

# MMLS Messages

This section contains Multicast Multilayer Switching (MMLS) messages.

## MMLS-3

**Error Message** %MMLS-3-ICROIF\_BLOCK\_ALLOC\_FAILED: Allocation of %s block of indices for egress distribution over fabric failed

**Explanation** The allocation of the block of indices used for egress distribution over the fabric has failed. As a result, the system will not be able to work in egress replication mode. This condition could be caused by a shortage of hardware resources during boot up or at the time when the first block of indices is completely consumed. A shortage of hardware resources might be caused by having too many VLANs configured.

**Recommended Action** Reduce the number of VLANs in the system by entering the **no vlan {vlan\_id}** command and reloading the system, or configure ingress replication mode by entering the **mls ip multicast replication-mode ingress** command. Ingress replication mode does not use egress distribution indices.

## MMLS-4

**Error Message** %MMLS-4-ICROIF\_INDICES\_EXHAUSTED: Unable to allocate index for egress distribution over fabric

**Explanation** The indices used for egress distribution over the fabric are exhausted and the system is currently unable to allocate an index. An index is allocated for each unique combination of flow over the fabric and is not freed upon removal of all shortcuts using it. An index-freeing mechanism operates when a threshold for freeing up unused indices is reached. If the number of used indices stays above the threshold after collection of unused indices, another block (up to a maximum of two blocks) of 256 indices is allocated.

**Recommended Action** You may not be required to take any action, as the index-freeing mechanism should take care of freeing up unused indices. If the problem remains, try reducing the number of unique combination of flows over the fabric created by the presence of multicast sources and receivers on different line cards.

**Error Message** %MMLS-4-VLAN\_2K\_SR\_TR\_INSTALL\_FAILED: Multicast Multi-Layer Switching: Failed to install service reflect translation, hardware resource unavailable

**Explanation** The Multicast Service Reflect translation cannot be installed in hardware as a required hardware resource is unavailable.

**Recommended Action** Removing tunnel interfaces or reducing the number of service reflect translations would help solve the problem.

## MMLS-6

**Error Message** %MMLS-6-ADJ\_ALLOC\_FAILURE: Failed to allocate Adjacency for the multicast flow ([IP\_address], [IP\_address])

**Explanation** The system is 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 needs to be reduced. Removing some hardware switched flows would help solve the problem.

**Error Message** %MMLS-6-BIDIR\_ADJ\_LIMIT\_EXCEEDED: Failed to allocate Adjacency for Bidir Multicast shortcuts, exceeded limit of ([dec]), subsequent flows will be software switched.

**Explanation** The system limit of maximum adjacencies for bidirectional shortcuts has been exceeded. As a result, any new multicast flows will be switched by the software.

**Recommended Action** The number of bidirectional multicast flows is too large to fit in the hardware. There is no workaround.

**Error Message** %MMLS-6-FIB\_LIMIT\_EXCEEDED: Failed to allocate FIB entry, exceeded system limit of ([dec]) entries.

**Explanation** The maximum FIB entry limit has been exceeded, so FIB entries cannot be allocated by the MMLS.

**Recommended Action** The total number of multicast shortcuts is too large to fit in the FIB table and as a result subsequent shortcuts will be software switched. There is no workaround.

**Error Message** %MMLS-6-MCAST\_L3FLOW: %s from the Route Processor for Source %i Group %i vlan %d

**Explanation** A multicast flow has been installed or deleted.

**Recommended Action** No action is required.

**Error Message** %MMLS-6-MCAST\_STATUS: IP Multicast Multilayer Switching is %sabled

**Explanation** This message indicates whether the multicast Layer 3 multicast feature is enabled or disabled.

**Recommended Action** No action is required.

**Error Message** %MMLS-6-MET\_LIMIT\_EXCEEDED: Failed to allocate MET entry, exceeded system limit of ([dec]) entries. Number of times MET limit is exceeded in the last 1 min : [dec]

**Explanation** The maximum MET entry limit has been exceeded, so MET entries cannot be allocated by the MMLS.

**Recommended Action** The total number of OIFs is too large to fit in the MET table. Subsequent shortcuts or OIFs will be switched by the software. There is no workaround.

**Error Message** %MMLS-6-MMLS\_EGRESS\_INCAPABLE\_LC\_INSERTED: MMLS: Egress incapable line card ([dec]) inserted in forced egress replication mode

**Explanation** An egress-incapable line card is inserted while the system is operating in forced egress replication mode. The user must not source any multicast traffic on this egress-incapable line card.

**Recommended Action** Verify that there is no multicast traffic going through this egress-incapable line card.

**Error Message** %MMLS-6-MMLS\_EGRESS\_INCAPABLE\_LC\_PRESENT: MMLS: Egress incapable line card present while forcing replication mode to egress

**Explanation** There is at least one line card that is egress incapable in the system, but forced egress replication mode is configured on the system. Multicast traffic must not be sourced on the egress-incapable line card.

**Recommended Action** Verify that there is no multicast traffic going through this egress-incapable line card.

**Error Message** %MMLS-6-MMLS\_FSTATS\_MAX\_PENDING\_MSGS: Flow stats enqueued messages count([dec]) has reached the maximum and would be reset to [dec]

**Explanation** This message indicates that flow stats pending messages count has reached the maximum. To avoid further flow stats messages from being dropped, the counter would be reset to match the current pending messages count of the ICCQ.

**Recommended Action** This message is provided for information only.

**Error Message** %MMLS-6-MMLS\_HALF\_MET: MMLS: IPv6 multicast enabled on supervisor uplinks. Available MET space on supervisors is halved

**Explanation** The MET space is being halved to enable IPv6 on supervisor engine uplinks.

**Recommended Action** No action is required.

**Error Message** %MMLS-6-MMLS\_LEGACY\_LC\_PRESENT: MMLS: Legacy line card present, system cannot operate in egress replication mode

**Explanation** There is at least one legacy line card in the system. Therefore, the system cannot operate in egress replication mode when the system is configured for forced egress replication mode.

**Recommended Action** Remove the legacy line card(s) if you want the system to operate in forced egress replication mode.

**Error Message** %MMLS-6-RPF\_ADJ\_LIMIT\_EXCEEDED: Failed to allocate Adjacency for multicast shortcuts with RPF-vlan: ([dec]), exceeded limit of ([dec]), subsequent flows will be software switched

**Explanation** The system limit of maximum adjacencies for multicast shortcuts with the same RPF has been exceeded. As a result, any new multicast flows will be software switched.

**Recommended Action** The number of multicast flows with the same RPF interface are too large to fit in the hardware. There is no workaround.

**Error Message** %MMLS-6-RP\_LIMIT\_EXCEEDED: Failed to allocate DF index for Bidir-RP, exceeded limit of ([dec]) RPs for VPN: ([dec]). Shortcuts for RP: ([IP\_address]) will be software switched.

**Explanation** The system limit of four RPs per VPN has been exceeded. As a result, the multicast flows for the groups served by this RP will be software-switched.

**Recommended Action** The configured RPs are too large to fit in the DF table for one VPN. Attempt to configure the groups among existing RPs in hardware, or configure the RP in another VPN.

