapter (ISA) messages.

## ISA-1

**Error Message** %ISA-1-ALIGN: Alignment failure on packet buffer: [hex]

**Explanation** A software error has occurred. The ISA driver detected that the buffer is not aligned correctly.

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

**Error Message** %ISA-1-ERROR: [chars]

**Explanation** An error occurred in the application using ISA.

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

**Error Message** %ISA-6-INFO: [chars]

**Explanation** This is an informational message from ISA.

**Recommended Action** This is an informational message only and occurs in normal operation. No action is required.



**Error Message** %ISA-1-INITDESCRING: Slot [dec]: The ISA driver failed to allocate "descriptor offsets" write\_offsets: [hex], read\_offsets: [hex], stored\_offsets: [hex]

**Explanation** The ISA driver failed to initialize at the specified point.

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

**Error Message** %ISA-1-INITFAIL: Slot [dec]: [chars]

**Explanation** The ISA driver failed to initialize at the specified point.

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

**Error Message** %ISA-1-NOMEMORY: [chars] creation failed for slot [dec]

**Explanation** The ISA driver, in its initialization phase, could not allocate memory for the specified data structure.

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

**Error Message** %ISA-1-OWNER: [chars] packet buffer, pak=[hex]

**Explanation** A software or hardware error has occurred. The ISA driver detected that the buffer ring is in an inconsistent and unrecoverable state.

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

**Error Message** %ISA-6-SHUTDOWN: [chars] shutting down

**Explanation** The specified ISA is shutting down. It may have been physically removed.

**Recommended Action** This is an informational message only and occurs in normal operation. No action is required.

**Error Message** %ISA-1-TOOBIG: [chars] received a packet with size [dec].

**Explanation** The system has received a packet that is larger than the allowed size.

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

## ISA-6

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

**Explanation** This is informational message from ISA

**Recommended Action** This is informational message from ISA. This occurs in normal operation.

**Error Message** %ISA-6-UNAVAILABLE: %s shutting down

**Explanation** The specified ISA is shutting down. It may have been physically removed.

**Recommended Action** This is an informational message only. It occurs in normal operation.

## ISDN-1

**Error Message** %ISDN-1-UNAVAILABLE: msgtxt\_nomemory

**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.

## ISDN-2

**Error Message** %ISDN-2-UNAVAILABLE: %s:%d

**Explanation** A debug - traceback condition has occurred

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

## ISDN-3

**Error Message** %ISDN-3-UNAVAILABLE: %s: Resource not available, at %s:%d

**Explanation** Hardware resource could not be allocated

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

## ISDN-4

**Error Message** %ISDN-4-UNAVAILABLE: %s: Bad Event Received For Current State

**Explanation** The State Transition for the ISDN L2 Socket Process failed.

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

**Error Message** %ISDN-4-UNAVAILABLE: %s: Failed to Open Required Temporary Socket%s

**Explanation** The (Re)Open attempt for a required temporary socket failed, without this socket the L2 socket process will fail

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

**Error Message** %ISDN-4-UNAVAILABLE: %s: Occurred at %s:%d

**Explanation** An unexpected event of significance has occurred

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

**Error Message** %ISDN-4-UNAVAILABLE: %s: Spurious Connection Accepted and Closed on port %u

**Explanation** An unknown TCP connection was accepted and refused.

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

**Error Message** %ISDN-4-UNAVAILABLE: %s: isdn\_create\_delete\_signalling\_channel: Unknown DSL %u for %s

**Explanation** The Creation/Deletion service for the L2 Signalling handler for the given DSL is missing

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

**Error Message** %ISDN-4-UNAVAILABLE: %s: isdn\_get\_status\_state: Unknown DSL %u

**Explanation** An attempt to retrieve the status of a DSL that is not currently configured.

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

**Error Message** %ISDN-4-UNAVAILABLE: %s: isdn\_to\_L2: Unknown DSL %u for command %s

**Explanation** The ISDN Stack has not registered its L2 Message Handler

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

**Error Message** %ISDN-4-UNAVAILABLE: ISDN SC %s: Status Changed to: %s.

**Explanation** ISDN has been notified by the RLM component of a status change in the RLM link

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

**Error Message** %ISDN-4-UNAVAILABLE: Interface %s, Ignoring call, EndPoint Identifier (EID) mismatch

**Explanation** The incoming ISDN call is ignored because the EID delivered in the incoming setup message cannot be matched.

**Recommended Action** If EID is delivered in the setup message, use the **isdn debugs** and **show isdn status** commands to determine the current EID values. You may need to contact the service provider.

**Error Message** %ISDN-4-UNAVAILABLE: Interface %s, Ignoring call, LDN and Called Party Number mismatch

**Explanation** The incoming ISDN call is ignored because the Called Party Number does not match the LDN numbers configured in the router.

**Recommended Action** Correct the LDN in the router to match the Called Party Number delivered in the incoming setup message.

**Error Message** %ISDN-4-UNAVAILABLE: Interface %s, Spid%d was rejected

**Explanation** The SPID configured in the router has been rejected by the switch.

**Recommended Action** Determine the correct SPID, reenter the SPID and clear the BRI interface.

## ISDN-6

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

**Explanation** The NFAS D-channel status has changed.

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

**Error Message** %ISDN-6-UNAVAILABLE: %s: Invalid Timer Handle, caller 0x%x handle %3d

**Explanation** This could be an indication of low memory. It is sent when an invalid ISDN timer handle is passed on for timer operations

**Recommended Action** Capture the show isdn mem, show isdn status output for possible debugging information. Reduce other system activity to ease the memory demands in the system.

**Error Message** %ISDN-6-UNAVAILABLE: Interface %s Call Cid 0x%x Cref 0x%x collision on Channel %d in\_use\_cid 0x%x cref 0x%x, Channel awarded to the received call

**Explanation** This is an informational message. It is sent when a Call is received that collides with an existing call on the same channel.

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

**Error Message** %ISDN-6-UNAVAILABLE: Interface %s Requested Channel %d is not available

**Explanation** This is an informational message. It is sent when the requested channel is not available.

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

**Error Message** %ISDN-6-UNAVAILABLE: Interface %s disconnected from %s %s, call lasted %u seconds

**Explanation** This is an informational message sent when a call is disconnected. The message displays the remote name and number, which it receives from the Point-to-Point Protocol (PPP) authentication or from where the dialer placed the call to. It also shows how long the call lasted.

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

**Error Message** %ISDN-6-UNAVAILABLE: Interface %s is now connected to %s %s

**Explanation** This is an informational message sent when a call is connected. The message displays the remote name and number, which it receives from the Point-to-Point Protocol (PPP) authentication or from where the dialer placed the call to.

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

**Error Message** %ISDN-6-UNAVAILABLE: Layer 2 for Interface %s, TEI %u changed to down

**Explanation** This is an informational message. It is sent when an ISDN Layer2 logical link is down. It also shows the TEI associated with this logical link.

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

**Error Message** %ISDN-6-UNAVAILABLE: Layer 2 for Interface %s, TEI %u changed to up

**Explanation** This is an informational message. It is sent when an ISDN Layer2 logical link is up. It also shows the TEI associated with this logical link.

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

**Error Message** %ISDN-6-UNAVAILABLE: No Free Timer Entry, caller 0x%x, timers used %d

**Explanation** This could be an indication of low memory. It is sent when the ISDN protocol cannot start new timers for its operation.

**Recommended Action** capture the show isdn mem, show isdn status output for possible debugging information. Reduce other system activity to ease the memory demands in the system.

## ISIS-L2 Messages

**Error Message** %ISISL2-3-MCAST\_EVENT\_UPD\_FAILURE: %s-RIBInfo%s: %s client failed to send Multicast event (%u, %d) update request with error %s

**Explanation** ISISL2 client failed to send out Multicast event notification

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

**Error Message** %ISISL2-3-MCAST\_RT\_UPD\_REP\_FAILURE: %s-RIBInfo%s: %s client receives the response of Multicast RT %s message with code:%d topoid:%u

**Explanation** ISISL2 client receives the response of Multicast RT update failure

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



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

**Error Message** %ISISL2-3-MCAST\_RT\_UPD\_REQ\_FAILURE: %s-RIBInfo%s: Multicast RT (%u, %s, %s): Failed to send the route update request to MLMRIB with error %s

**Explanation** ISISL2 client failed to send the Multicast route update request to MLMRIB

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

**Error Message** %ISISL2-3-UNICAST\_EVENT\_UPD\_FAILURE: %s-RIBInfo%s: %s client failed to send Unicast event (%u, %d) update request with error %s

**Explanation** ISISL2 client failed to send out Unicast event notification

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

**Error Message** %ISISL2-3-UNICAST\_RT\_UPD\_REP\_FAILURE: %s-RIBInfo%s: %s client receives the response of Unicast RT %s message with code:%d topoid:%u

**Explanation** ISISL2 client receives the response of Unicast RT update failure

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

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

**Error Message** %ISISL2-3-UNICAST\_RT\_UPD\_REQ\_FAILURE: %s-RIBInfo%s: Unicast RT (%u, %s): Failed to send the route update request to MLURIB with error %s

**Explanation** ISISL2 client failed to send Unicast route update request to MLURIB

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

## ISSU Messages

This section contains In-Service Software Upgrade (ISSU) messages.

### ISSU-3

**Error Message** %ISSU-3-BAD\_PARAMS: %s

**Explanation** Bad parameters were detected in the ISSU process.

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

**Error Message** %ISSU-3-BASE\_CLIENT\_CHECK\_COMPATIBILITY: %s

**Explanation** An error was found during checking of the ISSU base client compatibility.

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

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

**Error Message** %ISSU-3-CLIENT\_OR\_ENTITY\_NOT\_REG: Client([dec]) or entity([dec]) is not registered [chars].

**Explanation** The specified client or entity is not registered.

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

**Error Message** %ISSU-3-CLIENT\_REG\_DIST: Failed to %s distributed client %d

**Explanation** A distributed client reservation or unreservation failed.

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

**Error Message** %ISSU-3-DEBUG\_ERROR: [chars]

**Explanation** An error occurred when turning on ISSU debug.

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

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

**Error Message** %ISSU-3-DUMMY\_ENTRY\_NOT\_LAST: Dummy cap entry is not last one for cap group([dec]) registration under client([dec]) and entity([dec])

**Explanation** The dummy cap entry is not the last one for the cap group registration.

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

**Error Message** %ISSU-3-DUMMY\_VERSION\_OUT\_OF\_RANGE: Dummy msg version (%d) is out of range for msg(%d) under client %s(%d) and entity(%d).

**Explanation** The dummy message version is out of range.

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

**Error Message** %ISSU-3-DUP\_ENTITY\_REG: Entity(%d) is registered already under client %s(%d)

**Explanation** Entity is duplicated under client.

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

**Error Message** %ISSU-3-DUP\_DUMMY\_VERSION\_REG: %s is already registered under client %s(%d), entity(%d), and msgtype(%d)

**Explanation** The specified item is registered already under that message type.

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

**Error Message** %ISSU-3-DUP\_ENTITY\_REG: Entity([dec]) is registered already under client([dec])

**Explanation** The entity is duplicated under the client.

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

**Error Message** %ISSU-3-DUP\_ITEM\_IN\_REG\_UNDER\_ENTITY: [chars] is duplicated [chars] under client([dec]) and entity([dec])

**Explanation** Item is duplicated under the client and entity.

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

**Error Message** %ISSU-3-DUP\_REG\_ENDPOINT: Endpoint is registered already.

**Explanation** The endpoint is already registered.

**Recommended Action** Enter the **show issu endpoint** command to check if the ISSU subsystem was initialized twice.

**Error Message** %ISSU-3-DUP\_REG\_UNDER\_ENDPOINT: [chars] ([dec]) is registered already under endpoint.

**Explanation** The item is already registered under the endpoint.

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

**Error Message** %ISSU-3-DUP\_REG\_UNDER\_ENTITY: [chars] ([dec]) is registered already under client ([dec]) and entity ([dec])

**Explanation** The item is already registered under the client and entity.

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

**Error Message** %ISSU-3-EMPTY\_DUMMY\_VERSION: %s is empty under client %s(%d), entity(%d).

**Explanation** The dummy version is empty.

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

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

**Error Message** %ISSU-3-EMPTY\_UNDER\_CLIENT: [chars] is empty under client([dec]).

**Explanation** The item is empty in the client.

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

**Error Message** %ISSU-3-EMPTY\_UNDER\_ENDPOINT: [chars] is empty under endpoint.

**Explanation** The item is empty under the endpoint.

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

**Error Message** %ISSU-3-EMPTY\_UNDER\_ENTITY: [chars] is empty [chars] under client([dec]) and entity([dec]).

**Explanation** The item is empty in the client and entity.

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

**Error Message** %ISSU-3-ENDPOINT\_NOT\_REG: Endpoint is not registered yet.

**Explanation** The endpoint is not registered yet.

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

**Error Message** %ISSU-3-ERP\_AGENT: [chars]

**Explanation** One of the primary functions for the ERP agent failed.

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

**Error Message** %ISSU-3-ERP\_AGENT\_SEND\_MSG: [chars]; error code is [chars]

**Explanation** The send message function call failed.

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



**Error Message** %ISSU-3-ERP\_CLIENT: [chars]

**Explanation** One of the primary functions for the ERP client failed.

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

**Error Message** %ISSU-3-ERP\_CLIENT\_EVENT: Unknown [chars] event - [dec]

**Explanation** An unknown event was received.

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

**Error Message** %ISSU-3-EXTERNAL\_MATRIX\_FILE\_ERR: Line %u: %s

**Explanation** An error was found in the external matrix data file.

**Recommended Action** Open a case with TAC, and attach the output of the **more ivfs:/matrix\_cm\_file** command, where *matrix\_cm\_file* is the output of the **dir system:image** command.

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_CHUNK\_MEMORY: [chars] type chunk allocation failed.

**Explanation** A memory allocation has failed.

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

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

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_DUMMY\_VERSION: Can not allocate %s under client %s(%d) and entity(%d)

**Explanation** The ISSU process could not allocate a dummy version under the client and entity.

**Recommended Action** Enter the **show proc mem** or **show buffs** command to determine whether the memory or buffer is full, indicating a possible memory leak. To recover, shut down any unused tasks and reset the cards. If these actions do not help, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_ENTITY: Can not allocate entity([dec]) under client([dec])

**Explanation** Cannot allocate an entity control block under the client.

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

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_FUNCT\_UNDER\_ENDPOINT: Can not allocate [chars].

**Explanation** Cannot allocate the function callback.

**Recommended Action** Enter the **show proc mem** or **show buffs** command to check if memory or buffer is full. Shutting down unused tasks or resetting cards usually can recover those memory leak problem. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

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

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_FUNCT\_UNDER\_ENTITY: Can not allocate [chars] under client([dec]) and entity([dec])

**Explanation** Cannot allocate control block under the client and entity.

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

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_MEMORY: memory allocation for %s failed.

**Explanation** The ISSU process could not allocate memory.

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

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_UNDER\_ENDPOINT: Can not allocate [chars]([dec]) control block.

**Explanation** Cannot allocate a control block.

**Recommended Action** Enter the **show proc mem** or **show buffs** command to check if memory or buffer is full. Shutting down unused tasks or resetting cards usually can recover a memory leak problem. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

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

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_UNDER\_ENTITY: Can not allocate [chars] ([dec]) under client([dec]) and entity([dec])

**Explanation** Cannot allocate a control block under the client and entity.

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

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_UNDER\_GROUP: Can not allocate [chars] ([dec]) for [chars] ([dec]) registration under client([dec]) and entity([dec])

**Explanation** Cannot allocate an item for group registration under the client and entity.

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

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_UNDER\_MSG: Can not allocate [chars] for msg ([dec]) registration under client([dec]) and entity([dec])

**Explanation** Cannot allocate a control block for message registration.

**Recommended Action** Enter the **show proc mem** or **show buffs** command to check if memory or buffer is full. Shutting down unused tasks or resetting cards usually can recover a memory leak problem. If this message recurs, copy the message exactly as it appears on the console or in the

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

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_UNDER\_MSG\_SES: Can not allocate [chars] for msg session([dec]) registration under client([dec]) and entity([dec])

**Explanation** Cannot allocate a control block for message session registration.

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

**Error Message** %ISSU-3-FAILED\_TO\_CREATE\_ID32\_SPACE: Failed to create ID32 space.

**Explanation** Failed to create ID32 space.

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

**Error Message** %ISSU-3-FAILED\_TO\_INIT\_ISSU\_PROTO: Failed to initialize ISSU proto.

**Explanation** Failed to initialize the ISSU protocol.

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

**Error Message** %ISSU-3-FAILED\_TO\_UNREG\_SES: Failed to unregister [chars] session under client([dec]) and entity([dec])

**Explanation** Failed to unregister the session.

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

**Error Message** %ISSU-3-FOREIGN\_OWNED\_FIELDS: %s; err code [%s]

**Explanation** The transformation of a foreign owned field (FOF) has failed.

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

**Error Message** %ISSU-3-FSM\_BADMSG: Peer session [dec] while receiving message [chars] is wrong.

**Explanation** Sessions on peers are mismatched or were not found.

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

**Error Message** %ISSU-3-FSM\_DUP\_UID: Duplicate unique\_id on session [dec]: my\_uid [dec], peer\_uid [dec].

**Explanation** The requirement that each endpoint must have distinctive identifier has been violated.

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

**Error Message** %ISSU-3-FSM\_INIT: Fail to create process during FSM init.

**Explanation** Creation of an FSM timer process has failed.

**Recommended Action** Check what system resources are available during bootup.

**Error Message** %ISSU-3-FSM\_MISMATCH\_MTU: ISSU nego failed for client %s(%d) entity\_id %d session %d due to mismatch of mtu size %d & %d.

**Explanation** The ISSU negotiation failed due to a mismatch in the negotiation version MTU size.

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

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

**Error Message** %ISSU-3-FSM\_NEGO\_SEND\_ERR: Client '%s' with ID %d encountered '%s' in session %d.

**Explanation** The ISSU negotiation message could not be sent.

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

**Error Message** %ISSU-3-FSM\_RUNTIME\_ERR: [chars] occurs during FSM negotiation in session [dec].

**Explanation** Runtime error occurs during FSM negotiation.

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

**Error Message** %ISSU-3-HANDLE\_SIZE: Handle buffer size is %d, should be %d

**Explanation** A statically defined handle buffer size is incorrect.

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



**Error Message** %ISSU-3-INCOMPATIBLE\_BASE\_CLIENTS: %s

**Explanation** This message displays a list of ISSU base clients found to be incompatible.

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

**Error Message** %ISSU-3-INCOMPATIBLE\_PEER\_UID: Setting image (%s), version (%s) on peer uid (%d) as incompatible

**Explanation** The peer client is incompatible.

**Recommended Action** Synchronize the configurations and reload the standby supervisor.

**Error Message** %ISSU-3-INCONSISTENT\_MSG\_TYPE: %s

**Explanation** A runtime registration error has occurred. Message types passed for foreign owned fields (FOFs) are inconsistent.

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

**Error Message** %ISSU-3-IN\_USE\_UNDER\_ENDPOINT: [chars]([dec]) is in use under endpoint

**Explanation** Item is in use under the endpoint.

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

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

**Error Message** %ISSU-3-IN\_USE\_UNDER\_ENTITY: [chars] ([dec]) is in use under client([dec]) and entity([dec])

**Explanation** Item is in use under the client and entity.

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

**Error Message** %ISSU-3-INVALID\_ITEM\_UNDER\_ENDPOINT: Invalid [chars] under endpoint

**Explanation** Invalid item under the endpoint.

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

**Error Message** %ISSU-3-INVALID\_ITEM\_UNDER\_ENTITY: Invalid [chars] under client([dec]) and entity([dec])

**Explanation** Invalid item under the client and entity.

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

**Error Message** %ISSU-3-INVALID\_PARAM\_UNDER\_SES: Invalid params %s under session(%d)

**Explanation** Invalid parameters were detected under the session.

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

**Error Message** %ISSU-3-INVALID\_VERSION\_LOWHIGH: Invalid low([dec]) and high([dec]) value for msg([dec]) under client([dec]) and entity([dec]).

**Explanation** Invalid low and high value for group registration.

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

**Error Message** %ISSU-3-IN\_USE\_UNDER\_ENDPOINT: %s(%d) is in use under endpoint

**Explanation** Item is in use under endpoint.

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

**Error Message** %ISSU-3-IN\_USE\_UNDER\_ENTITY: %s(%d) is in use under client %s(%d) and entity(%d)

**Explanation** Item is in use under client and entity.

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

**Error Message** %ISSU-3-IPC\_PORT: Port name '[chars]' failure; reason is '[chars]'.

**Explanation** Creation or removal of the named port failed for IPC.

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

**Error Message** %ISSU-3-ISSU\_INIT\_NOT\_COMPLETE: %s

**Explanation** ISSU initialization has not been completed.

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

**Error Message** %ISSU-3-JID: Failed to get the local process JID with err %d

**Explanation** The system manager call to collect the job ID has failed.

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

**Error Message** %ISSU-3-MISSING\_ITEM\_IN\_REG: [chars]([dec]) is not available [chars] under client([dec]) and entity([dec])

**Explanation** Item is not available for registration.

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

**Error Message** %ISSU-3-MSG\_NEGO\_RESULT\_CHUNK: Failed to %s element %x

**Explanation** The message negotiation result element could not be locked or freed, indicating an invalid element or corrupted memory.

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

**Error Message** %ISSU-3-MSG\_SES\_IN\_MSG\_NOT\_FOUND: The intended session %d specified in received %s for client %s(%d) is not found.

**Explanation** No session could be found with the session ID specified in the received message.

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

**Error Message** %ISSU-3-NON\_ISSU\_ID\_UNDER\_ENDPOINT: Non ISSU [chars]

**Explanation** Peer endpoint does not support ISSU.

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

**Error Message** %ISSU-3-NO\_PEER\_UID: No peer uid found at [chars]

**Explanation** No peer UID with this value was found registered in the ISSU database.

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

**Error Message** %ISSU-3-NO\_UID: No uid (%d) registered with ISSU at %s

**Explanation** No uid with this value found registered in ISSU Database

**Recommended Action** Copy the error and send it to TAC who can contact ISSU infrastructure team to check why no uid with this value found registered in ISSU Database

**Error Message** %ISSU-3-NOT\_DUMMY\_CAP\_TYPE: Cap type([dec]) is not dummy one.

**Explanation** Cap type is not dummy.

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

**Error Message** %ISSU-3-NOT\_FIND\_ENTITY: Can not find entity([dec]) under client([dec]).

**Explanation** Cannot find entity under the client.

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

**Error Message** %ISSU-3-NOT\_FIND\_FUNCT\_UNDER\_SESSION: Can not find [chars] under [chars] session([dec]).

**Explanation** Cannot find function under the session.

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

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

**Error Message** %ISSU-3-NOT\_FIND\_MSG\_SES: Can not find message session([dec]) [chars].

**Explanation** Cannot find message session.

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

**Error Message** %ISSU-3-NOT\_FIND\_UNDER\_ENDPOINT: Can not find [chars]([dec]) control block under endpoint.

**Explanation** Cannot find a control block under the endpoint.

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

**Error Message** %ISSU-3-NOT\_FIND\_UNDER\_ENTITY: Can not find [chars]([dec]) control block under client([dec]) and entity([dec]).

**Explanation** Cannot find a control block under the client and entity.

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



**Error Message** %ISSU-3-NOT\_FIND\_UNDER\_SESSION: Can not find [chars] ([dec]) under [chars] session([dec]).

**Explanation** Cannot find item under the session.

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

**Error Message** %ISSU-3-NOT\_REG\_UNDER\_ENDPOINT: [chars] ([dec]) is not registered under endpoint.

**Explanation** Item is not registered under the endpoint.

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

**Error Message** %ISSU-3-NOT\_REG\_UNDER\_ENTITY: [chars] ([dec]) is not registered under client([dec]) and entity([dec])

**Explanation** Item is not registered under the client and entity.

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

**Error Message** %ISSU-3-NO\_UID: No uid ([dec]) registered with ISSU at [chars]

**Explanation** No UID with this value was found registered in the ISSU database.

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

**Error Message** %ISSU-3-NULL\_CALLBACK\_UNDER\_ENDPOINT: [chars] callback is NULL for registration.

**Explanation** Callback is NULL for registration.

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

**Error Message** %ISSU-3-NULL\_CALLBACK\_UNDER\_ENTITY: [chars] callback is NULL for msg session registration under client([dec]) and entity([dec])

**Explanation** Callback is NULL for message session registration.

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

**Error Message** %ISSU-3-NULL\_CALLBACK\_UNDER\_SESSION: Can not register null [chars] callback in [chars] session([dec]).

**Explanation** Cannot register NULL callback in the session.

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

**Error Message** %ISSU-3-PEER\_IMAGE\_INCOMPATIBLE: Peer image (%s), version (%s) on peer uid (%d) is incompatible

**Explanation** The peer client is incompatible.

**Recommended Action** Synchronize the configurations and reload the standby supervisor.

**Error Message** %ISSU-3-PEER\_IMAGE\_NOT\_IN\_INCOMP\_LIST: Peer image (%s), version (%s) on peer uid (%d) is not in the incompatible images list

**Explanation** The peer client is incompatible.

**Recommended Action** Synchronize the configurations and reload the standby supervisor.

**Error Message** %ISSU-3-PEER\_IMAGE\_REM\_FROM\_INCOMP\_LIST: Peer image (%s), version (%s) on peer uid (%d) being removed from the incompatibility list

**Explanation** The peer client is incompatible.

**Recommended Action** Synchronize the configurations and reload the standby supervisor.

**Error Message** %ISSU-3-PEER\_INCOMP\_SET: Peer incompatibility set for image (%s), version (%s) on peer uid (%d)

**Explanation** The peer client is incompatible.

**Recommended Action** Synchronize the configurations and reload the standby supervisor.

**Error Message** %ISSU-3-PEER\_UID\_CB\_IS\_NULL: Peer uid control block is NULL

**Explanation** The peer client is incompatible.

**Recommended Action** Synchronize the configurations and reload the standby supervisor.

**Error Message** %ISSU-3-PROTO\_CLIENT\_ENTITY\_UNREG: Proto Client entity unreg for [chars] has failed

**Explanation** A protocol client has failed to unregister its entity with ISSU.

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

**Error Message** %ISSU-3-PROTO\_CLIENT\_REG: Proto Client registration for [chars] has failed

**Explanation** Protocol client has failed to register with ISSU.

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

**Error Message** %ISSU-3-REF\_TREE: %s reference tree %s failed

**Explanation** The AVL-based ISSU reference tree operation failed.

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

**Error Message** %ISSU-3-SESSION\_ID\_ERROR: Failed to %s session id %d for %s

**Explanation** A session ID related operation failed.

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

**Error Message** %ISSU-3-SESSION\_RENEGOTIATE: Client Attemptiong to renegotiate on session [dec]

**Explanation** A client is attempting to renegotiate a session without unregistering it and doing the negotiation over again. This is not allowed.

**Recommended Action** Unregister the message session first, and then reregister and attempt the negotiation.

**Error Message** %ISSU-3-SET\_UNKNOWN\_UID: Unknown unique\_id is set.

**Explanation** Platform team should provide distinctive identifier for the endpoint.

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

**Error Message** %ISSU-3-TRANSPORT\_ERP\_UID\_CB\_IS\_NULL: Transport ERP uid control block is NULL

**Explanation** The peer client is incompatible.

**Recommended Action** Synchronize the configurations and reload the standby supervisor.

**Error Message** %ISSU-3-UNKNOWN\_ENTITY\_ID: Unknown entity id under client([dec])

**Explanation** There is an unknown entity ID under the specified client.

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

**Error Message** %ISSU-3-UNKNOWN\_ID\_UNDER\_ENDPOINT: Can not use unknown [chars].

**Explanation** Cannot use the specified unknown ID.

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

**Error Message** %ISSU-3-UNKNOWN\_ID\_UNDER\_ENTITY: Unknown [chars] under client([dec]) and entity([dec])

**Explanation** Unknown ID under the specified client and entity.

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

**Error Message** %ISSU-3-VERSION\_LOWHIGH\_NOT\_MATCH\_TABLE\_SIZE: Version low([dec]) and high([dec]) value for msg([dec]) does not match table size([dec]) under client([dec]) and entity([dec]).

**Explanation** Version low and high values for the specified message do not match the specified table size.

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

**Error Message** %ISSU-3-VERSION\_OUT\_OF\_ORDER: Msg version([dec],[dec]) is out of order for msg([dec]) under client([dec]) and entity([dec]).

**Explanation** The specified message version is out of order for the specified group registration.

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

**Error Message** %ISSU-3-VERSION\_OUT\_OF\_RANGE: Msg version([dec],[dec]) is out of range for msg([dec]) under client([dec]) and entity([dec]).

**Explanation** The specified message version is out of range for the specified group registration.

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

## ISSU-4

**Error Message** %ISSU-4-FSM\_INCOMP: Version of local ISSU client [dec] in session [dec] is incompatible with remote side.

**Explanation** The protocol versions of the local and remote clients are incompatible. These clients cannot communicate with each other.

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

**Error Message** %ISSU-4-MSG\_INCOMP: Message([dec]) is incompatible under msg session([dec]).

**Explanation** The specified message is incompatible under the specified message session.

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

**Error Message** %ISSU-4-NEGO\_NOT\_FINISHED: Negotiation is not finished for client [dec], msg session([dec]).

**Explanation** Negotiation is not finished for the specified client and message session.

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



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

## ISSU\_CS Messages

This section contains ISSU configuration synchronization messages.

### ISSU\_CS-3

**Error Message** %ISSU\_CS-3-BULK\_CONFIG\_TR: [chars] [chars]

**Explanation** ISSU bulk configuration synchronization transformation failed.

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

**Error Message** %ISSU\_CS-3-DL: [chars] [chars]

**Explanation** The ISSU configuration synchronization difference list is displayed.

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

**Error Message** %ISSU\_CS-3-DL\_STATS: [chars] [dec] [chars]

**Explanation** ISSU configuration synchronization difference list statistics are displayed.

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

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

**Error Message** %ISSU\_CS-3-LBL\_CONFIG\_TR: [chars] [chars]

**Explanation** ISSU line-by-line configuration synchronization transformation failed.

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

**Error Message** %ISSU\_CS-3-SKL: [chars] [chars]

**Explanation** An ISSU configuration synchronization SKL operation failed.

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

# ISSU\_CS\_DL\_MESSAGES Messages

This section contains ISSU configuration synchronization difference list messages.

## ISSU\_CS\_DL\_MESSAGES-3

**Error Message** %ISSU\_CS\_DL\_MESSAGES-3-DL\_CLI\_DUMP: [chars] [dec] [chars] [dec] [chars]

**Explanation** ISSU configuration synchronization difference list CLI generation statistics are displayed.

**Recommended Action** No action is required.

## ISSU\_ERROR Messages

This section contains ISSU error messages.

### ISSU\_ERROR-2

**Error Message** %ISSU\_ERROR-2-CLIENT\_INCOMPATIBLE: %s(%d): ISSU Client not compatible

**Explanation** The ISSU client is incompatible with the current version.

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

**Error Message** %ISSU\_ERROR-2-NEGO\_NOT\_DONE: %s(%d): ISSU Negotiation not complete

**Explanation** The ISSU client was unable to complete ISSU negotiation.

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

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

**Error Message** %ISSU\_ERROR-2-NTI\_EP\_TYPE\_REG: %s(%d): Failed to register EP type (%d) with NTI: %s (%d)

**Explanation** The ISSU client could not register the endpoint (EP) type with the Negotiation Trigger Infrastructure (NTI).

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

**Error Message** %ISSU\_ERROR-2-NTI\_EP\_TYPE\_UNREG: %s(%d): Failed to unregister EP type (%d) with NTI: %s (%d)

**Explanation** The ISSU client could not unregister the endpoint type with NTI.

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

**Error Message** %ISSU\_ERROR-2-NTI\_REG: %s(%d): Failed to register with NTI: %s (%d)

**Explanation** The ISSU client could not register with NTI.

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

**Error Message** %ISSU\_ERROR-2-NTI\_UNREG: %s(%d): Failed to unregister with NTI: %s (%d)

**Explanation** The ISSU client could not be unregistered with NTI.

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

## ISSU\_ERROR-3

**Error Message** %ISSU\_ERROR-3-CAPENTRY\_REG: %s(%d): failed to register a capability entry (%s)

**Explanation** The ISSU client failed to register a capability entry.

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

**Error Message** %ISSU\_ERROR-3-CAPGROUP\_REG: %s(%d): failed to register a capability group (%s)

**Explanation** The ISSU client failed to register a capability group.

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

**Error Message** %ISSU\_ERROR-3-CAPTYPE\_REG: %s(%d): failed to register capability type (%s)

**Explanation** The ISSU client failed to register a capability type.

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

**Error Message** %ISSU\_ERROR-3-CAP\_EXCHANGE: %s(%d): Capability exchange failed with error (%s)

**Explanation** The capability exchange failed and the ISSU client is unable to process the received capability.

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

**Error Message** %ISSU\_ERROR-3-CAP\_REG: %s(%d): failed to register its capabilities (%s)

**Explanation** The capabilities of the ISSU client could not be registered.

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

**Error Message** %ISSU\_ERROR-3-CF\_SEND: %s(%d): Client failed to send message (%d)

**Explanation** The ISSU client cannot send a negotiation message to a peer.

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

**Error Message** %ISSU\_ERROR-3-CLIENT\_REG: %s(%d): Client failed to register (%s)

**Explanation** The ISSU client could not be registered.

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

**Error Message** %ISSU\_ERROR-3-CLIENT\_REG\_FAILED: %s(%d): Client is not initialized

**Explanation** The ISSU client is not initialized. The negotiation for this client is not yet done.

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

**Error Message** %ISSU\_ERROR-3-ENTITY\_REG: %s(%d): failed to register the entity (%s)

**Explanation** The ISSU entity could not be registered.

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

**Error Message** %ISSU\_ERROR-3-ENTITY\_UNREG: %s(%d): failed to unregister the entity (%s)

**Explanation** The ISSU entity could not be unregistered.

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

**Error Message** %ISSU\_ERROR-3-ICC\_SEND: %s(%d): Client failed to send message

**Explanation** The ISSU client cannot send a negotiation message to a peer.

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



**Error Message** %ISSU\_ERROR-3-MSGGROUP\_REG: %s(%d): failed to register a message group (%s)

**Explanation** The ISSU client cannot register a message group.

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

**Error Message** %ISSU\_ERROR-3-MSGTYPE\_REG: %s(%d): failed to register a message type (%s)

**Explanation** The ISSU client cannot register a message type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-MSG\_MTU: %s(%d): Client failed to get mtu for message %d (%s)

**Explanation** The ISSU client cannot get the MTU for the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-MSG\_NOT\_OK: %s(%d): ISSU message type (%d) is not compatible

**Explanation** The ISSU process received a message not compatible with the running version.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 message type** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-MSG\_POLICY: %s(%d): Client failed to negotiate version for message type (%d), error (%s)

**Explanation** The ISSU client cannot negotiate the message type with a peer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-MSG\_REG: %s(%d): failed to register its messages (%s)

**Explanation** Messages for the ISSU client could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-MTU\_NOT\_ENOUGH: %s(%d): Requested buffer size (%d) is greater than the max MTU size (%d)

**Explanation** The checkpoint buffer size requested is greater than the maximum MTU size supported by the checkpoint feature.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-NEGO\_PROCESS: %s(%d): Cannot create process: %s

**Explanation** The process to negotiate the session for the specified ISSU client cannot be created.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-REG\_ARBITRATE\_CALLBACK: %s(%d): Failed to register first speaker arbitration callback - %s)

**Explanation** The ISSU client could not register the first speaker arbitration callback.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-SESSION\_REG: %s(%d): session failed to register (%s)

**Explanation** The client's ISSU session could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-SESSION\_UNREG: %s(%d): session (%d) failed to unregister (%s)

**Explanation** The client's ISSU session could not be unregistered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-START\_NEGO\_FAILED: %s(%d): failed to start negotiation (%s)

**Explanation** The ISSU client cannot start its negotiation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-TRANSFORM\_FAILED: %s(%d): %s transformation failed (%s)

**Explanation** The transformation operation for the ISSU message has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-TRANSFORM\_FAILED\_DETAILED: %s(%d): %s transformation failed for message %d, endpoint %d (%s)

**Explanation** The transformation operation for the ISSU message has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ISSU\_PROCESS Messages

This section contains ISSU process messages.

### ISSU\_PROCESS-3-UNAVAILABLE

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s (%s)

**Explanation** Return code failure from calling UAM API.

**Recommended Action** Got unexpected rc from calling UAM API.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s (%s) parameters are wrong

**Explanation** The system could not be configured for ISSU

**Recommended Action** Fix the error and try the command again

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s

**Explanation** NVRAM variables are not set properly.

**Recommended Action** The issu commands or the hw-module command did not set the variables properly.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s

**Explanation** Persistent variables are not set properly.

**Recommended Action** The issu commands or the hw-module command did not set the variables properly.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s

**Explanation** The ISSU configuration failed due to an IPC problem, a platform problem, or a common problem.

**Recommended Action** Copy the error and send it to TAC.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s

**Explanation** The ISSU loadversion command did not fulfill the necessary criteria. This can happen due to the following conditions not being met. 1. Standby is not HOT yet. 2. Active and/or Standby unit ID are wrong. 3. ISSU process is not in the INIT state. 4. Active and/or Standby image doesn't exist in flash. 5. Image names are not the same. 6. The configuration register value is not 0x2102

**Recommended Action** Fix the error and try the command again

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s

**Explanation** The ISSU process IPC MSG Queue Setup encountered an error.

**Recommended Action** Copy the error and send it to TAC.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s

**Explanation** The ISSU process cannot continue with negotiation as it can't verify the peer's state.

**Recommended Action** Make sure the peer is present and try again. If the problem persists, send the output of 'show issu state' and 'show version' to TAC.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s

**Explanation** The rollback timer could not be configured

**Recommended Action** Fix the error and try the command again

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s [ %s ]

**Explanation** The ISSU process IPC agent had an error.

**Recommended Action** Copy the error and send it to TAC.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s [ %s ]

**Explanation** The ISSU process RF client had an error.

**Recommended Action** Copy the error and send it to TAC.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s [ %s ]

**Explanation** The ISSU process transform utility had an error.

**Recommended Action** Send the output of 'show version' from the Active and the Standby and send it to TAC.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s is loading the wrong image [ %s ], expected image [ %s ]

**Explanation** Wrong image is being loaded during ISSU process.

Check the detail state of ISSU process, make sure the right images are loaded on Active and on Standby.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: '%s' filesystem does not exist

**Explanation** Verification of the filesystem failed

**Recommended Action** The file needs to be downloaded to the flash disk

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: ISSU process is in progress; Changing configuration register might disrupt the upgrade process

**Explanation** The configuration register value should not be changed while the ISSU process is in progress

**Recommended Action** The low order byte of the configuration register should be 0x02 during the upgrade process

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: issu acceptversion; %s

**Explanation** The ISSU acceptversion command did not fulfill the necessary criteria. This can happen due to the following conditions not being met. 1. ISSU state in Active is not RunVersion. 2. Current Version doesn't exist in Active's rommon. 3. Primary Version doesn't exist in Active's rommon. 4. Primary Version and Current Version are not the same due to some error 5. Current

Version doesn't exist on Standby 6. The image names on Standby's Primary Version and Current Version are different 7. Secondary Version doesn't exist on Active 7. Active Secondary Version and Standby Current Version are different

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: issu commitversion; %s

**Explanation** The ISSU commitversion command did not fulfill the necessary criteria. This can happen due to the following conditions not being met. 1. Current ISSU state is not RunVersion 2. Secondary Version doesn't exist on Standby 3. Standby BOOT variable doesn't exist 4. The new image is not the first in BOOT on Standby 5. Active BOOT variable is not set 6. Primary Version on Active doesn't exist 7. New image is not the first in Active BOOT 8. Configuration register is not 0x2102

**Recommended Action** Fix the error and try the command again

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: issu loadversion; %s

**Explanation** The ISSU abortversion command can be run only from the LoadVersion or RunVersion state

**Recommended Action** Please proceed to reinitializing the ISSU process

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: issu runversion; %s

**Explanation** The ISSU runversion command did not fulfill the necessary criteria. This can happen due to the following conditions not being met. 1. Standby is not in RF STANDBY HOT state. 2. The ISSU system state is not LoadVersion. 3. Primary Version doesn't exist in Active's rommon. 4. Configuration register value is not 0x2102. 5. The ISSU state could not be set to RunVersion

**Recommended Action** Fix the error and try the command again

**Error Message** %ISSU\_PROCESS-4-UNAVAILABLE: %s

**Explanation** The peer has been determined to be incompatible and hence is being reloaded.

**Recommended Action** Send the output of 'show redundancy history' from the Active to TAC.



**Error Message** %ISSU\_PROCESS-7-UNAVAILABLE: %s

**Explanation** Debug commands for the ISSU process. The system is attempting to recover from an unknown error.

**Recommended Action** Send the output of 'show logging' to TAC for debugging purposes.

## ISSU\_PROCESS-3-ABORTVERSION

**Error Message** %ISSU\_PROCESS-3-ABORTVERSION: issu loadversion; %s

**Explanation** The ISSU **abortversion** command can be run only from the LoadVersion or RunVersion ISSU state.

**Recommended Action** Reinitialize the ISSU process.

**Error Message** %ISSU\_PROCESS-3-ACCEPTVERSION: issu acceptversion; %s

**Explanation** The ISSU **acceptversion** command did not execute because one of the following conditions was not met:

- The active supervisor was not in the RunVersion ISSU state.
- The active supervisor's ROMMON does not contain the current version.
- The active supervisor's ROMMON does not contain the primary version.
- The primary and current versions are not the same.
- The standby supervisor's ROMMON does not contain the current version.
- The standby supervisor's current and primary image names are different.
- The active supervisor does not have the secondary version.
- The active's secondary version and the standby's current version are different.