**Error Message** %MMLS-6-VLAN\_ADD\_FAILURE\_ON\_MET\_FULL: Error adding vlan [dec] to the MET table of some shortcuts

**Explanation** The MET table is full and the system is unable to add the VLAN to some shortcuts. The affected shortcuts will not switch traffic for that VLAN.

**Recommended Action** The MET utilization is very high and must be reduced. Removing some VLANs or switching to ingress replication mode will solve the problem.

## MMLS\_RATE Messages

This section contains Multicast Multilayer Switching Rate Limiting (MMLS\_RATE) messages.

### MMLS\_RATE-3

**Error Message** %MMLS\_RATE-3-MMLS\_PARTIAL\_SC\_ERROR: Error installing Multicast Partial-sc rate-limiter.Operation failed.

**Explanation** The multicast partial SC rate limiter could not be configured because of an error that was returned from the switch processor.

**Recommended Action** The LTL index for the partial SC rate limiter might not have initialized yet. Wait several minutes, and try to configure the rate limiter again.

## MPLS\_ADJ\_SB Messages

The following are MPLS Adjacency Subblock messages.

### MPLS\_ADJ\_SB-4

**Error Message** %MPLS\_ADJ\_SB-4-NO\_BACKUP\_INTF: [chars] - ifnum [dec]

**Explanation** Backup interface cannot be programmed.

**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.

# MPLS\_IPRM Messages

This section contains MPLS IP rewrite manager (IPRM) messages.

## MPLS\_IPRM-3

**Error Message** %MPLS\_IPRM-3-DB: [chars]

**Explanation** There is an inconsistency in the information required to request labels from or to process labels received from an IP label distribution 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** %MPLS\_IPRM-3-DB\_PATH: [chars]

**Explanation** There is an inconsistency in the information about a prefix path required to request labels from or to process labels received from an IP label distribution 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** %MPLS\_IPRM-3-DB\_PNDG\_DISC: [chars]

**Explanation** There is an inconsistency in the information about a temporarily deferred action required to populate MPLS forwarding data structures for a prefix.

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

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

**Error Message** %MPLS\_IPRM-3-DB\_TABLE: [chars]

**Explanation** There is an inconsistency in the information about a (VRF) table ID required to request labels from or to process labels received from an IP label distribution 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** %MPLS\_IPRM-3-DB\_TRANS: [chars]

**Explanation** There is an inconsistency in the information about an ongoing transaction required to populate MPLS forwarding data structures for a prefix.

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

**Error Message** %MPLS\_IPRM-3-INTERNAL: [chars]

**Explanation** An operation required for proper operation of the IP rewrite manager 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** %MPLS\_IPRM-3-PATH\_LABEL\_DEL: [chars]

**Explanation** An attempt to delete MPLS forwarding information for the specified prefix 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** %MPLS\_IPRM-3-PATH\_LABEL\_GET: [chars]

**Explanation** An attempt to access MPLS forwarding information for the specified prefix 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** %MPLS\_IPRM-3-PATH\_LABEL\_UPD: [chars]

**Explanation** An attempt to update MPLS forwarding information for the specified prefix 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** %MPLS\_IPRM-3-WALK: [chars]

**Explanation** A request by an IP label distribution module (for example, LDP, BGP) to walk a CEF table cannot be handled.

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

## MPLSMFISTATIC Messages

This section contains MPLS Forwarding Infrastructure (MFI) static application messages.

### MPLSMFISTATIC-3

**Error Message** MPLSMFISTATIC-3-CHUNKMGR: [chars] [hex]

**Explanation** An MPLS MFI static application chunk manager error has occurred.

**Recommended Action** This problem may be due to a low memory condition on the device. Check system memory and minimum memory requirements for this release and configuration, and add memory if required. If memory appears to be sufficient and 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 process memory**, **show version** and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** MPLSMFISTATIC-3-FCALLFAILED: [chars]

**Explanation** A static application function call 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 version** and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** MPLSMFISTATIC-3-INVALIDPRAMS: [chars] [dec]

**Explanation** Unexpected parameters have been detected in a static application.

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

**Error Message** MPLSMFISTATIC-3-WRONGCODEPATH: [chars]

**Explanation** An error involving an unexpected static application code path 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.

## MPLSOAM Messages

This section contains Multiprotocol Label Switching (MPLS) Operations, Administration, and Maintenance (OAM) messages.

## MPLSOAM-3

**Error Message** %MPLSOAM-3-XDR\_COMM: %s:0x%x 0x%x

**Explanation** The XDR communication module reports an unexpected RP/LC XDR condition encountered in the MPLS OAM software. This condition may result in MPLS OAM FIB subblocks becoming out of synchronization between the RP and the line card. This condition should not affect overall system 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.

## MPLS\_PACKET Messages

This section contains MPLS packet messages.

### MPLS\_PACKET-3

**Error Message** %MPLS\_PACKET-3-FWDDISABLE: MPLS [chars] forwarding path disabled

**Explanation** The MPLS forwarding plane has been disabled.

**Recommended Action** This log entry is informational only. No action is required.

**Error Message** %MPLS\_PACKET-3-FWDREENABLE: MPLS [chars] forwarding path reenabled

**Explanation** The MPLS forwarding plane has been reenabled.

**Recommended Action** This log entry is informational only. No action is required.

**Error Message** %MPLS\_PACKET-3-LABELCACHE: [chars] [dec]/[dec]

**Explanation** An MPLS label cache 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.

## MPLS\_PACKET-4

**Error Message** %MPLS\_PACKET-4-NOLFDSB: MPLS packet received on non MPLS enabled interface [chars] L3 type [hex] label {[dec] [dec] [dec] [dec]}

**Explanation** MPLS packets received on an interface are being dropped as the interface is not setup to handle MPLS. This message may appear when an MPLS application is disabled on a interface, and should disappear when the upstream neighbor has reprogrammed its CEF and MPLS entries.

**Recommended Action** If an MPLS application has just been disabled and traffic is flowing, this message is expected and should be ignored. If the message recurs in steady state, the operator should monitor the network for attacks and report the occurrence to Cisco.

## MPLS\_TE Messages

This section contains MPLS Label Switch Path (LSP) Tunnel messages.

### MPLS\_TE-2

**Error Message** %MPLS\_TE-2-ADJ\_WALK\_ERR: [chars]

**Explanation** An error occurred during a bundle adjacency walk.

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

**Error Message** %MPLS\_TE-2-BUNDLE\_INSERT: [chars] [chars]

**Explanation** A request for inserting a traffic engineering tunnel bundle 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** %MPLS\_TE-2-UNSUPPORTED\_LINK\_TYPE: [chars]

**Explanation** An unsupported link type 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.

## MPLS\_TE-3

**Error Message** %MPLS\_TE-3-LSDError: [chars]: [chars] [chars]

**Explanation** A traffic engineering request to the label switching database encountered an unexpected condition.

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

## MPLS\_TE\_AUTOMESH Messages

This section contains MPLS Traffic Engineering (TE) Auto-Tunnel Primary and Backup log and error messages.

## MPLS\_TE\_AUTOMESH-5

**Error Message** %MPLS\_TE\_AUTOMESH-5-AUTOTEMPLATE\_HWIDB\_DELETE: Failed to delete hwidb for Auto-Template %d index %d

**Explanation** The deletion of a hardware interface descriptor block (HWIDB) for an auto-template interface failed.

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

## MPLS\_TE\_LM Messages

This section contains MPLS TE Link Management messages.

### MPLS\_TE\_LM-3

**Error Message** %MPLS\_TE\_LM-3-LSP\_BAD\_ENCODING\_TYPE: LSP [chars] requesting Encoding Type [[chars]] that is unsupported on interface [chars].

**Explanation** The indicated TE LSP, routed on the indicated interface, requested an encoding type that is unsupported on the interface. The requested value appears in the Generalized Label Request.

**Recommended Action** Verify that the head end originating the TE LSP has a Generalized Label Request that is specifying an encoding type acceptable to the interface in question. If not, alter the head end configuration to request an LSP with an appropriate value, or cause the LSP to be routed on a different interface. If this problem still 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. Also provide a topology diagram showing the hops in the LSP, marking each hop with the vendor and software, and identify which hop is the Cisco IOS device issuing the error message.

**Error Message** %MPLS\_TE\_LM-3-LSP\_BAD\_GPID: LSP [chars] requesting G-PID [[chars]] that is unsupported on interface [chars][chars].

**Explanation** The indicated TE LSP, routed on the indicated interface, requested a (Generalized) Payload Identifier unsupported on the interface. The requested value appears in the Label Request and Generalized Label Request.

**Recommended Action** Verify that the head end originating the TE LSP has a Label Request that is specifying a PID acceptable to the interface in question. If not, one possibility is to alter the head end configuration to request an LSP with an appropriate value. Alternatively, if this error is generated at the penultimate hop of an LSP where the endpoint is advertising an implicit-null label (penultimate hop popping is in use), alter the endpoint to advertise an explicit-null label. If this problem still 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. Also provide a topology diagram showing the hops in the LSP, marking each hop with the vendor and software, and identify which hop is the Cisco IOS device issuing the error message.

**Error Message** %MPLS\_TE\_LM-3-LSP\_BAD\_SWITCHING\_TYPE: LSP [chars] requesting Switching Type [[chars]] that is unsupported on interface [chars].

**Explanation** The indicated TE LSP, routed on the indicated interface, requested a Switching Type that is unsupported on the interface. The requested value appears in the Generalized Label Request.

**Recommended Action** Verify that the head end originating the TE LSP has a Generalized Label Request that is specifying a Switching Type acceptable to the interface in question. If not, alter the head end configuration to request an LSP with an appropriate value, or cause the LSP to be routed on a different interface. If this problem still 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. Also provide a topology diagram showing the hops in the LSP, marking each hop with the vendor and software, and identify which hop is the Cisco IOS device issuing the error message.

## MPLS\_VPN\_HA Messages

This section contains MPLS HA messages for checkpointing label bindings.

## MPLS\_VPN\_HA-3

**Error Message** %MPLS\_VPN\_HA-3-CF\_GEN\_ERROR: [chars]

**Explanation** A general error occurred related to the MPLS VPN HA client CF.

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

**Error Message** %MPLS\_VPN\_HA-3-CLIENTREG: [chars]

**Explanation** The MPLS VPN HA failed to register to CF.

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

**Error Message** %MPLS\_VPN\_HA-3-DBOPERATION: [chars] RD [chars], [IP\_address]/[dec], label [dec]

**Explanation** An error occurred related to an MPLS VPN HA checkpoint database 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** %MPLS\_VPN\_HA-3-SIZEMISMATCH: Label table size ([dec]) mismatch, get label tableid failed.

**Explanation** A mismatch has been detected in the table size of the MPLS VPN HA facility.

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

## MPLS\_VPN\_HA-7

**Error Message** %MPLS\_VPN\_HA-7-LABELFREE: [chars] [dec]

**Explanation** The MPLS VPN label manager failed to free a label.

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

**Error Message** %MPLS\_VPN\_HA-7-MALLOCFAIL: [chars]

**Explanation** The MPLS VPN HA facility failed to 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** %MPLS\_VPN\_HA-7-XMITFAIL: [chars], message seq no [dec], current seq no [dec]

**Explanation** The MPLS VPN label manager has failed to deliver a message.

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

## MPLS\_VPN\_ISSU Messages

This section contains MPLS VPN ISSU client messages.

### MPLS\_VPN\_ISSU-3

**Error Message** %MPLS\_VPN\_ISSU-3-CF\_ERR: [chars] [hex]

**Explanation** An error occurred related to the MPLS VPN ISSU client CF.

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

**Error Message** %MPLS\_VPN\_ISSU-3-GENERR: [chars]

**Explanation** An error occurred related to the MPLS VPN ISSU 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** %MPLS\_VPN\_ISSU-3-ISSU\_RC\_ERR: [chars] [chars]

**Explanation** An error occurred related to the MPLS VPN ISSU 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.

## MRIB\_PROXY Messages

This section contains Multicast Routing Information Base proxy (MRIB\_PROXY) messages.

### MRIB\_PROXY-2

**Error Message** %MRIB\_PROXY-2-MRIB\_LC\_CREPRC\_FAILED: LC in slot [dec] failed to create a required process.

**Explanation** The line card could not create a process to perform delayed IPC initialization. The MFIB will not be started on 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MRIB\_PROXY-2-MRIB\_LC\_FAILED\_GET\_IPC: LC failed allocating IPC buffer which may lead to data loss or inconsistent MFIB states, slot = [dec]

**Explanation** The line card has failed in allocating an interprocessor communication buffer.

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

**Error Message** %MRIB\_PROXY-2-MRIB\_LC\_FAILED\_IDB\_MAP: LC failed in mapping interface number [dec]

**Explanation** The line card failed in mapping an interface from the global representation to the local one.

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

**Error Message** %MRIB\_PROXY-2-MRIB\_LC\_FAILED\_IPC\_ACK: RP failed in getting Ack for IPC message of type = [dec], status = [dec], error = [chars]

**Explanation** The route processor has failed to get IPC acknowledgement.

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

**Error Message** %MRIB\_PROXY-2-MRIB\_LC\_FAILED\_IPC\_OPEN: LC in slot [dec] failed to open IPC port to RP, error = [chars]

**Explanation** The line card has failed to open an IPC port towards 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** %MRIB\_PROXY-2-MRIB\_LC\_FAILED\_SEND\_LC\_READY: LC in slot [dec] failed to send LC ready to RP, error = [chars]

**Explanation** The line card has failed to send a ready 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** %MRIB\_PROXY-2-MRIB\_LC\_FETCH\_FAIL: LC in slot [dec] failed to send an RPC fetch request to the RP: [chars]

**Explanation** The line card attempted to read mroute updates from the route processor but the RPC request failed. The line card MFIB state may now be inconsistent or frozen.