**Recommended Action** Correct the condition and retry the command.

**Error Message** %ISSU\_PROCESS-3-COMMITVERSION: issu commitversion; %s

**Explanation** The ISSU **commitversion** command did not execute because one of the following conditions was not met:

- The current ISSU state is not RunVersion.
- The secondary version does not exist on the standby supervisor.
- The standby BOOT variable does not exist.
- The new image is not the first in BOOT on the standby supervisor.
- The active BOOT variable is not set.
- The primary version does not exist on the active supervisor.
- The new image is not the first in the active BOOT.
- The configuration register is not 0x2102.

**Recommended Action** Correct the error condition and retry the command.

**Error Message** %ISSU\_PROCESS-3-CONFIGREG: ISSU process is in progress; Changing configuration register might disrupt the upgrade process

**Explanation** The configuration register value should not be changed while the ISSU process is in progress.

**Recommended Action** The low-order byte of the configuration register should be 0x02 during the upgrade process.

**Error Message** %ISSU\_PROCESS-3-FILESYS: '[chars]' filesystem does not exist

**Explanation** Verification of the file system failed.

**Recommended Action** Download the file to the flash disk.

**Error Message** %ISSU\_PROCESS-3-IMAGE: %s is loading the wrong image [ %s ], expected image [ %s ]

**Explanation** The wrong image is being loaded during the ISSU process.

**Recommended Action** Check the detail state of the ISSU process and make sure that the correct images are loaded on the active and standby supervisors.

**Error Message** %ISSU\_PROCESS-3-IPC\_AGENT: [chars] [ [chars] ]

**Explanation** The ISSU process IPC agent had an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_PROCESS-3-IPC\_MSG: %s

**Explanation** An error occurred in the setup of the interprocess communication (IPC) message queue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_PROCESS-3-LOADVERSION: %s

**Explanation** The ISSU **loadversion** command did not execute because one of the following conditions was not met:

- The standby device is not yet in the HOT state.
- The active or standby device's unit ID is wrong.
- The ISSU process is not in the INIT state.
- The active or standby image does not exist in flash memory.
- The active and standby image names are not the same.
- The configuration register value is not 0x2102.

**Recommended Action** Correct the error condition and retry the command.

**Error Message** %ISSU\_PROCESS-3-NVRAM: [chars]

**Explanation** NVRAM variables are not set properly.

**Recommended Action** The ISSU commands or the hardware module command did not set the variables properly. Fix the error and retry the command.

**Error Message** %ISSU\_PROCESS-3-PARAMETERS: [chars] ([chars]) parameters are wrong

**Explanation** The system could not be configured for ISSU.

**Recommended Action** Fix the error and retry the command.

**Error Message** %ISSU\_PROCESS-3-PEER: %s

**Explanation** The ISSU process cannot continue with negotiation because it cannot verify the peer's state.

**Recommended Action** Make sure the peer is present and try again. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show version**, and **show issu state** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_PROCESS-3-PRST: %s

**Explanation** The specified persistent variables are not set properly.

**Recommended Action** Check the ISSU commands and the **hw-module** command to determine whether the specified variables are set properly.

**Error Message** %ISSU\_PROCESS-3-RF: [chars] [ [chars] ]

**Explanation** The ISSU process RF client had an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_PROCESS-3-ROLLBACK\_TIMER: [chars]

**Explanation** The rollback timer could not be configured.

**Recommended Action** Fix the error and retry the command.

**Error Message** %ISSU\_PROCESS-3-RUNVERSION: issu runversion; %s

**Explanation** The ISSU **runversion** command did not execute because one of the following conditions was not met:

- The standby device is not in the RF STANDBY HOT state.
- The current ISSU state is not LoadVersion.
- The primary version image does not exist in the active supervisor's ROMMON.
- The configuration register value is not 0x2102.
- The ISSU state could not be set to RunVersion.

**Recommended Action** Correct the error condition and retry the command.

**Error Message** %ISSU\_PROCESS-3-SYSTEM: [chars]

**Explanation** The system could not be configured for ISSU.

**Recommended Action** Correct the error condition and retry the command.

**Error Message** %ISSU\_PROCESS-3-TRANSFORM: [chars] [ [chars] ]

**Explanation** The ISSU process transform utility had an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_PROCESS-3-UAM: %s

**Explanation** An unexpected return code failure was received from the Upgrade Analysis Module (UAM).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ISSU\_PROCESS-7

**Error Message** %ISSU\_PROCESS-7-DEBUG: %s

**Explanation** This message displays debug commands for the ISSU process. The system is attempting to recover from an unknown error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show logging** commands and your pertinent troubleshooting logs.

## ISSU\_PROXY Messages

This section contains ISSU proxy messages.

### ISSU\_PROXY-3

**Error Message** %ISSU\_PROXY-3-ISSU\_PROXY\_TIMEOUT: ICC Timed Out after waiting for %dsecs.

**Explanation** The ISSU proxy on the route processor initiated an asynchronous intercard communication (ICC) call to the switch processor to perform an ISSU command. This call did not return within the wait period.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### IVR-3-UNAVAILABLE

**Error Message** %IVR-3-UNAVAILABLE: %s: Failed to create pool\_group %x buffer\_pool %x platform\_mc\_buf\_pool\_count %d

**Explanation** No IO memory to create IVR private pak pool

**Recommended Action** Check to see if there is enough IO memory.

**Error Message** %IVR-3-UNAVAILABLE: %s: This version of IOS does not support prompt playout for IVR applications.

**Explanation** This error will be displayed if an IVR application is used on a gateway that does not support IVR prompt playout.

**Recommended Action** Ensure that this platform and IOS version support the IVR feature set.

**Error Message** %IVR-3-UNAVAILABLE: Could not create IVR prompt %s errno=%d=%s

**Explanation** Could not read in the IVR prompt

**Recommended Action** Check that prompt exists on the server, and is readable.

**Error Message** %IVR-3-UNAVAILABLE: Could not load IVR script %s errno=%d=%s

**Explanation** Could not read in the IVR script

**Recommended Action** Check that script exists on the server, and is readable.

**Error Message** %IVR-3-UNAVAILABLE: IVR: Sytem running on low memory. Free memory: %l bytes. Call is rejected.

**Explanation** System does not have enough memory to accept calls

**Recommended Action** Check to see what is causing low system memory.

**Error Message** %IVR-3-UNAVAILABLE: Script requires version %d.%d, image supports %d.%d

**Explanation** IVR Script requires a higher IVR infrastructure version

**Recommended Action** Upgrade IOS, or use a different script

**Error Message** %IVR-3-UNAVAILABLE: TCL IVR Process PANIC: %s, CallID %d, Event %s

**Explanation** TCL IVR Call process panic and exited abnormally

**Recommended Action** Contact your technical support representative, include the full text of the error message.

**Error Message** %IVR-3-UNAVAILABLE: Unable to create internal interface descriptor

**Explanation** There are insufficient resources to create a necessary data structure.

**Recommended Action** Verify that there is sufficient main memory.

## IXP\_MAP Messages

This section contains ESF network processor client mapper (IXP\_MAP) messages.

### IXP\_MAP-3

**Error Message** %IXP\_MAP-3-ATOM: [chars] error detected: [chars] [chars] [hex] [hex]

**Explanation** A software programming error for the ATOM ESF network processor client mapper was detected.

**Recommended Action** This software programming error is not considered fatal to the operation of the ESF network processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Copy the message exactly as it appears on the console or in

the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-DROP\_BLOCK: [chars] error detected - [hex] [hex] [dec] [dec]

**Explanation** An error was detected during the processing of ESF network processor drop block allocations.

**Recommended Action** This is a software programming error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-EXMEM: [chars] [chars] error detected - [chars] ([dec])

**Explanation** An error was detected managing the external memory of a network processor.

**Recommended Action** This is a software programming error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-HQF: [chars] error detected: [chars] [chars] [hex] [hex]

**Explanation** A software programming error for the HQF ESF network processor client mapper was detected.

**Recommended Action** This software programming error is not considered fatal to the operation of the ESF network processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at



<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-INITFAIL: Initialization Failed - [chars]: [chars] [chars]

**Explanation** Memory needed to service one or more network processors could not be initialized.

**Recommended Action** Try to reload the Cisco IOS image on the affected card or platform. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-INTF: [chars] error detected: [chars] [chars] [hex] [hex]

**Explanation** A software programming error for the interface ESF network processor client mapper was detected.

**Recommended Action** This software programming error is not considered fatal to the operation of the ESF network processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-LOCK\_BLOCK: [chars] error detected - [hex] [dec] [dec] [dec]

**Explanation** An error was detected during the processing of ESF network processor lock bit allocations.

**Recommended Action** This is a software programming error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-LOCK\_LIST: [chars] error detected - [hex] [dec] [dec] [dec]

**Explanation** An error was detected during the processing of ESF network processor lock bit allocations.

**Recommended Action** This is a software programming error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-MAXEXCEED: ESF NP Mapper Max Services Exceeded - [chars]: [chars] [dec]

**Recommended Action** Change the configuration to reduce the number of services configured. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-MPLSOGRE: [chars] error detected: [chars] [chars] [hex]  
[hex]

**Explanation** A software programming error for the MPLSOGRE ESF network processor client mapper was detected.

**Recommended Action** This software programming error is not considered fatal to the operation of the ESF network processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-NOMEM: Memory Allocation Failure - [chars] :  
[chars] ([hex])

**Explanation** Memory required to service one or more network processors could not be allocated.

**Recommended Action** This error may indicate that more memory must be installed on the affected card or platform to service all the features and related entities enabled by the configuration. Attempt to reload the Cisco IOS image on the affected card or platform. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-NOMEM\_S: Memory Allocation Failure - [chars]: [chars]  
[chars]

**Explanation** Memory required to service one or more network processors could not be allocated.

**Recommended Action** This error may indicate that more memory must be installed on the affected card or platform to service all the features and related entities enabled by the configuration. Attempt to reload the Cisco IOS image on the affected card or platform. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-NOTFOUND: ESF NP Client Mapper - [chars]: [chars] [hex]

**Explanation** The ESF network processor client mapper could not locate a required software element.

**Recommended Action** Try to reload the Cisco IOS image on the affected card or platform. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-NPUNKNOWN: Unsupported NP - [chars]: [chars] [chars]

**Explanation** An unsupported network processor has been detected.

**Recommended Action** Verify that the correct Cisco IOS image is loaded on the affected card or platform for the configured features. If the error persists,

**Recommended Action** Verify that the correct Cisco IOS image is loaded on the affected card or platform for the configured features. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-QOS: [chars] error detected: [chars] [chars] [hex] [hex]

**Explanation** A software programming error for the QOS ESF network processor client mapper was detected.

**Recommended Action** This software programming error is not considered fatal to the operation of the ESF network processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-QOS\_CONFIG: [chars] error detected: [chars] [chars] [hex] [hex]

**Explanation** A configuration error for the QoS ESF network processor client mapper was detected. This configuration error is not considered fatal to the operation of the ESF network processors. The software is designed to detect and report the error condition.

**Recommended Action** Change the configuration to correct the QoS ACL configuration problem. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-STATS\_BLOCK: [chars] error detected - [hex] [hex] [dec] [dec] [dec]

**Explanation** An error was detected during the processing of ESF network processor statistics block allocations.

**Recommended Action** This is a software programming error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-4-STUCK: Client ID([hex], [hex]) not ready on [chars]

**Explanation** During reset of the ESF network processor, one or more network processor clients had not completed stop processing.

**Recommended Action** The system should still operate normally, however, statistics or state collected before the ESF network processor was reset may have been lost. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve

the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-TTFIB: [chars] error detected: [chars] [chars] [hex] [hex]

**Explanation** A software programming error for the VPLS ESF network processor client mapper was detected.

**Recommended Action** This software programming error is not considered fatal to the operation of the ESF network processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-VPLS: [chars] error detected: [chars] [chars] [hex] [hex]

**Explanation** A software programming error for the VPLS ESF network processor client mapper was detected.

**Recommended Action** This software programming error is not considered fatal to the operation of the ESF network processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-WRED: [chars] error detected: [chars] [chars] [hex] [hex]

**Explanation** A software programming error for the WRED ESF network processor client mapper was detected.

**Recommended Action** This software programming error is not considered fatal to the operation of the ESF network processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IXP\_MAP-4

**Error Message** %IXP\_MAP-4-IPC\_FAIL: ESF IPC Command failed - [chars] NP=[chars] (cmd=[dec] me=[dec] rc=[dec])

**Explanation** An IPC command sent to the ESF network processor has failed.

**Recommended Action** This error indicates a possible problem with the network processor hardware or microcode. Reload the affected hardware to clear the condition. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-4-QUEUE\_LIMIT\_EXCEED: Warning: Line card default queue-limit exceeds the maximum transmit packet buffers ([dec]). To ensure high priority traffic is not dropped, apply a QoS policy on each interface and adjust the queue-limit so that the total of the queue-limits on this line card is less than the maximum transmit packet buffers.

**Explanation** An error for the HQF ESF network processor client mapper was detected. The total of the default queue limits exceeds the maximum transmit packet buffers for this line card. Under high-traffic conditions, the line card may run out of packet buffers and drop high-priority traffic.

**Recommended Action** This configuration error is not considered fatal to the operation of the ESF network processors. The software is designed to detect and report the error condition. Apply the QoS policy configuration in the output direction of each interface. Adjust the queue limit so that the total of the queue limits on this line card is less than the maximum transmit packet buffers. (**policy-map**

**qlimit; class class-default; queue-limit 10000; interface Gig1/0/0; service policy output qlimit).** If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show policy-map interface** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-4-STUCK: Client ID(0x%x, 0x%08X) not ready on %s

**Explanation** During reset of the ESF Network Processor, one or more Network Processor Clients had not completed stop processing.

**Recommended Action** The system should still operate normally, however, statistics or state collected before the ESF Network Processor was reset may have been lost. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

## KERBEROS-3

**Error Message** %KERBEROS-3-UNAVAILABLE: Failed to fork process for %s.

**Explanation** Quite likely, we ran out of memory. Other explanations are possible.

**Recommended Action** If this message recurs, call your technical support representative for assistance.

## KEYMAN Messages

This section contains key string encryption (KEYMAN) messages.

### KEYMAN-4

**Error Message** %KEYMAN-4-KEYSTR\_BAD\_CRYPTO: Bad encrypted keystring for key id [dec].

**Explanation** The system could not successfully decrypt an encrypted key string. The key string may have been corrupted during system configuration.

**Recommended Action** Reenter the key string command, and reconfigure the key string.



**Error Message** %KEYMAN-4-KEYSTR\_CRYPT0\_TYPE: Type [dec] encryption unknown.  
Interpreting keystring as literal

**Explanation** The system does not recognize the format type. A key string format type value of 0 (unencrypted key string) or 7 (hidden key string), followed by a space, can precede the actual key string to indicate its format. An unknown type value will be accepted, but the system will consider the key string as being unencrypted.

**Recommended Action** Use the correct format for the value type or remove the space following the value type.

## KINEPAK-3

**Error Message** %KINEPAK-3-UNAVAILABLE: Cannot create message buffer

**Explanation** A software error occurred resulting in failure to create a message buffer to send messages among processes.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %KINEPAK-3-UNAVAILABLE: Cannot create particle pool

**Explanation** A software error occurred resulting in failure to create a particle pool to receive packets from DSP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %KINEPAK-3-UNAVAILABLE: Cannot find dspware %s component

**Explanation** A software error occurred resulting in failure to download a dspware component.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %KINEPAK-3-UNAVAILABLE: Contiguous packet sent for transmit

**Explanation** A software error occurred resulting in an unexpected packet being set up for transmission and the packet was dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %KINEPAK-3-UNAVAILABLE: No dsp entry in dsp list

**Explanation** The software structure that is used to maintain the DSP instance is missing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %KINEPAK-3-UNAVAILABLE: No particle available for ingress packet

**Explanation** A software error occurred resulting in failure to obtain a particle to hold an ingress packet from DSP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %KINEPAK-3-UNAVAILABLE: Static receive paktype unavailable

**Explanation** A software structure was found in an unexpected state during run-time for the indicated DSP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %KINEPAK-3-UNAVAILABLE: dsp%d cannot download dspware %s

**Explanation** A software error occurred resulting in failure to download a dspware component.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## KEYSTORE\_SP Messages

This section contains keystore (KEYSTORE) messages.

### KEYSTORE\_SP-3

**Error Message** %KEYSTORE\_SP-3-HW\_BAD\_EEPROM\_ERR: Bad EEPROM cell reported in hardware keystore.

**Explanation** A cell in the keystore EEPROM has failed. Write operations are not producing correct results.

**Recommended Action** Report this error to your Cisco technical support representative and arrange to have the hardware keystore on the supervisor card replaced.

## LANMGR Messages

**Error Message** %LANMGR-4-BADRNGNUM: Ring number mismatch on [chars], shutting down the interface

**Explanation** The router detected a conflict in assigned ring numbers for the specified Token Ring. The Ring Parameter Server (RPS) function was shut down to prevent potentially incorrect information from being sourced onto the ring.

**Recommended Action** Check all bridges connected to this Token Ring and ensure that they are using the same assigned ring number.

## L2 Messages

This section contains Layer 2 (L2) messages.

### L2-3

**Error Message** L2-3-DUP\_REG: L2 Forwarding Engine: [chars] Attempt to program duplicate MAC address

**Explanation** There was an attempt to program a duplicate MAC address in the match registers. [chars] indicates the source of the attempt.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L2\_AGING Messages

This section contains Layer 2 aging (L2\_AGING) messages.

### L2\_AGING-2

**Error Message** %L2\_AGING-2-DEC\_EN\_FAIL: Failed to initialize Distributed EtherChannel

**Explanation** One or more resources that are required for the distributed EtherChannel operation are in use.

**Recommended Action** Remove the monitor session reserved for service modules by entering the **no monitor session service module** command, and then try to reinitialize the operation.

**Error Message** %L2\_AGING-2-MALLOC\_FAIL: [chars]: Failed to allocate memory for bitlist

**Explanation** There was no memory available to create the bit list.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L2\_AGING-2-SIG\_INST\_FAIL: [chars]: Failed to install signal handler

**Explanation** A signal handler could not be installed for a process that involves Layer 2 aging.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L2\_APPL Messages

This section contains Layer 2 application (L2\_APPL) messages.

### L2\_APPL-0

**Error Message** %L2\_APPL-0-TASK\_SPAWN\_FAIL: Failed to spawn task "[chars]"

**Explanation** The specified initializing task failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### L2\_APPL-4

**Error Message** %L2\_APPL-4-MAC\_MOVE: Host [enet] is flapping between port [chars] and port [chars]

**Explanation** A host is going up and down between ports.

**Recommended Action** Examine the network for possible loops.

**Error Message** %L2\_APPL-4-MAC\_USAGE: MAC usage is currently [dec]%

**Explanation** MAC usage is exceeded for the Layer 2 monitoring feature.

**Recommended Action** No action is required.

**Error Message** %L2\_APPL-4-UNKMMSG: Unknown received message [dec]

**Explanation** An internal error occurred. There might be a mismatch between image versions.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L2\_ASIC Messages

This section contains Layer 2 forwarding engine messages.

### L2\_ASIC-0

**Error Message** %L2\_ASIC-0-FATAL\_INTR: L2 Forwarding Engine: fatal interrupt: int status [hex],  
int mask [hex]

**Explanation** Critical interrupts indicate that EARL may no longer be functioning.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### L2\_ASIC-1

**Error Message** %L2\_ASIC-1-SCP\_Q\_CREATE\_FAIL: Failed to create L2 Forwarding Engine SCP queue

**Explanation** SCP queue creation has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L2\_ASIC-1-TASK\_CREATE\_FAIL: Failed to create L2 Forwarding Engine fatal interrupt patch task

**Explanation** A task creation failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L2\_ASIC-1-THRO\_RES\_ALLOC\_FAIL: Failed to allocate throttle resource

**Explanation** Throttle resource allocation has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L2\_ASIC-2

**Error Message** %L2\_ASIC-2-L2L3\_SEQ\_ERR: L2 Seq #[hex], L3 Seq #[hex], L2L3 Mismatch seq #[hex]

**Explanation** A Layer 2 forwarding engine Layer 2-to-Layer 3 sequence error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at



[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L2\_ASIC-2-PARITY\_ERR: L2 Forwarding Engine: parity intr #[dec]: address [hex], Data: [hex], [hex], [hex], [hex]

**Explanation** A parity error was detected while accessing the forwarding table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L2\_ASIC-2-RESET\_LC: Resetting the linecard [dec]. Error code [dec]

**Explanation** Failed to receive an SCP response or received a response with a status of not-ok.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L2\_ASIC-2-SEQ\_ERR: [chars] seq. error: Seq #[hex], Intr. status #[hex], Cntrl1 #[hex], Cntrl2 #[hex]

**Explanation** A Layer 2 forwarding engine sequence error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L2\_ASIC-4

**Error Message** %L2\_ASIC-4-INV\_MSG: Received [chars] message from slot [dec]

**Explanation** A message was received from an invalid line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L2\_ASIC-4-INV\_REG: L2 Forwarding Engine: Attempt to [chars] invalid register

**Explanation** An internal error has occurred. An attempt was made to read or write to an invalid Layer 2 forwarding engine register.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# L2TP Messages

This section contains Layer 2 Tunneling Protocol (L2TP) messages.

## L2TP-3

**Error Message** %L2TP-3-CRITICAL: %s

**Explanation** An critical event was processed by the Layer 2 Tunneling Protocol (L2TP) subsystem.

**Recommended Action** No action is required.

**Error Message** %L2TP-3-ILLEGAL: %s: %s

**Explanation** An illegal event was processed by the Layer 2 Tunneling Protocol (L2TP) subsystem.

**Recommended Action** No action is required.

## L2TP-5

**Error Message** %L2TP-5-IGNOREICMPMTU: Ignoring received ICMP Type 3 Code 4, due to pmtu min or max setting

**Explanation** An ICMP Type 3 Code 4 packet has been received, indicating that fragmentation is needed, but the 'don't fragment' (DF) bit is set. This packet has specified a next-hop MTU that is smaller or greater than the current minimum or maximum path MTU discovery MTU value. The ICMP packet was ignored and the MTU has not been changed.

**Recommended Action** To allow the ICMP packet to be accepted and used to decrease or increase the MTU, enter the **vpdn pmtu min** command to decrease the minimum MTU allowed and enter the **vpdn pmtu max** command to increase the maximum MTU that is allowed. The minimum value specified is the minimum MTU that is allowed, and the maximum value specified is the maximum MTU that is allowed.

## L2TUN Messages

This section contains Layer 2 Tunneling Protocol (L2TUN) messages.

### L2TUN-3

**Error Message** %L2TUN-3-ILLEGAL: %s

**Explanation** An illegal event was processed by the Layer 2 Tunneling (L2TUN) subsystem.

**Recommended Action** No action is required.

## L2\_MMC Messages

This section contains Layer 2 MAC move counter (L2\_MMC) messages.

### L2\_MMC-3

**Error Message** %L2\_MMC-3-TASK\_SPAWN\_FAIL: L2 MMC process cannot be created

**Explanation** The Layer 2 MAC move counters (MMC) process cannot be created.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### L2\_MMC-4

**Error Message** %L2\_MMC-4-MMC\_FIRST: MAC Move(s) are detected

**Explanation** The feature is enabled and the first MAC move(s) have been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L2\_MMC-4-MMC\_MAX: Maximum limit for MAC move counters exceeded for vlan %d

**Explanation** The maximum limit has been exceeded for MAC move counters (MMC) on the specified VLAN.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L3\_ASIC Messages

This section contains Layer 3 CEF engine messages.

### L3\_ASIC-1

**Error Message** %L3\_ASIC-1-ERR\_NF\_PARITY: Netflow table parity error can't be fixed by software.

**Explanation** NetFlow table parity errors are too many to be fixed by software.

**Recommended Action** Reload the system. If the messages continue for the same module after a reload, contact your Cisco technical support representative and provide the output of the **show module** command to obtain a replacement for that module.

### L3\_ASIC-4

**Error Message** %L3\_ASIC-4-ERR\_INTRPT: Interrupt [chars] occurring in L3 CEF Engine.

**Explanation** An error interrupt is occurring for the Layer 3 CEF engine.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show earl status** command on the consoles of the switch supervisor and any DFC-enabled line cards to gather data that may help identify the cause of the error. Research and attempt to resolve

the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L3\_COMMON Messages

This section contains Layer 3 common ISSU messages.

### L3\_COMMON-3

**Error Message** %L3\_COMMON-3-ERROR: %s

**Explanation** An error has occurred in the Layer 3 in-service software upgrade (ISSU) process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### L2CAC-5

**Error Message** \%L2CAC-5-UNAVAILABLE: VC %d/%d bandwidth is not enough. Total bandwidth is %d cps, but requires %d cps

**Explanation** VC bandwidth is not enough, Need to increase the bandwidth .

**Recommended Action** To support this call, VC bandwidth the sustained cell rate has to be increased to accomidate the new calls.

## L2CTRL-3

**Error Message** %L2CTRL-3-UNAVAILABLE: Subsystem %s fails to add callback function %s

**Explanation** Other subsystem must have mistakenly add its own callback functions. This syslog is for debugging purpose.

**Recommended Action** LOG\_STD\_NO\_ACTION

## L2MCAST\_SNOOP-4

**Error Message** %L2MCAST\_SNOOP-4-FORCE\_MAC\_FORWARDING: Force to do MAC-based forwarding because an IP multicast DMAC is configured while IP-based forwarding is enabled on this VLAN %d. Suggest to configure static multicast group instead.

**Explanation** Configuring multicast group address can avoid address aliasing problem

**Recommended Action** Either change to MAC-based forwarding using command 'multicast snooping lookup mac' or configure group ip address using command 'ip/ipv6 igmp/mld snooping static interface'

**Error Message** %L2MCAST\_SNOOP-4-UNAVAILABLE: Failed creation of GIP/SIP entry, exceeded VLAN (%d) limit (%d) of IPv%d state entries.

**Explanation** Maximum state entry limit is exceeded and thus no new (\*,G)/(S,G) state entries can be created by L2 multicast snooping. Receivers for these GIP/SIP entries may not be able to receive traffic

**Recommended Action** Reduce the number of (\*,G)/(S,G) entries in this VLAN or increase the state limit. Another alternative is to configure static entries for those groups that should not be subjected to the state limit

**Error Message** %L2MCAST\_SNOOP-4-UNAVAILABLE: Force to do MAC-based forwarding because an IP multicast DMAC is configured while IP-based forwarding is enabled on this VLAN %d. Suggest to configure static multicast group instead.

**Explanation** Configuring multicast group address can avoid address aliasing problem

**Recommended Action** Either change to MAC-based forwarding using command 'multicast snooping lookup mac' or configure group ip address using command 'ip/ipv6 igmp/mld snooping static interface'

**Error Message** %L2MCAST\_SNOOP-4-UNAVAILABLE: VLAN (%d) limit is already exceeded after decreasing the limit.L2 multicast snooping must be disabled and enabled for lowerlimit to take effect.

**Explanation** After the maximum state entry limit is decreased, the number of L2 multicast snooping states is now greater than the limit.In order to make the smaller limit take effect, snooping must be disabled on the VLAN and then re-enabled.

**Recommended Action** Disable and re-enable L2 multicast snooping on the VLAN.

## L2MCAST\_SNOOP-6

**Error Message** %L2MCAST\_SNOOP-6-ETRACK\_LIMIT\_EXCEEDED: %s snooping on VLAN %d was trying to allocate more explicit-tracking entries than what allowed global limit (%d) or the limit on the VLAN (%d). Potential multicast traffic disruption may occur. Increase limit if not intended so.

**Explanation** The allocation of explicit-tracking entries is bounded to avoid the IGMP/MLD snooping hogs the system resources

**Recommended Action** Reduce the number of (s,g) channels or number of receivers. When explicit-tracking database is overflow, new membership for any channel will not be tracked and it may cause high leave latency when those members leave a channel. Another alternative is to increase the limit from the config mode through the CLI 'ip/ipv6 igmp/mld snooping explicit-tracking-limit ' globally and on the VLAN. But note increasing the value of max-entries could create crash due to high use of system resources

**Error Message** %L2MCAST\_SNOOP-6-UNAVAILABLE: %s snooping on VLAN %d was trying to allocate more explicit-tracking entries than what allowed global limit (%d) or the limit on the VLAN (%d). Potential multicast traffic disruption may occur. Increase limit if not intended so.

**Explanation** The allocation of explicit-tracking entries is bounded to avoid the IGMP/MLD snooping hogs the system resources

**Recommended Action** Reduce the number of (s,g) channels or number of receivers. When explicit-tracking database is overflow, new membership for any channel will not be tracked and it may cause high leave latency when those members leave a channel. Another alternative is to increase the limit from the config mode through the CLI 'ip/ipv6 igmp/mld snooping explicit-tracking-limit ' globally and on the VLAN. But note increasing the value of max-entries could create crash due to high use of system resources

**Error Message** %L2MCAST\_SNOOP-6-UNAVAILABLE: IP-based forwarding is restored on VLAN %d

**Explanation** The static multicast MAC are all removed. Restore IP-based forwarding

**Recommended Action** The message is for information only



## L2MC\_QUERIER-4

**Error Message** %L2MC\_QUERIER-4-UNAVAILABLE: The %s querier cannot send out General Query messages in VLAN %d because there is no IP address configured on the system.

**Explanation** An IP address should be specified for the IGMP/MLD querier either at the global or per VLAN level.

**Recommended Action** Configure a source IP address for the IGMP/MLD querier.

**Error Message** %L2MC\_QUERIER-4-UNAVAILABLE: The %s querier is operationally disabled in VLAN %d because %s snooping has been disabled in this VLAN.

**Explanation** IGMP/MLD snooping has been detected as being disabled on this VLAN. The IGMP/MLD querier function should not be operationally enabled when IGMP/MLD snooping is disabled.

**Recommended Action** Ensure that IGMP/MLD snooping is enabled globally and on the VLAN reported.

**Error Message** %L2MC\_QUERIER-4-UNAVAILABLE: The %s querier is operationally disabled in VLAN %d because PIM has been enabled on the SVI.

**Explanation** PIM has been detected on the SVI. The IGMP/MLD querier function should not be operationally enabled when PIM is enabled on the SVI.

**Recommended Action** Ensure that PIM is disabled on the SVI.

## L2MC\_QUERIER-6

**Error Message** %L2MC\_QUERIER-6-UNAVAILABLE: The %s querier is now operationally enabled in VLAN %d because %s snooping is no longer disabled.

**Explanation** IGMP/MLD snooping has now been enabled and, as a result, the IGMP/MLD querier function has now been enabled.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %L2MC\_QUERIER-6-UNAVAILABLE: The %s querier is now operationally enabled in VLAN %d because PIM is no longer enabled on the SVI.

**Explanation** PIM has been disabled on the SVI and, as a result, the IGMP/MLD querier function has now been enabled.

**Recommended Action** LOG\_STD\_NO\_ACTION

## L2MMC

**Error Message** %L2 MMC-4-MMC\_FIRST: MAC Move(s) are detected

**Explanation** After the feature is enabled, the first Mac Move(s) are happening

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L2R-4

**Error Message** %L2R-4-UNAVAILABLE: Invalid L2R message (msg\_type %x) received from UID %d at line %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L2R-4-UNAVAILABLE: fragmentation error (s\_uid = %x) received

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L2R-4-UNAVAILABLE: l2r uid %d drop packet (type %x) from/to uid %d when %s

**Explanation** drop packet.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L2TM-3

**Error Message** %L2TM-3-UNAVAILABLE: Tcam access failed while %s

**Explanation** Failed to read/write from/to tcam.

Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L2TM-7

**Error Message** %L2TM-7-UNAVAILABLE: Internal error: %s

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L3\_MGR Messages

This section contains Layer 3 manager messages.

### L3\_MGR-3

**Error Message** %L3\_MGR-3-ERROR: %s: %s

**Explanation** An error has occurred in the Layer 3 in-service software upgrade (ISSU) process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L3\_MGR\_ISSU Messages

This section contains Layer 3 in-service software upgrade (ISSU) manager messages.

### L3\_MGR\_ISSU-3

**Error Message** %L3\_MGR\_ISSU-3-ERROR: %s: %s

**Explanation** An error has occurred in the Layer 3 ISSU manager process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# L3MM Messages

This section contains Layer 3 Mobility Manager (L3MM) messages.

## L3MM-4

**Error Message** %L3MM-4-AP\_DB\_ADD: Failed to add AP to DB { AP: [enet], [IP\_address] }

**Explanation** The L3MM failed to add the entry for the specified access point (AP) into the AP database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L3MM-4-AP\_DB\_DEL: Failed to delete AP from DB { AP: [enet], [IP\_address] }

**Explanation** The L3MM failed to delete the entry for the specified AP from the AP database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L3MM-4-DUP\_AP\_IPADDR: AP [enet] is requesting ip [IP\_address] which is being used by another AP

**Explanation** The L3MM detected that an access point requested an IP address that is being used by another access point in the network.

**Recommended Action** Change the IP address of one of the two access points.

**Error Message** %L3MM-4-DUP\_IPADDR: MN [enet] is requesting ip [IP\_address] which is being used by MN [enet]

**Explanation** The L3MM detected that a mobile node requested an IP address that is being used by another mobile node in the network.

**Recommended Action** Change the IP address of one of the two mobile nodes.

**Error Message** %L3MM-4-INIT\_FAIL: Initialization failure; reason: [chars]

**Explanation** The L3MM failed to initialize due to the specified reason.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L3MM-4-MALLOC\_FAIL: Memory allocation failure [chars]

**Explanation** The L3MM failed to allocate memory that was needed to perform an operation or to respond to an event.

**Recommended Action** Increase the memory on the router processor of the supervisor engine.

**Error Message** %L3MM-4-MN\_IPDB\_ADD: Failed to add MN to MN DB { MN: [enet], [IP\_address] }

**Explanation** The L3MM failed to add the entry for the specified mobile node into the mobile node IP database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L3MM-4-MN\_IPDB\_DEL: Failed to delete MN from IP DB { MN: [enet], [IP\_address] }

**Explanation** The L3MM failed to delete the entry for the specified mobile node from the mobile node IP database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L3MM-4-MN\_MACDB\_ADD: Failed to add MN to MAC DB { MN: [enet], AP: [IP\_address] }

**Explanation** The L3MM failed to add the entry for the specified mobile node into the mobile node MAC database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L3MM-4-MN\_MACDB\_DEL: Failed to delete MN from MAC DB { MN: [enet], [IP\_address], AP: [IP\_address], WNID: [dec] }

**Explanation** The L3MM failed to delete the entry for the specified mobile node from the mobile node MAC database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L3MM-5

**Error Message** %L3MM-5-WLAN: Wireless LAN Module in slot [dec] is [chars]

**Explanation** The L3MM detected a change in the state of the wireless LAN module in the specified slot. If the module is now on line, the L3MM starts accepting access-point and mobile-node registrations from the WDS on the module. If the module is now off line, the L3MM purges all access points and mobile nodes received from the module.

**Recommended Action** No action is required.

**Error Message** %L3MM-5-WLAN\_COMM\_ABORT: Communication with Wireless LAN Module in slot [dec] aborted ([chars])

**Explanation** The L3MM detected a communication failure with the wireless LAN module specified in the error message above. The L3MM will respond by purging its access point and mobile node databases as if the module went offline. However, the module will not be reset by the L3MM.

**Recommended Action** No action is required.

**Error Message** %L3MM-5-WLAN\_PWR\_DN: Wireless LAN Module in slot [dec] will be powered down, another module is already active

**Explanation** The L3MM detected a wireless LAN module trying to come online, while another module was already functional as the active wireless LAN module. The L3MM does not support more than one wireless LAN module on line in the chassis at a given time, which is why this module will be powered down.

**Recommended Action** No action is required.

## L3TCAM Messages

This section contains Layer 3 TCAM Manager (L3TCAM) messages.

### L3TCAM-3

**Error Message** %L3TCAM-3-SIZE\_CONFLICT: [chars] requires enabling extended routing

**Explanation** The TCAM entry has not been configured to enable extended routing. In order to support this feature, it is required that the TCAM entry be configured to enable extended routing.

**Recommended Action** Modify the Switch Database Management template so that the switch is enabled to support the 144-bit Layer 3 TCAM. Enter the **sdm prefer extended-match**, **sdm prefer access extended-match**, or **sdm prefer routing extended-match** global configuration command, then reload the switch by entering the **reload** privileged EXEC command.



**Error Message** %L3TCAM-3-TOO\_MANY\_VRF: Exceed the maximum number of VRF allowed

**Explanation** The number of VPNs has exceeded the maximum number of VPNs that are allowed in the VPN routing and forwarding table on this hardware platform.

**Recommended Action** Reconfigure your switch to limit the number of VRFs. Do not define more than seven VRFs when you are entering the **ip vrf vrf-name** command, with *vrf-name* being the name of the VRF instance, in global configuration mode.

## LACP Messages

This section contains Link Aggregation Control Protocol (LACP) messages.

### LACP-4

**Error Message** %LACP-4-MULTIPLE\_NEIGHBORS: Multiple neighbors detected on %s

**Explanation** The Link Aggregation Control Protocol (LACP) detected multiple neighbors on the specified interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### LANCE-1

**Error Message** %LANCE-1-UNAVAILABLE: msgtxt\_initfail

**Explanation** The hardware failed to initialize correctly.

**Recommended Action** Repair or replace the controller.

**Error Message** %LANCE-1-UNAVAILABLE: msgtxt\_memoryerror

**Explanation** An Ethernet interface detected a hardware problem.

**Recommended Action** Repair or replace the controller.

## LANCE-3

**Error Message** %LANCE-3-UNAVAILABLE: Unit %d, spurious IDON interrupt, csr%d=0x%04x

**Explanation** An Ethernet interface generated a spurious Initialization Done interrupt.

**Recommended Action** Repair or replace the controller.

**Error Message** %LANCE-3-UNAVAILABLE: Unit %d, underflow error

**Explanation** The Ethernet hardware is requesting data faster than the system can supply it. This condition might indicate that the system is at the limit of its performance.

**Recommended Action** A small number of underflows might not be a cause for concern. You can monitor underflows with the show interface command. Reducing the load on the router or installing a higher-performance router should alleviate this problem.

**Error Message** %LANCE-3-UNAVAILABLE: msgtxt\_badcable

**Explanation** Ethernet cable is not connected.

**Recommended Action** Check Ethernet cable connection.

**Error Message** %LANCE-3-UNAVAILABLE: msgtxt\_badunit

**Explanation** An internal software error occurred.

**Recommended Action** If either message recurs, call your technical support representative for assistance.

**Error Message** %LANCE-3-UNAVAILABLE: msgtxt\_ownership

**Explanation** An Ethernet interface is malfunctioning, or an internal software error occurred.

**Recommended Action** Repair or replace the controller.

## LANCE-4

**Error Message** %LANCE-4-UNAVAILABLE: Unit %d, babble error, csr0 = 0x%x

**Explanation** An Ethernet interface is malfunctioning.

**Recommended Action** Determine whether the malfunction stems from a software or hardware error by turning off all fastswitching. Error messages showing that the packet is too large for the link indicate a software error at a high level. Copy the error message exactly as it appears, and report it to your technical support representative. Receiving no error messages indicates a hardware error. Repair or replace the controller.

## LANCE-5

**Error Message** %LANCE-5-UNAVAILABLE: Unit %d, excessive collisions. TDR=%d

**Explanation** An Ethernet cable is broken or unterminated, or the transceiver is unplugged. The time delay reflectometer (TDR) counter is an internal LANCE counter that counts the time (in ticks of 100 ns each) from the start of a transmission to the occurrence of a collision. Because a transmission travels about 35 feet per tick, this value is useful to determine the approximate distance to a cable fault.

**Recommended Action** If the transceiver appears to be properly terminated, repair or replace the Ethernet interface card.

**Error Message** %LANCE-5-UNAVAILABLE: Unit %d, late collision error

**Explanation** An Ethernet transceiver is malfunctioning, the Ethernet is overloaded, or the Ethernet cable is too long.

**Recommended Action** Repair or replace the controller.

**Error Message** %LANCE-5-UNAVAILABLE: Unit %d, lost carrier. Transceiver problem?

**Explanation** An Ethernet transceiver is unplugged or faulty.

**Recommended Action** Repair or replace the controller.

## LANE-3

**Error Message** %LANE-3-UNAVAILABLE: %s %s cannot register %Cj with ILMI

**Explanation** An attempt to register the given ATM address with the ATM switch failed. This failure can occur because the ATM switch is down or misconfigured. The registration will be retried.

**Recommended Action** If the situation persists after a number of attempts, and the switch is up, the configuration of the switch and router should be examined. A likely cause is that the ATM address being registered is not compatible with the parameters configured in the switch. Correct the configuration.

**Error Message** %LANE-3-UNAVAILABLE: %s

**Explanation** A LANE client 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** %LANE-3-UNAVAILABLE: %s

**Explanation** A serious internal occurred with LES/BUS.

**Recommended Action** This error should not occur. Download the system error log, then call your technical support representative and provide the log, the error message, and the router configuration.

**Error Message** %LANE-3-UNAVAILABLE: %s

**Explanation** An internal consistency error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %LANE-3-UNAVAILABLE: %s

**Explanation** An internal error has occurred, which reflects an inconsistency in the system and needs attention.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %LANE-3-UNAVAILABLE: %s

**Explanation** An internal error occurred while system routines were handling ATM signaling messages for LANE.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %LANE-3-UNAVAILABLE: %s CFG\_REQ failed, %s (LECS returned %d)

**Explanation** The master LECS refused the LEC's configuration request.

**Recommended Action** Check your LECS configurations.

**Error Message** %LANE-3-UNAVAILABLE: %s CTL DIST blli type wrong

**Explanation** Wrong BLLI value specified on the incoming circuit.

**Recommended Action** The originator of the circuit is not using the correct BLLI value for this type of circuit. LANE standard defines these values, and the originator is violating the standard.

**Error Message** %LANE-3-UNAVAILABLE: %s JOIN failed, %s (LES returned %d)

**Explanation** LANE client was rejected the Join request to join its elan.

**Recommended Action** This is usually because of user configuration errors: LANE client attempting to join an incorrect elan, or elan not configured in the LES, or validation failures with the LECS, etc...