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

**Error Message** %MRIB\_PROXY-2-MRIB\_LC\_READY\_NOIPC: LC failed allocating IPC buffer to send LC ready, slot = [dec]

**Explanation** The line card has failed to allocate an interprocessor communication buffer to send the ready message.

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

**Error Message** %MRIB\_PROXY-2-MRIB\_LC\_UPDATE\_IGNORED: LC in slot [dec] ignored one or more mroute updates

**Explanation** The line card ignored one or more mroute updates because the buffer containing them failed a sanity check. The line card MFIB state may now be 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MRIB\_PROXY-2-MRIB\_RP\_FAILED\_GET\_IPC: RP failed allocating IPC buffer which may lead to data loss or inconsistent MFIB states

**Explanation** The route processor has failed to allocate an interprocessor communication 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** %MRIB\_PROXY-2-MRIB\_RP\_FAILED\_IDB\_MAP: RP failed in mapping interface

**Explanation** The route processor failed to map an interface from the global representation to the local one, or vice versa.

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

**Error Message** %MRIB\_PROXY-2-MRIB\_RP\_FAILED\_IPC\_ACK: LC failed in getting Ack for IPC message of type = [dec], status = [dec], error = [chars]

**Explanation** The line card has failed to get an IPC acknowledgement.

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

**Error Message** %MRIB\_PROXY-2-MRIB\_RP\_FAILED\_IPC\_CREATE: RP failed in creating IPC port, error = [chars]

**Explanation** The route processor failed to create an MFIB interprocess communications 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** %MRIB\_PROXY-2-MRIB\_RP\_FAILED\_LC\_DIST\_MODE\_INIT\_PROC: RP failed in creating distribute mode init process for a linecard, slot = [dec]

**Explanation** The route processor failed to create a distribute mode initialization process for 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** %MRIB\_PROXY-2-MRIB\_RP\_FAILED\_LC\_PORT\_INFO: RP failed in creating linecard port info for distributed mode, slot = [dec]

**Explanation** The route processor failed to create line card port information for distributed mode.

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

**Error Message** %MRIB\_PROXY-2-MRIB\_RP\_FAILED\_LC\_PORT\_OPEN: RP failed in opening linecard port info for distributed mode, slot = [dec]

**Explanation** The route processor failed to open line card port information for distributed mode.

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

**Error Message** %MRIB\_PROXY-2-MRIB\_RP\_FAILED\_RPC\_REPLY: RP failed in sending [chars] reply to a linecard in slot = [dec], IPC error = [chars]. This is normal after linecard removal or reset. At other times, data loss or mroute state inconsistency may result.

**Explanation** The route processor has failed in sending a remote procedure call reply to a line card. This is normal after line card removal or reset. At other times, data loss or mroute state inconsistency 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



# MROUTE Messages

This section contains MROUTE messages.

## MROUTE-2

**Error Message** %MROUTE-2-RADIXINIT: Error initializing IP multicast radix for %i

**Explanation** Insufficient memory is available to initialize the IP multicast 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.

## MROUTE-3

**Error Message** %MROUTE-3-IGMP\_NOT\_FOUND: IGMP group [IP address] to delete from interface [chars] not found in VRF [chars]

**Explanation** An inconsistency in maintaining the IGMP cache occurred. The group to be deleted from the interface could not be found in the IGMP cache for the VRF. [IP address] is the IP address in the IGMP group, the first [chars] is the interface, and the second [chars] is the VRF.

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

**Error Message** %MROUTE-3-IGMP\_TWHEEL\_INIT\_ERR: Error trying to initialize the IGMP timer wheel

**Explanation** An error occurred during the initialization of a timer wheel.

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

**Error Message** %MROUTE-3-IGMP\_WAVL\_ERROR: IGMP wavl [chars] failed for group [IP\_address] in interface [chars]

**Explanation** The addition/deletion of igmp group in wavl tree failed.

**Recommended Action** Collect **show tech ipmulticast** command output. 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** %MROUTE-3-MIDB\_QUEUE\_ERR: Interface %s not in (%i, %i)

**Explanation** The MIDB has the highest expiration timer but was not in the MDB->MIDB.

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

**Error Message** %MROUTE-3-NO\_PIM\_NBR: There is no PIM neighbor on this IDB: [chars]

**Explanation** There is no PIM neighbor on the specified IDB. The most probable cause of this error is that PIM is not configured correctly on this interface or on interfaces of the next-hop routers.

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

**Error Message** %MROUTE-3-RECUR\_ROUTE\_DEPTH\_ERR: Recursive route lookup has reached its max depth for: [IP\_address]

**Explanation** The recursive route lookup has reached its predefined maximum depth limit.

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

**Error Message** %MROUTE-3-ROUTECOUNT\_ZERO: Multicast route count reached zero

**Explanation** The running count of multicast routes reached zero when it should be non-zero.

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

**Error Message** %MROUTE-3-TWHEEL\_DELAY\_ERR: Exceeded maximum delay (%d ms) requested:  
%d

**Explanation** An attempt was made to schedule a function with a higher delay than the maximum allowed. The function will be scheduled using the maximum delay 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** %MROUTE-3-TWHEEL\_ERR: Timer wheel internal error

**Explanation** A timer wheel internal error occurred.

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

**Error Message** %MROUTE-3-TWHEEL\_INIT\_ERR: Trying to re-initialize an already initialized timer wheel

**Explanation** An error occurred while initializing a timer wheel.

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

**Error Message** %MROUTE-3-TWHEEL\_INSERT\_ERR: An error occurred after inserting or executing a timer wheel event

**Explanation** An error occurred after inserting or executing a timer wheel 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** %MROUTE-3-TWHEEL\_INT\_ERR: Timer wheel error at interrupt level %d

**Explanation** A timer wheel internal error occurred.

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

**Error Message** %MROUTE-3-TWHEEL\_SLOT\_ERR: Timer wheel event:%x slot:%d func:%x unequal to exec slot: %d

**Explanation** The timer wheel event has an inconsistent slot number.

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

**Error Message** %MROUTE-3-WAVLINIT: Could not initialize WAVL tree for (%i,%i)

**Explanation** The WAVL tree could not be initialized, so the system cannot search for Multicast Interface Data Blocks (MIDBs).

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

## MROUTE-4

**Error Message** %MROUTE-4-INCONSISTENT\_IDB\_TABLEID: PIM detected inconsistency in table-id information on [chars].

**Explanation** The PIM has detected that the interface table ID value is not the same as the value maintained by the multicast code.

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

**Error Message** %MROUTE-4-MROUTELIMIT: Exceeded multicast limit for group %i, source %i on interface %s

**Explanation** The allowed number of multicast routes having the incoming or outgoing interface reached the limit specified by a configured access list. New routes cannot be added unless the interface configuration is changed.

**Recommended Action** If multicast traffic over the interface is of any priority among the traffic carried by this router, then enter the **ip multicast limit** interface command to increase the number of multicast routes. Otherwise, no action is required. Enter the **debug ip mroute limit** command or the **show ip multicast limit** command to learn which multicast interface limit was exceeded.

**Error Message** %MROUTE-4-MTU\_MISMATCH: WARNING: With IP multicast enabled, interfaces which transmit traffic from larger to smaller MTU interfaces may not be hardware switched due to fragmentation. A degradation in performance may occur.

**Explanation** With IP multicast enabled, interfaces that transmit traffic from larger to smaller MTU interfaces may not be hardware switched due to fragmentation. A degradation in performance may occur.

**Recommended Action** Set the MTU values on all interfaces to be identical.

**Error Message** %MROUTE-4-RADIXDELETE: Error trying to delete multicast route entry %i/%d for %i (expected %#x, got %#x)

**Explanation** A route could not be deleted from the routing table.

**Recommended Action** Enter the **clear ip mroute** command to delete entries from the IP multicast routing table. Determine whether the router is low on memory. If the problem 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** %MROUTE-4-RADIXINSERT: Error trying to add multicast route entry %i/%d for %i (expected %#x, got %#x)

**Explanation** A route could not be inserted into the routing table.

**Recommended Action** Enter the **clear ip mroute** command to delete entries from the IP multicast routing table. Determine whether the router is low on memory. If the problem 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** %MROUTE-4-REGISTER\_SOURCE\_CONFIG: Removing pim register source configuration for [chars]

**Explanation** The register source interface was deleted, or its IP address was removed, or its VRF forwarding was changed.

**Recommended Action** Check the **ip pim register-source** configuration.

**Error Message** %MROUTE-4-ROUTEELIMIT: Current count of %u exceeds multicast route-limit of %d

**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.

**Error Message** %MROUTE-4-ROUTEELIMIT\_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 enter the **ip multicast route-limit** command to increase the number of multicast routes. Otherwise, no action is required.

**Error Message** %MROUTE-4-ROUTEELIMITWARNING: multicast route-limit warning (curr %u threshold %u)

**Explanation** The number of multicast routes reached the configured percentage of the multicast route-limit.

**Recommended Action** Increase the multicast route-limit.

**Error Message** %MROUTE-4-RPF\_LOOKUP\_LOOP: RPF route lookup loop for %i, route %i/%d

**Explanation** A routing loop exists, possibly caused by routers reverse path forwarding to different tables .

**Recommended Action** Check the routing tables used for reverse path forwarding (RPF).

## MROUTE-6

**Error Message** %MROUTE-6-LARGE\_TWHEEL\_DELAY: Exceeded maximum delay (%d ms) requested: %d

**Explanation** An attempt was made to schedule a function with a higher delay than the maximum allowed. The function will be scheduled using the maximum delay possible minus a small delay offset.

**Recommended Action** Check whether a large IGMP query-interval is set. Some timers may refresh periodically to allow for the large delay.



# MSC100\_SPA\_CC Messages

This section contains Cisco 7304 SPA carrier card messages.

## MSC100\_SPA\_CC-0

**Error Message** %MSC100\_SPA\_CC-0-FPGA\_BAY\_ERROR\_EXCEED\_LIMIT: [chars] detected [chars] exceed limit ([dec]) (hardware-status = [hex])

**Explanation** A critical FPGA error was detected on the SPA or carrier card for the specified subslot. The SPA in this subslot has been disabled.

**Recommended Action** Try to reactivate the card using the **hw-module subslot slot-number/subslot-number start** command. If the error persists, enter the **show diag slot-number** 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 diag slot-number** 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** %MSC100\_SPA\_CC-0-FPGA\_ERROR: [chars] Slot [dec]: Hardware error detected [[chars]]

**Explanation** A critical FPGA error was detected on the carrier card. The carrier card is deactivated and then an automatic recovery is initiated. If a similar error occurs more than five times within an hour, the carrier card is deactivated.

**Recommended Action** If the line card is no longer automatically reactivating, 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 cause of the error. If you cannot determine the cause of the error from the error message text or from the **show diag slot-number** 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** %MSC100\_SPA\_CC-0-FPGA\_ERROR\_EXCEED\_LIMIT: [chars] Slot [dec] detected [chars] exceed limit ([dec]) (hardware-status = [hex])

**Explanation** A critical FPGA error was detected on the carrier card. The carrier card is deactivated and then an automatic recovery is initiated. If a similar error occurs more than five times within an hour, the carrier card is deactivated.

**Recommended Action** If the line card is no longer automatically reactivating, 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 cause of the error. If you cannot determine the cause of the error from the error message text or from the **show diag slot-number** 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** %MSC100\_SPA\_CC-0-MISSING\_RP\_FPGA\_SUPPORT: The 7304-MSC-100 in slot [int] has been deactivated because the RP FPGA requires an upgrade.

**Explanation** The MSC-100 SPA carrier card in the specified slot requires a particular version of the RP FPGA. The MSC-100 will be deactivated until this FPGA incompatibility is addressed.

**Recommended Action** Enter the **upgrade fpga all** command to upgrade the RP FPGA. After upgrading the RP FPGA, reactivate the MSC-100 by removing and reinserting the MSC-100.

## MSDP Messages

This section contains Multicast Source Discovery Protocol (MSDP) messages.

### MSDP-3

**Error Message** %MSDP-3-DNS\_ERROR: DNS lookup time out. DNS lookup for ssm mapping will be disabled for 60 sec

**Explanation** DNS source lookup timeout. DNS server not respond to the DNS query, this may be due to DNS server is down. DNS lookup will be stopped for next 60 sec.

**Recommended Action** Disbale DNS ssm mapping till the DNS server come up. 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** %MSDP-3-NO\_RPF\_NODE: SA message could not be sent to peer [IP\_address]. Expecting RPF node with host address [IP\_address] but found node with host [IP\_address] in the rpf tree.

**Explanation** The reverse path forwarding (RPF) node could not be found while sending a Source-Active (SA) message to the peer. The SA will not be sent in this 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.

## MSDP-4

**Error Message** %MSDP-4-PKT\_TOO\_BIG: Message size violation on %u-byte packet from %i, discarded

**Explanation** A message larger than the maximum MSDP message size was received. This message could also indicate an internal error.

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

**Error Message** %MSDP-4-SA\_LIMIT: SA from peer %i, RP %i for (%i, %i) exceeded sa-limit of %d

**Explanation** The number of MSDP SAs exceeds the configured maximum number. SA cache entries cannot be added unless the configuration is changed.

**Recommended Action** If the MSDP SAs come from legitimate sources or RPs, then enter the **ip msdp sa-limit** command to increase the number of SA entries allowed from the subject peer. Otherwise, no action is required.

## MSDP-5

**Error Message** %MSDP-5-PEER\_IS\_SELF: Peering with self (%i)

**Explanation** Multicast Source Discovery Protocol (MSDP) on this device is peering with itself.

**Recommended Action** Check the address of the intended MSDP peer.

**Error Message** %MSDP-5-PEER\_UPDOWN: Session to peer %i going %s

**Explanation** A session to an MSDP peer going up or down.

**Recommended Action** Determine whether the router is low on memory.

**Error Message** %MSDP-5-PEER\_IS\_SELF: Peering with self ([IP\_address])

**Explanation** MSDP peering with ourselves

**Recommended Action** Check the address of the MSDP peer

## MSFC2 Messages

This section contains Multilayer Switch Feature Card 2 (MSFC2) messages.

### MSFC2-3

**Error Message** %MSFC2-3-IDB\_INCORRECT\_UNTHROTTLE\_VECTOR: attempting to throttle idb [hex] ([chars]) with enable vector [hex]

**Explanation** An invalid interface enable vector was detected.

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

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

**Error Message** %MSFC2-3-TOOBIG: Attempt to send giant packet on [chars] ([dec] bytes from [hex], max allowed [dec])

**Explanation** An attempt was made to send an oversized packet. This message typically appears when the Layer 3 switch is not fragmenting packets with a message size larger than 1500 bytes.