**Error Message** %LANE-3-UNAVAILABLE: %s LEC unable to compute ATM address

**Explanation** The client cannot obtain an ATM address from the given configuration, or auto-assignment failed to get an ATM prefix from the switch.

**Recommended Action** If you expect the switch to assign the prefix to the router, check that the Interim Local Management Interface (ILMI) is functional and the switch has a prefix configured. Otherwise, confirm that the client has an address in the NVRAM configuration.

**Error Message** %LANE-3-UNAVAILABLE: %s RD REGISTER failed for Route Descriptor %x

**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** %LANE-3-UNAVAILABLE: %s REGISTER failed, %s (LES returned %d)

**Explanation** attempt to register a mac-atm address binding with LES failed.

**Recommended Action** The LES has already registered the requested mac addr - atm addr binding.

**Error Message** %LANE-3-UNAVAILABLE: %s elan %s unable to compute %s ATM address

**Explanation** Software was unable to compute an ATM address based on the ATM address template given. The characters in chars (see above display) will be either BUS (broadcast-and-unknown), server, or config server in the actual error message.

**Recommended Action** Enter a correct ATM address template for the LANE component (BUS, server, or config server) named in the error message.

**Error Message** %LANE-3-UNAVAILABLE: %s elan %s unrecoverable error %s

**Explanation** A very serious LES/BUS internal error occurred.

**Recommended Action** This error should not occur. Download the system error log, then call your technical support representative and provide the log, the error message, and the router configuration.

**Error Message** %LANE-3-UNAVAILABLE: %s listen failed on %s

**Explanation** The LANE client could not register its address with ATM signalling to be able to accept calls on that address.

**Recommended Action** Reconfigure the client ATM address. It may be conflicting with another component with the same ATM address.

**Error Message** %LANE-3-UNAVAILABLE: %s still destroying old sub-interface

**Explanation** An attempt was made to create a new subinterface while a previous version of the subinterface was still being destroyed.

**Recommended Action** Wait a minute and try again. If failure still occurs, try shutting down the main interface. Rebooting may be required to recover in extreme cases.

**Error Message** %LANE-3-UNAVAILABLE: %s: elan id mismatch: LECS indicates %u, LES indicates %u

**Explanation** The elan-id returned by LES does not match the value given by LECS or via the CLI

**Recommended Action** Check configuration of elan ids specified in the LECS database and the LES. The mismatch must be occurring as a result of misconfiguration.

**Error Message** %LANE-3-UNAVAILABLE: A LANE Client is already running here using another elan name

**Explanation** Both the LANE client and the LANE server/BUS may have an emulated LAN name specified in the configuration via the lane server-bus and lane client commands. If both specify the emulated LAN name, then the name cannot be changed by re-entering just one of the commands.

**Recommended Action** Use the no lane server-bus command to delete the server-bus or the no lane client command to delete the client. Then, the other of the two commands can be re-entered with another emulated LAN name. Finally, re-enter the deleted command with the new emulated LAN name.

**Error Message** %LANE-3-UNAVAILABLE: A LANE Client is already running here using another elan type

**Explanation** Both the LANE client and the LANE Server/BUS may have an ELAN type specified in the configuration via the lane server-bus and lane client commands as either Ethernet or Token Ring. If both, specify the type; the type cannot be changed by re-entering just one of the commands.

**Recommended Action** Use the no lane server-bus command to delete the server-bus or the no lane client command to delete the client. Then, the other of the two commands can be re-entered with a new type. Finally, re-enter the deleted command with the new type.

**Error Message** %LANE-3-UNAVAILABLE: ELAN name must be 1-32 characters long

**Explanation** A name which is longer than 32 characters identifying a LANE component has been entered by the user.

**Recommended Action** Re-enter a shorter name.

**Error Message** %LANE-3-UNAVAILABLE: ILMI service registration failed

**Explanation** The Interim Local Management Interface (ILMI) feature is either not included in the software image running on the router, or is having other problems.

**Recommended Action** This error should not occur. Download the system error log, then call your technical support representative and provide the log, the error message, and the router configuration.

**Error Message** %LANE-3-UNAVAILABLE: Inappropriate LAN type

**Explanation** An unexpected LAN type has been specified for a LANE component. Only ethernet and token-ring elans are supported.

**Recommended Action** Specify a valid LAN type.

**Error Message** %LANE-3-UNAVAILABLE: Received bad control message on interface %s

**Explanation** The LANE client received an unexpected or inappropriate control message over one of its vc's.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %LANE-3-UNAVAILABLE: Unexpected ILMI event %d

**Explanation** An internal error occurred.

**Recommended Action** This error should not occur. Download the system error log, then call your technical support representative and provide the log, the error message, and the router configuration.

**Error Message** %LANE-3-UNAVAILABLE: Unexpected SigAPI event %d

**Explanation** ATM signaling sent the LANE client an unexpected message type.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## LANE-4

**Error Message** %LANE-4-UNAVAILABLE: %s

**Explanation** The LANE Configuration Server address could not be registered with or de-registered from the switch, using Interim Local Management Interface (ILMI). Possible causes: The switch prefix is not available. The address is not acceptable to the switch (the prefix does not conform). The interface over which this operation should take place is down. The ILMI subsystem on the router is not completely initialized.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %LANE-4-UNAVAILABLE: %s elan %s LECIDs exhausted

**Explanation** The LANE server specified has 65279 clients. No more can be added.

**Recommended Action** Change the configurations to avoid trying to have more than 65279 LANE clients on this server.

**Error Message** %LANE-4-UNAVAILABLE: %s elan %s unable to register LES/BUS ATM addr

**Explanation** LANE Server or BUS could not register its address with ILMI.

**Recommended Action** Try and investigate why. Some of the reasons are: user defined override address does not conform to the switch prefix, or that there is a problem with the ATM switch with whom the entity is registering.

## LANE-5

**Error Message** %LANE-5-UNAVAILABLE: %s %s %s: %s changed state to %s

**Explanation** A LANE component changed state to up/down.

**Recommended Action** If this event is expected, then take no action. Otherwise, please contact a technical support representative.

## LANE-6

**Error Message** %LANE-6-UNAVAILABLE: %s

**Explanation** LANE client informational messages.

**Recommended Action** None.



**Error Message** %LANE-6-UNAVAILABLE: %s

**Explanation** LANE subsystem simple informational messages.

**Recommended Action** None.

**Error Message** %LANE-6-UNAVAILABLE: %s

**Explanation** Simple informational LECS messages.

**Recommended Action** None.

**Error Message** %LANE-6-UNAVAILABLE: %s

**Explanation** Simple informational LES messages.

**Recommended Action** None.

## LANMGR-2

**Error Message** %LANMGR-2-UNAVAILABLE: No memory available: %s

**Explanation** The requested operation failed 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.

## LANMGR-4

**Error Message** %LANMGR-4-UNAVAILABLE: Cannot run RPS on %s, Old TRAMON code.

**Explanation** The software on this interface cannot support the functions required for LAN Network Manager.

**Recommended Action** Call your Cisco technical support representative about a firmware upgrade for this interface card.

**Error Message** %LANMGR-4-UNAVAILABLE: No ring info for %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LANMGR-4-UNAVAILABLE: Ring number mismatch on %s, shutting down the interface

**Explanation** The router detected a conflict in assigned ring numbers for the specified Token Ring. The Ring Parameter Server (RPS) function was shut down to prevent potentially incorrect information from being sourced onto the ring.

**Recommended Action** Check all bridges connected to this Token Ring and ensure that they are using the same assigned ring number.

**Error Message** %LANMGR-4-UNAVAILABLE: Unexpected call (%s) from LLC2 for Bridge %03x-%x-%03x

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LAPB Messages

This section contains line card Link Access Procedure, Balanced (LAPB) messages.

### LAPB-2

**Error Message** %LAPB-2-NOBUF: Interface [chars], no buffer available to [chars]

**Explanation** There was insufficient memory for the LAPB protocol engine to send a message.

**Recommended Action** This message is acceptable if it occurs infrequently, because the LAPB protocol is designed to handle loss of frames. Frequent occurrences can cause disruption of service. The system can be configured to ease memory demands or, if conditions warrant, the system can be upgraded to a larger memory configuration.

## LAPB-3

**Error Message** %LAPB-3-UNAVAILABLE: %s: %s

**Explanation** An internal software error occurred.

**Recommended Action** If either of these messages recur, call your technical support representative for assistance.

**Error Message** %LAPB-3-UNAVAILABLE: Input idb not set

**Explanation** An internal software error occurred.

**Recommended Action** If either of these messages recur, call your technical support representative for assistance.

**Error Message** %LAPB-3-UNAVAILABLE: Interface %s, Invalid payload value: %s

**Explanation** An internal software error occurred.

**Recommended Action** If either of these messages recur, call your technical support representative for assistance.

**Error Message** %LAPB-3-UNAVAILABLE: Interface %s, NULL packet ptr, rvr %d, vs %d, vr %d

**Explanation** An internal software error occurred.

**Recommended Action** If either of these messages recur, call your technical support representative for assistance.

**Error Message** %LAPB-3-UNAVAILABLE: LAPB timer task cannot be created

**Explanation** An internal software error occurred.

**Recommended Action** If either of these messages recur, call your technical support representative for assistance.

## LAPB-4

**Error Message** %LAPB-4-UNAVAILABLE: Interface %s, Frame error: CF %#x, VS %d %c VR %d, Reason %#x

**Explanation** A FRMR frame was received, indicating that a protocol violation was detected. The Reason field will be interpreted by generating INFOBAD, CTRLBAD, NITOOBIG, or INVNR messages immediately after this message; refer to the explanations for these messages for more information.

**Recommended Action** The protocol will recover by resetting the service. This will disrupt any network service on top of LAPB (for example, X.25 virtual circuits will be cleared). Follow the recommended action for any error message following the FRMR reports; if service becomes unacceptable, check the serial line and its attached devices.

**Error Message** %LAPB-4-UNAVAILABLE: Interface %s, Info field not permitted

**Explanation** A received FRMR frame reported that an information field was present in a frame where no information field is allowed.

**Recommended Action** Check the serial line and the device attached to the line.

**Error Message** %LAPB-4-UNAVAILABLE: Interface %s, Invalid NR value

**Explanation** A received FRMR reported a frame with an invalid N(R) value.

**Recommended Action** Verify that the equipment attached to the serial line is configured with the same K value (maximum number of outstanding I frames).

**Error Message** %LAPB-4-UNAVAILABLE: Interface %s, Invalid control field

**Explanation** A received FRMR reported a frame with an invalid control code.

**Recommended Action** Check the serial line and the devices attached to the line.

**Error Message** %LAPB-4-UNAVAILABLE: Interface %s, N1 too large

**Explanation** A received FRMR reported an information frame that was too long.

**Recommended Action** Verify that the equipment attached to the serial line is configured with the same N1 value. N1 is in bits and includes the entire frame plus 16 bits of CRC. However, some equipment may require configuration in octets, the omission of the two CRC octets, or the omission of the three octets of LAPB control information.

## LAPP\_OFF-1

**Error Message** %LAPP\_OFF-1-UNAVAILABLE: msgtxt\_nomemory

**Explanation** The requested operation could not be accomplished because of a low memory condition.

Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## LAPP\_OFF-2

**Error Message** %LAPP\_OFF-2-UNAVAILABLE: Internal software error, %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LAPP\_OFF-2-UNAVAILABLE: Internal software error, %s, cid=%d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LAPP\_OFF-4

**Error Message** %LAPP\_OFF-4-UNAVAILABLE: FAXMAIL- Could not send data to the SMTP server

**Explanation** A connection was made to the SMTP server, but no data can be sent.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LAPP\_OFF-4-UNAVAILABLE: LAPP\_OFF- Bad message received

**Explanation** An unexpected message was received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LAPP\_OFF-4-UNAVAILABLE: SMTP- failed %s, %d

**Explanation** A connection attempt to a remote mail server was not successful. This unexpected behavior.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %LAPP\_OFF-4-UNAVAILABLE: mmsp- Can't connect to the SMTP server

**Explanation** No connection was created to the specified SMTP server.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LAT-3

**Error Message** %LAT-3-UNAVAILABLE: Null IDB pointer with destination %e

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message** %LAT-3-UNAVAILABLE: Queue block at %x not found for HI connection

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message** %LAT-3-UNAVAILABLE: Tty%t, Attempt to re-use slot array, empty = %d, fill = %d

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message** %LAT-3-UNAVAILABLE: Tty%t, Data pointer does not correspond to current packet

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message** %LAT-3-UNAVAILABLE: Tty%t, Output data ptrs out of sync with byte count

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message** %LAT-3-UNAVAILABLE: Tty%t, data buffer full with count %d

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

## LB-3

**Error Message** %LB-3-UNAVAILABLE: %s %s

**Explanation** There was a subinterface error for the given interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: %schannel: failed to create chunk

**Explanation** An internal data structure, called a chunk, and used for channel route processor - line card interprocess communications, failed to be created. Such interprocess communication may be impeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: Bundle creation feature callback failed for %s

**Explanation** For the given link bundle interface, failed to create its feature callback.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



**Error Message** %LB-3-UNAVAILABLE: Channel %d, error in MAC address allocation, configured MAC address %e, actual MAC address %d

**Explanation** For the given channel number, addition of the first member caused a failure in changing the MAC address of the channel to that of this first member.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: Empty link bundling function vector(s)

**Explanation** One or more function vectors used in generic etherchannel and poschannel code was null i.e. not initialized. This is a severe error resulting from a coding error. Crash will happen because this error prevents the proper functioning of the ether or pos channel features.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: Failed to apply ACL %d to interface %s. Removing new ACL config, reapplying old ACL %d.

**Explanation** For the given member interface or subinterface, failed to apply the given ACL. This new ACL configuration is removed from the bundle and the old ACL configuration, if any, is reapplied to the bundle. The new ACL that failed to be applied is removed in order to maintain consistent state for the whole bundle.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: Failed to create Link Bundle Feature ListQ

**Explanation** In initializing link bundling feature support, an internal list queue failed to be created.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: Failed to create Link Bundle Subinterface ClientQ

**Explanation** In initializing link bundling subinterface feature support, an internal subinterface client queue failed to be created.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %LB-3-UNAVAILABLE: Failed to register ACL control block with Link Bundle subinterface module

**Explanation** For the given interface, failed to register the ACL feature control block. This happened during install ACL support for link bundling. ACL support installation for link bundling is aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: Failed to register bundle interface %s for Command Replay service

**Explanation** For the given link bundle interface, failed to register it for the Command Replay service.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: Failed to registered Link Bundle ACL feature control block

**Explanation** For the given interface, failed to register the ACL feature control block.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: Failed to registered Link Bundle subinterface control block

**Explanation** In initializing link bundling subinterface feature support, could not register for notifications from the common link bundle infrastructure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: NULL notification callback

**Explanation** In registering a client for service from the Link Bundling subinterface module, the callback notification callback function was NULL.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: One or more NULL feature callbacks in the passed in Feature Control Block

**Explanation** In registering a feature for services from link bundling feature support, there were one or more NULL function pointers used as function callbacks. Aborted the feature registration as a result.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: One or more NULL feature control block members

**Explanation** In installing link bundling feature support, there were one or more NULL function pointers used in a feature control block. Installation of the feature support is aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LB-5

**Error Message** %LB-5-UNAVAILABLE: %s added as member-%d to %schannel%d

**Explanation** The given channel member interface was added to the given channel number.

**Recommended Action** Informational only, No action required.

**Error Message** %LB-5-UNAVAILABLE: %s added as passive member to %schannel%d

**Explanation** The given interface was added as a passive member in the given channel number.

**Recommended Action** Informational only, No action required.

**Error Message** %LB-5-UNAVAILABLE: %s moved to active state as member-%d in %schannel%d

**Explanation** The given etherchannel member interface became an active member in the given channel number.

**Recommended Action** Informational only, No action required.

**Error Message** %LB-5-UNAVAILABLE: %s moved to passive state in %schannel%d

**Explanation** The given channel member interface became a passive member in the given channel number.

**Recommended Action** Informational only, No action required.

**Error Message** %LB-5-UNAVAILABLE: %s taken out of %schannel%d

**Explanation** The given channel member interface was taken out of the given channel number.

**Recommended Action** Informational only, No action required.

## LC Messages

This section contains line card (LC) messages.

### LC-2

**Error Message** %LC-2-UNAVAILABLE: LC interface idb incorrect, %#x

**Explanation** The line card control block (LCCB) data structure indicates a zero interface descriptor block (IDB).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-2-UNAVAILABLE: LC interface lccb incorrect, %#x

**Explanation** The line card control block (LCCB) data structure was incorrectly set in the command data structure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-2-UNAVAILABLE: Line Card type %d in slot %d serial link sync failed.

**Explanation** LC serial link sync failed in the specified slot.

**Recommended Action** Check that the card is properly seated properly. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-2-UNAVAILABLE: Line Card type %d in slot %d wedged.

**Explanation** LC initialization failed in the specified slot.

**Recommended Action** Check that the card is properly seated properly. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-2-UNAVAILABLE: Out of range Line Card interface, %d on bay %d

**Explanation** The software specified an out-of-range line card interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-2-UNAVAILABLE: Out of range Line Card slot %d

**Explanation** The software specified an out-of-range line card slot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-2-UNAVAILABLE: Out of range Line Card slot %d Sub Module slot %d

**Explanation** The software specified an out-of-range sub module slot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-2-UNAVAILABLE: Recursive loop while getting the daughtercard info for LC type %d

**Explanation** While getting the daughter card info for the chassismib the platform snmp code goes into an infinite loop.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-2-UNAVAILABLE: Undefined Line Card type %d in slot %d

**Explanation** The software does not have a driver for the line card type in the specified slot.

**Recommended Action** Make sure the image you are running is supposed to support this card. Check that the card is properly seated. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LC-3

**Error Message** %LC-3-UNAVAILABLE: %s Linecard I2C bus access failed at slot %d, status = 0x%x

**Explanation** The line card in the specified slot experienced an I2C access failure. This problem often occurs when the I2C failed to gracefully terminate the previous transaction and could be the result of a hardware or software caveat. The line card is automatically deactivated.

**Recommended Action** Reactivate the line card using `hw-module slot slot-number start`. If this command fails to reactivate the line card, copy the error message exactly as it appears on the console and collect the `show diag slot-number` output. Remove the line card and place it in a different slot. If the line card fails to initialize in the new slot, call your Cisco technical support representative and provide the representative with the gathered information.



**Error Message** %LC-3-UNAVAILABLE: %s(%d) Line card fpga requires min h/w revision of (%d.%d)

**Explanation** A newer hardware revision of the line card is required for current fpga to function properly on this chassis.

**Recommended Action** Upgrade your hw version, or downgrade fpga version

**Error Message** %LC-3-UNAVAILABLE: %s(%d) Line card requires fpga revision of (%d).Current fpga revision is (%d)

**Explanation** A newer fpga revision of the line card is required for functional operation on this chassis.

**Recommended Action** Upgrade you fpga version

**Error Message** %LC-3-UNAVAILABLE: CI-MUX: Serial Link 0x%x, Status 0x%x, %s

**Explanation** Cluster interconnect multiplexer FPGA on RP detected an error at the specified line card serial link. This error could be the result of line card fpga logical errors or the result of an incorrect line card serial link bringup by the line card software driver. The line card is automatically deactivated and recovered.

**Recommended Action** If line card recovery fails 5 times within an hour, line card is deactivated without further attempts at recovery. Reactivate the line card using hw-module slot slot-number start. If this command fails to reactivate the line card, copy the error message exactly as it appears on the console and collect the show diag slot-number output. Remove the line card and place it in a different slot. If the line card fails to initialize in the new slot, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %LC-3-UNAVAILABLE: Errors seen on the line card (slot %d) exceeds the error threshold

**Explanation** The software is attempting to recover the line card from certain fatal errors such as (1) line card serial link error, (2) line card FPGA or device error, (3) excessive interrupts, (4) local processor firmware crash, (5) loss of keepalive from card local processor, and (6) card local processor firmware IPC initialization failure. The line card will automatically reinitialize after this error, unless the error occurs five times in one hour. If a line card encounters five such error in one hour, the line card will be deactivated without further attempts at recovery.

**Recommended Action** Try and reactivate the line card manually by entering the hw-module slot slot-number start command. The line card can also be reactivated by removing and reinserting the line card; if you take this approach, however, copy the error message as it appears on the console and collect the output from the show diag slot-number command before removing and reinserting the line card. If the error recurs, contact your Cisco technical support representative and provide the representative with the error message and the show diag slot-number output.

**Error Message** %LC-3-UNAVAILABLE: LC in slot%d (%s) is not supported on this %s

**Explanation** This line card is not supported on this chassis/cpucard.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-3-UNAVAILABLE: LC in slot%d with hw version (%d.%d) is old.  
Requires base h/w revision of (%d.%d) for this line card

**Explanation** The hardware revision of the line card is old. Required a newer hardware revision for this line card to work properly with corrent IOS image.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-3-UNAVAILABLE: Line card (slot %d) recovery in progress

**Explanation** This information message indicates that a line card is recovering from a fatal error. This error could be: (1) line card serial link error, (2) line card FPGA or device error, (3) excessive interrupts, (4) card local processor firmware crash, (5) loss of keealive from card local processor, and (6) card local processor firmware IPC initialization failure.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the show diag slot-number command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support output, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %LC-3-UNAVAILABLE: Line card common logic fpga (slot %d) error: %s

**Explanation** The line card common logic fpga in the specified slot encountered an error. This error could be result of a line card fpga caveat or a result of incorrect line card reset sequence by the line card software driver. Based on the fatality of the error, the line card is automatically deactivated and recovered.

**Recommended Action** If line card recovery fails 5 times within an hour, line card is deactivated without further attempts at recovery. Reactivate the line card using `hw-module slot slot-number start`. If this command fails to reactivate the line card, copy the error message exactly as it appears on the console and collect the `show diag slot-number` output. Remove the line card and place it in a different slot. If the line card fails to initialize in the new slot, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %LC-3-UNAVAILABLE: No line card in slot [%d].

**Explanation** There is no line card in the slot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-3-UNAVAILABLE: RP CI-MUX FPGA read timeout (Slot %d, Serial Channel %d)

**Explanation** Cluster interconnect multiplexer FPGA on RP could not complete line card I/O read transaction. This error could be the result of a timing error inside line card fpga or the result of an incorrect line card I/O access by the line card software driver. The line card is automatically deactivated and recovered.

**Recommended Action** If line card recovery fails 5 times within an hour, line card is deactivated without further attempts at recovery. Reactivate the line card using `hw-module slot slot-number start`. If this command fails to reactivate the line card, copy the error message exactly as it appears on the console and collect the `show diag slot-number` output. Remove the line card and place it in a different slot. If the line card fails to initialize in the new slot, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %LC-3-UNAVAILABLE: Recommended line card configuration exceeded

**Explanation** The aggregate throughput of the line cards exceed the rated capacity of this system.

**Recommended Action** Refer to the configuration guidelines for the maximum allowed aggregate throughput of the line cards for the system.

**Error Message** %LC-3-UNAVAILABLE: Santa Ana Asic: %s %d, Serial Channel %c (slot %d), Error Status 0x%x %s%s%s

**Explanation** Santa Ana asic on the RP or the indicated line card detected an error at the associated serial link. This error could be because of the line card fpga timing errors or because of an incorrect line card serial link bring up by the line card software driver. The line card is automatically deactivated and recovered.

**Recommended Action** If line card recovery fails 5 times within an hour, line card is deactivated without further attempts at recovery. Reactivate the line card using `hw-module slot slot-number start`. If this command fails to reactivate the line card, copy the error message exactly as it appears on the console and collect the `show diag slot-number` output. Remove the line card and place it in a different slot. If the line card fails to initialize in the new slot, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %LC-3-UNAVAILABLE: Unable to %s for Linecard Slot %d

**Explanation** Possible memory shortage

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-3-UNAVAILABLE: Unable to create driver for Line Card type %d in slot %d

**Explanation** Possible memory shortage or line card hardware error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-3-UNAVAILABLE: line card in slot [%d] deactivated.

**Explanation** The line card is being deactivated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-3-UNAVAILABLE: line card in slot [%d] failed to reset.

**Explanation** An attempt to reset and initialize the line card timed out.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LCB-3

**Error Message** %LCB-3-UNAVAILABLE: LCB process unable to create event queue

**Explanation** Unable to create LCB event queue. LCB process quit. The operating system was unable to allocate RAM space for the queue

**Recommended Action** Try executing the command again after a few minutes. If the problem persists it indicates a lack of RAM space. Most likely, the router image requires more system memory (RAM) than the router contains.

**Error Message** %LCB-3-UNAVAILABLE: Multiple LCB event processes scheduled

**Explanation** This message occurs when LCB event process fails to lock the semaphore which is used to prevent multiple LCB processes from running. This implies that multiple LCB processes have been scheduled to run which should not happen

**Recommended Action** Try executing the command again after a few minutes. If the problem persists contact Cisco Technical support

# LC\_10G Messages

This section contains Hamptons 10G trunk card-related messages.

## LC\_10G-3

**Error Message** %LC\_10G-3-ACCESS\_FAIL: [chars] Access Fail

**Explanation** A read or write operation to the line card redundancy controller (LRC) scratch pad register has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-AFOVR\_ERR: Autofailover Error [chars]

**Explanation** The optical switch has encountered an error during an autofailover operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-AFOVR\_EVNT: Autofailover event occurred [chars]

**Explanation** An autofailover event has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-CDL\_HEC\_ERR\_THR: CDL HEC Errors threshold [chars]

**Explanation** The threshold of allowable converged data link (CDL) header error control (HEC) errors has been exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-CRC\_ERR\_THR: CRC Errors threshold [chars]

**Explanation** The threshold of allowable cyclic redundancy check (CRC) errors has been exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-ETH\_DCC\_LPBK\_FAIL: EthernetDcc loopback Fail

**Explanation** A loopback operation through the Ethernet backplane has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-IDPROM\_ACCESS\_FAIL: Idprom Access Fail

**Explanation** The IDPROM could not be read or checked.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-INTERNAL\_CRITICAL: [chars]

**Explanation** A critical internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-INTERNAL\_ERROR: [chars]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



**Error Message** %LC\_10G-3-INT\_LPBK\_FAIL: Internal Card loopback Fail

**Explanation** A loopback attempt that was internal to the card has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-LASER\_AUTO\_SHUTDOWN: Auto Laser Shutdown [chars]

**Explanation** The laser has been automatically shut down.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-LASER\_BIAS\_ALARM: Optic Laser Bias Alarm [chars]

**Explanation** An error involving laser bias has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-LASER\_TEMP\_ALARM: Optic Laser Temperature Alarm [chars]

**Explanation** An error involving the temperature of the optics laser has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-LASER\_TX\_FAULT: Optic Laser Transmit Fault [chars]

**Explanation** An error involving optics laser transmission has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-LOSS\_OF\_LOCK: Transceiver Loss of Lock [chars]

**Explanation** The transceiver has lost the lock onto the incoming signal.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-LOSS\_OF\_SYNC: Transceiver Loss of Sync [chars]

**Explanation** The transceiver has lost its frame synchronization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-LPBK\_THRU\_PSC\_FAIL: loopback through PSC Fail

**Explanation** A internal card loopback attempt through the processor and switch card (PSC) has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-MIB\_AFOVR\_ERR\_ALM: Optical Switch Error [chars] [chars]  
[chars]

**Explanation** An optical switch error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-MIB\_AFOVR\_EVNT\_ALM: AutoFailover Event [chars] [chars]  
[chars]

**Explanation** An autofailover event has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-MIB\_AUTO\_LASER\_SHUTDOWN: Auto Laser Shutdown [chars]  
[chars] [chars]

**Explanation** The laser has been shut down.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-MIB\_LASER\_BIAS\_ALM: Laser Bias Alarm [chars] [chars]  
[chars]

**Explanation** An error involving trunk laser bias has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-MIB\_LASER\_TEMP\_ALM: Laser Temperature Alarm [chars] [chars] [chars]

**Explanation** An error involving the temperature of the trunk laser has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-MIB\_LASER\_TX\_FLT\_ALM: Laser Transmit Fault [chars] [chars] [chars]

**Explanation** An error involving trunk laser transmission has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-MIB\_LOSS\_OF\_LOCK\_ALM: Loss of Lock [chars] [chars] [chars]

**Explanation** A loss-of-lock event has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-MIB\_LOSS\_OF\_SYNC\_ALM: Loss of Sync [chars] [chars] [chars]

**Explanation** A loss-of-synchronization event has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-SYML\_ERR\_THR: Symbol Errors threshold [chars]

**Explanation** The threshold of allowable symbol errors has been exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LC\_2P5G Messages

This section contains Hampton's 2.6G trunk card-related messages.

### LC\_2P5G-3

**Error Message** %LC\_2P5G-3-ACCESS\_FAIL: Access Fail [chars]

**Explanation** A read or write operation to the LRC scratch pad register has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-AFOVR\_ERR: Autofailover Error [chars]

**Explanation** The optical switch failed to perform an autofailover operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-5-AFOVR\_EVNT: Autofailover event occurred [chars]

**Explanation** An autofailover event has occurred.

**Recommended Action** No action is required.

**Error Message** %LC\_2P5G-3-CDL\_HEC\_ERR\_THR: CDL HEC Errors threshold [chars]

**Explanation** The threshold of allowable converged data link (CDL) header error control (HEC) errors has been exceeded.

**Recommended Action** Check that the cables connected to the Rx transceiver are plugged in, are not bent or twisted, and are in good condition. Check the physical state (transmit laser power level) and configuration of the remote end connected to the port associated. If the error message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-CRC\_ERR\_THR: CRC Errors threshold [chars]

**Explanation** The threshold of allowable CRC errors has been exceeded.

**Recommended Action** Check that the cables connected to the Rx transceiver are plugged in, are not bent or twisted, and are in good condition. Check the physical state (transmit laser power level) and configuration of the remote end connected to the port associated. If the error message persists, copy

the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-ETH\_DCC\_LPBK\_FAIL: EthernetDcc loopback Fail [chars]

**Explanation** A loopback operation through the Ethernet backplane has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-IDPROM\_ACCESS\_FAIL: Idprom Access Fail [chars]

**Explanation** The IDPROM could not be read or checked.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-2-INTERNAL\_CRITICAL: [chars]

**Explanation** An internal critical error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support



representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-INTERNAL\_ERROR: [chars]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-INT\_LPBK\_FAIL: Internal Card loopback Fail [chars]

**Explanation** A loopback operation that was internal to the card has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-5-LASER\_AUTO\_SHUTDOWN: Auto Laser Shutdown [chars]

**Explanation** The laser has been automatically shut down.

**Recommended Action** No action is required.

**Error Message** %LC\_2P5G-3-LASER\_DEGRADATION\_ALARM: Optic Laser Degradation Alarm [chars]

**Explanation** The transmission power of the optics laser module is degrading.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-LASER\_NO\_LIGHT\_ALARM: Optic Laser Loss of Light Alarm [chars]

**Explanation** The optics laser has experienced a loss of light.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-LASER\_TX\_FAULT: Optic Laser Transmit Fault [chars]

**Explanation** An optics laser transmission fault has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-LASER\_WAVE\_LN\_DEV\_ALARM: Optic Laser Wavelength Deviation Alarm [chars]

**Explanation** The wavelength of the optics laser module has deviated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-LOSS\_OF\_LOCK: Transceiver Loss of Lock [chars]

**Explanation** The receiver has lost the lock on the incoming signal.

**Recommended Action** Check that the cables connected to the Rx transceiver are plugged in, are not bent or twisted, and are in good condition. Check the physical state (transmit laser power level) and configuration of the remote end connected to the port associated. If the error message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-LOSS\_OF\_SYNC: Transceiver Loss of Sync [chars]

**Explanation** The decoder has lost its frame synchronization.

**Recommended Action** Check that the cables connected to the Rx transceiver are plugged in, are not bent or twisted, and are in good condition. Check the physical state (transmit laser power level) and configuration of the remote end connected to the port associated. If the error message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-LPBK\_THRU\_PSC\_FAIL: loopback through PSC Fail [chars]

**Explanation** An internal card loopback operation through the processor and switch card (PSC) has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-MIB\_AFOVR\_ERR\_ALM: Optical Switch Error [chars] [chars] [chars]

**Explanation** An autofailover operation for the optical switch has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-5-MIB\_AFOVR\_EVT\_ALM: AutoFailover Event [chars] [chars] [chars]

**Explanation** An autofailover event has occurred.

**Recommended Action** No action is required.

**Error Message** %LC\_2P5G-5-MIB\_AUTO\_LASER\_SHUTDOWN: Auto Laser Shutdown [chars] [chars] [chars]

**Explanation** The laser has been automatically shut down.

**Recommended Action** No action is required.

**Error Message** %LC\_2P5G-3-MIB\_CVRD\_ERR\_THR: CVRD Error Threshold Exceeded [chars] [chars] [chars]

**Explanation** The threshold of allowable symbol errors has been exceeded.

**Recommended Action** Check that the cables connected to the Rx transceiver are plugged in, are not bent or twisted, and are in good condition. Check the physical state (transmit laser power level) and configuration of the remote end connected to the port associated. If the error message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-MIB\_LASER\_DEG\_ALM: Laser Degradation Alarm [chars] [chars]  
[chars]

**Explanation** The transmission power of the optics laser module is degrading.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-MIB\_LASER\_TX\_FLT\_ALM: Laser Transmit Fault [chars] [chars]  
[chars]

**Explanation** An optics laser transmission fault has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-MIB\_LASER\_WV\_DEV\_ALM: Laser Wavelength Deviation Alarm  
[chars] [chars] [chars]

**Explanation** The wavelength of the optics laser module has deviated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-MIB\_LOSS\_OF\_LOCK\_ALM: Loss of Lock [chars] [chars] [chars]

**Explanation** The receiver has lost its lock on the incoming signal.

**Recommended Action** Check that the cables connected to the Rx transceiver are plugged in, are not bent or twisted, and are in good condition. Check the physical state (transmit laser power level) and configuration of the remote end connected to the port associated. If the error message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-MIB\_LOSS\_OF\_SYNC\_ALM: Loss of Sync [chars] [chars] [chars]

**Explanation** The decoder has lost its frame synchronization.

**Recommended Action** Check that the cables connected to the Rx transceiver are plugged in, are not bent or twisted, and are in good condition. Check the physical state (transmit laser power level) and configuration of the remote end connected to the port associated. If the error message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs..

**Error Message** %LC\_2P5G-3-MIB\_NO\_LIGHT\_ALM: Laser Loss of Light Alarm [chars]  
[chars] [chars]

**Explanation** An error involving a loss of light for the optics laser has occurred.

**Recommended Action** Check that the cables connected to the Rx transceiver are plugged in, are not bent or twisted, and are in good condition. Check the physical state (transmit laser power level) and configuration of the remote end connected to the port associated. If the error message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-SYML\_ERR\_THR: Symbol Errors threshold [chars]

**Explanation** The threshold of allowable symbol errors has been exceeded.

**Recommended Action** Check that the cables connected to the Rx transceiver are plugged in, are not bent or twisted, and are in good condition. Check the physical state (transmit laser power level) and configuration of the remote end connected to the port associated. If the error message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LCMDC Messages

This section contains Cisco Optical Networking Systems (ONS) 15540 Extended Services Platform (ESP) messages.

### LCMDC-3

**Error Message** %LCMDC-3-UNAVAILABLE: Egress FC/ESCON Loss of Sync %s %s %s

**Explanation** Fiber Channel/ESCON Synchronization error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress GE Loss of Sync %s %s %s

**Explanation** GE Loss of Synchronization error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** Submit An alarm - Prints out descriptive message

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: CDL Drop FIFO OvrFL %s %s %s

**Explanation** CDL Drop FIFO Overflow Prealarm

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: CDL Drop FIFO OvrFL; %s

**Explanation** CDL Drop FIFO Overflow Prealarm

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



**Error Message** %LCMDC-3-UNAVAILABLE: CDL HEC Err count %s %s %s

**Explanation** CDL HEC error count threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: CDL HEC Err count; %s

**Explanation** CDL HEC error count threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Card [slot %d] present but not ready

**Explanation** Card is present but can not talk to it, perhaps card in reset

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress CDR Locking error %s %s %s

**Explanation** CDR is having trouble locking onto the signal.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress CDR Locking error; %s

**Explanation** CDR is having trouble locking onto the signal.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress FC/ESCON Loss of Sync; %s

**Explanation** Fiber Channel/ESCON Synchronization error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Fiber Channel/ESCON Line Err %s %s %s

**Explanation** Fiber Channel/ESCON Line code error count exceeded threshold

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Fiber Channel/ESCON Line Err; %s

**Explanation** Fiber Channel/ESCON Line code error count exceeded threshold

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress GE Line Code Err count %s %s %s

**Explanation** GE Line Code error count exceeded threshold

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress GE Line Code Err count; %s

**Explanation** GE Line Code error count exceeded threshold

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress GE Loss of Sync; %s

**Explanation** GE Loss of Synchronization error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Loss of Light %s %s %s

**Explanation** Egress side No Light

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Loss of Light Prealarm %s %s %s

**Explanation** Egress side No Light; switched over to other side

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Loss of Light Prealarm: %s

**Explanation** Egress side No Light; switched over to other side

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Loss of Light: %s

**Explanation** Egress side No Light

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress SONET BIP Err count %s %s %s

**Explanation** SONET BIP Err count exceeded threshold

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress SONET BIP Err count; %s

**Explanation** SONET BIP Err count exceeded threshold

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress SONET Loss of Frame %s %s %s

**Explanation** SONET Loss of Frame error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress SONET Loss of Frame; %s

**Explanation** SONET Loss of Frame error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress SONET SEF Prealarm %s %s %s

**Explanation** Egress SONET Severely Errored Frame threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress SONET SEF; %s

**Explanation** Egress SONET Severely Errored Frame threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Serdes Locking error %s %s %s

**Explanation** Serdes has trouble locking onto the signal

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Serdes Locking error; %s

**Explanation** Serdes has trouble locking onto the signal

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Serdes Phase Error %s %s %s

**Explanation** Serdes has a phase error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



**Error Message** %LCMDC-3-UNAVAILABLE: Egress Serdes Phase Error; %s

**Explanation** Serdes has a phase error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Trunk Switch Mech. Failure %s %s %s

**Explanation** Egress side switch failed to switch position during auto-failover

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Trunk Switch Mech. Failure; %s

**Explanation** Egress side switch failed to switch position during auto-failover

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: IDPROM CRC check failed [%s]

**Explanation** CRC check failed for IDPROM

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: IDPROM mismatch read failed [%s]

**Explanation** check with cached value fail

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: IDPROM read failed [%s]. The card may not be inserted correctly. Please ensure that card is inserted completely and then please fasten the screws completely.

**Explanation** The read error occurred when accessing the IDPROM

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress CDR Locking error %s %s %s

**Explanation** Ingress CDR failed to lock onto signal

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress CDR Locking error; %s

**Explanation** Ingress CDR failed to lock onto signal

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress FC/ESCON Line Code err %s %s %s

**Explanation** Ingress FC/ESCON Line code error count threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress FC/ESCON Line Code err; %s

**Explanation** Ingress FC/ESCON Line code error count threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress FC/ESCON Loss of Sync %s %s %s

**Explanation** Ingress Fiber Channel/ESCON Loss of Synchronization

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress FC/ESCON Loss of Sync; %s

**Explanation** Ingress Fiber Channel/ESCON Loss of Synchronization

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress GE Line Code Err %s %s %s

**Explanation** Ingress Line Code error count threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress GE Line Code Err; %s

**Explanation** Ingress Line Code error count threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress GE Loss of Sync %s %s %s

**Explanation** Ingress GE Loss of the Synchronization

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress GE Loss of Sync; %s

**Explanation** Ingress GE Loss of the Synchronization

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress Loss of Light %s %s %s

**Explanation** Loss of Light

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress Loss of Light; %s

**Explanation** Ingress side Loss of Light

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress SONET BIP error %s %s %s

**Explanation** Ingress SONET BIP error count threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress SONET BIP error; %s

**Explanation** Ingress SONET BIP error count threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress SONET Loss of Frame %s %s %s

**Explanation** Ingress SONET Loss of frame

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress SONET Loss of Frame; %s

**Explanation** Ingress SONET Loss of frame

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress SONET SEF %s %s %s

**Explanation** Ingress SONET Severely Errored Frame threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress SONET SEF; %s

**Explanation** Ingress SONET Severely Errored Frame threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



**Error Message** %LCMDC-3-UNAVAILABLE: Ingress Serdes Locking Error %s %s %s

**Explanation** Ingress Serdes signal lock error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress Serdes Locking Error; %s

**Explanation** Ingress Serdes signal lock error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress Serdes Phase error %s %s %s

**Explanation** Ingress Serdes out of Phase error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress Serdes Phase error; %s

**Explanation** Ingress Serdes out of Phase error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Interface Create Failed [%s]

**Explanation** Interface data structure creation/initialization failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Interface Delete Failed [%s]

**Explanation** Interface data structure deletion failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Laser Degrade Trunk side %s %s %s

**Explanation** Laser Degrade failure on the transmit side

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Laser Degrade Trunk side; %s

**Explanation** Laser Degrade failure on the transmit side

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Line Laser Failure %s %s %s

**Explanation** Laser failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Line Laser Failure; %s

**Explanation** Laser failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Line OFC IND %s %s %s

**Explanation** Ingress OFC Indication

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Line OFC IND; %s

**Explanation** Ingress OFC Indication

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Loss of Light on Standby: %s

**Explanation** No Light on Standby

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Magic Register Reset Slot %d

**Explanation** Magic Register Reset for Linecard in slot

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Non supported clock rate %d Khz

**Explanation** The entered clock rate in Khz is not supported

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Non supported signal rate %d

**Explanation** The entered enum signal rate is invalid

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Pending unexpected interrupt [addr %#x = %#x]

**Explanation** One or more pending unexpected interrupts

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Port Creation Failed [%s]

**Explanation** Port data structure creation/initialization failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Read/write failed [%s]

**Explanation** A read/write error occurred when accessing the hardware

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Transceiver OIR; %s

**Explanation** OIR of the pluggable transceiver

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Transmit Failure %s %s %s

**Explanation** Transmit failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Transmit Failure; %s

**Explanation** Transmit failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Transparent Interface Creation Failed for slot [%d]

**Explanation** Interface data structure creation/initialization failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Trunk Laser wavelength deviation: %s %s %s

**Explanation** Trunk laser wavelength deviation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



**Error Message** %LCMDC-3-UNAVAILABLE: Trunk Laser wavelength deviation: %s

**Explanation** Trunk laser wavelength deviation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Trunk OFC IND %s %s %s

**Explanation** Egress OFC Indication

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Trunk OFC IND; %s

**Explanation** Egress OFC Indication

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Trunk laser degrade: %s %s %s

**Explanation** Trunk laser wavelength degrade

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Trunk laser degrade: %s

**Explanation** Trunk laser wavelength degrade

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Unexpected portfail asserted

**Explanation** One or more unexpected portfails asserted

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Unexpected trunk laser wavelength: %s

**Explanation** Trunk laser wavelength is incorrect

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Wavelength Deviation %s %s %s

**Explanation** Wavelength deviation error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Wavelength Deviation; %s

**Explanation** Wavelength deviation error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LCMDC-4

**Error Message** %LCMDC-4-UNAVAILABLE: Encap rate mismatched: %s

**Explanation** The entered encap rate is not matched with xcvr type

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LCMDC-5

**Error Message** %LCMDC-5-UNAVAILABLE: Default wavelength selected: %s

**Explanation** The inserted transponder can not support cached hwsb-itu\_num so the default wavelength is used instead

**Recommended Action** LOG\_STD\_NO\_ACTION

## LCMDC-6

**Error Message** %LCMDC-6-TX\_ALARM\_SOAK: [chars]

**Explanation** An alarm has occurred. The message text provides additional details on the cause of the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# LCR Messages

This section contains Line Card Registry (LCR) messages.