**Recommended Action** Increase the interface MTU size.

## MTRIE Messages

This section contains MTRIE messages.

### MTRIE-4

**Error Message** %MTRIE-4-MTRIECORRUPTLEAF: [IP\_address]/[dec] - [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** %MTRIE-4-MTRIELEAFOPFAIL: [IP\_address]/[dec] - [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** %MTRIE-4-PLACEALLOC: Failed to allocate place holder

**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.

## MUESLIX Messages

This section contains Mx serial ASIC messages.

### MUESLIX-3

**Error Message** %MUESLIX-3-ERROR: [chars]

**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.

## MVRP Messages

This section contains Multicast VLAN Registration Protocol (MVRP) messages.

## MVRP-3

**Error Message** %MVRP-3-ADD\_REGISTRY\_FAILED: MVRP subsystem fails to add callback function %s

**Explanation** Another subsystem has mistakenly added its own callback functions. This message is for debugging purposes.

**Recommended Action** No action is required.

**Error Message** %MVRP-3-ENABLE\_FAILED: MVRP can't be enabled because %s

**Explanation** Multicast VLAN Registration Protocol (MVRP) cannot be enabled for the specified reason.

**Recommended Action** Take action according to the specified reason. For example, if the failure is due to insufficient memory, add more memory to the system.

**Error Message** %MVRP-3-HA\_INIT\_FAILED: MVRP High Availability subsystem fails to be initialized and hence MVRP won't support HA stateful switchover.

**Explanation** The MVRP CF client or the MVRP RF client failed to initialize.

**Recommended Action** Enter the **show redundancy clients** command and the **show checkpoint clients** command to learn which client was not initialized.

**Error Message** %MVRP-3-SUBSYS\_INIT\_FAILED: MVRP subsystem failed in initialization(%s) and MVRP won't function properly.

**Explanation** MVRP could not initialize, probably due to insufficient memory. Other accompanying system messages may provide further information about the failure.

**Recommended Action** Enter the **show memory summary** command to check the memory usage. Contact the TAC with the output of the **show memory summary**, **show version**, and **show run** commands and the associated syslog messages from the time of the problem.

## MVRP-6

**Error Message** %MVRP-6-MODECHANGE: The operating mode is changed to %s mode on interface %s.

**Explanation** As a result of protocol negotiation, the operating mode changed to the specified mode on the specified interface.

**Recommended Action** No action is required.

## MVRP\_CONST Messages

This section contains MVRP messages on Constellation platforms.

### MVRP\_CONST-3

**Error Message** %MVRP\_CONST-3-MAC\_MATCH\_REG\_FAILED: Unable to reserve needed MAC match register - cannot run MVRP on interfaces of slot %d

**Explanation** Multicast VLAN Registration Protocol (MVRP) attempted to reserve a MAC match register for the slot indicated, but there is no dedicated register or programmable register available. MVRP cannot be activated on interfaces of this card.

**Recommended Action** Disable conflicting protocols that use the MAC match register or use a different card type that supports MVRP.

### MVRP\_CONST-6

**Error Message** %MVRP\_CONST-6-FEATURE\_CONFLICT: Failed to enable MVRP on %s because conflicting feature %s is enabled on the interface

**Explanation** MVRP could not be enabled on the given interface because of conflicting features. For example, unknown unicast flood blocking(UUFB) and MVRP cannot be enabled on the same interface.

**Recommended Action** If MVRP is required on the interface, enter the **show running-config interface** command to investigate whether incompatible features are enabled on the interface.

**Error Message** %MVRP\_CONST-6-MAC\_LEARNING: MAC learning on VLAN %s is %s

**Explanation** If only two MVRP ports are forwarding and not pruned in a VLAN, MVRP will disable MAC learning on that VLAN in order to save room in the MAC table, which is a limited system-wide resource.

**Recommended Action** No action is required.

**Error Message** %MVRP\_CONST-6-MAC\_LRN\_SETTING\_FAILED: Failed to %s MAC learning on VLAN %s

**Explanation** MVRP failed to enable or disable MAC learning on the given VLAN, probably because MAC learning was already configured on the VLAN by the administrator.

**Recommended Action** To determine the status of MAC learning on the VLAN, enter the **show mac-address-table learning** command.



# MVRP\_ISSU Messages

This section contains MVRP in-service software upgrade messages.

## MVRP\_ISSU-2

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

**Explanation** The Multicast VLAN Registration Protocol (MVRP) ISSU client was unable to reserve buffer space for building a negotiation message. As a result, the 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** %MVRP\_ISSU-2-INIT: MVRP ISSU client initialization failed to %s. Error: %d (%s)

**Explanation** The MVRP ISSU client could not be initialized. This initialization failure must be addressed before an in-service software upgrade or downgrade can be performed. 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** %MVRP\_ISSU-2-SEND\_NEGO\_FAILED: MVRP ISSU client failed to send negotiation message. Error: %d (%s)

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

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

**Error Message** %MVRP\_ISSU-2-SESSION\_NEGO: MVRP ISSU client encountered unexpected client nego\_done. Error: %d (%s)

**Explanation** The MVRP 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** %MVRP\_ISSU-2-SESSION\_REGISTRY: MVRP ISSU client failed to register session information. Error: %d (%s)

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

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

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

## MVRP\_ISSU-3

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

**Explanation** The Multicast VLAN Registration Protocol (MVRP) 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** %MVRP\_ISSU-3-MSG\_NOT\_OK: MVRP ISSU client 'Message Type %d' is not compatible

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

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

**Error Message** %MVRP\_ISSU-3-MSG\_SIZE: MVRP ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)

**Explanation** The MVRP ISSU client was unable to calculate the MTU for the specified message. As a result, the MVRP ISSU client is not able to send the message to the standby device.

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

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

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

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

**Error Message** %MVRP\_ISSU-3-TRANSFORM\_FAIL: MVRP ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

**Explanation** The MVRP 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 MVRP 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.

## MVRP\_SWITCH Messages

This section contains MVRP messages on switch platforms.

### MVRP\_SWITCH-6

**Error Message** %MVRP\_SWITCH-6-IGNORE\_USER\_CONFIG: The user configured list of pruned VLANs on interface %s is ignored as MVRP will prune VLANs dynamically.

**Explanation** The **switchport trunk pruning vlan** command is used by VTP pruning to prune VLANs numbered from 1 to 1001 only. This configuration command does not apply to MVRP, which prunes all 4096 VLANs. The command will be ignored.

**Recommended Action** No action is required.

**Error Message** %MVRP\_SWITCH-6-VLAN\_CREATED: MVRP created VLANs %s on this device

**Explanation** MVRP has created the specified VLANs. MVRP can create VLANs dynamically if the feature is enabled with the **mvrp vlan create** command.

**Recommended Action** No action is required.

## MVR\_RP Messages

This section contains Multicast VLAN Registration (MVR) route processor messages.

### MVR\_RP-3

**Error Message** %MVR\_RP-3-OPER\_PORT\_SET\_FAILED: MVR port operational type setting failed. Reason: [dec]

**Explanation** A failure occurred while setting the MVR source or receiver port operational type on the switch port. The cause was either a failure on the switch port or an ICC failure.