## LCR-6

**Error Message** %LCR-6-FAILED: Failed to send exported registry request %d; eobc\_addr %x

**Explanation** There was a communication failure while sending an exported registry request.

**Recommended Action** No action is required.

**Error Message** %LCR-6-FAILED\_MCAST: Failed to send exported registry request %d to mcast group

**Explanation** A communication failure occurred while attempting to send an exported registry request to a multicast group.

**Recommended Action** No action is required.

**Error Message** %LCR-6-FAILEDRCV: Failed to process registry request [dec]

**Explanation** A request received on a receiver could not be processed successfully.

**Recommended Action** No action is required.

**Error Message** %LCR-6-FAILED\_RCV\_ON\_ACTIVE: Failed to process registry request [dec] - on active supervisor SP

**Explanation** A request received on the active supervisor engine could not be processed successfully.

**Recommended Action** No action is required.

# LDP Messages

This section contains Label Distribution Protocol (LDP) messages.

## LDP-3

**Error Message** %LDP-3-ISSU\_XFORM: ISSU [chars] transformation failed for msg type ([dec]) [chars].

**Explanation** The LDP could not upgrade or downgrade a checkpointing message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LDP-3-RECONNECT: [chars]

**Explanation** An error occurred while parsing the incoming LDP initialization message. The FT reconnect timer value received was greater than the locally-configured forwarding state holding timer value.

**Recommended Action** Reconfigure the forwarding state holding timer value.

## LDP-4

**Error Message** %LDP-4-MAXMSGSIZE: Maximum implementation message size exceeded, actual %u, maximum %u

**Explanation** This is an informational message that appears when LDP receives a request to allocate memory resources for an LDP message with a size exceeding the current implemented maximum.

**Recommended Action** No action is required unless a larger message size is deemed to be required to support a new application. In this case the actual application should be identified and component owners contacted to increase the implemented maximum message size.

## LDP-5

**Error Message** %LDP-5-CLEAR\_CHKPT: Clear LDP bindings checkpoint state ([chars]) by [chars]

**Explanation** The checkpoint state for one or more LDP bindings has been reset.

**Recommended Action** No action is required.

**Error Message** %LDP-5-CLEAR\_NBR: Clear LDP neighbors ([chars]) by [chars]

**Explanation** One or more LDP neighbor sessions has been reset.

**Recommended Action** No action is required.

**Error Message** %LDP-5-GR: [chars]

**Explanation** An informational LDP notice was generated for a graceful restart event.

**Recommended Action** No action is required.

**Error Message** %LDP-5-SP: [chars]

**Explanation** An informational LDP notice was generated for a session protection event.

**Recommended Action** No action is required.

## LFD Messages

This section contains MFI Label Switching Database (LFD) messages.

## LFD-2

**Error Message** %LFD-2-AVL: [chars] [hex]

**Explanation** An error involving an Adelson-Velskii and Landis (AVL) tree operation has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-2-FPIHANDLER3: [chars] [hex] [hex] [hex]

**Explanation** An error has been detected in the forwarding path identifier (FPI) handler.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LFD-3

**Error Message** %LFD-3-BADEXEC: Unexpected Code Execution: [chars] [dec]

**Explanation** An error involving unexpected execution of code has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-BADFRRTYPE: illegal frr type: [dec]

**Explanation** An error involving an Fast ReRoute (FRR) request type has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



**Error Message** %LFD-3-BADLABELADD: Cannot add label - [chars].

**Explanation** Unable to create label due to reason given.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-BADSHORTLABELADD: Cannot add short label: path\_idx [dec], moi\_type [dec]

**Explanation** Unable to create MFI feature space in FIB entry, so unable to store short path extension information there.

**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** %LFD-3-BROKERINITFAIL: Failed to initialise lte RP broker facility

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-CHUNKMGR: chunk mgr: [chars] [hex]

**Explanation** An error involving the memory manager has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-CHUNKMGRALLOC: failed chunk alloc: [chars]

**Explanation** An error involving memory allocation has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-CHUNKMGRDEALLOC: failed chunk dealloc: [chars]

**Explanation** An error involving the freeing of memory has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-EVTLOGBADSOURCE: Illegal log event source: [dec]

**Explanation** An illegal event in the log buffer has been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-FIB\_SRC: Lable [[dec]/[dec]] [chars] [chars] [chars]

**Explanation** The FIB entry could not be sourced for label in question.

**Recommended Action** Enter the **show mpls forwarding-table internal** and **show ip route [vrf name] prefix** commands and capture the error message traceback. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-FPIHANDLER: LFD SSS Handler: [chars]

**Explanation** An error has been detected in the FPI handler.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-FPITYPEWRONG: Require fpi type [chars], get fpi type [chars]

**Explanation** An error involving unmatched FPI types has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-INTFDB: intf db: [chars] [hex]

**Explanation** An interface DB error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-INTFDB2: intf db: [chars] [hex] [hex]

**Explanation** An interface DB error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-INVINSTALLER: Wrong installer [dec] for [chars] [dec]/[dec] update (was [dec])

**Explanation** The rewrite ID is invalid for non-IP label table entry.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-INVIPLEBELTYPE: Wrong label type [dec] for IP Label [dec], table [dec] prefix [chars], vrf [chars]

**Explanation** The label type is invalid for the indicated label table entry.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information 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 running-config** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-INVLABELTYPE: Wrong label type [dec] for non-ip LTE [dec]/[dec]

**Explanation** The label type is invalid for the non-IP label table entry.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-INVLABELUPDTYPE: Wrong label type [dec] for label [dec] table [dec] [chars] [chars]

**Explanation** An invalid label type was encountered during the specified operation.

**Recommended Action** Enter the **show mpls forwarding-table label label internal** command and capture the error message traceback. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-INVPATHLBL: [chars] [chars]

**Explanation** An invalid outgoing label is attached to the prefix.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information 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 running-config** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-INVPLIST: Wrong path list type [dec] for label [dec]/[dec] [chars]

**Explanation** The path list type is set incorrectly for the label in question.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-INVRWID: Wrong rwid [dec] for non-ip LTE [dec]/[dec]

**Explanation** The rewrite ID is invalid for non-IP label table entry.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-INVXDRLLEN: Length [int] for [chars] field in LTE msg for [chars]

**Explanation** An error occurred when encoding the MPLS label information for the FEC in question. This could result in line cards having stale labels for this FEC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information 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 running-config** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-KEY\_DB\_INSERTFAIL: [chars], entry [hex], existing [hex]

**Explanation** The element could not be inserted into the LFD's key database.

**Recommended Action** Enter the **show mpls forwarding-table label label internal** command and capture the error message traceback. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-LCXDRCLIENT: LTE distribution client: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-LTABLEMEM: Cannot allocate new mpls table [dec] of size [dec] needed for entry [dec]

**Explanation** There is not enough contiguous memory for the MPLS forwarding table.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %LFD-3-NONIPINFO: Non-ip info: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-NOOCE: Attempt to get labels from OCE failed - [chars].

**Explanation** The calling function has provided insufficient information to get labels.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-NORESOURCE: [chars] [dec]

**Explanation** A resource failure occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support



representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-NULLADJACENCY: NULL Adjacency

**Explanation** A NULL adjacency was encountered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-NULLFIBIDB: NULL FIB IDB: [chars] [dec]

**Explanation** A NULL FIB IDB was encountered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-ORPHANLTE: Label [dec]/[dec], plist [dec], LDM: [hex]

**Explanation** The LTE for the label was supposed to be deleted, but is still present.

**Recommended Action** Collect the running configuration and the output of the **show mpls forwarding-table labels** *label-num* command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-REWMGR: Rewrite Manager: [chars] [hex]

**Explanation** An error involving the rewrite manager has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-REWMGR2: [chars] [hex] [hex]

**Explanation** A rewrite lookup attempt has failed because of an inconsistency in the FPI.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-RPXDRCLIENT: Invalid XDR Client: %s

**Explanation** An internal software error occurred. The XDR client is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-RUNNING\_TIMER: [chars] [dec] [chars] [dec]

**Explanation** The MPLS forwarding entry for the specified label was deleted prior to the expiry of its associated timer.

**Recommended Action** Enter the **show mpls forwarding-table label *label* internal** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-SM: [chars] [dec]

**Explanation** An error involving the state machine has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-SMBADEVENT: Unexpected event [chars] for state [chars]

**Explanation** The LFD received an unexpected event for its state. The state of the LFD, and the unexpected event, are specified in the message text.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-UNSUPPORTED\_XDR: [chars]

**Explanation** Decoding of an XDR message revealed data or a format that is unsupported in the current release.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-UPDATEHANDLER2: [chars] [hex] [hex]

**Explanation** An error involving the update handler has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-UPDATEHANDLER3: [chars] [hex] [hex] [hex]

**Explanation** An error involving the update handler has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-UPDATEHANDLERFPI: No handler installed: fpi=[dec] handler type=[chars]

**Explanation** No handler has been installed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-XDRBADMAGIC: xdr message for [chars] spilled out of allocated static storage

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LFD-4

**Error Message** %LFD-4-NOFIBIDB: [chars] - ifnum [dec]

**Explanation** The FIB IDB is missing on the line card.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-4-OWNCHANGED: Owner changed for [chars] [dec]/[dec] from [dec] to [dec]

**Explanation** A label was previously installed by a different installer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-4-UNSUPPORTEDRW: Unexpected rewrites seen where MPLS is not supported by platform for this slot

**Explanation** MPLS is either not needed or not handled by the platform for this card and should not handle rewrites.

**Recommended Action** No action is required.

## LFD-5

**Error Message** %LFD-5-FRRISSULOG: FRR is not ISSU compatible, notified by %s

**Explanation** The ISSU negotiation results for Fast Reroute (FRR) are not compatible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LFD-6

**Error Message** %LFD-6-RESOURCE: [chars]

**Explanation** MPLS is not supported by the platform.

**Recommended Action** No action is required.

## LIBT2F-2

**Error Message** %LIBT2F-2-UNAVAILABLE: A new text2fax context could not be created

**Explanation** An internal error occurred in the initialization of the text2fax engine. The fax transmission will be aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LIBT2F-3

**Error Message** %LIBT2F-3-UNAVAILABLE: A text buffer is NULL

**Explanation** An internal error occurred in the text buffer processing. The fax transmission be aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LIBT2F-3-UNAVAILABLE: Cannot allocate a packet from shared memory

**Explanation** The system is running low on packet memory. The fax cannot be sent correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LIBT2F-3-UNAVAILABLE: The text2fax engine failed

**Explanation** This occurred most likely due to a memory limitation or illegal data being passed into the text2fax engine. The fax transmission will be aborted

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LIBTIFF-3

**Error Message** %LIBTIFF-3-UNAVAILABLE: A new tiff context could not be created

**Explanation** An internal error occurred in the initialization of the tiff engine. The fax transmission will be aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LIBTIFF-3-UNAVAILABLE: A tiff buffer is NULL

**Explanation** An internal error occurred in the tiff buffer processing. The fax transmission will be aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



**Error Message** %LIBTIFF-3-UNAVAILABLE: A tiff buffer is invalid

**Explanation** An internal error occurred in the tiff bufferprocessing. The fax transmission will be aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LIBTIFF-3-UNAVAILABLE: Cannot allocate a packetfrom shared memory

**Explanation** The system is running low on packet memory. Thefax cannot be sent correctly

**Error Message** %LIBTIFF-3-UNAVAILABLE: Invalid dial peer tag %d

**Explanation** Invalid mmoip dial peer tag

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LIBTIFF-3-UNAVAILABLE: The tiff engine failed

**Explanation** This occurred most likely due to a memory limitation orillegal data being passed into the tiff engine. The fax transmission will be aborted

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LIBTIFF-4

**Error Message** %LIBTIFF-4-UNAVAILABLE: Bad copy quality on tty%d

**Explanation** Noisy phone lines or a bad modem caused this error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LIC

**Error Message** %LIC\_AGENT-3-MEMORY: %s

**Explanation** License Agent subsystem has experienced a problem getting the required memory to complete this operation.

**Recommended Action** Check system memory for other memory allocation errors and contact Technical support for problem resolution. In the absence of IOS errors upgrading the memory in the network device may be required.

## LICENSE-1

**Error Message** %LICENSE-1-UNAVAILABLE: Feature %s %s running without a License in this device, UDI=%s

**Explanation** Your system is running a feature that is licensed. Running a feature without a license will create support and legal issues.

**Recommended Action** Please buy and install the license for the feature immediately. If you are seeing this message after installation, contact TAC with show license file and show license detail output

**Error Message** %LICENSE-1-UNAVAILABLE: Feature %s %s running without a License.  
UDI=%s

**Explanation** Your system is running a feature that is licensed. Running a feature without a license will create support and legal issues.

**Recommended Action** Please buy and install the license for the feature immediately. If you are seeing this message after installation, contact TAC with show license file and show license detail output

**Error Message** %LICENSE-1-UNAVAILABLE: Feature %s %s will expire on %s. UDI=%s

**Error Message** %LICENSE-1-UNAVAILABLE: License for feature %s %s has expired %s.  
UDI=%s

**Explanation** License for the feature specified has expired

**Recommended Action** If this message recurs, customer should buy the license from Cisco since feature will not run

**Error Message** %LICENSE-1-UNAVAILABLE: License for feature %s %s will expire in %s.  
UDI=%s

**Explanation** License for the feature specified will expire in the specified time.

**Recommended Action** If this message recurs, customer should buy license for the feature from Cisco since feature will not run after license expiry

**Error Message** %LICENSE-1-UNAVAILABLE: License request for feature %s %s failed in this device, UDI=%s

**Explanation** Your system is trying to run a feature without a license.

**Recommended Action** Please buy and install the license for the feature immediately

**Error Message** %LICENSE-1-UNAVAILABLE: License request for feature %s %s failed.  
UDI=%s

**Explanation** Your system is trying to run a feature without a license.

**Recommended Action** Please buy and install the license for the feature immediately

## LICENSE-2

**Error Message** %LICENSE-2-UNAVAILABLE: %s

**Explanation** The IOS licensing subsystem does not have a primary storage

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service

**Error Message** %LICENSE-2-UNAVAILABLE: %s

**Explanation** The ios licensing subsystem detected corrupted storage

**Recommended Action** If this error message occurs, please reinstall all the licenses.If you do not have the licenses, please contact Cisco with the correctUDI to get all the licenses issued for this particular device

**Error Message** %LICENSE-2-UNAVAILABLE: %s

**Explanation** The ios licensing subsystem does not have a primary storage

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service

**Error Message** %LICENSE-2-UNAVAILABLE: %s UDI=%s

**Explanation** The IOS licensing subsystem detected corrupted storage

**Recommended Action** If this error message occurs, please reinstall all the licenses.If you do not have the licenses, please contact Cisco with the correctUDI to get all the licenses issued for this particular device

**Error Message** %LICENSE-2-UNAVAILABLE: '%s' failed with an error - rc = %d - '%s'

**Explanation** The IOS licensing subsystem encountered an error with the VLS api

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service

**Error Message** %LICENSE-2-UNAVAILABLE: '%s' failed with an error - rc = %d - '%s'

**Explanation** The ios licensing subsystem encountered an error with the VLS api

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service

**Error Message** %LICENSE-2-UNAVAILABLE: License IPC subsystem could not be initialized: %s

**Explanation** License IPC subsystem could not be initialized. The reason for failure is displayed after :

**Recommended Action** If this error message recurs, please copy the message and contact the customer service. See whether the system resources are available

**Error Message** %LICENSE-2-UNAVAILABLE: License for feature %s %s has expired %s, UDI=%s

**Explanation** License for the feature specified has expired

**Recommended Action** If this message recurs, customer should buy the license from Cisco since feature will not run

**Error Message** %LICENSE-2-UNAVAILABLE: No memory available for %s

**Explanation** The IOS licensing subsystem could not obtain the memory it needed.

**Recommended Action** If this error message recurs, attempt to reduce memory usage by reducing the number of router features, or interfaces, enabled. Alternatively, add more memory. To display total memory usage for a router enter **show memory summary** at the privileged command line prompt. To display buffer usage enter **show buffers** at the prompt.

**Error Message** %LICENSE-2-UNAVAILABLE: No memory available for %s

**Explanation** The ios licensing subsystem could not obtain the memory it needed.

**Recommended Action** If this error message recurs, attempt to reduce memory usage by reducing the number of router features, or interfaces, enabled. Alternatively, add more memory. To display total memory usage for a router enter **show memory summary** at the privileged command line prompt. To display buffer usage enter **show buffers** at the prompt.

**Error Message** %LICENSE-2-UNAVAILABLE: The IOS license storage on this device was not recovered in this device, UDI=%s

**Explanation** The IOS license storage on this device was not recovered

**Recommended Action** If this error message occurs, please reinstall all the licenses.

**Error Message** %LICENSE-2-UNAVAILABLE: The IOS license storage on this device was not recovered. UDI=%s

**Explanation** The IOS license storage on this device was not recovered

**Recommended Action** If this error message occurs, please reinstall all the licenses.

## LICENSE-3

**Error Message** %LICENSE-3-FEATURE\_INCONSISTENT: License mismatch for feature %s %s:  
Active has %s and standby has %s

**Explanation** HAWKEYE log message.

**Recommended Action** No action required.

**Error Message** %LICENSE-3-UNAVAILABLE: %s

**Explanation** The IOS licensing subsystem encountered an error while initializing/handling the implicit licenses

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service

**Error Message** %LICENSE-3-UNAVAILABLE: %s

**Explanation** The IOS licensing subsystem was unable to create a process

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service, See whether the system resources are available

**Error Message** %LICENSE-3-UNAVAILABLE: %s

**Explanation** The ios licensing subsystem encountered an error while initializing/handling the implicit licenses

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service

**Error Message** %LICENSE-3-UNAVAILABLE: %s

**Explanation** The ios licensing subsystem was unable to create a process

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service, See whether the system resources are available

**Error Message** %LICENSE-3-UNAVAILABLE: %s %s %x rc: %s

**Explanation** Licensing is experiencing errors when communicating to Line Cards using IPC

**Recommended Action** Show ipc ports. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LICENSE-3-UNAVAILABLE: %s, error:%d

**Explanation** Licensing is experiencing ISSU Errors

**Recommended Action** Show ipc ports. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LICENSE-3-UNAVAILABLE: Client id:%d MTU failed, error:%d

**Explanation** Licensing is experiencing Errors when performing ISSU GET MTU during a transmit operation

**Recommended Action** Show issu negotiations. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LICENSE-3-UNAVAILABLE: Client id:%d type = %d receive failed, error:%d

**Explanation** Licensing is experiencing Errors when performing ISSU Transformation during a receive operation

**Recommended Action** Show ipc ports. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LICENSE-3-UNAVAILABLE: Client id:%d, type = %d xmit failed, error:%d

**Explanation** Licensing is experiencing errors when performing ISSU Transformation during a transmit operation

**Recommended Action** Show ipc ports. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LICENSE-3-UNAVAILABLE: License %s IPC port %s failed: %s

**Explanation** License IPC port could not be created. The reason for failure is displayed after :

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service, See whether the system resources are available

**Error Message** %LICENSE-3-UNAVAILABLE: License Slave device registration failed : %s

**Explanation** License Slave registration failed. The reason for failure is displayed after :

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service, See whether the system resources are available

**Error Message** %LICENSE-3-UNAVAILABLE: License Slave device registration failed : %s

**Explanation** License Slave registration failed. The reason for failure is displayed after :

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service, See whether the system resources are available.



## LICENSE-4

**Error Message** %LICENSE-4-UNAVAILABLE: Expired license is loaded for feature: %s %s in this device, UDI=%s, StoreIndex=%s

**Explanation** An expired license is loaded or installed in the system

**Recommended Action** If you are seeing this message, please buy and install a license for this feature if you plan to use the feature.

**Error Message** %LICENSE-4-UNAVAILABLE: Expired license is loaded for feature: %s %s. UDI=%s; StoreIndex=%s

**Explanation** An expired license is loaded or installed in the system

**Recommended Action** If you are seeing this message, please buy and install a license for this feature if you plan to use the feature.

**Error Message** %LICENSE-4-UNAVAILABLE: License Agent is turned off. UDI=%s

**Explanation** The License Agent on this device is not running

**Recommended Action** Please check the device configuration if you need to enable it.

**Error Message** %LICENSE-4-UNAVAILABLE: License for feature %s %s will expire in %s UDI=%s

**Explanation** License for the feature specified will expire in the specified time.

**Recommended Action** If this message recurs, customer should buy license for the feature from Cisco since feature will not run after license expiry

**Error Message** %LICENSE-4-UNAVAILABLE: Setting precedence for feature %s failed with error : %d

**Explanation** Setting precedence for a grace period license failed. This will cause customer to use wrong license for the same feature

**Recommended Action** If this error message recurs, please copy the message and contact the customer service

**Error Message** %LICENSE-4-UNAVAILABLE: The source license udi(%s:%s) differs from the platform udi(%s:%s), please save the running config.

**Explanation** The source license udi mismatches with the platform udi

**Recommended Action** Please save running-config.

## LICENSE-6

**Error Message** %LICENSE-6-UNAVAILABLE: EULA for feature %s %s has been accepted in this device, UDI=%s, StoreIndex=%s

**Explanation** End User License Agreement was accepted on this device

**Recommended Action** none

**Error Message** %LICENSE-6-UNAVAILABLE: EULA for feature %s %s has been accepted. UDI=%s; StoreIndex=%s

**Explanation** End User License Agreement was accepted on this device

**Recommended Action** none

**Error Message** %LICENSE-6-UNAVAILABLE: Feature %s %s count violation - count = %d, usage count = %d.

**Explanation** The feature's count is less than the current usage count

**Recommended Action** This is just an informational message to denote count change for particular feature

**Error Message** %LICENSE-6-UNAVAILABLE: Feature %s %s license count changed from %d to %d.

**Explanation** The feature's maximum licensable count has changed

**Recommended Action** This is just an informational message to denote count change for particular feature

**Error Message** %LICENSE-6-UNAVAILABLE: Feature %s %s was installed in this device, UDI=%s, StoreIndex=%s

**Explanation** Feature was installed on this device

**Recommended Action** none

**Error Message** %LICENSE-6-UNAVAILABLE: Feature %s %s was installed in this device. UDI=%s; StoreIndex=%s

**Explanation** Feature was installed on this device

**Recommended Action** none

**Error Message** %LICENSE-6-UNAVAILABLE: Feature %s %s was removed from this device, UDI=%s, StoreIndex=%s

**Explanation** Feature was removed from this device

**Recommended Action** none

**Error Message** %LICENSE-6-UNAVAILABLE: Feature %s %s was removed from this device. UDI=%s; StoreIndex=%s

**Explanation** Feature was removed from this device

**Recommended Action** none

**Error Message** %LICENSE-6-UNAVAILABLE: License for feature %s %s has been annotated, UDI=%s, StoreIndex=%s, Comment=%s

**Explanation** Feature was annotated on this device

**Recommended Action** none

**Error Message** %LICENSE-6-UNAVAILABLE: License for feature %s %s has been annotated. UDI=%s; StoreIndex=%s; Comment=%s

**Explanation** Feature was annotated on this device

**Recommended Action** none

**Error Message** %LICENSE-6-UNAVAILABLE: License for feature %s %s has been revoked in this device, UDI=%s, StoreIndex=%s

**Explanation** A license is revoked from the system

**Recommended Action** This is just an informational message to log a message when a license has been revoked

**Error Message** %LICENSE-6-UNAVAILABLE: License for feature %s %s has been revoked. UDI=%s; StoreIndex=%s

**Explanation** A license is revoked from the system

**Recommended Action** This is just an informational message to log a message when a license has been revoked

**Error Message** %LICENSE-6-UNAVAILABLE: The IOS license storage on this device was recovered in this device, UDI=%s

**Explanation** The IOS license storage on this device was recovered

**Recommended Action** none

**Error Message** %LICENSE-6-UNAVAILABLE: The IOS license storage on this device was recovered. UDI=%s

**Explanation** The IOS license storage on this device was recovered

**Recommended Action** none

## LIC\_AGENT-3

**Error Message** %LIC\_AGENT-3-MEMORY: %s

**Explanation** License Agent subsystem has experienced a problem getting the required memory to complete this operation.

**Recommended Action** Check system memory for other memory allocation errors and contact Technical support for problem resolution. In the absence of IOS errors upgrading the memory in the network device may be required.

**Error Message** %LIC\_AGENT-3-UNAVAILABLE: event %d, %s

**Explanation** License Agent tried to execute an unknown event.

**Recommended Action** Contact technical support for problem resolution.

## LINEPROTO Messages

**Error Message** %LINEPROTO-SP-5-UPDOWN: Line protocol on Interface %s, changed state to %s

**Explanation** The data link level line protocol changed state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# LINK Messages

This section contains data link messages.

## LINK-0

**Error Message** %LINK-0-UNAVAILABLE: Fatal reentrancy, level=%d, intfc=%s

**Explanation** An internal software error occurred. The system code tried to access a critical data structure which was already in use.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LINK-2

**Error Message** %LINK-2-UNAVAILABLE: In critical region with interrupt level=%d, intfc=%s

**Explanation** An internal software error occurred. The high-level system code tried to call this routine with interrupts enabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-2-UNAVAILABLE: Interface %s, undefined entry point

**Explanation** An internal software error occurred. The high-level system code tried to use an unimplemented entry point with the virtual interface descriptor block (IDB) driver.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-2-UNAVAILABLE: No linestate vector for %s

**Explanation** An internal software inconsistency occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-2-UNAVAILABLE: Source idb not set

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LINK-3

**Error Message** %LINK-3-BOGUSENCAP: Interface [chars], bad encapsulation in idb-encype = [hex]

**Explanation** A serial interface has been configured with an unknown encapsulation.

**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** %LINK-3-FCS\_ERROR: [chars] [chars] [chars] [chars]

**Explanation** The FCS error rate exceeds the configured threshold.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-3-LINK\_FAULT: [chars] [chars] [chars] [chars]

**Explanation** The link state for the port is down.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-3-TOOSMALL: Interface [chars], Output runt packet of [dec] bytes

**Explanation** An output packet was detected that was smaller than the minimum allowable datagram size. An error in another driver or an error in the system software probably triggered this error message.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %LINK-3-UPDOWN: Interface [chars], changed state to [chars]

**Explanation** The interface hardware has gone either up or down.

**Recommended Action** If the state change was unexpected, confirm the configuration settings for the interface.

## LINK-4

**Error Message** %LINK-4-UNAVAILABLE: A random default MAC address of %e has been chosen. Ensure that this address is unique, or specify MAC addresses for commands (such as 'novell routing') that allow the use of this address as a default.

**Explanation** An addressing inconsistency occurred.

**Recommended Action** Make sure that this address is unique, or specify MAC addresses for commands such as novell routing that allow the use of this address as a default.

**Error Message** %LINK-4-UNAVAILABLE: Interface %s, FDDI state %s detected

**Explanation** There was a state change on the FDDI ring.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-4-UNAVAILABLE: Interface %s, Output packet size of %d bytes too big

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at



[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-4-UNAVAILABLE: Interface %s, bad output queue ID specified (%d).  
Packet dropped

**Explanation** This message indicates an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-4-UNAVAILABLE: Interface %s, encapsulated BPDU recvd from %e

**Explanation** An FCIT running in nonencapsulating transparent mode detected an FDDI bridge running in encapsulation mode on the same fiber. This is an unstable situation and should be corrected. The incoming interface is displayed, along with the FDDI MAC address in standard form.

**Recommended Action** Upgrade the errant interface to full transparent mode. Copy the error message exactly as it appears, and report it to your Cisco technical support representative.

**Error Message** %LINK-4-UNAVAILABLE: SSB deleted with timer running

**Explanation** An internal software error occurred. Problem has been corrected, and router operation has not been impaired.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LINK-5

**Error Message** %LINK-5-UNAVAILABLE: %s address %i, resolved by %i

**Explanation** An interface's IP address was successfully learned dynamically through BootP. The first address is the learned IP address. The second IP address is the IP address of the BootP server that provided the information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-5-UNAVAILABLE: %s address %i, resolved by %i

**Explanation** The Reverse Address Resolution Protocol (RARP) resolved an IP address.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-5-UNAVAILABLE: %s address %i, resolved by %i

**Explanation** The Serial Line Address Resolution Protocol (SLARP) resolved an IP address.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-5-UNAVAILABLE: Interface %s, %s

**Explanation** The interface entered or exited loopback.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-5-UNAVAILABLE: Interface %s, changed state to %s

**Explanation** The interface hardware changed state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-5-UNAVAILABLE: Interface %s, remote loop %s %s

**Explanation** The interface entered or exited a remote loopback.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LINK-6

**Error Message** %LINK-6-UNAVAILABLE: %s

**Explanation** BERT related information messages.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-6-UNAVAILABLE: Interface %s, %s

**Explanation** BERT is completed for this interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LLC-2

**Error Message** %LLC-2-UNAVAILABLE: LLC2: %s UNEXPECTED EVENT

**Explanation** An internal software error was found. A software component is trying to use LLC2 structures that do not exist.

**Recommended Action** Record the configuration and any information that would be useful in recreating the error and call your technical support representative.

## LINK-SP

**Error Message** %LINK-SP-3-UPDOWN: Interface %s, changed state to %s

**Explanation** The interface hardware went either up or down.

**Recommended Action** If the state change was unexpected, confirm the configuration settings for the interface.

## LISP Messages

**Error Message** %LISP-3-NO\_MAP\_REQUEST\_SOURCE: Local map request source address not available for %s%s.

**Explanation** No map request source address is available, meaning the router cannot send any map requests.

**Recommended Action** Contact your Cisco service representative to diagnose the root cause. In the mean time adding the following command under router lisp will likely provide a workaround.  
**{ipv4|ipv6} map-request-source .**

**Error Message** %LISP-4-ASSERT: Internal LISP error (%s)%s

**Explanation** LISP control plane code execution encountered an unexpected condition.

**Recommended Action** Issue the **show {ip | ipv6} lisp database** command and look for routing locators marked as **missing**. Configure the missing routing locators for the remaining local EID prefixes. If a routing locator must not be used for inbound traffic to a local EID prefix then a priority of 255 can be specified.

**Error Message** %LISP-4-CEF\_DISABLED: Disabling %s CEF will impact configured LISP functionality.

**Explanation** CEF has been disabled whilst LISP has configuration which depends on CEF being enabled.

**Recommended Action** Re-enable CEF using the command **{ipl|ipv6} cef [distributed]**.

**Error Message** %LISP-4-LOCAL\_EID\_NO\_ROUTE: No route to local EID database prefix %s.

**Explanation** There is no RIB route that covers or is a more specific of the configured local EID database prefix. This means that the ETR will not be able to forward decapsulated packets to their destination.

**Recommended Action** Check the network connectivity and routing configuration within the LISP site and re-establish a route to destinations covered by the configured EID prefix.

**Error Message** %LISP-4-LOCAL\_EID\_RLOC\_INCONSISTENCY: Inconsistent LISP routing locator configuration detected in the local EID database for instance-ID %u %s address family.

**Explanation** All the LISP local EID prefixes for an address family must be configured with the same set of routing locators. LISP detected that there are routing locators configured on some local EID prefixes and not on other local EID prefixes of the same address family.

**Recommended Action** Issue the **show {ip | ipv6} lisp database** command and look for routing locators marked as **missing**. Configure the missing routing locators for the remaining local EID prefixes. If a routing locator must not be used for inbound traffic to a local EID prefix then a priority of 255 can be specified.

**Error Message** %LISP-4-SITE\_XTR\_RLOC\_INCONSISTENCY: %s RLOC %s in EID database configuration in record for %s from %s.

**Explanation** While probing other xTRs in our own site we received a map reply mapping record listing a different set of locators than those we have configured in database commands.

**Recommended Action** Issue the **show {ip | ipv6} lisp database** command on both this xTR and the other site xTR that sent us the map reply to locate the mis-configuration. Add or remove locators in the config of one or both xTRs to make them have the same list of configured locators.

**Error Message** %LISP-4-UNSUPPORTED\_LOCAL\_RLOC: This platform does not support local %s RLOCs, %s will be marked as down.

**Explanation** The platform has indicated it does not support local RLOCs of this address family.

**Recommended Action** Deconfigure the RLOC, or move it to another xTR at the site which does not have this platform limitation.

## LLDP Messages

This section contains Link Layer Discovery Protocol (LLDP) messages.

### LLDP-4

**Error Message** %LLDP-4-LLDP\_NEW\_ENTRY: Neighbor record not committed - malloc failure

**Explanation** An LLDP entry creation failed due to a memory allocation failure.

**Recommended Action** Run memory diagnostics.

## LLIST-3

**Error Message** %LLIST-3-UNAVAILABLE: %s from 0x%x, 0x%x not on list

**Explanation** An internal inconsistency was detected when an attempt was made to remove an item from a list not on the list.

**Recommended Action** Copy the message exactly as it appears and report it to your technical service representative.

**Error Message** %LLIST-3-UNAVAILABLE: %s to 0x%x, 0x%x on list

**Explanation** An internal inconsistency was detected when an attempt was made to add an item to a list already on the list.

**Recommended Action** Copy the message exactly as it appears and report it to your technical service representative.

## LNMC-3

**Error Message** %LNMC-3-UNAVAILABLE: %s Bad clsi SAP id = %x %s

**Explanation** A LAN network manager system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LNMC-3-UNAVAILABLE: %s Bad data len = %d %s

**Explanation** A LAN network manager system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LNMC-3-UNAVAILABLE: %s Bad header len = 0x%x %s

**Explanation** A LAN network manager system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LNMC-3-UNAVAILABLE: %s Invalid ID type = 0x%x %s

**Explanation** A LAN network manager system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.\_ERR

**Error Message** %LNMC-3-UNAVAILABLE: %s Invalid confirm %s %s

**Explanation** A LAN network manager system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



**Error Message** %LNMC-3-UNAVAILABLE: %s Invalid indication %s, %s

**Explanation** A LAN network manager system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LNMC-3-UNAVAILABLE: %s Invalid primitive type = 0x%x %s

**Explanation** A LAN network manager system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LNMC-3-UNAVAILABLE: %s Invalid ret code (0x%x) %s, %s

**Explanation** A LAN network manager system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LNMC-3-UNAVAILABLE: %s primitive not valid for lnm %s %s

**Explanation** A LAN network manager system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LOGIN-3

**Error Message** %LOGIN-3-UNAVAILABLE: Too many Login Authentication failures have occurred in the last one minute on the line %d.

**Explanation** A large number of authentication failures (greater than the configured limit) have occurred in the last one minute interval. It might indicate an attempt to gain unauthorized access to the device.

**Recommended Action** Make sure it is not by any malicious attempt to gain access to the device.

## LPD-3

**Error Message** %LPD-3-UNAVAILABLE: Line %t, packet has too many newlines to convert

**Explanation** An internal buffer did not have enough room to add all the necessary carriage returns to a packet of LPD data destined for a printer configured with a newline-convert command. This message is unlikely to occur with a file containing valid data.

**Recommended Action** Check the file being printed to see whether it contains valid, printable data.

# LRE\_CPE Messages

This section contains Long Reach Ethernet (LRE) Customer Premises Equipment (CPE) messages.

## LRE\_CPE-3

**Error Message** %LRE\_CPE-3-INVALIDMODE: CPE on interface [chars] is in invalid mode [chars].

**Explanation** The CPE is in an inconsistent mode; for example, the model number may imply a MAC mode while the CPE is in a PHY mode.

**Recommended Action** Enter the **show controllers lre cpe mfg** command to verify that the CPE model number string is correct. Enter the **hw-module slot slot lre upgrade remote** command to ensure that the CPE has the latest supported firmware. If the CPE's model number and firmware are correct, enter the interface configuration **shutdown** command followed by the **no shutdown** command to force the switch to read the CPE information again. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LRE\_CPE-3-INVALIDPATCH: CPE on interface [chars] has invalid LRE firmware.

**Explanation** The LRE firmware header does not have a valid signature, or the header information on the specified firmware is inconsistent with the contents of the firmware

**Recommended Action** Upgrade the firmware on the CPE to the latest supported one by using the **hw-module slot slot lre upgrade remote** command.

**Error Message** %LRE\_CPE-3-INVALIDPHY: CPE on interface [chars] has an unsupported Ethernet PHY.

**Explanation** The Ethernet PHY device on the CPE attached to the specified interface is not supported. This error occurs when the switch cannot recognize the PHY identifier of the PHY device(s) on the CPE. The reason could be one of the following: The Cisco IOS version running on the switch is not compatible with this CPE, the CPE is not supported by Cisco, or the switch did not correctly read the PHY identifier from the CPE.

**Recommended Action** Verify that the CPE is supported by Cisco. Enter the command **show controllers lre cpe mfg** to verify that the CPE model number string is correctly set. If the Cisco IOS version and CPE model number look correct, enter the interface configuration **shutdown** command followed by the **no shutdown** command to force the switch to read the PHY identifier again. As a

last resort, power cycle the CPE. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LRE\_CPE-3-NOVERCKSUM: Could not fetch CPE firmware version and checksum on interface [chars].

**Explanation** The system could not obtain the CPE firmware version and checksum. If the CPE has the latest firmware, and the CPE model number is correct, the most likely cause for this error is that the LRE link between the switch and the CPE is of poor quality.

**Recommended Action** Enter the command **show controllers lre cpe mfg** to verify that the CPE model number string is correctly set for this CPE. Enter the **hw-module slot slot lre upgrade remote** command to ensure that the CPE has the latest supported firmware. Enter the interface configuration **shutdown** command followed by the **no shutdown** command to force the switch to read the CPE firmware version and checksum. As a last resort, power cycle the CPE. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LRE\_CPE-3-UNKNOWNMODEL: CPE has unrecognizable model number [chars] on interface [chars]

**Explanation** The model number string in the CPE does not match a known CPE model number.

**Recommended Action** Enter the command **show controllers lre cpe mfg** to examine the model number of the CPE. Verify that the model number is supported by Cisco. Enter the interface configuration **shutdown** command followed by the **no shutdown** command to force the switch to read the CPE model number again. If the error message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LRE\_CPE-3-WRONGAPPVER: CPE on interface [chars] reported unsupported version of application firmware [chars]. Minimum application firmware version needed [chars]

**Explanation** Each CPE requires a currently supported application firmware version for it to function correctly. This CPE has a application firmware version that predates the earliest supported version.

**Recommended Action** Application firmware is not currently used on the CPE. This error message is for future use.

**Error Message** %LRE\_CPE-3-WRONGBOOTVER: CPE on interface [chars] reported unsupported version of bootloader firmware [chars]. Minimum bootloader firmware version needed [chars]

**Explanation** Each CPE requires a currently supported bootloader firmware version for it to function correctly. This CPE has a bootloader firmware version that predates the earliest supported version.

**Recommended Action** Enter the **hw-module slot slot lre upgrade remote** command to upgrade the bootloader firmware on the CPE to a recent version that supports the current requirements. If the CPE firmware upgrade does not solve the problem, enter the interface configuration **shutdown** command followed by the **no shutdown** command to force the switch to read the bootloader firmware version again. As a last resort power cycle the CPE. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LRE\_CPE-3-WRONGPATCH: CPE on interface [chars] has wrong patch version [hex]. Patch version [hex] or higher is needed for this CPE.

**Explanation** Each CPE requires a currently supported patch version for it to function. This CPE has a patch version that predates the earliest supported version. This condition might occur because the switch was upgraded with the latest Cisco IOS software image, but the CPE firmware has not been upgraded.

**Recommended Action** Enter the **hw-module slot slot lre upgrade remote** command to upgrade the patch on the CPE to the latest supported version.

## LRE\_CPE-5

**Error Message** %LRE\_CPE-5-SSNCHANGED: CPE unit on interface [chars] changed.

**Explanation** The CPE system serial number has changed. This condition usually means that the CPE unit on this interface was replaced.

**Recommended Action** No action is required.

## LRE\_LINK Messages

This section contains Long Reach Ethernet (LRE) link for the Catalyst 2950 LRE switch messages.

### LRE\_LINK-3

**Error Message** %LRE\_LINK-3-PROFILE\_FAILURE: Interface [chars], profile [chars] failure

**Explanation** The interface specified in the error message did not achieve link with the attached profile.

**Recommended Action** If the link failure was unexpected, confirm the profile settings for the interface.

**Error Message** %LRE\_LINK-3-UPDOWN: Interface [chars], changed state to [chars]

**Explanation** The interface hardware has either become active (came up) or become inactive (gone down).

**Recommended Action** If the state change was unexpected, confirm the configuration settings for the interface.

### LRE\_LINK-4

**Error Message** %LRE\_LINK-4-HEALTH\_MON: Interface [chars], had crossed certain monitored thresholds

**Explanation** The link status monitor for the specified interface has detected conditions that have crossed the configured thresholds.