**Recommended Action** Unconfigure the MVR type from this switch port and reconfigure it.

## MVR\_RP-6

**Error Message** %MVR\_RP-6-RCVR\_ACCESS\_PORTMODECHNG: [chars] MVR type receiver on [chars], this access port [chars] MVR vlan

**Explanation** An MVR type receiver should not be configured on a MVR VLAN port. Because this port is configured as dynamic auto/desirable, and due to a mode change in the neighboring switch, the operational switchport mode on this switch has become access and the corresponding VLAN is an MVR VLAN.

**Recommended Action** Either unconfigure MVR type receiver from this switch port or change the access VLAN to a non-MVR VLAN.

**Error Message** %MVR\_RP-6-RCVR\_TRUNK\_PORTMODECHNG: [chars] MVR type receiver on [chars], MVR type receiver should not be configured on trunk ports

**Explanation** An MVR type receiver should not be configured on a trunk port. Because this port is configured as dynamic auto/desirable, and due to a mode change in the neighboring switch, the operational switch port mode on this switch has become trunk. MVR type receiver should be disabled.

**Recommended Action** Either unconfigure MVR type receiver from this switch port or change the mode to access and change the VLAN to a non-MVR VLAN.

**Error Message** %MVR\_RP-6-SRC\_ACCESS\_PORTMODECHNG: [chars] MVR type source on [chars], this access port [chars] MVR vlan

**Explanation** MVR type source should not be configured on a non-MVR VLAN port. Because this port is configured as dynamic auto/desirable, and due to mode change in the neighboring switch, the operational switch port mode on this switch has become access and the corresponding VLAN is non-MVR.

**Recommended Action** Either unconfigure MVR type source from this switch port or change the access VLAN to an MVR VLAN.

**Error Message** %MVR\_RP-6-SRC\_TRUNK\_PORTMODECHNG: [chars] MVR type source on [chars], this trunk port allowed vlans [chars] MVR vlan

**Explanation** MVR type source should not be configured on a non-MVR VLAN port. Because this port is configured as dynamic auto/desirable, and due to mode change in the neighboring switch, the operational switch port mode on this switch has become trunk and the corresponding VLAN range does not contain the MVR VLAN.

**Recommended Action** Either unconfigure MVR type source from this switch port or change the trunk allowed VLAN range to include the MVR VLAN.

# MWAM Messages

This section contains Multiprocessor WAN Application Module (MWAM) messages.

**Error Message** %MWAM-4-FAILED\_FILE\_SYNC: Failure creating or synchronizing MWAM configuration file to standby: [chars], [chars]

**Explanation** The active supervisor engine has failed to copy an MWAM configuration file from bootflash: to slavebootflash:. The standby supervisor engine will not be up to date with the MWAM configuration files if a switchover occurs.

**Recommended Action** Verify that there is space available on the bootflash: and slavebootflash: devices. It may be necessary to compress either or both devices to recover space used by deleted or overwritten files. After taking these actions, a new attempt to synchronize files can be started either by resetting the standby supervisor engine or by configuring **no mwam bootflash access** followed immediately by **mwam bootflash access**. If these actions do not resolve the issue, obtain the output from the following commands:

- **dir bootflash:**
- **dir slavebootflash:**
- **show bootflash:**
- **show slavebootflash:**

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

**Error Message** %MWAM-4-FAILED\_TASK\_INIT: Failed to start a required task: [chars], [chars]

**Explanation** A necessary process failed to be created.

**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.

## NATMIB\_HELPER Messages

This section contains Network Address Translator (NAT) MIB helper messages.

### NATMIB\_HELPER-3

**Error Message** %NATMIB\_HELPER-3-NOCREAT: NATMIB Helper Process not created - NAT MIB will not work properly

**Explanation** An attempt to start the NATMIB helper process failed when the NATMIB subsystem was initialized. The NATMIB helper process could not be created. This condition might be caused by a lack of memory.

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

## NBAR Messages

This section contains network-based application recognition (NBAR) messages.

**Error Message** %NBAR-1-NODESIZEMISMATCH: Nodes size mismatch between parsing and sending: [chars]

**Explanation** There was a failure during the distribution of NBAR graph nodes from the route processor to the line cards. The failure is related to node size changes between the parsing and sending phase.

**Recommended Action** Disable the NBAR protocols.

## NETCONF Messages

This section contains network configuration protocol (NETCONF) messages.

### NETCONF-3

**Error Message** %NETCONF-3-MEMORY: %s

**Explanation** The network configuration protocol (NETCONF) subsystem was unable to reserve the required memory to complete this operation.

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



# NETFLOW\_AGGREGATION Messages

This section contains NetFlow Aggregation (NETFLOW\_AGGREGATION) messages.

## NETFLOW\_AGGREGATION-3

**Error Message** %NETFLOW\_AGGREGATION-3-FLOWMASK\_CONFLICT: Netflow [chars] cannot set the required flowmask

**Explanation** The NetFlow aggregation flow mask conflicts with other features.

**Recommended Action** If NetFlow Data Export is configured, increase the size of the NDE flow mask to VLAN full flow by entering the **mls flow ip interface-full** command, and then reconfigure the NetFlow aggregation scheme. 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.

## NETFLOW\_AGGREGATION-4

**Error Message** %NETFLOW\_AGGREGATION-4-NO\_TOS\_AGGR: Disable hardware switching to enable [chars]

**Explanation** NetFlow does not currently support ToS-based aggregation schemes for hardware-switched flows.

**Recommended Action** If ToS-based aggregation is required, disable hardware switching.

**Error Message** %NETFLOW\_AGGREGATION-4-OER\_AGG\_EXPORT\_ERROR: OER Error [chars]

**Explanation** An error occurred in receiving an Optimized Edge Routing (OER) aggregation export packet.

**Recommended Action** Disable OER monitor prefix aggregation.

## NETFLOW\_AGGREGATION-6

**Error Message** %NETFLOW\_AGGREGATION-6-OER\_MLS\_LONG\_AGING: MLS long aging time modified by OER to [dec]

**Explanation** OER modified the long aging time to a value that may be different from the configured value.

**Recommended Action** No action is required.

## NETWORK\_PORT\_SATELLITE Messages

This section contains network port satellite messages.

### NETWORK\_PORT\_SATELLITE-3

**Error Message** %NETWORK\_PORT\_SATELLITE-3-PHY\_LOCKUP: Repeated phy lockup seen on [chars]. Interface will be shut down.

**Explanation** The physical interface has locked up an excessive number of times. To avoid the interface becoming active, and then quickly becoming inactive numerous times (link flapping), the interface has been shut down.

**Recommended Action** To reenble the interface, enter the **shutdown** command, followed by the **no shutdown** command in interface configuration mode, to shut down and restart the interface.

## NETWORK\_RF\_API Messages

This section contains network redundancy feature API (NETWORK\_RF\_API) messages.