**Recommended Action** Enter the **show controllers lre link monitor** command to obtain more information on this error. If the change in operating conditions was unexpected, confirm the configuration settings for the interface.

## LRE\_LOG Messages

This section contains Long Reach Ethernet (LRE) log messages.

### LRE\_LOG-7

**Error Message** %LRE\_LOG-7-LRE\_LOGGING: LRE Log:Interface [chars]: State: [chars], Event: [chars], Data: [chars].

**Explanation** The system has changed its state. The error message text provides more information on the cause of the change.

**Recommended Action** No action is required.

## LRE\_UPGRADE Messages

This section contains LRE upgrade for the Catalyst 2950 LRE switch messages.

### LRE\_UPGRADE-2

**Error Message** %LRE\_UPGRADE-2-LOCAL\_LOAD\_FAILURE: The system failed to load the firmware for local PHY controller:[dec]

**Explanation** An internal system error has occurred while loading the firmware for a local PHY controller.

**Recommended Action** Power cycle the switch. If this message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LRE\_UPGRADE-3

**Error Message** %LRE\_UPGRADE-3-INIT\_SYSTEM: Upgrade module failed to initialize

**Explanation** The LRE upgrade module failed to initialize.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LRE\_UPGRADE-3-LOCAL\_FAILURE: Upgrade of local controller [chars] failed

**Explanation** The LRE upgrade is unable to download firmware to a local controller.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LRE\_UPGRADE-4

**Error Message** %LRE\_UPGRADE-4-INIT\_RESOURCE: [chars]

**Explanation** The LRE upgrade module cannot locate a required resource.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



**Error Message** %LRE\_UPGRADE-4-TERMINATE: Upgrade on [chars] terminated

**Explanation** The customer equipment was disconnected or changed in the middle of an upgrade.

**Recommended Action** No action is required.

## LS1010\_CCM-2

**Error Message** %LS1010\_CCM-2-UNAVAILABLE: %s

**Explanation** The LS1010 TSCAM S/W subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**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 OUTPUT\_INTERPRETER . 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 BUG\_TOOLKIT . If you still require assistance, open a case with the Technical Assistance Center via the Internet TAC\_CASE\_OPEN , or contact your Cisco technical support representative and provide the representative with the gathered information. on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter OUTPUT\_INTERPRETER . 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 BUG\_TOOLKIT . If you still require assistance, open a case with the Technical Assistance Center via the Internet TAC\_CASE\_OPEN , or contact your Cisco technical support representative and provide the representative with the gathered information. error using the Output Interpreter OUTPUT\_INTERPRETER . 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 BUG\_TOOLKIT . If you still require assistance, open a case with the Technical Assistance Center via the Internet TAC\_CASE\_OPEN , or contact your Cisco technical support representative and provide the representative with the gathered information.

## LS1010\_CCM-3

**Error Message** %LS1010\_CCM-3-UNAVAILABLE: %s

**Explanation** The LS1010 TSCAM S/W subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**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 OUTPUT\_INTERPRETER . 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 BUG\_TOOLKIT . If you still require assistance, open a case with the Technical Assistance Center via the Internet TAC\_CASE\_OPEN , or contact your Cisco technical support representative and provide the representative with the gathered information. on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter OUTPUT\_INTERPRETER . 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 BUG\_TOOLKIT . If you still require assistance, open a case with the Technical Assistance Center via the Internet TAC\_CASE\_OPEN , or contact your Cisco technical

support representative and provide the representative with the gathered information. error using the Output Interpreter OUTPUT\_INTERPRETER . 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 BUG\_TOOLKIT . If you still require assistance, open a case with the Technical Assistance Center via the Internet TAC\_CASE\_OPEN , or contact your Cisco technical support representative and provide the representative with the gathered information.

## LS1010\_CCM-4

**Error Message** %LS1010\_CCM-4-UNAVAILABLE: %s

**Explanation** The LS1010 TSCAM S/W subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**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 OUTPUT\_INTERPRETER . 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 BUG\_TOOLKIT . If you still require assistance, open a case with the Technical Assistance Center via the Internet TAC\_CASE\_OPEN , or contact your Cisco technical support representative and provide the representative with the gathered information. on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter OUTPUT\_INTERPRETER . 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 BUG\_TOOLKIT . If you still require assistance, open a case with the Technical Assistance Center via the Internet TAC\_CASE\_OPEN , or contact your Cisco technical support representative and provide the representative with the gathered information. error using the Output Interpreter OUTPUT\_INTERPRETER . 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 BUG\_TOOLKIT . If you still require assistance, open a case with the Technical Assistance Center via the Internet TAC\_CASE\_OPEN , or contact your Cisco technical support representative and provide the representative with the gathered information.

## LSD Messages

This section contains MPLS Forwarding Infrastructure (MFI) Label Switching Database (LSD) messages.

### LSD-2

**Error Message** %LSD-2-APP\_NOTSUPP: [chars] interface does not support app [chars]

**Explanation** The interface does not support the application that is specified in the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-2-AVL: [chars] [hex]

**Explanation** An error involving an Adelson-Velskii and Landis (AVL) tree operation has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-2-FPIHANDLER: [chars] [hex]

**Explanation** An error involving the FPI handler has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-2-INVALID\_VAR: [chars]

**Explanation** The function has received invalid parameters.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-2-INVALID\_VAR2: [chars] [hex] [hex]

**Explanation** The function has received invalid parameters.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-2-RESOURCE: [chars]

**Explanation** A system resource error has occurred.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %LSD-2-TESTAPP2: Test app error: [chars]: [hex] [hex]

**Explanation** A test application error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LSD-3

**Error Message** %LSD-3-APPMGR: [chars] [hex]

**Explanation** An error involving the application manager has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-BADEXEC: Unexpected Code Execution: [chars] [dec]

**Explanation** An error involving unexpected execution of code has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-CHUNKMGR: chunk mgr: [chars] [hex]

**Explanation** A memory manager error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-CLIENT\_CONN: [chars]

**Explanation** A client connection error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-CLIENT\_CONN2: [chars] [hex] [hex]

**Explanation** A client connection error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-EVTLOGBADSOURCE: Illegal log event source: [dec]

**Explanation** An illegal event was found in the log buffer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-INTF\_DB: [chars]

**Explanation** An interface database error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-INTF\_DB2: [chars] [hex] [hex]

**Explanation** An interface database error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-INVALID\_PROC\_EVT: Unexpected process event [dec] for pid [dec]

**Explanation** The LSD component received an unexpected process event notification for the process with the specified ID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-LABEL: [chars] [dec]

**Explanation** A label operation error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-LABEL2: [chars] [hex] [hex]

**Explanation** A label operation error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-MULTISERVICEREQ: Multiple outstanding service requests: [dec] [dec]

**Explanation** A service request was submitted, but one service request is already outstanding.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-OS\_NOTIFY: Process id [dec] [chars], error code [dec]

**Explanation** The LSD was unable to notify the operating system about (un)registration of the specified process.

**Recommended Action** Enter the **show version**, **show running-config**, **show mpls infrastructure lsd apps** commands. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



**Error Message** %LSD-3-REWMGR: Rewrite Manager: [chars] [hex]

**Explanation** An error involving the rewrite manager has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-REWMGR2: [chars] [hex] [hex]

**Explanation** An attempt to look up a rewrite has failed because of an inconsistency in a forwarding path identifier.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-UPDATELISTMGR2: [chars] [dec] [dec]

**Explanation** A general error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-UPDATELISTMGREXEC: Illegal exec: [chars] [hex]

**Explanation** An error involving illegal execution of code has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LSD-4

**Error Message** %LSD-4-BADAPI: [chars] from [chars]

**Explanation** The LSD has received a message with invalid parameters.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-4-LABELFREETO: requested free timeout ([int] ms) by [chars] limited to: [int] ms

**Explanation** The timeout period for the MPLS application label has exceeded the maximum configured time.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-4-LABEL\_RESOURCE: label range [dec]-[dec] exhausted

**Explanation** The MPLS application is attempting to allocate more labels than the system configuration will allow.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LSD\_CLIENT Messages

This section contains MPLS Forwarding Infrastructure (MFI) Label Switching Database (LSD) client messages.

### LSD\_CLIENT-2

**Error Message** %LSD\_CLIENT-2-MSGHANDLERERR: Client=[dec] Msg type=[dec]  
Error=[chars]

**Explanation** An error involving the message handler has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information 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 running-config** commands and your pertinent troubleshooting logs.

**Error Message** %LSD\_CLIENT-2-XDREXEC: [chars] [dec]

**Explanation** Illegal code has been executed in the XDR path.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information 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 running-config** commands and your pertinent troubleshooting logs.

**Error Message** %LSD\_CLIENT-2-XDREXEC2: [chars] [hex] [hex]

**Explanation** Illegal code has been executed in the XDR path.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information 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 running-config** commands and your pertinent troubleshooting logs.

## LSD\_CLIENT-3

**Error Message** %LSD\_CLIENT-3-CLIENTAPI: Client API error: [chars] [dec]

**Explanation** An unexpected client API error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information 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 running-config** commands and your pertinent troubleshooting logs.

**Error Message** %LSD\_CLIENT-3-INVALID\_VAR: [chars]

**Explanation** A function has received parameters that are invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information 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 running-config** commands and your pertinent troubleshooting logs.

**Error Message** %LSD\_CLIENT-3-ISSU\_MSG\_CONV: [chars] [dec] [dec]

**Explanation** Could not convert received message type to a known message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information 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 running-config** commands and your pertinent troubleshooting logs.

**Error Message** %LSD\_CLIENT-3-PCHUNK2: [chars]: [chars] [hex] [hex]

**Explanation** An error involving memory parameters has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show version**, **show running-config** and **show process memory** commands and your pertinent troubleshooting logs.

**Error Message** %LSD\_CLIENT-3-UTIL2: [chars]: [hex] [hex]

**Explanation** An error involving utilities has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show version** and **show running-config** commands and your pertinent troubleshooting logs.

## LSD\_HA Messages

This section contains MFI Label Switching Database (LFD) high availability (HA) messages.

### LSD\_HA-2

**Error Message** %LSD\_HA-2-CF: [chars] [dec]

**Explanation** A CF-related error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD\_HA-2-RESOURCE: [chars]

**Explanation** A system resource error has occurred.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %LSD\_HA-2-RF: [chars] [dec]

**Explanation** An RF-related error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LSD\_HA-3

**Error Message** %LSD\_HA-3-GENERAL: [chars]

**Explanation** A function has received invalid parameters.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD\_HA-3-INVALID\_VAR: [chars]

**Explanation** A function has received invalid parameters.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD\_HA-3-LABEL\_RANGE\_DB: [chars]

**Explanation** An error has occurred in the label range database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD\_HA-3-UNSENT\_MSG\_DB: [chars]

**Explanation** An error has occurred in the unsent message database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LSPV Messages

This section contains MPLS Label-Switched Path Verification (LSPV) messages.

### LSPV-3

**Error Message** %LSPV-3-COMM: [chars]: [hex] [hex]

**Explanation** An unexpected RP/LC XDR condition has been encountered in the communications module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support



representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSPV-3-COMM\_UNKNOWN\_RC: Unexpected oce return code

**Explanation** An unexpected OCE return code was encountered in the communications module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LSS Messages

This section contains LS switching (LSS) message definition messages.

### LSS-1

**Error Message** %LSS-1-UNAVAILABLE: %s %s

**Explanation** LSS SDM Alert - protocol region reached limit. Cannot accept anymore entries. Need to reconfigure protocol regions, and reload

**Recommended Action** Reconfigure SDM region sizes and reload.

### LSS-3

**Error Message** %LSS-3-UNAVAILABLE: Conn empty detected %s. This port has had conn empty problems %d times since last boot

**Explanation** Informational

**Recommended Action** If portstuck reload is not enabled, manually reload the interface or OIR the card.

**Error Message** %LSS-3-UNAVAILABLE: Interface %s is portstuck This port has stuck %d times since last boot.

**Explanation** Informational

**Recommended Action** If portstuck reload is not enabled, manually reload the interface or OIR the card

## LSS-4

**Error Message** %LSS-4-UNAVAILABLE:  
 \*\*\*\*\* ATM Router Module (ARM)  
 not supported with ASP hardware version less than 6.0. Please upgrade ASP hardware  
 version to atleast 6.0 with FC-PFQ feature card. ATM Router Module (ARM) in slot  
 %d is not operational . \*\*\*\*\*

**Explanation** Cat8510 ASP hardware with version less than 6.0 doesnot support ATM Router  
 Modules (ARM)

**Recommended Action** Upgrade ASP hardware version to atleast 6.0 with FC-PFQ card.

**Error Message** %LSS-4-UNAVAILABLE: %s %d

**Explanation** LSIPC warning - LSIPC is timing out. uCode on that interface may not be responding

**Recommended Action** Possibly E-PAM is not responding

**Error Message** %LSS-4-UNAVAILABLE: %s %d

**Explanation** MAC Learn/Age IPC warning - MAC Learn or Age IPC dropped. The IOS bridge table  
 and the L2 Cam entries are inconsistant

**Recommended Action** Do clear bridge

## LTL Messages

This section contains local target logic (LTL) messages.

### LTL-2

**Error Message** %LTL-2-LTL\_PARITY\_CHECK: LTL parity check request for 0x%x.

**Explanation** The local target logic (LTL) parity check found a parity error on the index.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log.  
 Research and attempt to resolve the issue using the tools and utilities provided at  
<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MAB Messages

This section contains MAC authentication bypass (MAB) messages.

### MAB-5

**Error Message** %MAB-5-FAIL: Authentication failed for client (%s) on Interface %s

**Explanation** Authentication was unsuccessful.

**Recommended Action** No action is required.

**Error Message** %MAB-5-SUCCESS: Authentication successful for client (%s) on Interface %s

**Explanation** Authentication was successful.

**Recommended Action** No action is required.

## MACDB Messages

**Error Message** %MACDB-3-ERROR: Internal error, %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MACDB-4-WARN: Internal warning, %s

**Explanation** An internal software warning occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MACDB-6-INFO: Internal info, %s

**Explanation** An internal software information message occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MAC\_LIMIT Messages

This section contains MAC limit feature (MAC\_LIMIT) messages.

### MAC\_LIMIT-4

**Error Message** %MAC\_LIMIT-4-DROP: Vlan [dec] with Configured limit = [dec] has currently [dec] Entries

**Explanation** The number of entries for a VLAN has gone below or is equal to the allowed number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MAC\_LIMIT-4-ENFORCE: Enforcing limit on Vlan [dec] with Configured limit = [dec]

**Explanation** The number of entries for a VLAN has exceeded the allowed number. The action that enforces the limit is configured.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MAC\_LIMIT-4-EXCEED: Vlan [dec] with Configured limit = [dec] has currently [dec] Entries

**Explanation** The number of entries for a VLAN has exceeded the allowed number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MAC\_LIMIT-4-PORT\_DROP: [chars] with Configured limit [dec] has currently [dec] entries

**Explanation** The number of entries for the specified port has gone below or is equal to the permitted number.

**Recommended Action** This message is for reporting purposes only. No action is required.

**Error Message** %MAC\_LIMIT-4-PORT\_ENFORCE: Enforcing limit on [chars] with Configured limit [dec]

**Explanation** The number of entries for the specified port has exceeded the permitted number. The action to enforce the limit is configured.

**Recommended Action** This message is for reporting purposes only. No action is required.

**Error Message** %MAC\_LIMIT-4-PORT\_EXCEED: [chars] with configured limit [dec] has currently [dec] entries

**Explanation** The number of entries for the specified port has exceeded the permitted number.

**Recommended Action** This message is for reporting purposes only. No action is required.

**Error Message** %MAC\_LIMIT-4-VLAN\_DROP: Vlan [dec] with configured limit [dec] has currently [dec] entries

**Explanation** The number of entries for the specified VLAN has gone below or is equal to the permitted number.

**Recommended Action** This message is for reporting purposes only. No action is required.

**Error Message** %MAC\_LIMIT-4-VLAN\_ENFORCE: Enforcing limit on Vlan [dec] with configured limit [dec]

**Explanation** The number of entries for the specified VLAN has exceeded the permitted number. The action to enforce the limit is configured.

**Recommended Action** This message is for reporting purposes only. No action is required.

**Error Message** %MAC\_LIMIT-4-VLAN\_EXCEED: Vlan [dec] with configured limit [dec] has currently [dec] entries

**Explanation** The number of entries for the specified VLAN has exceeded the permitted number.

**Recommended Action** This message is for reporting purposes only. No action is required.

## MAC\_MOVE

This section contains MAC move notification feature (MAC\_MOVE) messages.

### MAC\_MOVE-4

**Error Message** %MAC\_MOVE-4-NOTIF: Host [enet] in vlan [dec] is flapping between port [chars] and port [chars]

**Explanation** The system found the specified host moving between the specified ports.

**Recommended Action** Examine the network for possible loops.

### MAILBOX-3

**Error Message** %MAILBOX-3-UNAVAILABLE: %s mailbox is offline. Interrupt ignored.

**Explanation** This message is generated when an attempt is made by the management module to communicate with an offline mailbox. When it appears, it indicates a problem exists between the perceived state of the mailbox from the router's side versus the management module's side.

**Recommended Action** Issue a system-wide reset on the management module. If the error persists, call your technical support representative for assistance.

**Error Message** %MAILBOX-3-UNAVAILABLE: Checksum failed. Expected = 0x%02x, calculated = 0x%02x. Ignoring PDU.

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %MAILBOX-3-UNAVAILABLE: Echo-request timed out. No response received. Mailbox offline.

**Explanation** An ECHO\_RESPONSE was not received in the appropriate time after the generation of an ECHO\_REQUEST. This failure only occurs during mailbox initialization, and indicates a problem between the communication path of the router module and its carrier card.

**Recommended Action** Confirm the router module installation. Make sure the software revision on the management module and the router module carrier card is up-to-date. If the error persists, call your technical support representative for assistance.

**Error Message** %MAILBOX-3-UNAVAILABLE: Echo-response did not match echo-request!

**Explanation** The data received from an ECHO\_RESPONSE protocol data unit (PDU) did not match the original data provided in the ECHO\_REQUEST. Usually, this message is seen during initialization, and indicates a catastrophic failure of the mailbox interface. See MAILBOX-3-INITFAIL for more information.

**Recommended Action** Confirm the router module installation. Make sure the software revision on the management module and the router module carrier card is up-to-date. If the error persists, call your technical support representative for assistance.

**Error Message** %MAILBOX-3-UNAVAILABLE: Intra-PDU timeout occurred on %s mailbox data.

**Explanation** A timeout occurred while sending or receiving the characters of a protocol data unit (PDU). The entire PDU will be ignored.

**Recommended Action** Informational message only. No action required

**Error Message** %MAILBOX-3-UNAVAILABLE: Mailbox initialization failure. %s Mailbox offline.

**Explanation** A catastrophic failure involving the initialization of the administrative mailbox occurred. The mailbox will be taken offline and remain in that state until a router module reset, or a system reload, occurs. At that time, initialization will again be attempted. Note that the functionality of the router, that is, its ability to receive and forward packets, is not affected by this error.

**Recommended Action** Confirm the router module installation. Make sure the software revision on the management module and the router module carrier card is up-to-date. If the error persists, call your technical support representative for assistance.

**Error Message** %MAILBOX-3-UNAVAILABLE: PDU of type %s received. Invalid or unsupported. Ignoring.

**Explanation** The protocol data unit (PDU) received was valid, but the type is not supported in the current software implementation. It will be ignored.

**Recommended Action** Informational message only. No action required.

## MAILBOX-6

**Error Message** %MAILBOX-6-UNAVAILABLE: Mailbox initialization successful.

**Explanation** This message is generated after a router reload to indicate the mailbox was successfully initialized.

**Recommended Action** Informational message only. No action required.



## MAILBOX-7

**Error Message** %MAILBOX-7-UNAVAILABLE: %s

**Explanation** This message header is paired with general debugging messages used to provide information about the functionality of the mailbox. To enable mailbox debugging, issue the command debug mailbox.

**Recommended Action** Advisory message only. No action required.

**Error Message** %MAILBOX-7-UNAVAILABLE: %s mailbox coming online.

**Explanation** This message is generated only when mailbox debugging is enabled. It provides information about the state of each incoming or outgoing mailbox.

**Recommended Action** Advisory message only. No action required.

**Error Message** %MAILBOX-7-UNAVAILABLE: Reading 0x%02x from carrier.

**Explanation** This message is generated only when mailbox debugging is enabled. It provides very low-level information about the incoming mailbox data stream.

**Recommended Action** Advisory message only. No action required.

**Error Message** %MAILBOX-7-UNAVAILABLE: Writing 0x%02x to carrier.

**Explanation** This message is generated only when mailbox debugging is enabled. It provides very low-level information about the outgoing mailbox data stream.

**Recommended Action** Advisory message only. No action required.

## MARINA-4

**Error Message** %MARINA-4-UNAVAILABLE: Unsupported flash type in the bootflash - %s.

**Explanation** The flash chips in the Flash SIMM is not supported by the platform.

**Recommended Action** Contact technical support to update your system.

## MBRI-1

**Error Message** %MBRI-1-UNAVAILABLE: %s %s failed

**Explanation** The MBRI network module failed to complete initialization.

**Recommended Action** Please make sure there is sufficient memory available in the router. If you continue to get this message, copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %MBRI-1-UNAVAILABLE: %s could not get timer element

**Explanation** The requested operation could not be accomplished because a global pool of timer elements was empty. This may be due to a transient condition of certain system activity.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %MBRI-1-UNAVAILABLE: Port Adapter in bay %d, shutting down PA

**Explanation** The MBRI network module failed to complete initialization.

**Recommended Action** Please make sure there is sufficient memory available in the router. If you continue to get this message, copy the error message exactly as it appears, and report it to your technical support representative.

## MBRI-3

**Error Message** %MBRI-3-UNAVAILABLE: %s layer1 state is %d

**Explanation** The MBRI driver detected an invalid Layer 1 condition

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %MBRI-3-UNAVAILABLE: Bay %d device ID seen as %#x, expected %#x

**Explanation** The network module hardware reports that a non-MBRI port module was detected

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## MBUS-2

**Error Message** %MBUS-2-UNAVAILABLE: From %s agent in slot %d. %s

**Explanation** The interface to the MBUS agent firmware has gone deaf. This is a software bug.

**Recommended Action** Submit a bug with as much information as possible including the console output at the time of the error

**Error Message** %MBUS-2-UNAVAILABLE: RAM version download to slot %d failed

**Explanation** The RAM version of the MBUS agent firmware could not be downloaded to specified slot. This may be a software or hardware bug.

**Recommended Action** Submit a bug with as much information as possible including the console output at the time of the error

## MBUS-3

**Error Message** %MBUS-3-UNAVAILABLE: Message type %u to %u has length %u (exceeds %u)

**Explanation** Software called send\_mbus\_msg with a length greater than 254. This is a software bug.

**Recommended Action** Submit a bug with as much information as possible including the console output at the time of the error

**Error Message** %MBUS-3-UNAVAILABLE: Status change message for register %x in slot %d, value = %x

**Explanation** The MBUS agent for the specified slot reported a status change for a register that is no longer being monitored.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MBUS-6

**Error Message** %MBUS-6-UNAVAILABLE: New state is '%s'

**Explanation** This is an informational message. The DSI changed state with respect to MBUS control and became either a master or a slave. In a dial shelf with just one DSI, it must always be a master.

**Recommended Action** None

## MBUS\_SYS-0

**Error Message** %MBUS\_SYS-0-UNAVAILABLE: Failed to create registry %s %s

**Explanation** The specified registry could not be created. This is a catastrophic error for this feature. This needs a developer's intervention for a solution.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## MBUS\_SYS-3

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: Error slot %d, stream %d %s

**Explanation** A reassembly error was detected for the given slot/stream combination. Either the slot/stream combination was incorrect (so it gave an invalid reassembly buffer index) or the first/last (or last few) packet(s) was/were lost. The message will be dropped which may cause errors for the application running over MBUS.

**Recommended Action** This condition should correct itself. No action is required.

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: Failed to allocate MBUS channel for over 10 secs

**Explanation** No MBUS channel could be allocated for sending messages. There is either very heavy MBUS traffic or there is a hardware problem. If there is temporary heavy traffic, the condition will clear itself. In case of hardware errors either the mbus agent has died or the hardware interface to the mailbox is not draining messages. Resetting the processor (including agent) may clear the problem. If the problem persists the card probably has hardware problems and needs diagnosis.

**Recommended Action** Power cycle the card. If problem persists the card probably has a hardware problem.

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: Failed to queue message from slot %d stream %d

**Explanation** Failed to enqueue a message from the interrupt for process level software. The message will be dropped. This points to a potential problem in the mbus process level message handling. This can occur if there are problems with the mbus process specifically or there may be general IOS process related issues. This may also happen if the mbus process is not scheduled for extended periods of time and there is heavy MBUS traffic.

**Recommended Action** If this is a persistent problem, either the mbus process is dead or there are other IOS related problems. Consider rebooting the GRP if possible.

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: Failed to transmit MBUS message for over 10 secs

**Explanation** Message could not be transmitted since all the transmit buffers are full for ever 10 seconds. This may be a temporary problem if there is heavy MBUS traffic. Otherwise it is probably a hardware problem. Either the mbus agent is not responding or the hardware interface is not generating interrupts.

**Recommended Action** If this is a persistent problem power cycle the card. If the problem still continues it is likely to be a hardware problem and needs diagnosis.

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: MBUS invalid channel selected  
(dev=%u, type=%u, channel=%d, len=%u)

**Explanation** Software tried to send a message on a invalid MBUS channel.

**Recommended Action** Submit a bug with as much information as possible including the console output at the time of the error.

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: MBUS message length too big  
(dev=%u, type=%u, len=%u)

**Explanation** Software tried to send a message with a length greater than 254.

**Recommended Action** Submit a bug with as much information as possible including the console output at the time of the error.

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: Message from slot %d in stream %d dropped

**Explanation** Message from the slot was dropped as there were no MBUS buffers available. Either the messages are coming too fast or the process level message handling is not draining messages quickly enough.

**Recommended Action** This condition should correct itself. Check if the GRP is being inundated by messages from the chassis. If the condition persists, consider rebooting the GRP.

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: Message from slot %d stream %d of length %d max message size %d

**Explanation** Message from a slot exceeded maximum message size and hence will be dropped. This should not happen during normal operations.

**Recommended Action** Verify health of MBUS using show mbus counters and the show mbus can-error commands. If any particular card shows errors and this condition persists, try reloading the card if possible. The error counts in the show mbus commands can be cleared using clear mbus-statistics.

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: Sequencing error (slot %d, stream %d): expected %d, received %d

**Explanation** An incorrect sequence number was detected in a multi packet message. This could happen if the source packetized the message incorrectly (unlikely) or one/more packets got dropped.

**Recommended Action** Check if there is excessive MBUS activity, copious printing from a line card etc. The command show mbus counters can provide lost message count.

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: Timeout on mbus request. Dest = %u, type = %u, addr = 0x%x

**Explanation** Failed to receive a response from a mbus request. This could be either a request for a eeprom field or a register read.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: Unexpected response key = %u, current key = %u

**Explanation** Received an unexpected response to a read register or read eeprom.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## MC3810\_DSX1-3

**Error Message** %MC3810\_DSX1-3-UNAVAILABLE: NULL

**Explanation** This message can take many forms. It provides information about a software error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %MC3810\_DSX1-5-UNAVAILABLE: NULL

**Explanation** Notification message.

**Recommended Action** LOG\_STD\_NO\_ACTION

## MCAST Messages

This section contains Layer 2 Multicast log (MCAST) messages.

### MCAST-2

**Error Message** %MCAST-2-IGMP\_ADDRAL:IGMP: Address Aliasing for [chars]

**Explanation** The network management processor (NMP) detected a multicast data stream being directed to a special multicast address. Several special class D addresses are used exclusively for control purposes by the multicast protocols IGMP, DVMRP, MOSPF, and PIM. The sending of noncontrol packets to these addresses is considered address aliasing.

**Recommended Action** From the displayed MAC and IP address information, determine which device's IP address is being aliased. Change its IP address to an address outside of the special multicast address group, or do not use it for the multicast data feed.

**Error Message** %MCAST-2-IGMP\_ADDRALDETAILS:IGMP: Multicast address aliasing: From [chars] ([IP\_address]) on [dec]/[dec] to [chars]

**Explanation** The network management processor (NMP) detected a multicast data stream being directed to a special multicast address. Several special class D addresses are used exclusively for control purposes by the multicast protocols IGMP, DVMRP, MOSPF, and PIM. The sending of noncontrol packets to these addresses is considered address aliasing.

**Recommended Action** From the displayed group, port, and IP address information, determine which device's IP address is being aliased; [dec]/[dec] is the module number/port number. Change its IP address to an address outside of the special multicast address group, or do not use it for the multicast data feed.

**Error Message** %MCAST-2-IGMP\_FALLBACK:IGMP: Running in FALL BACK mode

**Explanation** The network management processor (NMP) has detected excessive multicast traffic being directed to a special multicast address that should be used exclusively for control purposes. As a result, the NMP has entered fallback mode, in which it stops snooping packets with the specified destination MAC address. After 5 minutes the NMP will attempt to listen to these groups

again. If it fails 3 times, the switch will move to fallback mode permanently. In fallback mode, only IGMP-based packets will be directed to the NMP, and router ports will be learned only from IGMP general query messages.

**Recommended Action** From the group and IP address information displayed by related system messages, determine which device's IP address is being aliased. Change its IP address to an address outside of the special multicast address group, or do not use it for the multicast data feed.

**Error Message** %MCAST-2-IGMP\_SNOOP\_DISABLE:

**Explanation** IGMP snooping is disabled, but the system is receiving multicast traffic. This situation will force multicast packets to be directed to the route processor, possibly flooding it. IGMP snooping may have been disabled automatically due to excessive multicast traffic.

**Recommended Action** By capturing packets on the management VLAN (using a sniffer or SPAN), determine the source of the excessive multicast traffic and remove it.

## MCAST-3

**Error Message** %MCAST-3-GROUP\_IP\_INVALID: MCAST: Invalid group\_ip in SSO sync msg for LTL type=[dec], index [hex]

**Explanation** A system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCAST-3-IGMP\_PKT\_DROPPED:IGMP: IGMP Queue full (high packet rate/CPU busy), dropped [dec] packet(s) in last 5 minutes

**Explanation** The IGMP queue dropped one or more packets during the past five minutes either because the queue was full due to a high packet rate or because the CPU was too busy.

**Recommended Action** If the packet drops are few and infrequent, the drops may be caused by a transient condition, and no action is required. If many packets are being dropped, a multicast server might be flooding the switch, or some other process might be using excessive CPU resources.



**Error Message** %MCAST-3-PIMV2\_PTCAM\_LTL\_ALL: PIMv2 PT\_CAM LTL change to %s failed on all %s

**Explanation** While the system was executing an MPLS, router-guard, or PIM rate-limiter configuration command, communication with all line cards failed. As a result, the PIMv2 protocol redirection feature might not work properly.

**Recommended Action** Enter the MPLS, router-guard, or PIM rate-limiter command (**[no] mpls ip** or **[no] router-guard ip multicast switchports** or **[no] mls rate-limit multicast ipv4 pim**) again to cause the PIMv2 redirection local target logic (LTL) to be reprogrammed.

**Error Message** %MCAST-3-PIMV2\_PTCAM\_LTL\_LC: PIMv2 PT\_CAM LTL change to %s failed on linecard %d

**Explanation** While the system was executing an MPLS, router-guard or PIM rate-limiter configuration command, communication with one of the line cards failed. As a result, the PIMv2 protocol redirection feature might not work properly.

**Recommended Action** Enter the MPLS, router-guard, or PIM rate-limiter command (**[no] mpls ip** or **[no] router-guard ip multicast switchports** or **[no] mls rate-limit multicast ipv4 pim**) again to cause the PIMv2 redirection local target logic (LTL) to be reprogrammed.

**Error Message** %MCAST-3-PROT\_RED\_ALL: %s of %s redirection failed on all %s

**Explanation** While IGMP or PIMv2 snooping was being globally enabled or disabled, communication with all line cards failed. As a result, the protocol redirection feature might not work properly.

**Recommended Action** Disable and then enable IGMP or PIMv2 snooping globally, or vice versa, depending on whether the enable or disable form of the **[no] ip [igmp | pim] snooping** command was executed.

**Error Message** %MCAST-3-PROT\_RED\_LC: %s of %s redirection failed on linecard %d

**Explanation** While IGMP or PIMv2 snooping was being globally enabled or disabled, communication with one of the line cards failed. As a result, the protocol redirection feature might not work properly.

**Recommended Action** Disable and then enable IGMP or PIMv2 snooping globally, or vice versa, %MCASTRED-3-BAD\_SYNC\_TYPE depending on whether the enable or disable form of the **[no] ip [igmp | pim] snooping** command was executed.

**Error Message** %MCAST-3-QUERY\_INT\_MISMATCH: Snooping Querier received a non-matching query interval ([dec] msec), from querier address ([IP\_address]) on VLAN([dec]).Configured query-interval ([dec] msec)

**Explanation** Mismatch of snooping query interval found between routers which can lead to querier flapping issues

**Recommended Action** Configure the same snooping query interval across all the active and redundant queriers in the VLAN.

## MCAST-4

**Error Message** %MCAST-4-LTL\_FULLL\_VDB\_CREATE\_FAILED: Multicast Multi-Layer Switching: Failed to create VLAN ([dec]), hardware resource unavailable

**Explanation** The number of multicast MAC entries has exceeded the hardware limit. As a result, the VLAN will be software switched. This error also occurs when a larger number of VLANs are configured on a virtual switch.

**Recommended Action** Check the number of multicast MAC entries using the **show mac-address-table multicast count** command. Consider rearranging the network topology to reduce the multicast MAC count. Once multicast MAC entries fall below the hardware limit, unconfigure the VLAN using the **no vlan** command and reconfigure it.

**Error Message** %MCAST-4-RX\_LVRANGE:IGMP: Rcvd Leave in the range [chars]

**Explanation** The switch received an IGMP leave message from a host for the group address in the specified range. This range is normally used for control packets and should not be used for general multicast data traffic.

**Recommended Action** No action is required if the frequency of the message is not affecting the operation of the switch. This message may indicate a malfunction of the multicast host device that sent it. To determine the identity of the multicast device, check for related system messages reporting details of the IGMP leave. Using the port information displayed by the related system messages, capture port traffic to determine the source of the IGMP leave message.

## MCAST-5

**Error Message** %MCAST-5-RX\_IGMPLV:IGMP: Rcvd IGMP Leave [chars] on [dec]/[dec]

**Explanation** The switch has received an IGMP leave message for the group number on module number/port number; [chars] is the group number, and [dec]/[dec] is the module number/port number.

**Recommended Action** No action is required.

**Error Message** %MCAST-5-RX\_IGMPREPORT:IGMP: Rcvd IGMP Report [chars] on [dec]/[dec]

**Explanation** The switch has received an IGMP report message for the group number on module number/port number; [chars] is the group number, and [dec]/[dec] is the module number/port number.

**Recommended Action** No action is required.

## MCAST-6

**Error Message** %MCAST-6-ADDRESS\_ALIASING\_FALLBACK: Address Aliasing detected for group %e on vlan %d from possible source ip %i source mac %e

**Explanation** Multicast packets with destination that aliases a special L2 entry can represent a possible denial of service attack and overwhelm the CPU, we need to take care of them

**Recommended Action** Remove from the L2 table the entry for which address aliasing was detected.

**Error Message** %MCAST-6-ADDRESS\_ALIASING\_NORMALMODE: Address Aliasing timer expired reinstalling entry for group %e on vlan %d

**Explanation** After a certain time dependent on the group we detected address aliasing for, we reinstall the correspondent L2 entry

**Recommended Action** Reinstall in the L2 table the entry for which address aliasing was detected.

**Error Message** %MCAST-6-CGMP\_JOININFO: CGMP: GDA %e USA %e

**Explanation** The system has received from the router a Cisco Group Management Protocol (CGMP) join message for the group destination address (GDA) for the host whose unicast source address (USA) is shown.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-DELGDA: Deleting a GDA %e in vlan %d

**Explanation** A multicast entry in the specified VLAN is being deleted because an IGMP leave from the last host for this group destination address (GDA) was received.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-ETRACK\_LIMIT\_EXCEEDED: [chars] snooping was trying to allocate more explicit-tracking entries than what allowed ([dec]

**Explanation** The allocation of explicit-tracking entries is limited to avoid the monopolizing of system resources by IGMP and MLD snooping.

**Recommended Action** Reduce the number of (s,g) channels or the number of receivers. When the explicit-tracking database has gone beyond its limit, new membership for any channels will not be tracked. This condition might cause high-leave latency when those members leave a channel. Another alternative is to increase the limit from configuration mode by entering the **ip igmp snooping limit track max-entries** command. It is important to note that increasing the value of *max-entries* could cause the system to fail because of high use of system resources.

**Error Message** %MCAST-6-ETRAK\_STATS\_LIMIT\_EXCEEDED: Number of entries in %s snooping explicit-tracking statistics has exceeded the %s (%d)

**Explanation** The number of explicit-tracking statistics entries is bounded to avoid monopolizing of system resources by IGMP/MLD snooping. The explicit-tracking statistics database maximum size is set to the same as that of explicit-tracking limit. The statistics are split into two banks: permanent and volatile. The statistics entries will be stored permanently (volatile) until the permanent entries threshold is reached, after which the statistics will be stored temporarily up to the database maximum size. When the size of the database exceeds the permanent threshold, a group will be removed on receiving an IGMP/MLD leave. Groups can be removed whether they were installed above or below the permanent threshold. If the number of statistics entries grows beyond the maximum size of the database, then no statistics will be stored for any newly formed groups.

**Recommended Action** If the number of groups being used in the network exceeds the recommended value of the explicit-tracking database, you can increase the size of the database using the **ip {igmp | mld} snooping limit track {0-128000}** command. If the number of groups being used by hosts exceeds the recommended value of the explicit-tracking database, but the number of groups currently active is less than the database size and you require complete statistics, you can set the explicit-tracking limit to the maximum using the **ip {igmp | mld} snooping limit track {0-128000}** command. If you are interested only in statistics of the groups currently active in the system, you can clear the IGMP/MLD snooping statistics to free up space in the database. The following command can be used to clear snooping statistics: **clear ip {igmp | mld} snooping statistics [interface [type slot/port | vlan x]].**

**Error Message** %MCAST-6-GC\_LIMIT\_EXCEEDED: %s snooping was trying to allocate more Layer 2 entries than what allowed (%lu)

**Explanation** The allocation of layer 2 entries is bounded to avoid the IGMP snooping hogs the system resources

**Recommended Action** Fewer IP groups must be sent, even because the groups that goes beyond the limit aren't learned from IGMP snooping. Another alternative is to set the limit from the config mode through the CLI 'ip igmp snooping l2-entry-limit '. Increasing the value of max-entries could create crash due to high use of system resources.

**Error Message** %MCAST-6-GLOBAL\_CGMP\_REDIRECT\_NOT\_INSTALLED: Global IGMP Snooping CGMP MAC Redirection not Installed, System cannot operate in IGMP\_CGMP mode automatically

**Explanation** The global IGMP Snooping feature was unable to install the CGMP-MAC redirection. As a result, the system cannot automatically function in IGMP\_CGMP mode when the CGMP-capable devices are in the network.

**Recommended Action** Enter the per-VLAN **ip igmp snooping cgmp present** command in all the VLANs that have one or more receivers through a CGMP-capable Layer 2 switch connected to this system.

**Error Message** %MCAST-6-IGMP\_BADPKT: IGMP: No of Packets received with %s in last 5 minutes = %d

**Explanation** This message indicates that the switch received n IGMP packets with bad checksums in last 5 minutes

**Recommended Action** This message is provided for information only.

**Error Message** %MCAST-6-IGMP\_CGMP\_MODE: IGMP snooping now is running in IGMP\_CGMP mode on vlan [dec]

**Explanation** The specified VLAN is running in IGMP/CGMP mode.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-IGMP\_ONLY\_MODE: IGMP snooping now is running in IGMP\_ONLY mode on vlan [dec]

**Explanation** The specified VLAN is running in IGMP mode.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-IGMP\_PKT\_DROPPED: IGMP: IGMP Queue full (high packet rate/CPU busy), dropped [dec] packet(s) in last 5 minutes

**Explanation** The IGMP packet queue is not able to accommodate additional packets. Any additional packets will be dropped without processing.

**Recommended Action** Reduce the IGMP packet rate to prevent packets from being dropped.

**Error Message** %MCAST-6-IGMP\_RATE\_LIMIT\_DISABLE: IGMP: enabling Snooping on Vlan([dec]), IGMP messages will not be rate limited

**Explanation** After throttling the IGMP messages on the VLAN for a certain period, snooping is reenabled after the user manually fixes the rate on the offending VLAN and reduces the CPU load.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-IGMP\_RATE\_LIMIT\_ENABLE: IGMP: Incoming IGMP message rate exceeded max threshold([dec] pps), disabling Snooping on Vlan([dec]) with Rate([dec] pps)

**Explanation** The incoming rate of IGMP messages exceeded the maximum configured threshold. Snooping will be disabled on all high-rate VLANs to lower the aggregate rate below the threshold on all remaining VLANs.

**Recommended Action** Ease the CPU load by reducing the rate of IGMP messages on all high-rate VLANs.

**Error Message** %MCAST-6-IGMPV3\_BADPKT: IGMPV3: No of bad packets received (%s) = %d

**Explanation** The switch received the specified number of bad IGMP packets.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-IGMPV3\_EXCLUDE\_RECORD: Received %d IGMP-V3 EXCLUDE Group Records with zero sources. Last received from

**Explanation** This message indicates the number of IGMPv3 EXCLUDE 0 reports that were received for groups in the source specific multicast (SSM) range.

**Recommended Action** No action is required.

**Error Message** %MCAST-3-IGMPV3\_V1V2PKT: No of IGMP (%s) messages received in SSM Range = %d

**Explanation** The specified number of IGMP messages was received for groups in the source specific multicast (SSM) range.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-IGMP\_BADPKT: IGMP: No of Packets received with %s in last 5 minutes = %d

**Explanation** The switch received the specified number of IGMP packets with bad checksums during the previous five minutes.

**Recommended Action** No action is required.

**Error Message** %MCAST-3-IGMP\_VLAN\_SNOOP\_ALL: %s of protocol redirection for vlan %d failed on all %s

**Explanation** While enabling or disabling IGMP snooping on the VLAN, communication with all line cards failed. As a result, the protocol redirection feature might not work properly for the VLAN.

**Recommended Action** Disable and then enable IGMP snooping on the VLAN, or vice versa, depending on whether the enable or disable form of the **[no] ip igmp snooping** command was executed.

**Error Message** %MCAST-3-IGMP\_VLAN\_SNOOP\_LC: %s of protocol redirection for vlan %d failed on linecard %d

**Explanation** While enabling or disabling IGMP snooping on the VLAN, communication with one of the line cards failed. As a result, the protocol redirection feature might not work properly for the VLAN.

**Recommended Action** Disable and then enable IGMP snooping on the VLAN, or vice versa, depending on whether the enable or disable form of the **[no] ip igmp snooping** command was executed.

**Error Message** %MCAST-6-L2\_HASH\_BUCKET\_COLLISION: Failure installing (G,C)->index: ([enet],[dec])->[hex] Protocol : [dec] Error: [dec]

**Explanation** A Layer 2 entry could not be installed in the hardware because there is not enough space in the hash bucket. Multicast packets will be flooded on the incoming VLAN because the Layer 2 entry installation failed.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-LTL\_HIGH\_WATER\_MARK: Number of free LTL indices in the system has reached above the low threshold ([dec])

**Explanation** The number of indices available in the system has increased above the low threshold. Snooping on the VLANs will resume.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-LTL\_LOW\_WATER\_MARK: Number of free LTL indices in the system has reached below the low threshold ([dec])

**Explanation** The number of indices available in the system has fallen below the low threshold. As a result, the multicast traffic on the VLANs will be flooded and snooping will be discontinued.

**Recommended Action** Check whether the system has many source-only entries. Use the remote command switch show mmls verbose gc gce,, Enforce a limit on the number of source only entries by using the command ip igmp snooping source-only-learning limit. This however would cause remaining source only entries to flood in the VLAN.

**Error Message** %MCAST-6-LTL\_WATER\_MARK: Number of free LTL indices in the system has reached above the low threshold (%d)

**Explanation** The number of local target logic (LTL) indices available in the system has exceeded the lower threshold, and snooping on the VLANs will resume.

**Recommended Action** No action is required, but you can enter the **remote command switch show mmls mltl** command to check multicast LTL resource usage.

**Error Message** %MCAST-6-MCAST\_PROT\_STATUS: %s Feature is %sabled

**Explanation** This message displays whether the Layer 2 multicast feature is enabled or disabled.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-MCAST\_RTRADD\_PIM: Adding Router Port %d/%d in vlan %d - PIM message

**Explanation** The CGMP/IGMP has learned a new router port through a PIM message.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-MCAST\_RTRADD\_PROT: Adding Router Port %d/%d in vlan %d

**Explanation** The CGMP/IGMP/MLD has learned a new router port.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-MCAST\_RTRADD\_USERCFG: Adding Router Port %d/%d in vlan %d - User Configured

**Explanation** A user-configured multicast router port was added using the CLI.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-MCAST\_TOPOCHG: Recvd Topology Change Notification in vlan %d

**Explanation** The network management processor (NMP) received a topology change notification in a VLAN.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-MLD\_ADDRESS\_ALIASING\_FALLBACK: Address Aliasing detected for [enet] on vlan [dec] from possible src-ip[ipv6\_addr] dst-ip[ipv6\_addr] src-mac [enet]

**Explanation** Multicast packets with destinations that alias a special Layer 2 entry can indicate a possible denial-of-service attack and overwhelm the CPU.

**Recommended Action** Remove from the Layer 2 table the entry for which address aliasing was detected.

**Error Message** %MCAST-6-MLD\_ADDRESS\_ALIASING\_NORMALMODE: Address Aliasing timer expired reinstalling entry for group [enet] on vlan [dec]

**Explanation** After a certain time (dependent on the group for which address aliasing was detected) the corresponding Layer 2 entry is reinstalled.

**Recommended Action** Reinstall in the Layer 2 table the entry for which address aliasing was detected

**Error Message** %MCAST-6-MLD\_RATE\_LIMIT\_DISABLE: MLD: enabling Snooping on Vlan([dec]), MLD messages will not be rate limited

**Explanation** After throttling the IGMP messages on the VLAN for a certain period, snooping is reenabled after the user manually fixes the rate on the offending VLAN and reduces the CPU load.

**Recommended Action** No action is required.



**Error Message** %MCAST-6-MLD\_RATE\_LIMIT\_ENABLE: MLD: Incoming MLD message rate ([dec] pps) exceeded max threshold([dec] pps), disabling Snooping on Vlan([dec]) for [dec] secs

**Explanation** The incoming rate of MLD messages has exceeded the maximum configured threshold. Snooping will be disabled on all high rate VLANs to reduce the aggregate rate on all remaining VLAN to below the threshold.

**Recommended Action** Ease the CPU load by reducing the rate of MLD messages on all high-rate VLANs.

**Error Message** %MCAST-6-RGMP\_JOIN: Rcvd RGMP Join Mesg %d/%d vlan %d for Group %i

**Explanation** The router has joined a multicast group.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RGMP\_JOINRANGE: Rcvd RGMP Join Message in the range 01-00-5e-00-00-xx

**Explanation** The router sent a message for an invalid (reserved) address. The address 01-00-5e-00-00-xx cannot be used by the Router Port Group Management Protocol (RGMP).

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RGMP\_LEAVE: Rcvd RGMP Leave Mesg %d/%d vlan %d for Group %i

**Explanation** The router has left a multicast group.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RGMP\_LVRANGE: Rcvd RGMP Leave Mesg in the range 01-00-5e-00-00-xx

**Explanation** The router sent a message for an invalid (reserved) address. The address 01-00-5e-00-00-xx cannot be used by RGMP.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RTRDEL\_TIMEOUT: Deleting Router Port %d/%d in vlan %d - Timeout

**Explanation** The router port timer has timed out and the router port entry has been removed.

**Recommended Action** Determine whether a router is connected to the indicated port, and verify that IGMP is enabled.

**Error Message** %MCAST-6-RTRRGMP\_BYE: Router Port %d/%d in vlan %d has become nonRGMP-capable

**Explanation** An RGMP router port has changed to a non-RGMP router port.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RTRRGMP\_HELLO: Router Port %d/%d in vlan %d has become RGMP-capable

**Explanation** A router port has changed to a RGMP-capable port.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RTRRGMP\_TIMEOUT: Router Port %d/%d in vlan %d has become RGMP-capable

**Explanation** The RGMP router has timed out and the port is no longer RGMP-capable.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RX\_CGMPJN: Rcvd CGMP Join Mesg in vlan %d

**Explanation** A CGMP join message was received by a VLAN.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RX\_CGMPLV: Rcvd CGMP Leave Mesg %d/%d vlan %d

**Explanation** A CGMP leave message was received on a VLAN port.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RX\_IGMPLV: IGMP: Rcvd IGMP Leave %e on %d/%d

**Explanation** The switch received an IGMP leave message for the group number on module number/port number.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RX\_IGMPREPORT: IGMP: Rcvd IGMP Report %e on %d/%d

**Explanation** The switch received an IGMP report message for the group number on module number/port number.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RX\_JNRANGE: IGMP: Rcvd Report in the range of 01-00-5e-00-00-xx

**Explanation** The switch received an IGMP report from a host for the group address in the range of 01-00-5e-00-00-xx. This range is reserved for control packets and should not be used for general multicast data traffic.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCAST-6-RX\_LVRANGE: IGMP: Rcvd Leave in the range of 01-00-5e-00-00-xx

**Explanation** The switch received an IGMP leave from a host for the group address in the range of 01-00-5e-00-00-xx. This range is reserved for control packets and should not be used for general multicast data traffic.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCAST-6-SOURCE\_ONLY\_LIMIT\_EXCEEDED: [chars] snooping was trying to allocate more source only entries than allowed ([int])

**Explanation** Attempts by the IGMP snooping module to allocate source-only entries has exceeded the limit. This limit prevents the IGMP snooping module from consuming all of the system resources. Any IP groups sent in excess of the limit will not be learned by IGMP snooping.

**Recommended Action** Either reduce the number of IP groups sent or increase the limit by entering the **ip igmp snooping source-only-learning limit** *max-entries* command. Increasing the value of *max-entries* could cause a system failure due to the overuse of system resources.

## MCAST\_MQC Messages

This section contains multicast modular quality of service command-line interface MQC messages.

### MCAST\_MQC-3

**Error Message** %MCAST\_MQC-3-CMAP\_SDB\_REGISTER: Error initialising class-map of type multicast-flows.

**Explanation** The system could not register the component related to the class map of type `multicast-flows` to the string database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MCASTRED Messages

This section contains multicast redundancy (MCASTRED) messages.

### MCASTRED-3

**Error Message** %MCASTRED-3-ACKQMSG: Failed attempt to enqueue sync message type %u in confirmation queue

**Explanation** An attempt to link a new synchronization message into the synchronization message confirmation queue failed. This failure indicates corruption of the linkage within the queue. It is not possible to track message confirmation or to initiate a recovery action if confirmation is not received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-ACKUNQMSG: Failed to remove sync request type %u from pending ACK queue

**Explanation** An attempt failed to unlink a completed synchronization request from the queue for requests awaiting confirmation of receipt from the standby route processor (RP). This failure indicates corruption of the linkage within the pending acknowledgement queue. False timeout error messages and memory leakage are likely. Loss of standby RP synchronization is possible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-ALCSYNCTYP: Attempt to allocate sync request for invalid sync type %u

**Explanation** A function attempting to perform a synchronization operation has specified an invalid synchronization data type. No synchronization operation can be performed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-ALLOCMSG: Sync message buffer allocation failed for sync info type %u

**Explanation** An attempt to allocate a buffer for synchronization message transmission failed. Loss of synchronization on the standby route processor (RP) is likely.

**Recommended Action** Attempt standby RP synchronization by reloading the standby RP. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-ALLOC\_CAP\_TLV: Failed attempt to allocate memory for %s client capability TLV

**Explanation** The callback function responsible for creating an ISSU capability type length value (TLV) list was unable to allocate memory to hold the TLV list. Capability negotiation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-BAD\_EVENT\_TYPE: Defrd sync event type [dec] is invalid.

**Explanation** An invalid value was specified in a call to handle events which deferred sync elements are waiting for. The value is greater than PIM\_SYNC\_WAIT\_FOR\_EVENT\_MAX.

**Recommended Action** This is a transient error. However, this condition indicates other errors in the software that will require further examination by your Cisco technical support representative. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-BAD\_SYNC\_TYPE: PIM sync type %d is invalid or too large.

**Explanation** In a call to modify an array indexed by the Protocol Independent Multicast (PIM) synchronization type, an out-of-bounds value was specified. The specified value exceeds either PIM\_SYNC\_TYPE\_MAX or the length of the array.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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**Error Message** %MCASTRED-3-BLKNBOOOL: Failed to create %s watched boolean for bulk sync

**Explanation** An attempt to create a watched boolean to monitor bulk synchronization of state information to the standby route processor (RP) has failed. It is not possible to verify successful completion of the bulk synchronization operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-BLKNOFUNC: No bulk sync function defined for sync type %u

**Explanation** No function is defined for bulk synchronization of database information of this type. Some required information might not be synchronized to the standby RP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-BULKRQTIME: Timeout sending bulk sync requests to standby

**Explanation** The maximum wait time has expired for transmission of enqueued bulk synchronization messages to the standby RP. Some required synchronization messages might not have been sent successfully.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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**Error Message** %MCASTRED-3-BULK\_COMPLETE\_INCOMPATIBLE: Skipping sending of bulk sync completion message to peer: Incompatible message type.

**Explanation** The message code designated for peer RP confirmation of bulk synchronization completion was not recognized by the ISSU infrastructure as a compatible PIM HA message type. Although PIM bulk synchronization may have succeeded, bulk synchronization confirmation is not possible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-BULK\_COMPLETE\_XFORM\_FAIL: ISSU xmit transform failed for bulk send complete message.

**Explanation** An ISSU transformation failed on the message used for peer RP confirmation of bulk synchronization completion. Although PIM bulk synchronization may have succeeded, bulk synchronization confirmation is not possible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



**Error Message** %MCASTRED-3-CAP\_PROC\_NULL\_CTX: NULL client context for ISSU capability TLV processing.

**Explanation** The callback function responsible for processing a capability type length value (TLV) was invoked by the ISSU infrastructure with a NULL client context. Capability negotiation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-CAP\_PROP\_NULL\_CTX: NULL client context for ISSU capability TLV setup.

**Explanation** The callback function responsible for creating a capability type TLV was invoked by the ISSU infrastructure with a NULL client context. Capability negotiation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-DDE\_REPLAY\_FAILSAFE: PIM NSF Data Driven Event failsafe timer expired. First waiting VRF is

**Explanation** Multicast Forwarding Information Base (MFIB) replay of data driven events and subsequent Multicast Routing Information Base (MRIB) update processing has not completed within the maximum allowed time interval. Protocol Independent Multicast (PIM) is forcing termination of the Data Driven Event (DDE) replay monitoring period but some multicast routing information might not have been restored.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-DDE\_REPLAY\_NULL\_MVRF: NULL MVRF specified for DDE replay.

**Explanation** An invalid (NULL) value was specified in a call to initiate MFIB data driven event replay following a route processor failover. Some previously existing multicast state might not be preserved through the route processor failover.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-DECODEFUNC: No decode function exists for sync data type %u

**Explanation** No function is defined for handling synchronization data of the specified type. No synchronization action is possible on the standby RP for the synchronization message that specified this data type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-DECODENULL: No message buffer specified for standby sync of database type %u

**Explanation** A function was invoked to perform a database synchronization operation on the standby RP, but the caller did not specify the address of the synchronization message containing the information required for performing the synchronization operation. The synchronization operation for this database entity type cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-DEFER\_SYNC\_FAILURE: Sync failure in standby defer sync operation.

**Explanation** An element which was scheduled to be synched later has failed to sync either upon arrival of the event it was waiting for or it has waited in the deferred sync queue for more than 1 minute.

**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** %MCASTRED-3-DELNULLREQ: No sync request specified in sync request deletion attempt.

**Explanation** In a call to delete a synchronization request entry, the caller failed to specify the location of the synchronization request to be deleted. A memory leak is likely.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-DELSYNCTYP: Attempt to delete sync request for invalid sync type %u

**Explanation** A function attempting to delete a synchronization request has specified an invalid synchronization data type. The synchronization request cannot be deleted. A memory leak is likely.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-EMPTY\_CAP\_GROUP: Empty capability group for %s ISSU client capability TLV setup.

**Explanation** The callback function responsible for creating an ISSU capability type length value (TLV) found that the count of capability entries in its client context table was zero. Capability negotiation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-EMPTY\_CAP\_PROPOSE\_TABLE: Empty capability table for ISSU capability TLV setup.

**Explanation** The callback function responsible for creating a capability type TLV was invoked by the ISSU infrastructure with a capability table containing no capability types. Capability negotiation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-EOXBADRC: Invalid completion code %u for sync message transmission type %u

**Explanation** An undefined completion code was specified for end of synchronization message transmission handling. Memory leakage, false timeouts, and other subsequent errors may result.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-EOXNOREQ: End of sync message transmission: no sync request specified

**Explanation** End of synchronization message transmission handling was invoked with no synchronization request specified. Cleanup for successful transmission cannot proceed. Retry for unsuccessful transmission cannot proceed. Memory leakage is likely and loss of synchronization on the standby RP is possible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-FINDNULLENT: No target specified for sync entity search.

**Explanation** In a call to invoke a search for a database entity requiring synchronization to the standby RP, the caller failed to specify a descriptor for the entity to be synchronized. The synchronization operation entity cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-FMTFUNC: No sync message format function defined for sync type %u

**Explanation** No function is defined to create a synchronization message for this type of database information. Loss of synchronization on the standby RP is likely.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-FMTGENNOBF: No message buffer specified for generic sync message info

**Explanation** A function was invoked to store generic synchronization message information into an outgoing message buffer, but the caller did not specify the outgoing message buffer address. The synchronization operation for this database entity type cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-FMTMSG: Failed to format a sync message for sync type %u

**Explanation** An attempt to format (create) a synchronization message has failed. The synchronization message cannot be sent. Loss of synchronization on the standby RP is likely.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-FMTNULLPRM: Missing parameters in sync message format request for data type %u

**Explanation** A function was invoked to store synchronization message information into an outgoing message buffer, but the caller failed to specify either the location of the search key for the database entity to be synchronized or the address of the outgoing message buffer. The synchronization operation for this database entity type cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-HASHNQ: Failed attempt to enqueue sync request type %u in hash table

**Explanation** An attempt to link a new synchronization request into the synchronization request hash table failed. This failure indicates corruption of the linkage within the hash table. The synchronization operation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-HLD\_RLS\_NO\_MVRF: No MVRF for tableid 0x%x specified for multicast NSF holdoff release.

**Explanation** A table ID for which no MVRF exists was specified as an input to a function registered for releasing of a multicast NSF holdoff lock. If the calling client has a real holdoff extension request pending for some MVRF, the lock will not be released until the holdoff failsafe timer expires. This condition could delay completion of multicast reconvergence following an RP failover.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-HOLDOFF\_FAILSAFE: PIM NSF failsafe timer expired. Holding client mask = 0x%x

**Explanation** One or more clients requested extension of the PIM NSF holdoff period, but did not release the holdoff within the maximum allowed time interval. PIM is forcing termination of the NSF holdoff period and resumption of normal flow of multicast routing information, but one or more clients may not be ready to resume normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-INITNOBOOL: Failed to create %s watched boolean during multicast redundancy initialization

**Explanation** An attempt to create a watched boolean during multicast (PIM) redundancy process initialization has failed. The PIM redundancy process cannot be initialized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-INITNOQUEUE: Failed to create %s watched queue during multicast redundancy initialization

**Explanation** An attempt to create a watched queue during multicast (PIM) redundancy process initialization has failed. The PIM redundancy process cannot be initialized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,



open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-INVALID\_CAP\_PROPOSE\_TABLE: Invalid capability table for %s client ISSU capability TLV setup.

**Explanation** The callback function responsible for creating a capability type length value (TLV) was invoked by the ISSU infrastructure with a capability table that did not match any of the registered entries for this client. Capability negotiation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-INVSYNCTYP: Attempt to initiate sync request for invalid sync type

**Explanation** The synchronization data type specified by the function attempting to initiate a synchronization operation is not a valid type. No synchronization operation can be performed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-INV\_CKPT\_MSG: Received invalid CF message. client = %u, entity = %u, type = %u

**Explanation** An invalid checkpoint facility (CF) message was received by the PIM HA checkpoint client. The message cannot be processed. This condition might cause a loss of database synchronization between the primary and standby RPs.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-INV\_PORT\_TYPE: Invalid communication port identifier %u specified for ISSU port up/down handling

**Explanation** An undefined communication port identifier was specified for PIM ISSU transport up or down handling. PIM ISSU communication port up or down handling cannot proceed. PIM ISSU functionality might be impaired or lost.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-ISSU\_EMPTY\_TLV: Empty TLV list received for ISSU %s client capability processing

**Explanation** The callback function responsible for processing an ISSU capability type length value (TLV) list received an empty TLV list. Capability negotiation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-ISSU\_PROC\_CAP\_TYPE: Invalid capability type found in %s client capability entry.

**Explanation** The callback function responsible for processing an ISSU capability type TLV list encountered a capability type for which no handling is available. Capability negotiation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-ISSU\_TLV\_INSERT: Failed to insert entry in ISSU capability TLV list for %s client

**Explanation** The callback function responsible for creating an ISSU capability type TLV list encountered a failure when attempting to insert an entry into a TLV list. Capability negotiation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-LOCFUNC: No database entity search function defined for sync type %u

**Explanation** A function was invoked to store synchronization message information into an outgoing message buffer, but no function exists for locating a database entry of the specified type. The synchronization operation for this database entity type cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-LOCNULLENT: No destination specified in search for sync entity of type %u

**Explanation** A function was invoked to search for a database entity of the specified type, but the caller failed to specify a destination for storing the search result. The synchronization operation for this database entity type cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-LOCNULLHND: No search handle specified in search for sync entity of type %u

**Explanation** A function was invoked to search for a database entity of the specified type, but the caller failed to specify a search handle (key) for finding the database entity to be synchronized. The synchronization operation for this database entity type cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-MRIB\_UPD\_NULL\_MVRF: NULL MVRF pointer specified for MRIB update notification.

**Explanation** A NULL MVRF address was specified in a function call to notify the PIM HA process that all pending updates have been read for a specified MVRF. The process will attempt to continue with RP switchover handling despite this error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-MSGNOREQ: Could not find sync request for completed sync message type %u

**Explanation** The synchronization request corresponding to a completed synchronization message could not be determined. This condition may result in memory leakage, false timeouts, and other subsequent errors.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-MSGSEQNUM: Out of order sequence number in received sync message for sync data type %u, received epoch/seq %u/%u, expected %u/%u

**Explanation** The sequence number specified in a synchronization message received by the standby RP is not the expected sequence number for the next received synchronization message. Some synchronization messages may have been lost.

**Recommended Action** Attempt to synchronize the standby RP by reloading it. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-MVRF\_NAME: MVRF lookup for VRF %s failed.

**Explanation** An MVRF lookup failed for a VRF name known to be associated with an existing MVRF table, indicating an incorrect setup of search parameters. A PIM data synchronization operation has been aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-MVRF\_TABLEID: MVRF lookup for tableid %u failed.

**Explanation** An MVRF lookup failed for a table ID known to be associated with an existing MVRF table, indicating an incorrect setup of search parameters. A PIM data synchronization operation has been aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-NEGOMSGINV: Invalid negotiation status for %s client message

**Explanation** The ISSU infrastructure evaluated a message for this client but failed to identify the message as a negotiation message or a user message. The message cannot be processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-NOSYNARG: NULL argument pointer specified for PIM data sync type %u.

**Explanation** A function was invoked to synchronize PIM information, but the caller did not provide a valid data pointer. The synchronization operation for this database entity type cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-PRM\_LOOKUP: PIM RP mapping range lookup for VRF %s group %i mask %i failed.

**Explanation** A PIM RP mapping range lookup failed for a range that is known to exist, indicating an incorrect setup of search parameters. A PIM data synchronization operation has been aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-RCVNODATA: No data pointer returned for received checkpoint message

**Explanation** On reception of a checkpoint message at the standby RP, an attempt to obtain the location of the data for the message returned a NULL pointer. No message contents are available for this message.

**Recommended Action** Attempt to synchronize the standby RP by reloading it. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-RPDF\_NO\_IDB: No IDB for if\_number %u in Bidir RP DF sync attempt for RP address %i.

**Explanation** In a function call to trigger synchronization of bidirectional RP designated forwarder (DF) information, the interface descriptor block (IDB) if\_number specified does not map to any existing IDB. The synchronization operation cannot proceed. The DF information might no longer be correct following an RP failover.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-RPDF\_NULL\_IDB: NULL IDB pointer in Bidir RP DF sync attempt for RP address %i.

**Explanation** In a function call to trigger synchronization of bidirectional RP DF information, a NULL IDB address was specified. The DF information might no longer be correct following an RP failover.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-RTRYLIMIT: Retry limit reached for sync type %u

**Explanation** The maximum allowable number of transmission retries has failed for a database entity of this type. No further retries can be executed. The standby RP might no longer be synchronized with the active RP.

**Recommended Action** Attempt to synchronize the standby RP by reloading it. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support



representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-RTRYNOREQ: Sync retry requested with no sync request specified

**Explanation** A retry was requested for transmission of a synchronization message, but no synchronization request information was specified. The retry cannot be executed. The standby RP might no longer be synchronized with the active RP.

**Recommended Action** Attempt to synchronize the standby RP by reloading it. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-SNDMSG: Failed to send a sync message for sync type %u

**Explanation** An attempt to send a synchronization message has failed. The message transmission will be automatically retried.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-SNDNODATA: No data pointer provided in checkpoint message to be sent.

**Explanation** After allocation of a checkpoint message buffer in the primary RP, an attempt to obtain the location of the data for the message returned a NULL pointer. The checkpoint message cannot be sent. Loss of standby synchronization is likely.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-SPURIOUS\_MGD\_TIMER\_EXP: Managed timer wakeup received by the PIM HA process with no expired timers.

**Explanation** The PIM HA process received a wakeup for managed timer expiration, but no expired timer was reported. The timer expiration cannot be handled. The standby RP might no longer be synchronized with the active RP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-SYNC\_REQ\_ORPHAN: Orphaned queue links found in sync request hash table search for sync type %u

**Explanation** An attempt to find a matching entry for a new synchronization request in the synchronization request hash table failed because of corruption of the linkage within the hash table. The synchronization operation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-TABLE\_INVALID\_CAP\_TYPE: Invalid capability type found in %s client capability entry.

**Explanation** The callback function responsible for creating an ISSU capability type length value (TLV) list encountered a capability type for which no handling is available. Capability negotiation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-TUNSYNMSG: Received invalid termination message for mvr(%u) while waiting for mvr(%u) mdt tunnel sync

**Explanation** Confirmation has failed for standby RP reception of a multicast distribution tree (MDT) tunnel message. As a result, the standby RP might not be able to create the MDT tunnel.

**Recommended Action** Attempt to synchronize the standby RP by reloading it. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-TUNSYNRCV: %s failure in reception of MDT tunnel sync information for mvr %s on the standby RP.

**Explanation** Confirmation has failed for standby RP reception of a multicast distribution tree (MDT) tunnel message. As a result, the standby RP might not be able to create the MDT tunnel.

**Recommended Action** Attempt to synchronize the standby RP by reloading it. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-TUNSYNCTIME: Timeout waiting for confirmation of mdt tunnel sync for mvrfr(%u) (%s)

**Explanation** Confirmation has failed for standby RP reception of a multicast distribution tree (MDT) tunnel message. As a result, the standby RP might not be able to create the MDT tunnel.

**Recommended Action** Attempt to synchronize the standby RP by reloading it. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-TUNSYNXCXMIT: Failed to transmit sync MDT tunnel information for mvrfr %s to the standby RP.

**Explanation** An interprocess communication (IPC) transmission attempt has failed to send an IPC message to the standby RP with multicast distribution tree (MDT) tunnel synchronization information. As a result, the standby RP will not be able to create the MDT tunnel.

**Recommended Action** Attempt to synchronize the standby RP by reloading it. If the error recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-UCAST\_CONV\_STBY: Spurious unicast convergence notification received on standby RP for mvrfr %s.

**Explanation** Unicast convergence notification was erroneously signalled on the standby RP for the specified multicast VRF. This convergence notification is being ignored.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-WAITQ\_ORPHAN: Orphaned queue links found in the %x MVRF wait queue.

**Explanation** An attempt to perform state transition handling for multicast VRFs (MVRFs) in this queue failed. The failure occurred because the queue was corrupted or because one or more queue link entries did not specify the address of the corresponding MVRF. Multicast route convergence following an RP failover may be delayed or impaired.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MCAST\_RP Messages

This section contains multicast route processor messages.

### MCAST\_RP-4

**Error Message** %MCAST\_RP-4-MPLS\_PIM\_RATE\_LIMIT: [chars] when [chars] will reprogram hardware setting for PIM. Please reapply PIM rate-limiter.

**Explanation** The Router Guard or PIM Snooping features require the switch hardware to be programmed in a manner different from MPLS. These two features are incompatible with MPLS. When either Router Guard or PIM snooping is enabled while MPLS is enabled, the PIM rate limiter will not work properly.

**Recommended Action** Unconfigure and reconfigure the PIM rate limiter using the **show mls rate-limit multicast ipv4 pim** command. The same solution applies to the situation when both Router Guard and PIM snooping are disabled and MPLS is being enabled.

**Error Message** %MCAST\_RP-4-MPLS\_PIM\_SNOOPING: The MPLS and PIM Snooping features do not work together. Please disable either one.

**Explanation** The PIM Snooping feature requires the switch hardware to be programmed in such a way that PIM register messages with MPLS tags might be lost.

**Recommended Action** Disable either MPLS or PIM Snooping.

**Error Message** %MCAST\_RP-4-MPLS\_ROUTER\_GUARD: The MPLS and Router Guard features do not work together. Please disable either one.

**Explanation** The Router Guard feature requires the switch hardware to be programmed in such a way that PIM register messages with MPLS tags might be lost.

**Recommended Action** Disable either MPLS or Router Guard.

**Error Message** %MCAST\_RP-4-RGUARD\_PIM\_RATE\_LIMIT: **Router Guard** feature if enabled or disabled while PIM rate-limiter is ON will not work properly. Please reapply the PIM rate-limiter.

**Explanation** The PIM rate limiter floods the rate-limited PIM control packets to all the ports in the VLAN. Because of this, the Router Guard feature will not work properly if enabled while the PIM rate limiter is enabled.

**Recommended Action** Unconfigure and reconfigure the PIM rate limiter using the **show mls rate-limit multicast ipv4 pim** command.

## MCM Messages

This section contains minimum disruption restart (MDR) card manager messages.

### MCM-3

**Error Message** %MCM-3-DEQUEUE\_FAIL: Unable to get a free event (%s) from the free event queue (slot: %d, mode %d)

**Explanation** During runtime, the minimal disruption routing (MDR) card manager is unable to retrieve a free event to communicate between its different processes. MDR operation will probably result in the resetting of all line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCM-3-GET\_MTU\_FAIL: Unable to get the MTU for message %d to seat %s (%d) (valid:%d)

**Explanation** During runtime, the MDR card manager is unable to get the MTU of a message to be sent between its different processes.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCM-3-NEGO\_INCOMPATIBLE: MDR Card manager ISSU negotiation with standby is incompatible

**Explanation** An error occurred during MDR card manager initialization. As a result, the MDR card manager is unable to synchronize its data between the active and standby supervisors. An MDR operation will probably result in the resetting of all line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# MCT1E1 Messages

This section contains CT1/CE1 shared port adapter messages.

## MCT1E1-2

**Error Message** %MCT1E1-2-CMD\_DROP: [chars], cmd: [dec], arg0: [dec], arg1: [dec] arg2: [dec], arg3: [dec], vc: [dec] reason: [chars]

**Explanation** The SPA driver dropped a configuration command. One or more interfaces or controllers associated with the SPA might not be configured correctly.

**Recommended Action** Check the configuration of the interfaces and controllers and correct the configuration if necessary. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-2-EV\_DROP: [chars], cmd: [dec], arg0: [dec], arg1: [dec] arg2: [dec] reason [chars]

**Explanation** The SPA driver dropped an event notification command. Counters or line protocols for one or more interfaces or controllers may be incorrect.

**Recommended Action** Restart any interfaces or controllers that are down. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



## MCT1E1-3

**Error Message** %MCT1E1-3-AUTODNR: %s failed for slot %d bay %d err %d

**Explanation** The Auto-Do-Not-Resequence (AUTODNR)/USNDNR process has failed. The SPA and line card are out of synchronization. This condition indicates a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-BAD\_SIZE\_ERR: SPA [dec]/[dec]: [dec] [chars] events on HDLC Controller were encountered. The SPA is being Restarted.

**Explanation** The SPA driver detected an error event on the HDLC controller.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-BATCH\_CMD\_INVALID\_TAG: SPA [dec]/[dec]: Invalid tag value [dec] at index [dec].

**Explanation** The SPA driver detected an invalid tag value in a batch command from the RP.

**Recommended Action** If the ports on the SPA are not operating as expected, power down and reseal the specified SPA card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-CMD\_FAILED: SPA [dec]/[dec]: f/w send command failed err [dec] reason [chars]

**Explanation** The SPA driver could not successfully send a command to the firmware.

**Recommended Action** If the ports on the SPA are not operating as expected, power down and reseat the specified SPA card. If this message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-COR\_MEM\_ERR: SPA [dec]/[dec]: [dec] correctable [chars] memory error(s) encountered.  
The error has been corrected and normal processing should continue.  
The memory address of most the recent error is: [hex]

**Explanation** The SPA driver detected a correctable memory error on the SPA card. The error has been corrected and normal processing should continue. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log.

**Recommended Action** If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-FPGA\_CNTR\_ERR: [chars]: [dec] [chars] error(s) encountered.

**Explanation** The SPA driver detected an FPGA error condition on the SPA card. Interface packet error counter corruption may result.

**Recommended Action** The SPA should continue to function normally. If the error condition recurs, reset the SPA by doing a physical online insertion and removal (OIR). If the condition persists, copy the error message exactly as it appears. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-FRMR\_CLKFAIL: SPA [dec]/[dec]: Framer input clock failure detected, CTCLK = [chars]CTIVE, LREFCLK = [chars]CTIVE, SREFCLK = [chars]CTIVE, ctclk count [int] lrefclk count [int] srefclk count [int]

**Explanation** The SPA driver detected failure of one or more input clocks to the framer chip. The T1/E1 ports may not operate as expected.

**Recommended Action** If the ports on the SPA are not operating as expected, power down and reseal the specified SPA card. If this message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-HDLC\_CTRL\_ERR: SPA [dec]/[dec]: [dec] [chars] events on HDLC Controller were encountered.

**Explanation** The SPA driver detected an error event on the HDLC controller.

**Recommended Action** If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-INITFAIL: MCT1E1 (bay [dec]), Init Failed at [chars] - line [dec] arg [hex]

**Explanation** The SPA failed to complete hardware initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-PERIODIC\_PROCESS: SPA [dec]/[dec]: periodic process error [chars].

**Explanation** The SPA driver detected an error with the periodic processing routine.

**Recommended Action** If the ports on the SPA are not operating as expected, power down and reseat the specified SPA card. If this message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-QUEUE\_HALT\_FAIL: [chars]: Could not suspend message ([dec]) or command ([dec]) queue

**Explanation** The message or command queue could not be stopped prior to the OIR removal of the SPA.

**Recommended Action** If the ports on the SPA are not operating as expected, power down and reseat the specified SPA card. If this message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-SPI4\_HW\_ERR: SPA [dec]/[dec]: [chars] Hardware error was encountered.

**Explanation** The SPA driver detected a hardware error condition on the SPA card's SPI4 bus. This condition might result in improper operation.

**Recommended Action** Power down and reseat the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-TIMEOUT: %s: %s failed: %d, state: %d, ml\_id: %d progress: %d

**Explanation** Linkrec is stuck at non-ready. This condition indicates a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-UNCOR\_MEM\_ERR: SPA [dec]/[dec]: [dec] uncorrectable [chars] memory error(s) encountered. The memory address of the most recent error is: [hex] The SPA is being restarted.

**Explanation** The SPA driver detected an uncorrectable memory error condition on the SPA card. Packet corruption may result. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log.

**Recommended Action** Power down and reseal the specified SPA card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-UNCOR\_PARITY\_ERR: SPA [dec]/[dec]: [dec] [chars] parity error(s) encountered.

**Explanation** The SPA driver detected an uncorrectable parity error condition on the SPA card. Packet corruption may result.

**Recommended Action** Power down and reseal the specified SPA card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).

If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MCX Messages

This section contains Voice port adapter messages.

### MCX-3

**Error Message** %MCX-3-FREEDMFATAL: Bay [dec]: freedm reset, command-status register [hex]

**Explanation** CHOPIN experienced fatal freedm related problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MDEBUB Messages

This section contains memory debugging messages.

### MDEBUB-2

**Error Message** %MDEBUB-2-ACCESSBEYONDSIZE: [hex] access beyond allocated size; ptr = [hex]; size = [dec]; actual size = [dec]; allocator\_pc = [hex]; Traceback - [chars]

**Explanation** The software attempted to access memory beyond the allocated size.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** M%DEBUG-2-ACCESSFREED: [hex] access freed memory; ptr = [hex]; size = [dec]; actual size = [dec]; allocator\_pc = [hex]; free\_pc = [hex]; Traceback - [chars]

**Explanation** The software attempted to access freed memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MDR\_SM Messages

This section contains minimum disruption restart (MDR) state machine (SM) messages.

### MDR\_SM-3

**Error Message** %MDR\_SM-3-INIT\_FAIL: Initialisation error '%s'

**Explanation** An error occurred during initialization of the minimum disruption restart (MDR) state machine (SM). As a result, the MDR SM is inoperable. An MDR operation will probably result in the resetting of all line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SLOT\_CLIENT\_ID\_ERROR: Can not find the data associated to client ID (%d) for slot (%d)

**Explanation** The MDR state machine cannot find the data registered for the client ID. The client ID is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SLOT\_CONTINUE\_INVALID: Client (%d) returned an invalid status code on slot %d

**Explanation** The MDR state machine client returned a status code that is invalid when returned on the standby device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SLOT\_EVENT\_TIMEOUT: MDR slot state machine %d did not receive the SLOT\_UP event from the linecard

**Explanation** The MDR slot state machine (SM) did not receive an expected event from the line card. As a result, the state machine is inoperable for this slot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information 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 monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SLOT\_ID\_MISMATCH: Client ID mismatch for slot %d during progression %s on client: %d, expecting %d

**Explanation** The MDR state machine client returned a client ID that does not match the current client ID. As a result, the MDR state machine will abort.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SLOT\_INVALID\_ARG: Process is unable to get his slot number

**Explanation** The MDR state machine process is unable to get the slot number of a slot supporting MDR.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SLOT\_INVALID\_EVENT: Slot (%d) received an unexpected event (%s) in state (%s)

**Explanation** The MDR state machine received an unexpected event for the current state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SLOT\_NOTIFY\_STANDBY\_FAILED: Failed to notify Standby for MDR slot state machine (%d) Client %s (%d) in state %s

**Explanation** The MDR state machine failed to notify the standby device. As a result, the MDR state machine will abort.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SLOT\_NOTIFY\_TIMEOUT: Notification timeout on MDR slot state machine %d for the local client %s (%d) in state %s

**Explanation** The MDR state machine (SM) did not receive a response from the MDR SM client. As a result, the state machine is inoperable. An MDR operation will probably result in the resetting of all line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SLOT\_NO\_FREE\_EVENT\_IN\_QUEUE: The event queue is full for MDR Slot SM %d, MDR Slot SM %d will abort

**Explanation** The MDR state machine (SM) was unable to get a free event from the event queue. As a result, the state machine is inoperable. An MDR operation will probably result in the resetting of all the line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SLOT\_STATUS\_INVALID: Client %s (%d) on slot %d returned an unexpected status code (%d)

**Explanation** The MDR state machine client returned an unexpected status code. An MDR operation will probably result in the reset of all line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SYS\_CLIENT\_ID\_ERROR: Can not find the data associated to client ID (%d)

**Explanation** The MDR state machine cannot find the data registered for the client ID. The client ID is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging, show tech-support, show logging,** and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SYS\_CONTINUE\_INVALID: Client (%d) returned an invalid status code

**Explanation** The MDR state machine client returned a status code that is invalid when returned on the standby device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging, show tech-support, show logging,** and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SYS\_ID\_MISMATCH: Client ID mismatch during progression %s on client: %d, expecting %d

**Explanation** The MDR state machine client returned a client ID that does not match the current client ID. As a result, the MDR state machine will abort.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SYS\_INVALID\_EVENT: Received an unexpected event (%s) in state (%s)

**Explanation** The MDR state machine received an unexpected event for the current state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SYS\_NOTIFY\_STANDBY\_FAILED: Failed to notify Standby for MDR system state machine Client %s (%d) in state %s

**Explanation** The MDR state machine failed to notify the standby device. As a result, the MDR state machine will abort.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SYS\_NOTIFY\_TIMEOUT: Notification timeout on MDR system state machine for the local client %s (%d) in state %s

**Explanation** The MDR state machine (SM) did not receive a response from the MDR SM client. As a result, the state machine is inoperable. An MDR operation will probably result in the resetting of all line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SYS\_NO\_FREE\_EVENT\_IN\_QUEUE: The event queue is full for MDR System SM, MDR SM will abort

**Explanation** The MDR state machine (SM) was unable to get a free event from the event queue. As a result, the MDR SM is inoperable. An MDR operation will probably result in the resetting of all the line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SYS\_STATUS\_INVALID: Client %s (%d) returned an unexpected status code (%d)

**Explanation** The MDR state machine client returned an unexpected status code. An MDR operation will probably result in the reset of all line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

## MDR\_SM-4

**Error Message** %MDR\_SM-4-QUIESCE\_FAIL: Quiesce watchdog timer expired, continuing with MDR

**Explanation** At the start of a switchover, the minimum disruption restart state machine (MDR SM) on the old active RP enters the quiesce state. Because this state blocks the reload of the old active, the switchover is blocked during this state. To prevent a loss of service due to a bug in the MDR SM or one of its clients, a watchdog timer limits the duration of this state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-4-SLOT\_CALLBACK\_TOO\_MUCH\_TIME: MDR SM Slot %d client %s (%d) spent too much time (%d msec) in state (%s)

**Explanation** The MDR state machine has detected that one of its clients spent too much time in its callback function. This is a warning message; the MDR state machine will continue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-4-SYS\_CALLBACK\_TOO\_MUCH\_TIME: MDR SM SYS client %s (%d) spent too much time (%d msec) in state (%s)

**Explanation** The MDR state machine detected that one of its clients spent too much time in its callback function. This is a warning message; the MDR state machine will continue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-4-UNBLOCK\_RF: MDR SM aborted, continuing RF Progression (%d)

**Explanation** The MDR state machine (SM) aborted due to an error in the MDR state machine or one of its clients. The redundancy facility (RF) progression was blocked, but it will be unblocked to allow the standby device to boot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

## MDR\_SM\_LC Messages

This section contains minimum disruption restart (MDR) state machine (SM) line card (LC) messages.