### NETWORK\_RF\_API-3

**Error Message** %NETWORK\_RF\_API-3-CLIENT\_REGISTER\_FAIL: Failed to register with [chars], rc =[dec]

**Explanation** A redundancy client could not be registered. An internal failure associated with client registration occurred in the run-time module specified in the message output. The return code that is specified in the message output identifies the type of failure that was detected. The failure most likely occurred because of a software error. The system state between the active and standby units might not be properly synchronized.

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

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

**Error Message** %NETWORK\_RF\_API-3-FAILDECODEDATADESC: Cannot decode data descriptor for [chars], descriptor type=[dec]

**Explanation** An internal data descriptor could not be decoded for synchronization for the interface or controller in the run-time module specified in the message output. The failure most likely occurred because of a software error. The descriptor type specified in the message output, if it is a nonzero value, identifies the type of failure. The system state between the active and standby units might not be properly synchronized.

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

**Error Message** %NETWORK\_RF\_API-3-FAILDECODEDATADESCINSTDBY: Cannot decode data descriptor in Standby for [chars], descriptor type=[dec]

**Explanation** An internal data descriptor could not be decoded in the standby unit. The message identifies the interface or controller that caused the decoding failure in the standby unit. This interface was encoded in the active unit but could not be decoded in the standby unit. The failure is probably caused by a software error.

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

**Error Message** %NETWORK\_RF\_API-3-FAILENCODEDATADESC: Cannot encode data descriptor for [chars], descriptor type=[dec]

**Explanation** An internal data descriptor could not be encoded for synchronization for the interface or controller in the run-time module specified in the message output. The failure most likely occurred because of a software error. The descriptor type specified in the message output identifies the type of failure. The system state between the active and standby units might not be properly synchronized.

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

**Error Message** %NETWORK\_RF\_API-3-FAILSENDMSGTOACTIVE: Failed to send [chars] message to active for [chars], [chars]

**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 cause 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** %NETWORK\_RF\_API-3-FAILSENDMSGTOSTDBY: Failed to send [chars] message to standby for [chars], rc=[dec]

**Explanation** The specified synchronization message, which is an internal IPC message, could not be sent to the standby unit in the specified run-time module. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the type of failure. The system state between the active and standby units might not be properly synchronized.

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

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

**Error Message** %NETWORK\_RF\_API-3-INVALID\_CHKPT\_STATUS\_CODE: Invalid checkpointing status code received, rc=[dec]

**Explanation** An invalid checkpoint status code has been detected. An internal status code that is associated with checkpointing was found to be invalid. The return code that is specified in the message output identifies the invalid code that was detected. The failure most likely occurred because of a software error. The system state between the active and standby units might not be properly synchronized.

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

**Error Message** %NETWORK\_RF\_API-3-INVALID\_MSG\_RECEIVED: Invalid [chars] message received

**Explanation** A message that is used for state synchronization was not received correctly. An internal data structure for a message could not be retrieved. The failure most likely occurred because of a software error. The system state between the active and standby units might not be properly synchronized.

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

**Error Message** %NETWORK\_RF\_API-3-IPC: [chars] [chars]

**Explanation** An interprocess communication (IPC) error has occurred. Additional details on the cause of the error are specified in the message text on the console or in the system log.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support ipc** 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** %NETWORK\_RF\_API-3-ISSU\_MSG\_MTU\_INVALID: The ISSU message MTU is invalid: [chars]

**Explanation** A message buffer size that is used for state synchronization was found to be invalid. An internal data structure for a message could not be retrieved. The failure most likely occurred because of a software error. Additional details on the cause 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** %NETWORK\_RF\_API-3-ISSU\_MSG\_TYPE\_INCOMPAT: The active and standby ISSU message types are incompatible

**Explanation** An incompatible message was used for state synchronization. An internal data structure for a message could not be retrieved. The failure most likely occurred because of a software error. 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** %NETWORK\_RF\_API-3-ISSU\_REG\_SES\_INFO: Failed to register ISSU session information: [chars]

**Explanation** The system failed to register the ISSU session information required to complete version exchange between the active and standby units. The failure most likely occurred because of a software error. Additional details on the cause 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** %NETWORK\_RF\_API-3-ISSU\_START\_NEGO\_SES: Failed to start ISSU session: [chars]

**Explanation** The system failed to start the ISSU negotiation session required to complete version exchange between the active and standby units. The failure most likely occurred because of a software error. Additional details on the cause 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** %NETWORK\_RF\_API-3-ISSU\_TRANSFORM\_FAIL: The ISSU message [chars] transformation failed: [chars]

**Explanation** A message that is used for state synchronization could not be transformed correctly. An internal data structure for a message could not be retrieved. The failure most likely occurred because of a software error. Additional details on the cause 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** %NETWORK\_RF\_API-3-ISSU\_UNREG\_SES\_INFO: Failed to register ISSU session information: [chars]

**Explanation** The system failed to unregister the ISSU session information required to complete version exchange between the active and standby units. The failure most likely occurred because of a software error. Additional details on the cause 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** %NETWORK\_RF\_API-3-NO\_CHKPT\_BUFFER: No checkpointing buffer for [chars], rc=[dec]

**Explanation** A message data buffer that is used for state synchronization could not be obtained. An internal data structure could not be allocated for synchronization in the run-time module specified in the message output. The return code that is specified in the message output identifies the type of failure. The failure most likely occurred because of a software error or a lack of system memory. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** If you determine that this condition was caused by a lack of system memory, reduce system activity to ease memory demands, or if conditions warrant, upgrade to a larger memory configuration. Otherwise, copy the message exactly as it appears on the console or in the



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

**Error Message** %NETWORK\_RF\_API-3-NO\_MSG\_BUFFER: No message buffer for [chars]

**Explanation** A message data buffer that is used for state synchronization could not be obtained. An internal data structure could not be allocated for synchronization in the run-time module specified in the message output. The failure most likely occurred because of a software error or a lack of system memory. The system state between the active and standby units might not be properly synchronized.

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

**Error Message** %NETWORK\_RF\_API-3-NO\_RESOURCES: [chars]

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

## NETWORK\_RF\_API-6

**Error Message** %NETWORK\_RF\_API-6-IDB\_TRANSITIONS\_PENDING: Switchover terminated with [dec] transitions pending after there was no transition activity for [dec] seconds

**Explanation** The system terminated the switchover IDB transitioning phase with a number of IDB transitions still pending because no switchover-related IDB transitions were logged during the specified time interval. Some connected routes may experience a temporary loss of traffic.

**Recommended Action** No action is required.

## NHRP Messages

This section contains Next Hop Resolution Protocol (NHRP) messages.

**Error Message** %NHRP-3-TIMERLOOP: Timer process looping ([dec]/[dec]/[dec]/[dec]/[dec]/[dec]).

**Explanation** The process that handles timer events is looping, possibly on a malfunctioning 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NP Messages

This section contains Network Processor messages.

### NP-2

**Error Message** %NP-2-BADREAD: Read failed for [chars] on NP [dec].

**Explanation** There was a read error on the file during the microcode image load.

**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** %NP-2-HDRCORRUPT: Microcode header has been corrupted, expected [hex], got [hex].

**Explanation** Network Processor microcode appears to be corrupted. This could be due to an already corrupted image or, less likely, a software 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 <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** %NP-2-INVALID: Corrupted microcode retrieved from the image bundle for NP [dec].

**