### MDR\_SM\_LC-3

**Error Message** %MDR\_SM\_LC-3-ABORT: MDR state machine is aborted due to '%s'

**Explanation** The minimum disruption restart (MDR) state machine (SM) aborted due to an unrecoverable error. Any MDR operation will probably result in the resetting of this line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information 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 monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.



**Error Message** %MDR\_SM\_LC-3-ID\_MISMATCH: Client ID mismatch during progression on client: %d, expecting %d

**Explanation** The MDR state machine client returned a client ID that does not match the current client ID. As a result, the MDR state machine will abort.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM\_LC-3-INIT\_FAIL: Initialisation error '%s'

**Explanation** During the MDR state machine (SM) initialization, an error occurred that has caused the MDR SM to be inoperable. Any MDR operation will probably result in the resetting of this line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information 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 monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM\_LC-3-INVALID\_EVENT: MDR SM LC received an unexpected event (%s) in state (%s)

**Explanation** The MDR state machine (SM) received an unexpected event for the current state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM\_LC-3-NOTIFY\_TIMEOUT: Notification timeout for client %s(%d) in state %s

**Explanation** During an MDR state machine (SM) state transition, the notification timer expired for the client. Any MDR operation will probably result in the resetting of this line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information 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 monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM\_LC-3-NO\_FREE\_EVENT\_IN\_QUEUE: The event queue is full for MDR SM, MDR SM will abort

**Explanation** The MDR state machine (SM) was unable to get a free event from the event queue. This error has rendered the MDR SM inoperable. An MDR operation will probably result in the resetting of all the line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM\_LC-3-SEMWAIT: MDR state machine waiting for semaphore(%s) acquired by pid(%d)

**Explanation** The MDR state machine encountered a problem in acquiring a semaphore. Any MDR operation will probably result in the resetting of this line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information 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 monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM\_LC-3-STATUS\_INVALID: Client %s (%d) returned an unexpected status code (%d)

**Explanation** The MDR state machine client returned an unexpected status code. An MDR operation will probably result in the reset of all line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

## MDR\_SM\_LC-4

**Error Message** %MDR\_SM\_LC-4-CALLBACK\_TOO\_MUCH\_TIME: MDR SM LC client %s (%d) spent too much time (%d msecs) in state (%s)

**Explanation** The minimum disruption restart (MDR) state machine (SM) has detected that one of its clients spent too much time in its callback function. This is a warning message; the MDR state machine will continue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

## MDR\_SM\_PROXY Messages

This section contains minimum disruption restart (MDR) state machine (SM) proxy messages.

### MDR\_SM\_PROXY-3

**Error Message** %MDR\_SM\_PROXY-3-NOTIFY\_TIMEOUT: Notification timeout on MDR %s state machine for the remote client '%s'

**Explanation** The minimum disruption restart (MDR) state machine (SM) proxy master did not receive any response to the notification on its slave, and is now unable to communicate with the slave. As a result, the MDR SM is inoperable. An MDR operation will likely result in the resetting of all line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### MDR\_SM\_PROXY-4

**Error Message** %MDR\_SM\_PROXY-4-SLOT\_CALLBACK\_TOO\_MUCH\_TIME: MDR SM Slot %d client (%d) spent too much time (%d msecs) in state (%s)

**Explanation** The MDR state machine has detected that one of its clients spent too much time in its callback function. This is a warning message; the MDR state machine will continue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM\_PROXY-4-SYS\_CALLBACK\_TOO\_MUCH\_TIME: MDR SM SYS client (%d) spent too much time (%d msec) in state (%s)

**Explanation** The MDR state machine has detected that one of its clients spent too much time in its callback function. This is a warning message; the MDR state machine will continue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

## MDS Messages

This section contains multicast distributed switching messages.

### MDS-2

**Error Message** %MDS-2-LC\_INVALID\_HWIDB\_INDEX: Invalid if\_index for HWIDB [chars]

**Explanation** The if\_index parameter for the hardware IDB was invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MDS-2-LC\_INVALID\_HWIDBQ\_SIZE: Invalid Q count value

**Explanation** The Q count parameter was invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MDS-2-LC\_INVALID\_SWIDB\_IFNUM: Invalid if\_num for SWIDB [chars]

**Explanation** The if\_index parameter for the software IDB was invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MDS-2-LC\_INVALID\_SWIDBQ\_SIZE: Invalid Q count value

**Explanation** The Q count parameter was invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MDS-2-LC\_SWIDB\_UPDATE\_NULL\_MVRF: LC received swidb update for if\_number [hex] ([chars]) tableid [hex].mvrfl pointer for this tableid is NULL.

**Explanation** The line card received a software IDB update from the route processor specifying a multicast VRF table ID for which no multicast VRF exists in the linecard.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MDS-4

**Error Message** %MDS-4-ROUTELIMIT\_ATTEMPT: Attempt to exceed multicast route-limit of [dec]

**Explanation** The number of multicast routes equals the configured maximum allowed. New routes cannot be added unless the configuration is changed.

**Recommended Action** If multicast traffic is of any priority among the traffic carried by this router, then use the **ip multicast route-limit** command to increase the number of multicast routes. Otherwise, no action is required.

## MDT Messages

This section contains Multicast Distribution Tree (MDT) messages.

### MDT-4

**Error Message** %MDT-4-LBSRC: MDT %s uses source address %i from a non-loopback interface

**Explanation** The local peering interface used to set up an MDT tunnel is not a loopback interface. This may cause black holes if the interface is in the outgoing list of the MDT group.

**Recommended Action** Change the configuration of the **bgp update-source** command and use a loopback interface as the local peering interface.

**Error Message** %MDT-4-NO\_GROUP\_LINK: MDT entry [chars]:([IP\_address],[IP\_address]) linked by source but not linked by group

**Explanation** The entry for the affected MDT group was not properly linked into the MDT database. The inconsistency has been repaired. [chars] is the MDT entry and the [IP\_address],[IP\_address] are the linked IP addresses.

**Recommended Action** No action is required.

**Error Message** %MDT-4-RD\_CONFLICT: MDT entry [chars]:([IP\_address],[IP\_address]) received an update for RD [chars]

**Explanation** A previously existing MDT entry should have been withdrawn by BGP before sending this conflicting update. [chars] is the MDT entry, the [IP\_address],[IP\_address] are the linked IP addresses, and the second [chars] is the redirect name.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MDT-4-UPDATED\_RD\_CONFLICT: MDT entry %s:(%i,%i) received an update for RD %s

**Explanation** The previously existing entry should have been withdrawn by BGP before sending this conflicting update.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MDT-4-VRFSRC: The source interface of the MDT tunnels, %s, is not in the global table

**Explanation** The local peering interface must not be an interface in a VRF.

**Recommended Action** Change the configuration of the **bgp update-source** command and use a loopback interface in the global table.

## MDT-5

**Error Message** %MDT-5-DATA\_MDT\_REUSED: Data MDT %i is reused

**Explanation** If all pre-defined data MDT groups are used, a data MDT group can be reused by a particular host that sources user traffic in an VPN.

**Recommended Action** No action is required.



# MDX Messages

This section contains MDX messages.

## MDX-1

**Error Message** %MDX-1-DAEMSGSNDFAILED: FAILED to send IPC message of TYPE [chars] to slot [dec] on the DAE, FAIL REASON = [chars]

**Explanation** An IPC message could not be sent. Retries to send the message were attempted and failed. This condition does not affect system operation.

**Recommended Action** No action is required.

**Error Message** %MDX-1-DAENODPENTRY: MDX framework could not find an entry for the DP with dp\_id = [dec] on slot = [dec], on DAE

**Explanation** IPC messages that were sent to the line card have been lost as the line card buffers were being reassigned. As a result of this condition, the MDX DP failed to register. This condition does not affect system operation.

**Recommended Action** Disable the SNMP query of the MIBs depending on the value of dp\_id as follows:

If the dp\_id is 1, disable the CISCO-ENHANCED-MEMPOOL-MIB SNMP query.

If the dp\_id is 2, disable the CISCO-PROCESS-MIB SNMP query.

If the dp\_id is 3, disable the CISCO-OPTICAL-MONITORING-MIB SNMP query.

If the dp\_id is 4, disable the CISCO-FABRIC-C12K-MIB SNMP query.

You can replace the SNMP query with the CLI to obtain the same results. Enter one or more of the following CLI commands to obtain the required information: **show processes memory**, **show processes cpu**, **show controller optics**, **show controller fia**, **show controller xbar** or **show controller sca**.

**Error Message** %MDX-1-DAEPORTCREATEFAIL: Could not create IPC port for MDX framework on DAE, FAIL REASON = [chars]

**Explanation** The IPC port for MDX framework on the Data Aggregator End (DAE) failed for the reason specified in the message text. This condition does not affect system operation, except that the MDX framework will not be able to obtain the requested data from the MIBs.

**Recommended Action** Enter one or more of the following CLI commands to obtain the required information: **show processes memory**, **show processes cpu**, **show controller optics**, **show controller fia**, **show controller xbar** or **show controller sca**.

**Error Message** %MDX-1-DAEPORTOPENFAIL: UNABLE to open port to primary RP FAIL REASON = [chars]

**Explanation** The MDX Data Aggregator End (DAE) IPC port could not be opened, even after three retry attempts. This condition does not affect system operation, except that the MDX framework will not be able to obtain the requested data from the MIBs.

**Recommended Action** Enter one or more of the following CLI commands to obtain the required information: **show processes memory**, **show processes cpu**, **show controller optics**, **show controller fia**, **show controller xbar** or **show controller sca**.

**Error Message** %MDX-1-DAEPORTOPENFAILRETRY: UNABLE to open port to primary RP try number = [dec], FAIL REASON = [chars], Will retry again

**Explanation** The MDX Data Aggregator End (DAE) IPC port could not be opened. The system will attempt to retry the operation a maximum of three times. This condition does not affect system operation.

**Recommended Action** No action is required.

**Error Message** %MDX-1-DPENTRYEXISTS: An entry already exists for the DP with dp\_id [dec] on the DPE, could not create a new entry

**Explanation** The DP entry that is attempting to be added already exists on the DPE. The new entry could not be created.

**Recommended Action** No action is required.

**Error Message** %MDX-1-DPEPORTOPENFAIL: UNABLE to open port to MDX framework on slot = [dec] from DAE, FAIL REASON = [chars]

**Explanation** The MDX DPE (Data Provider End) IPC port could not be opened because of the reason specified in the message text. This condition does not affect system operation.

**Recommended Action** No action is required.

**Error Message** %MDX-1-DPREGFAILED: DP Registration with MDX framework failed on DPE

**Explanation** The DP could not be registered with the MDX framework on the Data Provider End (DPE). This condition does not affect system operation, except that the MDX framework will not be able to obtain the requested data from the MIBs.

**Recommended Action** Enter one or more of the following CLI commands to obtain the required information: **show processes memory**, **show processes cpu**, **show controller optics**, **show controller fia**, **show controller xbar** or **show controller sca**.

**Error Message** %MDX-1-IPCMSGSENDFAILED: FAILED to send IPC message of TYPE [chars] to DAE, FAIL REASON = [chars]

**Explanation** The MDX component could not send the IPC message because of the reason specified in the message text. This condition does not affect system operation.

**Recommended Action** No action is required.

**Error Message** %MDX-1-IPCMSGUNAVAIL: Request for IPC buffer failed for size = [int]

**Explanation** An IPC buffer request returned a null value. The IPC has exhausted its buffer space. This condition does not affect system operation.

**Recommended Action** Enter the **ipc cache size** command to increase the IPC buffer size.

**Error Message** %MDX-1-MSG: [chars]

**Explanation** An internal error regarding the MDX facility has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MDX-1-NODPENTRY: MDX framework could not find an entry for the DP with dp\_id = [dec]

**Explanation** The entry for the DP does not exist in the MDX framework. A possible reason for this error is that the DP has not registered with the framework. This condition does not affect system operation, except that the MDX framework will not be able to obtain the requested data from the MIBs.

**Recommended Action** Enter one or more of the following CLI commands to obtain the required information: **show processes memory**, **show processes cpu**, **show controller optics**, **show controller fia**, **show controller xbar** or **show controller sca**.

**Error Message** %MDX-1-NOMGDTIMERCNTXT: The expired timer does not have a timer context

**Explanation** MDX framework found a managed timer that does not have a context. This condition does not affect system operation.

**Recommended Action** No action is required.

**Error Message** %MDX-1-PORTCREATEFAIL: Could not create IPC port for MDX Framework, FAIL REASON = [chars]

**Explanation** An IPC port could not be opened for the MDX framework even after three retry attempts. This condition does not affect system operation.

**Recommended Action** No action is required.

**Error Message** %MDX-1-PORTCREATEFAILRETRY: Could not create IPC port for MDX framework try number = [dec], FAIL REASON = [chars], Will retry again

**Explanation** An IPC port could not be created. The system will attempt to retry the operation a maximum of three times.

**Recommended Action** This condition has no effect on system operation. No action is required.

**Error Message** %MDX-1-PORTREGFAIL: Could not Register IPC port for MDX framework FAIL REASON = [chars]

**Explanation** The IPC port could not be registered with the IPC master, even after three retry attempts. This condition does not affect system operation.

**Recommended Action** No action is required.

**Error Message** %MDX-1-PORTREGFAILRETRY: Could not Register IPC port for MDX framework try number = [dec], on slot = [dec], FAIL REASON = [chars], Will retry again

**Explanation** The IPC port could not be registered with the IPC master. The system will attempt to retry the operation a maximum of three times.

**Recommended Action** This condition has no effect on system operation. No action is required.

**Error Message** %MDX-1-SIZEMISMATCH: Recieved an IPC message with inconsistent size compared to the MDX TU in its data region

**Explanation** The size of the IPC message that was received by the MDX framework is not consistent when it is compared to the MDX TU. This condition does not affect system operation.

**Recommended Action** No action is required.

**Error Message** %MDX-1-UNKNOWNMSGTYPE: The rcvd msg-type is not supported, msg-type [chars]

**Explanation** The message type that was received is not supported by the MDX framework. This condition does not affect system operation.

**Recommended Action** No action is required.

# MEM\_ECC Messages

This section contains messages about single and multiple bit and CPU write parity errors that have been detected by ECC control.

## MEM\_ECC-2

**Error Message** %MEM\_ECC-2-MALLOC: Attempt to malloc [dec] bytes for the ECC error log failed. ECC errors will only be reported and not recorded.

**Explanation** Memory could not be allocated for the ECC error log. If the system has only 32 MB of memory, an upgrade is recommended.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-2-MBE: Multiple bit error detected at [hex]

**Explanation** A multi-bit error that could not be corrected was detected on a CPU that was read from DRAM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-2-MBE\_RMW: Multiple bit error detected at [hex] on a read-modify-write cycle

**Explanation** A multi-bit error that could not be corrected was detected during a read-modify-write cycle on a CPU that was read from DRAM for a non-8-byte access.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-2-PARITY: Parity error on CPU write to address: [hex]

**Explanation** A data parity error was detected by the ECC Ctrl facility during a CPU write operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-2-PARITY\_INFO: Parity error was detected on the following byte(s) of a double word: [chars] [chars] [chars]

**Explanation** This message specifies the bytes of a 64-bit word that contained invalid parity, and caused the ECC Ctrl facility to generate an interrupt operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MEM\_ECC-3

**Error Message** %MEM\_ECC-3-BADADDR\_MBE: Invalid MBE dram address: [hex] latched by ECC Ctrl

**Explanation** The address that was found by the ECC control register while an MBE was being detected is not a valid DRAM address. This condition probably indicates a malfunctioning ECC control register that requires replacement.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-3-BADADDR\_MBE\_RMW: Invalid MBE dram address: [hex] latched by ECC Ctrl during a RMW cycle

**Explanation** The address that was found by the ECC control register while an MBE was being detected during a read-modify-write cycle is not a valid DRAM address. This condition probably indicates a malfunctioning ECC control register that requires replacement.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-3-BADADDR\_SBE: Invalid SBE dram address: [hex] latched by ECC Ctrl

**Explanation** The address that was found by the ECC control register while an SBE was being detected is not a valid DRAM address. This condition probably indicates a malfunctioning ECC control register that requires replacement.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-3-BADADDR\_SBE\_RMW: Invalid SBE dram address: [hex] latched by ECC Ctrl during a RMW cycle

**Explanation** The address that was found by the ECC control register while an SBE was being detected during a read-modify-write cycle is not a valid DRAM address. This condition probably indicates a malfunctioning ECC control register that requires replacement.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-3-SBE: Single bit error detected and corrected at [hex]

**Explanation** A single-bit correctable error was detected on a read from DRAM.

**Recommended Action** Enter the **show ecc command** to display the single-bit errors that have been logged. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-3-SBE\_HARD: Single bit \*hard\* error detected at [hex]

**Explanation** A single-bit error that could not be corrected (a hard error) was detected on a CPU that was read from DRAM.

**Recommended Action** Enter the **show ecc** command to display the single-bit errors that have been logged and display the hard error address locations. Monitor the system by periodically entering the **show ecc** command and replace the DRAM if too many errors are encountered.



**Error Message** %MEM\_ECC-3-SBE\_LIMIT: Single bit error detected and corrected at [hex]

**Explanation** A single-bit correctable error was detected on a CPU that was read from DRAM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-3-SBE\_RMW: Single bit error detected and corrected at [hex] on a read-modify-write cycle

**Explanation** A single-bit correctable error was detected on during a read-modify-write cycle on a CPU read from DRAM for a non-8-byte access.

**Recommended Action** Enter the **show ecc command** to display the single-bit errors that have been logged. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-3-SBE\_RMW\_HARD: Single bit \*hard\* error detected at [hex] on a read-modify-write cycle

**Explanation** A single-bit uncorrectable hard error was detected during a read-modify-write cycle on a CPU read from DRAM for a non-8-byte access. The **show ecc** command can be used to dump single-bit errors currently logged.

**Recommended Action** Enter the **show ecc** command to display the single-bit errors that have been logged and display the hard error address locations. Monitor the system by periodically entering the **show ecc** command and replace the DRAM if too many errors are encountered.

**Error Message** %MEM\_ECC-3-SBE\_RMW\_LIMIT: Single bit error detected and corrected at [hex] on a read-modify-write cycle

**Explanation** A single-bit correctable error was detected on during a read-modify-write cycle on a CPU read from DRAM for a non eight-byte access.

**Recommended Action** Enter the **show ecc command** to display the single-bit errors that have been logged. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-3-SYNDROME\_MBE: 8-bit Syndrome for the detected Multi-bit error: [hex]

**Explanation** A multi-bit error has been detected for the 8-bit syndrome. This value does not indicate the exact positions of the bits in error, but can be used to approximate their positions.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-3-SYNDROME\_SBE: 8-bit Syndrome for the detected Single-bit error: [hex]

**Explanation** A single-bit error has been detected for the 8-bit syndrome. This value does not indicate the exact positions of the bits in error, but can be used to approximate their positions.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-3-SYNDROME\_SBE\_LIMIT: 8-bit Syndrome for the detected Single-bit error: [hex]

**Explanation** A single-bit error has been detected for the 8-bit syndrome. This value does not indicate the exact positions of the bits in error, but can be used to approximate their positions.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MEM\_MGR Messages

This section contains memory manager (MEM\_MGR) messages.

### MEM\_MGR-3

**Error Message** %MEM\_MGR-3-MEM\_MGR\_EXCEED\_MAX: memory pool exceeds maximum (%d bytes) allowed.

**Explanation** An attempt was made to allocate a buffer from a memory pool that has reached its maximum limit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_MGR-3-MEM\_MGR\_INVALID: The Memory Management code encounters an invalid parameter.

**Explanation** The memory manager has received an invalid parameter from its caller.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_MGR-3-MEM\_MGR\_NOMEM: Out of memory

**Explanation** The memory manager is out of memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MEMPOOL Messages

This section contains Enhanced Memory pool MIB messages.

**Error Message** %MEMPOOL-3-IPC: [chars] [chars]

**Explanation** An IPC error has occurred on polling the Enhanced Mempool MIB.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# METOPT Messages

This section contains Cisco Optical Networking Systems (ONS) 15540 Extended Services Platform (ESP) messages.

## METOPT-2

**Error Message** %METOPT-2-UNAVAILABLE: No memory available for %s

**Explanation** An attempt at memory allocation failed.

**Recommended Action** Try these actions to remedy the problem: Add memory. Disable some features. Apply filtering to decrease the size of system data structures - the routing table, for example. In general, reduce other system activities to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %METOPT-2-UNAVAILABLE: No packet buffer available for %s interface to send this packet to higher layer

**Explanation** An attempt to allocate packet buffer failed.

**Recommended Action** Try these actions to remedy the problem: Reload the system. Perform a CPU switchover if you have a redundant CPU system

**Error Message** %METOPT-2-UNAVAILABLE: Port Fail event received from %s switch card on fabric port associated with interface %s

**Explanation** Fabric Port Failed due to some problem

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %METOPT-2-UNAVAILABLE: Zero length while %s linecard. Datalen %d

**Explanation** Due to some internal error a zero length transaction is being made from/to the Line card

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## METOPT-3

**Error Message** %METOPT-3-UNAVAILABLE: Access to %s temperature sensor failed

**Explanation** Accesses to chassis temperature sensor failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %METOPT-3-UNAVAILABLE: Interrupt %s not expected, masking off

**Explanation** An interrupt of a certain type was signalled, but the interrupt handler for this type of interrupt is not yet installed.

**Recommended Action** This problem should be self-correcting but indicates either a hardware or a software defect. If it's a hardware defect, further problems are to be expected. If it's a software problem, certain types of error and alarm conditions may be left undetected. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %METOPT-3-UNAVAILABLE: Mismatch in backplane IDPROM, %s: Active-side=%d, Sby-side=%d

**Explanation** There are two backplane IDPROMS. Each is readable by one of the two redundant CPUs. Most IDPROM fields should be programmed by manufacturing to contain identical information. Only the first mismatched field is shown. Use a CLI show command to see additional mismatches.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %METOPT-3-UNAVAILABLE: Mismatch in backplane IDPROM, %s:  
Active-side=%s, Sby-side=%s

**Explanation** There are two backplane IDPROMS. Each is readable by one of the two redundant CPUs. Most IDPROM fields should be programmed by manufacturing to contain identical information. Only the first mismatched string is shown. Use a CLI show command to see additional mismatches.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## METOPT-4

**Error Message** %METOPT-4-UNAVAILABLE: Invalid CPU ID, assuming revision 1

**Explanation** The CPU ID could not be read from EEPROM. This is probably due to a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## METOPT-6

**Error Message** %METOPT-6-DI\_ASSERTED: CDL Defect Indication: [chars] Asserted on interface [chars]

**Explanation** Some CDL Defect Indication bits were asserted on this interface.

**Recommended Action** Closely monitor CDL Defect Indication Status if Defect Indication was asserted.

**Error Message** %METOPT-6-DI\_CLEARED: CDL Defect Indication: [chars] cleared on interface [chars]

**Explanation** CDL Defect Indication Status changed.

**Recommended Action** No action is required.

## METOPT\_DRV Messages

This section contains Cisco Optical Networking Systems (ONS) 15540 Extended Services Platform (ESP) driver messages.

## METOPT\_DRV-3

**Error Message** %METOPT\_DRV-3-REPROGRAM\_ERROR: [chars]

**Explanation** The Metro Optical Reprogram driver encountered an error. The error message contains text useful to identify the cause of the problem.

**Recommended Action** Retry the reprogramming of the card. If the reprogramming fails again, remove the card and reinsert it. If the card does not come up, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



## METS-2

**Error Message** %METS-2-UNAVAILABLE: Can't start analysis

**Explanation** The requested operation failed due to lack of resource, maybe temporarily

**Recommended Action** Reduce system resource/memory usage, and retry for the commands.

## METS-3

**Error Message** %METS-3-BADMETHOD: Cannot process %s method %u

**Explanation** A method list function encountered a method list that was unknown, or could not be handled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %METS-3-UNAVAILABLE: Can't process null pool: %s

**Explanation** Resource failure: Null pool in the region

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %METS-3-UNAVAILABLE: Cannot process %s method %u

**Explanation** A method list function encountered a method list that was unknown, or could not be handled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %METS-3-UNAVAILABLE: No region found: %s

**Explanation** Resource failure: No region found.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## METOPT\_DI-1

**Error Message** %METOPT\_DI-1-UNAVAILABLE: %s:%s

**Explanation** The specified alarm has occurred or cleared

**Recommended Action** The recommended action is to repair the source of the alarm.

## METOPT\_DI-3

**Error Message** %METOPT\_DI-3-UNAVAILABLE: %s(%d):%s

**Explanation** The Metro Optical CDL defect indiation subsystem encountered an internal software error. The error message contains text useful to identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MFI Messages

This section contains MPLS Forwarding Infrastructure (MFI) messages.

### MFI-3

**Error Message** %MFI-3-BADREADUPDATESIZE: Read update reply message from RP has bad size: [dec]

**Explanation** A read update message does not match the parsed result of the read message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-EVTLOGCAPTURE: Event Logger Capture Error [dec] [dec]

**Explanation** A failure occurred during an event logger capture operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-EVTLOGCLIENT: Invalid client [dec]

**Explanation** An invalid client has accessed the event logger.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-EVTLOGCONTROL: [chars]: [dec]

**Explanation** A general event logger controller error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-EVTLOGREGISTER: Event Logger Registration Error [dec] [dec] [dec]

**Explanation** A failure occurred during an event logger client registration operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-LCPULSE: LC pulse failed: [chars] [dec]

**Explanation** A line card pulse request operation has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-MFICOMM: [chars]

**Explanation** An error involving the communications module has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-MFICOMM2: [chars]: [hex] [hex]

**Explanation** An error involving the communications module has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-MFICOMM3: [chars]: [hex] [hex] [hex]

**Explanation** An error involving the communications module has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-MPLS\_MTU\_SET: [chars] [dec] [chars] [chars] [chars]  
[dec] [chars]

**Explanation** Most drivers will be able to support baby giants and will gracefully drop packets that are too large. Certain drivers will have packet forwarding problems including data corruption.

**Recommended Action** Increase the interface MTU on all routers connected to this interface to the needed MTU size by entering the **mtu bytes** command.

**Error Message** %MFI-3-NOCLIENTREQ: [chars] [chars]: [dec] [dec] [dec]

**Explanation** The client reply component could not find an outstanding request.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-PNDMSGMGR: [chars] [chars] [dec] [dec] [dec]

**Explanation** Only one outstanding request is allowed from a process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-REDISTMGR: Redistribution Manager: [chars] [hex]

**Explanation** An error involving the redistribution manager has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-REDISTMGR2: Redistribution Manager: [chars] [hex] [hex]

**Explanation** An error involving the redistribution manager has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-REDISTMGR3: Redistribution Manager: [chars] [hex]

**Explanation** An error involving the redistribution manager has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-REPLYMSGSIZE: Reply message is too large: [chars]: [dec]

**Explanation** A read update message is too large to fit into the XDR buffer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MFI-4

**Error Message** %MFI-4-UNAVAILABLE: %s %s: %d %d %d

**Explanation** Client reply could not find an outstanding request

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-4-UNAVAILABLE: %s: %x %x

**Explanation** MFI General Communication Module

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



# MFIB Messages

This section contains Multicast Forwarding Information Base (MFIB) messages.

## MFIB-2

**Error Message** %MFIB-2-UNAVAILABLE: Out of memory for IP multicast MFIB. Used: %lu, Free: %lu

**Explanation** Insufficient memory for the IP multicast forwarding information base. Multicast packets may not be properly routed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MFIB-3

**Error Message** %MFIB-3-NETWORK\_GET\_FAIL: MFIB can not get network offset: datagram [hex]; network [hex]

**Explanation** The MFIB failed to find a suitable packet network offset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB-3-NETWORK\_SET\_FAIL: MFIB can not set network offset: datagram [hex]; length [dec]; offset [dec]

**Explanation** The MFIB failed to set the offset within a packet.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB-3-NO\_SBCTRLFUNC: A[chars] function is required for the MFIB sub-block, but none was provided

**Explanation** The MFIB could not distribute interface information to a line card due to an internal error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB-3-SWITCHOVER\_FAIL: Error creating [chars]. MFIB will not work with switchover

**Explanation** Sufficient memory is not available to create structures needed to enable switchover for IPv6 multicast.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## MFIB-6

**Error Message** %MFIB-6-UNAVAILABLE: %d at %s

**Explanation** MFIB attempted to exceed maximum number of replicated packet header buffers

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB-6-UNAVAILABLE: Packet too short from %s, datagram size %d, tl %d

**Explanation** An IP/IPv6 packet which is too short was received

**Recommended Action** No action is required.

## MFIB\_CONST\_RP

**Error Message** %MFIB\_CONST\_RP-6-REPLICATION\_MODE\_CHANGE: Replication Mode Change Detected. Current system replication mode is %s

**Explanation** When auto detection of replication mode is enabled the system will transition to ingress mode when an egress incapable linecard is inserted. The system will transition back to egress mode when the last egress incapable linecard is removed

**Recommended Action** Transition between ingress and egress mode will cause temporary loss of traffic, to prevent this use the command `ipv6 mfib hardware-switching replication-mode ingress`

## MFIB\_DB-3

**Error Message** %MFIB\_DB-3-UNAVAILABLE: %p (%lx) due to discard failure

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_DB-3-UNAVAILABLE: %p (%lx/%s) as %lu entries, %lu ioitems

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MFIB\_IPC-2

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: An IPC message was received with an error status: %s.

**Explanation** An IPC message was received but could not be processed due to an IPC error condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: An IPC message was received with an incorrect type (%d).

**Explanation** An IPC message was received with a type value that does not match that used by the MFIB.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: An IPC message was received with and unrecognised subtype (%d)

**Explanation** An IPC message was received by the MFIB but could not be processed because the subtype was not recognised.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: Failed to create local IPC port, error = %s

**Explanation** An IPC port could not be created. This may prevent MFIB statistics being gathered from one or more linecards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: IPC message for stats or rates failed, code = %d

**Explanation** Sending of IPC message for stats or rates failed, possibly because of congestion. Stats or rates values may be temporarily affected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: LC did not receive Ack for IPC message of size = %d, type = %d, error = %s.

**Explanation** The linecard did not receive an acknowledgement for an IPC message it sent to the Route Processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: LC failed to register IPC port: %s

**Explanation** The route processor could not register its IPC port. No MFIB statistics will be gathered from linecards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: LC in slot %d failed to open IPC port to RP, error = %s.

**Explanation** The linecard has failed to open IPC port towards the Route Processor. No MFIB statistics will be collected from this line card as a result.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: LC in slot %d failed to send LC Ready MSG to RP, error = %s.

**Explanation** The linecard has failed to send a Ready message to the Route Processor. No MFIB statistics will be collected from this linecard.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: RP did not receive Ack for IPC message of type = %d, error = %s

**Explanation** The Route Processor did not receive and acknowledgement for an IPC message that was sent to a linecard.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: RP failed to create linecard IPC port info structure, slot = %d

**Explanation** The Route Processor has failed to create an IPC port for distributed statistics collection

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: RP failed to open an IPC port for communication with the linecard in slot %d.

**Explanation** The Route Processor has failed to open an IPC port for distributed statistics collection.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: RP failed to register IPC port: %s

**Explanation** The route processor could not register its IPC port. No MFIB statistics will be gathered from linecards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: RP failed to send IPC message to linecard in slot %d.

**Explanation** The Route Processor could not send an IPC message to a linecard because the slot number is incorrect.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support



representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: The LC failed to create a required process.

**Explanation** The linecard failed to create a process required to manage linecard IPC connections to the RP. No MFIB statistics will be collected from this linecards

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: The RP failed to allocate an internal data structure.

**Explanation** The Route Processor failed to allocate memory required to managed linecard IPC connections. No MFIB statistics will be collected from linecards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: The RP failed to create a required process.

**Explanation** The Route Processor failed to create a process required to manage linecard IPC connections. No MFIB statistics will be collected from linecards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MFIB\_MRIB-3

**Error Message** %MFIB\_MRIB-3-UNAVAILABLE: For %s %s in table %p (%lx/%s) with %s(%lx)

**Explanation** The MFIB attempt to update an MRIB IOitem failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_MRIB-3-UNAVAILABLE: For %s in table %p (%lx/%s) with %s(%lx)

**Explanation** The MFIB attempt to update an MRIB Entry failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_MRIB-3-UNAVAILABLE: In table %p (%lx/%s) : %s

**Explanation** MFIB has encountered an error while processing a message sent by MRIB.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_MRIB-3-UNAVAILABLE: In table %p (%lx/%s) : %s

**Explanation** MFIB has encountered an error while processing an MRIB database update.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_MRIB-3-UNAVAILABLE: In table %p (%lx/%s) with %s(%lx)

**Explanation** An MFIB table failed to connect to the MRIB

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_MRIB-3-UNAVAILABLE: In table %p (%lx/%s) with %s(%lx)

**Explanation** An MFIB table failed to disconnect from the MRIB

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_MRIB-3-UNAVAILABLE: In table %p (%lx/%s) with %s(%lx)

**Explanation** An MFIB table failed to register with the MRIB

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_MRIB-3-UNAVAILABLE: In table %p (%lx/%s) with %s(%lx)

**Explanation** The MFIB failed to configure an MRIB connection.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MFIB\_PLTF

**Error Message** %MFIB\_PLTF-3-UNAVAILABLE: %s %p

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_PLTF-3-UNAVAILABLE: %s entry %s [%p (%lx/%s)]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_PLTF-3-UNAVAILABLE: %s ioitem %s %s [%p (%lx/%s)]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_PLTF-3-UNAVAILABLE: %s. %p

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_PLTF-3-UNAVAILABLE: %s. %s entry %p %s [%p (%lx/%s)]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_PLTF-3-UNAVAILABLE: %s. %s ioitem %p %s %s [%p (%lx/%s)]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_PLTF-3-UNAVAILABLE: %s. %s table %p %p (%lx/%s)

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MFI\_LABEL\_BROKER

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE:

**Explanation** The MFI Label Broker received a null key pointer

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version** and **show running-config** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: %d

**Explanation** The MFI Label Broker received a (un)registration request from an invalid MPLS application.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version** and **show running-config** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: %d

**Explanation** The MFI Label Broker received a request to allocate an invalid label.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version** and **show running-config** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: %s

**Explanation** An MPLS application is registering multiple times with the label broker.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version** and **show running-config** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: %s

**Explanation** An MPLS application requested label broker services without registering first.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version** and **show running-config** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: %s

**Explanation** The MFI Label Broker received an invalid parameter in a request to allocate or free a local label.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version** and **show running-config** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: %s Label %d in table %d, %s 0x%x

**Explanation** The MFI Label Broker encountered a situation where there is no currently active label for applications to use for the FEC indicated.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version**, **show running-config**, **show mpls forwarding-table internal** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: %s%d%s%d

**Explanation** The MFI Label Broker received an invalid process event from the IOS-on-Neutrino infrastructure.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version** and **show running-config** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: LDM(%d) , PID(%d)

**Explanation** The MFI Label Broker received a registration request with invalid PID.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version** and **show running-config** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: Label %d in table %d, %s, %s

**Explanation** The MFI Label Broker could not honor a request to immediately handle the process restart of the application indicated. It will try to handle it in the background

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version**, **show running-config** and **show mpls infrastructure label-broker ldm** (this latter command is present only when **service internal** is enabled) and contact your Cisco technical support representative.



**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: Label %d in table %d, %s, %s  
[p/i/o/bm %d/%d/%d/0x%x]

**Explanation** The MFI Label Broker received a request to bind the label to a prefix, but the label is already bound to another prefix.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version**, **show running-config** and **show mpls forwarding-table** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: Label %d in table %d, for %s

**Explanation** The MFI Label Broker was unable to program the label in question for the mentioned FEC.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version**, **show running-config**, **show mpls forwarding-table internal** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: Process id %d %s, error code %d

**Explanation** The MFI Label Broker was unable to notify the operating system about (un)registration of the specified process.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version**, **show running-config**, **show mpls infrastructure label-broker Idm** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: application %s

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version** and **show running-config** and contact your Cisco technical support representative.

## MGCP-2

**Error Message** %MGCP-2-UNAVAILABLE: %s

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MGCP-3

**Error Message** %MGCP-3-UNAVAILABLE: %s

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MGCP-4

**Error Message** %MGCP-4-UNAVAILABLE: %s

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MFIB\_CONST\_LC Messages

This section contains MFIB Constellation platform messages.

**Error Message** %MFIB\_CONST\_LC-6-ADJ\_V6MCAST\_ALLOC\_FAILURE: Failed to allocate Adjacency for IPv6 multicast entry (S[ipv6\_addr], G[ipv6\_addr])

**Explanation** The system was unable to allocate an adjacency for this particular flow. The affected flow will be retried and will be software switched until it is successfully installed in the hardware.

**Recommended Action** The adjacency table utilization could be very high and need to be brought down. Removing some hardware switched flows would help solve the problem

**Error Message** %MFIB\_CONST\_LC-6-FIB\_V6MCAST\_INSTALL\_FAILURE: Failed to install FIB IPv6 multicast entry (S[ipv6\_addr], G[ipv6\_addr])

**Explanation** The FIB entry limit has been exceeded so FIB entries cannot be allocated by the MFIB\_CONST\_LC.

**Recommended Action** The FIB table utilization is too high and needs to be reduced. The total number of multicast shortcuts is too large to fit in the FIB table. As a result, subsequent shortcuts will be software switched. Reducing the FIB utilization by other protocols would help solve the problem.

**Error Message** %MFIB\_CONST\_LC-6-MET\_V6MCAST\_ALLOC\_FAILURE: Failed to allocate MET entries for IPv6 multicast entry (S[ipv6\_addr], G[ipv6\_addr])

**Explanation** The system is unable to allocate MET entries for this particular flow. The affected flow will be retried and will be software switched until it is successfully installed in the hardware.

**Recommended Action** The MET utilization could be very high and must be reduced. Removing some hardware switched flows would help solve the problem

**Error Message** %MFIB\_CONST\_LC-6-NF\_V6MCAST\_INSTALL\_FAILURE: Failed to install Netflow IPv6 multicast entry (S[ipv6\_addr], G[ipv6\_addr])

**Explanation** A multicast entry could not be installed due to a NetFlow full condition or a Hash collision.

**Recommended Action** The NetFlow table utilization is too high and needs to be reduced. The total number of multicast shortcuts are too large to fit in the NetFlow table. As a result, these shortcuts will be software switched. Removing dynamically created NetFlow IPv6 entries or disabling dynamic NetFlow entry creation would help solve the problem.

**Error Message** %MFIB\_CONST\_LC-6-SW\_V6MCAST\_INSTALL\_FAILURE: Failed to install IPv6 multicast entry, due to [chars] (S[ipv6\_addr], G[ipv6\_addr], C:[dec])

**Explanation** The system is unable to install an IPv6 multicast entry due to unrecoverable software failures.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MGCP\_APP-6

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Cannot create MGCP application process

**Explanation** Failed to create the MGCP application process.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Failed to allocate memory for event node

**Explanation** Failed to allocate memory for event node.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Failed to create DNS message watched queue

**Explanation** Failed to create DNS message watched queue.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Failed to create MGCP system message watched queue

**Explanation** Failed to create MGCP system message watched queue.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Failed to create TFTP message watched queue

**Explanation** Failed to create TFTP message watched queue.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Failed to create call record database

**Explanation** Failed to create call record database.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Failed to create endpoint database

**Explanation** Failed to create endpoint database.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Failed to initialize MGCP services

**Explanation** Failed to initialize MGCP services.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Failed to open UDP port for MGCP

**Explanation** Failed to open UDP port for the MGCP process.

**Recommended Action** Check if any other application use the same UDP port number (2427).

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Failed to register MGCP Application with CCAPI

**Explanation** Failed to register MGCP Application with CCAPI.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Failed to start VOIP call leg

**Explanation** Failed to start VOIP call leg.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Suspended initialization of MGCP services.  
No IP interface up yet

**Explanation** Suspended initialization of MGCP services. No IP interface up yet

**Recommended Action** Make sure there is atleast one interface configured with an IP Address.

## MIC-2

**Error Message** %MIC-2-UNAVAILABLE: Failed to register with RF, status %u.

**Explanation** The MIC failed to register with RF.

**Recommended Action** LOG\_STD\_NO\_ACTION

## MIC-3

**Error Message** %MIC-3-UNAVAILABLE: Caller specified invalid MIC client type, %u.

**Explanation** The MIC client type is out of range.

**Recommended Action** LOG\_STD\_NO\_ACTION

## MICA-1

**Error Message** %MICA-1-UNAVAILABLE: %s

**Explanation** MICA modem FIRMWARE download file is not found in BOOTFLASH.

**Recommended Action** Record the reason at the end of the message, and report the problem.

**Error Message** %MICA-1-UNAVAILABLE: Slot %d MICA Board Crashed, Going to Recover

**Explanation** A MICA modem board has crashed. The router will automatically restart and reload it.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-1-UNAVAILABLE: Slot %d MICA Board Init Failed : %s

**Explanation** A MICA modem board has failed to reset and initialize.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MICA-3

**Error Message** %MICA-3-UNAVAILABLE: Attempting restart of modem module %d

**Explanation** The indicated modem module suffered a run-time error and had to be reset and an attempt is now being made to restart the modem module.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %MICA-3-UNAVAILABLE: Bad count from modem %d: count = %d

**Explanation** A message was received from the indicated modem which had an illegal count .

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Bad mail message opcode from modem %d: opcode = 0x%x

**Explanation** A message was received from the indicated modem which had an illegal opcode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Bad msg from modem(%d/%d): opcode/arg = 0x%x/0x%x

**Explanation** A message received from the modem was not expected by the driver. If the hardware is newer than the software, this could mean a new response cannot be handled. Otherwise, it is possible that data corruption has occurred in the hardware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Bad tx mail message opcode = 0x%x

**Explanation** A message was attempted to be transmitted to the indicated modem which had an illegal opcode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Bad vendor id from PLX 9060SD -- value was 0x%x

**Explanation** A hardware error occurred involving the PCI interface chip.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Bad version %s portware: %s

**Explanation** Modem firmware of the indicated version, bundled into the modem card image, did not pass the sanity tests done to verify a firmware image.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



**Error Message** %MICA-3-UNAVAILABLE: Boardware is not bundled in this IOS image

**Explanation** This image does not contain on-board software (boardware) necessary for MICA modems.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Cannot download version %s on module %d

**Explanation** The block information that is necessary to download modem firmware was missing for the indicated firmware version.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Contiguous packet sent for transmit

**Explanation** A software error occurred resulting in an unexpected packet being set up for transmission and the packet was dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Error: Trying to access an invalid modem %d

**Explanation** The requested operation could not be accomplished because of a bad modem number. Call your technical support representative for assistance

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Exhausted %s DMA entries for module %d

**Explanation** The software structures that are used to drive the DMA engines were temporarily exhausted while attempting the task indicated in the error message; the task was aborted as a result.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Exhausted free mail elements for modem\_num %d.  
Current use: %d

**Explanation** The software structures that are used to receive and transmit messages from the MICA modems were temporarily exhausted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Failed To Allocate Memory for MICA modem mgmt

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %MICA-3-UNAVAILABLE: Inband NAK from modem %d -- payload 0x%x 0x%x 0x%x 0x%x 0x%x 0x%x 0x%x 0x%x

**Explanation** A inband message sent to the indicated modem was rejected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Inband NAK from modem (%d/%d): opcode = 0x%x

**Explanation** A inband message sent to the indicated modem was rejected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Inband message with unknown opcode received from modem %d -- payload 0x%x 0x%x 0x%x 0x%x 0x%x 0x%x 0x%x 0x%x

**Explanation** An inband message with unknown opcode was received from the indicated modem

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Mica sent invalid stack address or length, MICA module %d, addr 0x%x, length %d

**Explanation** Runtime error occurred on MICA, MICA sent invalid stack address or length.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Modem %d went bad

**Explanation** Run-time checks for modem health determined that the indicated modem was no longer functional due to a hardware or software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Modem %d: %s while handling %s.

**Explanation** The modem state machine received a bad parameter as indicated by the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Modem number %d/%d is bad, Error code is %x

**Explanation** Message from the MICA modem driver indicates that the modem is bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Modem(%d/%d) Unexpected Event: %s in %s

**Explanation** An error was reported from the modem hardware which was not expected by the driver.

**Recommended Action** The seriousness of this problem has not been determined. If the determination is not obvious from the error message provided from the device, follow these instructions: Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Module in socket %d (board-id=%d) is %s module; card is not %s card

**Explanation** The modem module in the socket indicated by the message is inappropriate for the modem card it is on.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Module in socket %d is of unknown type (board-id=%d)

**Explanation** The modem module in the socket indicated by the message is bad, possibly because the serial EEPROM on the module is misprogrammed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: NAK from modem %d in state %d -- payload 0x%x

**Explanation** A message sent to the indicated modem was rejected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: No IDB structure for modem %d

**Explanation** A software structure was found in an unexpected state during run-time for the indicated modem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: No PPP context structure for modem %d

**Explanation** A software structure was found in an unexpected state during run-time for the indicated modem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: No TTY structure for modem %d

**Explanation** A software structure was found in an unexpected state during run-time for the indicated modem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: No msg buffer for Modem(%d/%d) in %s:%d

**Explanation** The MICA software was unable to allocate a packet buffer. The system may be out of memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Packet descriptor count (%d) exceeds transmit ring size

**Explanation** The packet to be transmitted needed more descriptors than are available on the transmit ring, and the packet was dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Portware download timed out for module %d

**Explanation** The diagnostic message that is expected back from a MICA modem after successful download and initialization of the modem firmware was never received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Runtime error on MICA module %d Hex %d

**Explanation** A software error occurred on the modem firmware executing on the indicated modem module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



**Error Message** %MICA-3-UNAVAILABLE: Slot %d Boardware download failed because of %s, all modems are marked bad

**Explanation** A MICA modem failed to download its on-board software (boardware.) This was probably caused by a communication error between the router and the MICA hardware.

**Recommended Action** Try powercycling the router. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Slot %d Looking for %x, but reading %x

**Explanation** The MICA driver timed out waiting for a specific response.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Static receive paktype unavailable

**Explanation** A software structure was found in an unexpected state during run-time for the indicated modem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Unknown inband msg from modem (%d/%d): opcode = 0x%x

**Explanation** An unknown inband message is received from the indicated modem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MICA-4

**Error Message** %MICA-4-UNAVAILABLE: OOB comand in Slot(%d) took too long to complete. Reseting port

**Explanation** The OOB port was locked because a command took too long to complete. The port was recovered by resetting internal datastructures.

**Recommended Action** If there are frequent occurances of this event, turn on debug modem oob for the slot and report the problem with these logs

**Error Message** %MICA-4-UNAVAILABLE: Slot %d Module numbers %s are running default IOS image, file %s not found in flash

**Explanation** The MICA modem on-board software (boardware) was provided from the running Cisco IOS Software image because the boardware could not be found in flash memory.

**Recommended Action** LOG\_STD\_NO\_ACTION

## MICA-5

**Error Message** %MICA-5-UNAVAILABLE: Modem (%d/%d) is being recovered by %s

**Explanation** Modem is consecutively failing to Connect, so being recovered

**Recommended Action** None

**Error Message** %MICA-5-UNAVAILABLE: Modem (%d/%d) recovery failed: %s

**Explanation** Modem recovery failed

**Recommended Action** None

**Error Message** %MICA-5-UNAVAILABLE: Slot %d is running boardware version %c.%c.%c.%c

**Explanation** This is a status message to indicate the successful start-up of the on-board software (boardware) on one MICA modem port.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %MICA-5-UNAVAILABLE: Unknown modem module in Slot %d - Modem Module %d

**Explanation** A MICA modem module has an uninitialized cookie. This can be due to a manufacturing error or more likely it is due to a problem on the modem module itself.

**Recommended Action** Please seek a replacement for this modem module. For some reason this module no longer is able to identify itself LOG\_STD\_NO\_ACTION

## MICA-6

**Error Message** %MICA-6-UNAVAILABLE: Modem module %d initialized

**Explanation** The indicated modem module was successfully initialized.

**Recommended Action** LOG\_STD\_NO\_ACTION

## MIF68840-1

**Error Message** %MIF68840-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** The number of interfaces found was not what was expected. This possibly indicates a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MIF68840-3

**Error Message** %MIF68840-3-UNAVAILABLE: %s packet buffer, pak=0x%x

**Explanation** This indicates an internal software inconsistency.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MIF68840-3-UNAVAILABLE: Bay %d device ID seen as %#x, expected %#x

**Explanation** The FDDI driver failed to initialize.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MIF68840-5

**Error Message** %MIF68840-5-UNAVAILABLE: '%s' command on %s

**Explanation** The requested device or port is not supported as a FDDI interface

**Recommended Action** LOG\_STD\_NO\_ACTION

## MIMIC-3

**Error Message** %MIMIC-3-UNAVAILABLE: No memory for %s of unit %d

**Explanation** The router does not have enough memory to perform the function

**Recommended Action** Please make sure there is sufficient memory available in the router. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MIMIC-3-UNAVAILABLE: The %s firmware download for the network module in slot %d failed.

**Explanation** The integrated modem network module hardware may be bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MIMIC-3-UNAVAILABLE: The MCOM integrated modem network module controller in slot %d %s.

**Explanation** The integrated modem network module hardware may be bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MIMIC-3-UNAVAILABLE: The MCOM integrated modem network module in slot %d failed to configure. %s

**Explanation** The integrated modem network module hardware may be bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MIMIC-3-UNAVAILABLE: The MCOM integrated modem network module in slot %d failed to initialize properly.

**Explanation** The integrated modem network module hardware may be bad.

**Recommended Action** Power down, reinsert the network module and reboot. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MIMIC-3-UNAVAILABLE: The modem in slot %d port %d failed to reset (status = 0x%x).

**Explanation** The integrated modem hardware may be bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MIMIC-3-UNAVAILABLE: The network module hardware reports an invalid %s device id of %#x.

**Explanation** The integrated modem network module hardware may be bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MIMIC-3-UNAVAILABLE: Unable to reset MCOM integrated modem %d/%d.

**Explanation** A critical error occurred and the device driver unsuccessfully attempted to reset the modem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MIMIC-4

**Error Message** %MIMIC-4-UNAVAILABLE: The MCOM integrated modem subsystem is not compatible with this router.

**Explanation** The network module is not compatible with the current platform that it is plugged into.

**Recommended Action** Power down, remove the network module and reboot.

## MFIB\_CONST\_RP Messages

This section contains MFIB Constellation information messages.

**Error Message** %MFIB\_CONST\_RP-6-REPLICATION\_MODE\_CHANGE: Replication Mode Change Detected. Current system replication mode is [chars]

**Explanation** When automatic detection of the replication mode is enabled, the system will transition to ingress mode when an egress-incapable line card is inserted. The system will transition back to egress mode when the last egress-incapable line card is removed. The transition between ingress and egress modes will cause temporary loss of traffic.

**Recommended Action** To prevent traffic loss, enter the **ipv6 mfib hardware-switching replication-mode ingress** command.

## MFIB\_STATS Messages

This section contains MFIB statistics messages.

**Error Message** %MFIB\_STATS-2-MFIB\_STATS\_LC\_FAILED\_GET\_COUNTERS: Linecard failed in getting counters due to null table. af = [int], v6 def tbl [hex], v4 def tbl [hex]

**Explanation** The line card has failed to get entry counters due to a null table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_STATS-2-MFIB\_STATS\_LC\_FAILED\_GET\_IPC\_MSG: Linecard failed allocating ipc message buffer

**Explanation** The line card failed to allocate a buffer for sending statistics.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support



representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_STATS-2-MFIB\_STATS\_LC\_FAILED\_SEND\_MSG: Linecard failed in sending msg to the Route Processor error = [chars]

**Explanation** The line card has failed to send a statistics message to the route processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_STATS-2-MFIB\_STATS\_LC\_MSG\_TOO\_BIG: Linecard failed to return counters, message buffer too small.

**Explanation** The line card has failed to return counters because the minimum message size exceeds the maximum IPC buffer size.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_STATS-2-MFIB\_STATS\_RP\_FAILED\_GET\_IPC\_MSG: RP failed allocating ipc message buffer for linecard, slot = [dec]

**Explanation** The route processor failed to allocate a buffer for getting line card statistics.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_STATS-2-MFIB\_STATS\_RP\_FAILED\_REPLY\_MSG: RP received reply with error status from linecard, slot = [dec]

**Explanation** The route processor has received a reply with error in statistics message from a line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_STATS-2-MFIB\_STATS\_RP\_SEQ\_ERROR: The RP ignored out of sequence per-interface statistics returned by the linecard in slot [dec].

**Explanation** A line card returned per-interface statistics in the wrong order and the RP has ignored them.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# MISA Messages

This section contains Multiple Crypto Engine subsystem messages.

## MISA-1

**Error Message** %MISA-1-ERROR: [chars]

**Explanation** An error occurred in the application using ISA.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MISA-6

**Error Message** %MISA-6-INFO: [chars]

**Explanation** This is an informational message from ISA.

**Recommended Action** This is an informational message only and occurs in normal operation. No action is required.

## MK5-1

**Error Message** %MK5-1-UNAVAILABLE: Unit %d, initialization CSR1\_UERR failure, csr1=0x%04x

**Explanation** The hardware failed to initialize correctly.

**Recommended Action** Repair or replace the controller.

**Error Message** %MK5-1-UNAVAILABLE: Unit %d, initialization failure - No CSR1\_PPRIM\_INIT\_CONF, csr1 = 0x%04x

**Explanation** The hardware failed to initialize correctly.

**Recommended Action** Repair or replace the controller.

**Error Message** %MK5-1-UNAVAILABLE: msgtxt\_badringsize

**Explanation** An internal software error occurred.

**Recommended Action** If either of these messages recur, call your technical support representative for assistance.

**Error Message** %MK5-1-UNAVAILABLE: msgtxt\_initfail

**Explanation** The hardware failed to initialize correctly.

**Recommended Action** Repair or replace the controller.

**Error Message** %MK5-1-UNAVAILABLE: msgtxt\_memoryerror

**Explanation** A network serial interface detected a hardware problem.

**Recommended Action** Repair or replace the controller.

**Error Message** %MK5-1-UNAVAILABLE: msgtxt\_nomemory

**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.

## MK5-3

**Error Message** %MK5-3-UNAVAILABLE: Unit %d, bad output packet encapsulation: 0x%x

**Explanation** An internal software error occurred.

**Recommended Action** If either of these messages recur, call your technical support representative for assistance.

**Error Message** %MK5-3-UNAVAILABLE: Unit %d, provider primitive lost, csr0=0x%04x, csr1=0x%04x

**Explanation** A network serial interface detected a hardware problem.

**Recommended Action** Repair or replace the controller.

**Error Message** %MK5-3-UNAVAILABLE: Unit %d, spurious provider primitive interrupt, csr0=0x%04x, csr1=0x%04x

**Explanation** A network serial interface detected a hardware problem.

**Recommended Action** Repair or replace the controller.

**Error Message** %MK5-3-UNAVAILABLE: Unit %d, unexpected provider primitive, csr0=0x%04x, csr1=0x%04x

**Explanation** A network serial interface detected a hardware problem.

**Recommended Action** Repair or replace the controller.

**Error Message** %MK5-3-UNAVAILABLE: Unit %d, user primitive error, csr0=0x%04x, csr1=0x%04x

**Explanation** A network serial interface detected a hardware problem.

**Recommended Action** Repair or replace the controller.

## MK5-5

**Error Message** %MK5-5-UNAVAILABLE: Unit %d excessive modem control changes

**Explanation** Too many modem control interrupts have been received. The port was disabled to prevent excessive use of the CPU.

**Recommended Action** Check the cable on the serial port.

## MISTRAL Messages

This section contains Mistral ASIC (MISTRAL) messages.

### MISTRAL-3

**Error Message** %MISTRAL-3-BAD\_PAK: Possibly un-encapsulated packet passed to Mistral: int [chars] type [int] stat [hex] flags [hex] size [dec] encsize [dec] offset [dec] requeue\_token [int] r1 [int] r2 [int] total detected [int]

**Explanation** A badly encapsulated packet from the process level was passed to the Mistral ASIC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MISTRAL-3-NOEOBCBUF: No EOBC buffer available. Dropping the packet.

**Explanation** The Ethernet out-of-band channel pool of receive buffers for the Mistral ASIC has been exhausted. No additional input packets can be handled until some buffers are returned to the pool.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MLD\_PROT Messages

This section contains Multicast Listener Discovery (MLD) protocol messages.

**Error Message** %MLD\_PROT-6-IDB\_ENABLE: Interface [chars] does not support multicast, not enabled

**Explanation** IGMP/MLD is not enabled on the specified interface that does not support multicast.

**Recommended Action** This is an informational message only. No action is required.

## MLI Messages

This section contains Memory Layout Information (MLI) messages.

### MLI-3

**Error Message** %MLI-3-NOT\_ENOUGH\_SPACE: There is not enough space in Memory Layout Information area to store the tuple

**Explanation** Insufficient memory is reserved in the Memory Layout Information (MLI) area to store the given MLI tuple data.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show mli** commands and your pertinent troubleshooting logs.

## MLS\_ACL\_COMMON Messages

This section contains Multilayer Switching ACL (MLS\_ACL\_COMMON) messages.

### MLS\_ACL\_COMMON-3

**Error Message** %MLS\_ACL\_COMMON-3-MLS\_ACL\_CONSIST\_FIX: ACL TCAM inconsistency seen at index [dec] and could not be fixed

**Explanation** The ACL TCAM inconsistency checker found an inconsistency between software and hardware TCAM entries and could not fix it. [dec] is the index where the inconsistency was found.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MLS\_ACL\_COMMON-4

**Error Message** %MLS\_ACL\_COMMON-4-LOG\_UPDATE\_NO\_RL: ACL TCAM update ([chars] direction) occurred on interface [chars]; [chars] action taken [chars] msec

**Explanation** An update of the ACL TCAM occurred on the specified interface. When the ACL TCAM is updated, the specified security action is taken for the specified time interval.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MLS\_ACL\_COMMON-4-LOG\_UPDATE\_RL: ACL TCAM update ([chars] direction) occurred on interface [chars]; [chars] action taken [chars] msec

**Explanation** An update of the ACL TCAM occurred on the specified interface. When the ACL TCAM is updated, the specified security action is taken for the specified time interval.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MLS\_ACL\_COMMON-4-MLS\_ACL\_CONSIST: ACL TCAM inconsistency seen at index [dec]

**Explanation** The ACL TCAM inconsistency checker found an inconsistency between software and hardware TCAM entries and has fixed it. [dec] is the index where the inconsistency was found.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support



representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MLSCEF Messages

This section contains Multilayer Switching Cisco Express Forwarding (MLSCEF) messages.

### MLSCEF-2

**Error Message** %MLSCEF-2-EXCESSIVE\_FIB\_CORR\_SSRAM\_ERRORS: Too many fib correctable ecc error interrupts.

**Explanation** The number of correctable error interrupts has exceeded the threshold of 1000 correctable ECC errors in 30 minutes. All errors were corrected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 mls cef hardware**, **show mls cef log**, and **show ver** commands and your pertinent troubleshooting logs.

**Error Message** %MLSCEF-2-EXCESSIVE\_FIB\_SSRAM\_ERRORS: Too many fib ecc error interrupts.

**Explanation** The number of error interruptions exceeded the threshold. As a result of this condition, the system will fail.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MLSCEF-2-FIB\_SSRAM\_WRITE\_INCONSISTENCY: FIB SSRAM Mismatch for Index: [dec] Expected: [hex], Hardware: [hex]

**Explanation** A problem occurred when the system attempted to write the FIB SSRAM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MLSCEF-2-FIB\_TCAM\_WRITE\_INCONSISTENCY: FIB TCAM Mismatch for [chars]: Index: [dec] Expected:Entry: [hex] - [hex] - [hex] Hardware: Entry: [hex] - [hex] - [hex]

**Explanation** A problem occurred when the system attempted to write the FIB TCAM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MLSCEF-2-RELOAD: maximum routes config mismatch. Reloading with correct config

**Explanation** The system detected a mismatch between the user configuration route allocation and the current route allocation. A system reload is required to correct this condition.

**Recommended Action** If the message does not appear continuously and the **mls cef maximum-routes** command has been entered, no action is required. If this message appears continuously on the same module and the **mls cef maximum-routes** command has not been entered, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MLSCEF-2-SANITY\_FAIL: Sanity Check of MLS FIB s/w structures failed

**Explanation** The verification process encountered inconsistent MLS FIB data structures.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MLSCEF-2-UNCORRECTABLE\_SSRAM\_ERROR: Bank [dec] Index: [dec], Expected: [hex], Hardware: [hex]. Affected TCAM [hex] - [hex] - [hex]

**Explanation** A faulty FIB SSRAM location was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MLSCEF-4

**Error Message** %MLSCEF-4-FIB\_EXCEPTION\_THRESHOLD: Hardware CEF entry usage is at 95% capacity for [chars] protocol.

**Explanation** The number of route entries that are installed is about to reach the hardware FIB capacity, or the maximum routes limit set for the specified protocol. If the limit is reached, some prefixes will be software switched.

**Recommended Action** Enter the **mls cef maximum-routes [protocol]** global configuration command to increase the maximum number of routes for the protocol. Refer to the configuration manuals for the differing capacity limitations of XL versus non-XL systems, as well as for impacts to other protocols when changing maximum routes of one protocol. Enter the **show mls cef summary** command to see the current usage summary.

**Error Message** %MLSCEF-4-INCORRECT\_CONFIG: A max-routes configuration mismatch or an invalid max-routes configuration has been detected. Reverting to default configuration.

**Explanation** The system has detected a configuration mismatch or an invalid configuration for the **mls cef maximum-routes** command, and is reverting to the system default configuration.

**Recommended Action** Reconfigure your maximum routes using the **mls cef maximum-routes** command. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MLSCEF-7

**Error Message** %MLSCEF-7-FIB\_MASK\_MISMATCH: Attempt to delete an entry not matching block mask - class = [dec], [dec]/[dec], mask [dec]/[dec]

**Explanation** The passed mask does not match the stored block mask.

**Recommended Action** This is a debug message only. No action is required.

## MLS\_CEF\_ISSU Messages

This section contains Multilayer Switching Cisco Express Forwarding (MLSCEF) in-service software upgrade (ISSU) messages.

## MLS\_CEF\_ISSU-2

**Error Message** %MLS\_CEF\_ISSU-2-MLS\_CEF\_RETRY\_FAIL: Unable to get maximum routes config from Active RP.

**Explanation** The ISSU process was unable to get the maximum route configuration from the active RP. The system will configure to default values.

**Recommended Action** Reload the system. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MLSM Messages

This section contains Multicast Distributed Shortcut Switching (MDSS)/multilayer switching for multicast (MLSM) messages.

### MLSM-2

**Error Message** %MLSM-2-IPC\_ERROR: MMLS: IPC failure detected between RP and SP

**Explanation** This can happen when EOBC channel is too busy or NMP is too busy so that draco side does not get response even after few retries by IPC layer.

**Recommended Action** Under some stressful condition, when communication between RP and SP side can not be maintained this message will be printed. MMLS will keep trying to recover from situation by sending message to SP. The restart message to SP has exponential back off upto 160 second

### MLSM-4

**Error Message** %MLSM-4-CC\_ERROR: (Type of CC: [chars]): [chars]  
([IP\_address],[IP\_address]), Auto-repair is [chars]

**Explanation** Either the RP-SP or MROUTE-MLSM consistency checker has detected an error.

**Recommended Action** If enabled, the autorepair feature will automatically correct the error.

**Error Message** %MLSM-4-MLSM\_LTL\_FULL\_VDB\_CREATE\_FAILED: Multi-Layer Switching for Multicast: Disabling Multicast Hardware Switching for VLAN ([dec]), VLAN not found on Switch Processor

**Explanation** The switch processor is unable to create VLANs due to a Layer 2 hardware limitation. Because no VLAN information is available, the switch processor is unable to install shortcuts. Multicast hardware switching for this VLAN interface will be disabled to avoid installation of shortcuts. All flows using this VLAN as the outgoing interface will be affected.

**Recommended Action** Modify the network configuration to increase the hardware resources for creating VLANs on the switch processor.

## MLSM-6

**Error Message** %MLSM-6-BIDIR\_SC\_INSTALL\_FAILURE: Bi-dir multicast flows will not be installed in hardware in the presence of tunnel interfaces for RP [IP\_address]

**Explanation** Bidirectional multicast flows will not be installed in hardware in the presence of tunnel interfaces. The bidirectional flows will be software-switched until the tunnel interfaces are unconfigured.

**Recommended Action** Unconfiguring the tunnel interfaces will allow the bidirectional flows to be hardware-switched.

**Error Message** %MLSM-6-CONFIG\_MISMATCH: Multicast hardware switching config mis-match between RP and NMP.It is likely to be disabled on the NMP

**Explanation** MLS multicast hardware switching has been enabled on the RP but likely disabled on the NMP

**Recommended Action** Correct the mis-config by enabling IGMP snooping and MMLS on the NMP

**Error Message** %MLSM-6-CONFIG\_MISMATCH\_RECOVERED: Multicast hardware switching mismatch recovered from earlier config mis-match

**Explanation** MMLS Config mismatch between RP and SP recovered from mismatch. The MLS multicast hardware switching is likely to be enabled on the NMP

**Recommended Action** Note the difference between the time the error occurred to the current message. It indicates the time when no HW switched entries existed in the switch

**Error Message** %MLSM-6-ERROR\_RECOVERED: MMLS: Communication channel between RP and SP recovered from failure

**Explanation** Communication between RP and SP recovered from earlier IPC / SCP failure. MMLS will install HW switched entries on backoff timer expiration. The backoff time is  $\min(10 \text{ sec} * (\# \text{ of times error occurred})^2, 160)$

**Recommended Action** Note the difference between the time the error occurred to the current message. It indicates the time when no HW switched entries existed in the switch

**Error Message** %MLSM-6-LC\_SCP\_FAILURE: NMP encountered internal communication failure for (%i,%i,%d), flow will be software switched

**Explanation** This message happens SP was not able to update CEF tables on atleast one of the EARLs on Linecards.

**Recommended Action** Under some condition SP was not able to communicate with Linecard to update the multicast-CEF table. And this causes inconsistency in the CEF table among different line cards. This shortcut is deleted, so that inconsistent state is purged. And this flow will get software forwarded.

**Error Message** %MLSM-6-MFD\_COUNT\_ERR: MFD Count error : (%i,%i,%d) first mfd: %dvlan extra RPF-MFD in HW state: %dvlan

**Explanation** This message happens when there are multiple MFD in hardware switched state.

**Recommended Action** Under some stressful condition, RP tends to think that there are two MFDs install for a particular flow. This should not happen, if it happens, it is harmless. This message is added, just to help debugging this problem.

**Error Message** %MLSM-6-MIN\_MTU\_SUPPORTED: MMLS flows being re-started as the MTU of all the interfaces (oifs) is not equal. Packets greater than the minimum MTU of all oifs will be software switched

**Explanation** This message happens when all the earl in the system are now having polaris rev1.1. In this system configuration, earl will bridge the packet in the incoming interface to draco if incoming packet size is larger then mtu programmed in fib. Software will forward the packet out in all the interfaces. In this configuration WAN (incoming) - LAN (outgoing) flows can be hardware switched upto min-mtu of oif sizes.

**Recommended Action** This is just a informative message. If there are to many packets going to CPU, the MTU on the interfaces should be changed appropriately to take advantage of hardware replication.

**Error Message** %MLSM-6-MIN\_MTU\_UNSUPPORTED: Outgoing interfaces with MTU less than the RPF interface will be multicast replicated to in software

**Explanation** This message happens when atleast one earl in the system is now having polaris rev1.0. In this system configuration, earl will not be able to bridge the packet in the incoming interface to draco, if incoming packet size is larger then mtu programmed in fib. So, OIFs having MTU LAN (outgoing) flows will be completely software forwarded.

**Recommended Action** This is just a informative message. If there are to many packets going to CPU, the MTU on the interfaces should be changed appropriately to take advantage of hardware replication.

**Error Message** %MLSM-6-MLSM\_PMS: MMLS: MLSM is suspending the caller process [chars]

**Explanation** MLSM is suspending the caller process. This message appears when the MLSM routines are called from the PIM/Mwheel context and MLSM routines suspend a process. When MLSM suspends the caller process, data corruption might occur for the data that is handled by the caller process.

**Recommended Action** This message is informational. No action is required.

**Error Message** %MLSM-6-MMLS\_EGRESS\_INFO: MMLS: Please make sure no multicast traffic is going through egress incapable line cards when system is operating in egress mode

**Explanation** There should be no multicast traffic going through egress-incapable line cards while the system is operating in egress replication mode.

**Recommended Action** Determine if there are any egress-incapable line cards in the system. If there are egress-incapable line cards, verify that there is no multicast traffic going through them.

**Error Message** %MLSM-6-MMLS\_LEGACY\_INSERTED: MMLS: Legacy Linecard Inserted, Egress Replication Mode will be disabled

**Explanation** Egress replication is not supported with legacy modules. The system will transition to ingress mode and will cause a temporary loss of traffic.

**Recommended Action** If the system is required to operate in egress replication mode, remove the legacy module.

**Error Message** %MLSM-6-MMLS\_MDT\_TUNNEL\_UP: MMLS: MDT tunnel is up, Egress Replication Mode will be disabled

**Explanation** Egress replication is not supported when MDT is configured and an MDT tunnel is up. The system will transition to ingress mode if required, and the transition will cause a temporary loss of traffic.

**Recommended Action** This message is informational. No action is required.

**Error Message** %MLSM-6-MMLS\_MODE\_CHANGE: MMLS: Replication Mode Change Detected

**Explanation** When automatic detection of the replication mode is enabled, the system will transition to ingress mode when an egress-incapable module is inserted. The system will transition back to egress mode when the last egress-incapable module is removed.

**Recommended Action** Transitioning between ingress and egress mode causes a temporary loss of traffic. To prevent this temporary loss of traffic, enter the **mls ip replication-mode ingress** command.

**Error Message** %MLSM-6-MMLS\_NO\_EGRESS\_LOCAL\_IN\_INGRESS: MMLS: Egress Local feature is NOT applicable in Ingress mode

**Explanation** When the system transitions from egress replication mode to ingress mode, the egress local feature will not be applied, even if the egress local feature is enabled.

**Recommended Action** If the egress local feature is required, restore the system replication mode to egress.



**Error Message** %MLSM-6-PVLAN\_INSTALL\_FAILURE: Unable to locate secondary-vlan for (%i,%i,%d), Flow will be software switched

**Explanation** This message happens when RP was not able to determine the secondary vlan for the source in secondary vlan. After finite retries RP gives up installing the shortcut in hardware. This can happen when a new flow is installed or when there is a RPF change. In such situations, flow will be software switched.

**Recommended Action** Make sure ARP table is populated for sources in secondary vlan by explicitly 'ping'ing the source and the ARP table should contain the primary as well as secondary vlan information. To enable creation of hardware shortcut, do a 'clear ip mroute ' for the specific flow.

**Error Message** %MLSM-6-SCP\_ERROR: MMLS: SCP failure detected between RP and SP

**Explanation** This can happen when EOBC channel is too busy or NMP is too busy so that draco side does not get response even after few retries by ICC layer.

**Recommended Action** Under some stressful condition, when communication between RP and SP side can not be maintained this message will be printed. MMLS will keep trying to recover from situation by sending message to SP. The restart message to SP has exponential back off upto 160 second

**Error Message** %MLSM-6-SM\_INSTALL\_FAILURE: interface/mask entry installation failed on %i/%d, vlan%d

**Explanation** This message happens when Interface/mask entry to punt directly connected sources to the router could not be installed in HW-CEF table. This happens, system is running out of available CEF entries. In this situation, there might be blackholing of traffic for the directly connected sources on this interface

**Recommended Action** Modify the network config such that, hardware resource limitation is not hit and ensure that interface/mask entry is installed.

**Error Message** %MLSM-7-SC\_TCAM\_FULL\_ERROR: TCAM space not available to install the (%i,%i) entry in the Hardware

**Explanation** This message is printed when a (s,g) or (\*,g) entry could not be installed in HW-CEF table. This happens when the system is running out of available CEF entries.

**Recommended Action** Modify the network config such that, hardware resource limitation is not hit and ensure that (s,g) or (\*,g) entry is installed.

## MLS\_RATE Messages

This section contains Multilayer Switching Rate Limit (MLS\_RATE) messages.

### MLS\_RATE-4

**Error Message** %MLS\_RATE-4-CPP\_DISABLED\_IN\_HW: Control Plane Policing NOT performed in hardware, due to the presence of egress QoS.

**Explanation** CPP cannot be performed in the hardware when the system is running in PFC3A mode and egress QoS is configured on any other interface. Under these circumstances, CPP is performed only in the software until egress QoS is removed from the running configuration.

**Recommended Action** Remove any egress QoS from the running configuration, or upgrade to a PFC3B or PFC3-BXL. We strongly recommend the upgrade.

**Error Message** %MLS\_RATE-4-CPP\_RE\_ENABLED\_IN\_HW: Control Plane Policing will now be performed in hardware.

**Explanation** CPP cannot be performed in the hardware when the system is running in PFC3A mode and egress QoS is configured on any other interface. Egress QoS has been removed from the running configuration.

**Recommended Action** Because egress QoS has been removed, no action is required. To prevent this condition from occurring again, we strongly recommend that you upgrade to a PFC3B or PFC3BXL.

**Error Message** %MLS\_RATE-4-DISABLING: The Layer2 Rate Limiters have been disabled.

**Explanation** The Layer 2 rate limiters are turned off with the current hardware configuration because they are not supported with this combination of modules.

**Recommended Action** Refer to the feature usage guidelines for more details.

**Error Message** %MLS\_RATE-4-LIMITING\_DOWN: MLS HARDWARE RATE-LIMITING functionality is not active

**Explanation** Memory resources are insufficient to support the rate-limiting functionality.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MLS\_RATE-4-NO\_DHCP\_RESOURCE: DHCP Snooping requires 2 Rate Limiters

**Explanation** There are not enough hardware rate limiters to enable DHCP snooping.

**Recommended Action** DHCP snooping requires two hardware rate limiters. All may be used. To display the features that use these hardware rate limiters, enter the **show mls rate-limit usage** command. Unconfigure enough rate limiters to configure DHCP snooping.

**Error Message** %MLS\_RATE-4-NO\_RESOURCE: The hardware Rate Limiters are fully used

**Explanation** There are no more hardware rate limiters available.

**Recommended Action** EARL supports a limited number of hardware rate limiters. All may be used. To display the features that use these hardware rate limiters, enter the **show mls rate-limit usage** command. To program a rate limiter for the new feature, unconfigure one of the configured rate limiters.

**Error Message** %MLS\_RATE-4-NOT\_SUPPORTED: This functionality is not configurable.

**Explanation** The rate limit functionality is not active with the current hardware configuration.

**Recommended Action** Refer to the feature usage guidelines for more details.

**Error Message** %MLS\_RATE-4-OVERWRITING\_PORTSEC\_DEFAULT: Port security rate limiter was set to non-default value.

**Explanation** Overwriting the default port security rate value.

**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** %MLS\_RATE-4-OVERWRITING\_VALUE: Overwriting the rate value for: [chars] case

**Explanation** Some rate limiters share the same hardware register. This message appears if programming a new rate limiter causes a previously configured one to be overwritten.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MLS\_STAT Messages

This section contains Multilayer Switching Statistics (MLS\_STAT) messages.

### MLS\_STAT-4

**Error Message** %MLS\_STAT-4-IP\_CSUM\_ERR: IP checksum errors

**Explanation** Packets with IP checksum errors have been received.

**Recommended Action** No action is necessary. This message is for informational purposes only.

**Error Message** %MLS\_STAT-4-IP\_LEN\_ERR: MAC/IP length inconsistencies

**Explanation** Packets with an IP length that does not match their physical length have been received.

**Recommended Action** No action is necessary. This message is for informational purposes only.

**Error Message** %MLS\_STAT-4-IP\_TOO\_SHRT: Too short IP packets received

**Explanation** Packets with IP minimum length check errors have been received.

**Recommended Action** No action is necessary. This message is for informational purposes only.

**Error Message** %MLS\_STAT-4-IPX\_LEN\_ERR: MAC/IPX length inconsistencies

**Explanation** Packets with an IPX length that does not match their physical length have been received.

**Recommended Action** No action is necessary. This message is for informational purposes only.

**Error Message** %MLS\_STAT-4-IPX\_TOO\_SHRT: Too short IPX packets received

**Explanation** Packets with IPX minimum length check errors have been received.

**Recommended Action** No action is necessary. This message is for informational purposes only.

## M32X-1

**Error Message** %M32X-1-UNAVAILABLE: %s: Channel disable failed

**Explanation** A software or hardware error occurred. The M32X trunk card failed to respond to a request to disable an interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %M32X-1-UNAVAILABLE: %s: Channel enable failed

**Explanation** A software or hardware error occurred. The M32X trunk card is not responding to commands used to initialize it.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %M32X-1-UNAVAILABLE: M32X controller %d, channel 0x%x: No Reponse from device. Action Request Timeout

**Explanation** The Action Request for a particular has failed after retry.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %M32X-1-UNAVAILABLE: M32X down load failed.

**Explanation** The M32X trunk card failed. It could not download its operational microcode.

**Recommended Action** Perform a power cycle. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %M32X-1-UNAVAILABLE: M32X download failed to complete.

**Explanation** The M32X trunk card has failed. It could not download its operational microcode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %M32X-1-UNAVAILABLE: M32X slot %d: Init Failed at %s

**Explanation** The M32x trunk card failed to complete hardware initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %M32X-1-UNAVAILABLE: M32X: Download checksum error (sent = 0x%x, received = 0x%x)

**Explanation** The download of the internal microcode to the M32X failed to checksum correctly. This usually indicates a hardware failure of the M32X.

**Recommended Action** Perform a power cycle. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %M32X-1-UNAVAILABLE: Not ready for download.

**Explanation** The M32X trunk card did not respond when commanded to download its operational microcode.

Perform a power cycle. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## M32X-3

**Error Message** %M32X-3-UNAVAILABLE: Device reported %#x

**Explanation** A hardware error occurred involving the PCI interface for an M32X trunk card.

**Recommended Action** If it is an M32X trunk card then this is due to a malfunction. Or another PCI device may have been mistaken for an M32X. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %M32X-3-UNAVAILABLE: M32X: %s - packet was less than two bytes

**Explanation** An output packet was detected that was smaller than the minimum allowable datagram size. An error in another driver or an error in the system software probably triggered this error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %M32X-3-UNAVAILABLE: M32X: Exception %d, trace %d

**Explanation** A software or hardware error has occurred in the M32X trunk card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %M32X-3-UNAVAILABLE: M32X: Stale msg in %s - mbx0:%lx mbx1:%lx  
mbx2:%lx

**Explanation** The M32X has not responded to a message within a specified time.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## M32X-5

**Error Message** %M32X-5-UNAVAILABLE: M32X controller %d, channel %d: remote loopback %s, %s

**Explanation** The interface entered or exited a remote loopback.

**Recommended Action** No action required.



## MAB-5

**Error Message** %MAB-5-UNAVAILABLE: Authentication failed for client (%s) on Interface %s

**Explanation** Authentication was unsuccessful

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %MAB-5-UNAVAILABLE: Authentication successful for client (%s) on Interface %s

**Explanation** Authentication was successful

**Recommended Action** LOG\_STD\_NO\_ACTION

## MACSEC-3

**Error Message** %MACSEC-3-UNAVAILABLE: Attempt to learn %e on %s caused configured service instance limit (%u) to be exceeded. Service instance will be shutdown.

**Explanation** The ethernet service instance specified in the system message has been configured for shutdown-mode MAC Security, and is not allowed to learn addresses beyond the limit specified in the system message. This service instance received a frame with unknown source MAC address, and if this address is learnt it would cause the limit to be exceeded. The address has not been learnt, and additionally the service instance has been shutdown.

**Recommended Action** If the MAC address has to be permitted to be learnt, either increase the MAC Security limit configured on the service instance, or clear the MAC address table for the affected bridge-domain to give this address a chance to be learnt. If this is a genuine violation, no action is needed on the device; instead, locate the cause for the violation and remove it. Once the violation cause has been identified and resolved, re-enable the service instance.

**Error Message** %MACSEC-3-UNAVAILABLE: Attempt to learn denied address %e on %s. Service instance will be shutdown.

**Explanation** The ethernet service instance specified in the system message has been configured for shutdown-mode MAC Security, and has been configured to deny the MAC address specified in the system message. A frame was received from this denied MAC address. The address has not been learnt, and additionally the service instance has been shutdown.

**Recommended Action** If the MAC address has to be permitted to be learnt, remove the address from the list of denied addresses on the service instance. Otherwise, this is a genuine violation and no action is needed on the device; instead, locate the cause for the violation and remove it. Once the violation cause has been identified and resolved, re-enable the service instance.

**Error Message** %MACSEC-3-UNAVAILABLE: Attempt to move %e from [%s] to [%s]

**Explanation** The MAC address specified in the system message is currently learned on the first ethernet service instance specified in the system message. An ethernet frame with the same MAC address has now been encountered on the second ethernet service instance. This is a violation of MAC Security policy.

**Recommended Action** If the MAC address has to be permitted to be re-learned on the second service instance, remove the address from the list of addresses permitted on the first service instance (if applicable), and clear the address from the MAC Address Table. If this is a genuine violation, no action is needed on the device; instead, locate the cause for the violation and remove it.

**Error Message** %MACSEC-3-UNAVAILABLE: Attempt to move %e from [%s] to [%s], shutting down the latter

**Explanation** The MAC address specified in the system message is currently learned on the first ethernet service instance specified in the system message. An ethernet frame with the same MAC address has now been encountered on the second ethernet service instance. This is a violation of MAC Security policy, and as a result the second service instance will be shut down.

**Recommended Action** If the MAC address has to be permitted to be re-learned on the second service instance, remove the address from the list of addresses permitted on the first service instance (if applicable), and clear the address from the MAC Address Table. If this is a genuine violation, no action is needed on the device; instead, locate the cause for the violation and remove it. Once the violation cause has been identified and resolved, re-enable the service instance.

## MACSEC-4

**Error Message** %MACSEC-4-UNAVAILABLE: Attempt to learn %e on %s caused configured bridge-domain limit (%u) to be exceeded.

**Explanation** The bridge-domain specified in the system message is not allowed to learn addresses beyond the limit specified in the system message. A service instance belonging to this bridge-domain received a frame with unknown source MAC address, and if this address is learnt it would cause the bridge-domain limit to be exceeded. The address has not been learnt.

**Recommended Action** If the MAC address has to be permitted to be learnt, either increase the MAC Security limit configured on the bridge-domain, or clear the MAC address table for the affected bridge-domain to give this address a chance to be learnt. If this is a genuine violation, no action is needed on the device; instead, locate the cause for the violation and remove it.

**Error Message** %MACSEC-4-UNAVAILABLE: Attempt to learn %e on %s caused configured service instance limit (%u) to be exceeded.

**Explanation** The ethernet service instance specified in the system message has been configured for restrict-mode MAC Security, and is not allowed to learn addresses beyond the limit specified in the system message. This service instance received a frame with unknown source MAC address, and if this address is learnt it would cause the limit to be exceeded. The address has not been learnt.

**Recommended Action** If the MAC address has to be permitted to be learnt, either increase the MAC Security limit configured on the service instance, or clear the MAC address table for the affected bridge-domain to give this address a chance to be learnt. If this is a genuine violation, no action is needed on the device; instead, locate the cause for the violation and remove it.

**Error Message** %MACSEC-4-UNAVAILABLE: Attempt to learn denied address %e on %s.

**Explanation** The ethernet service instance specified in the system message has been configured for restrict-mode MAC Security, and has been configured to deny the MAC address specified in the system message. A frame was received from this denied MAC address. The address has not been learnt.

**Recommended Action** If the MAC address has to be permitted to be learnt, remove the address from the list of denied addresses on the service instance. Otherwise, this is a genuine violation and no action is needed on the device; instead, locate the cause for the violation and remove it.

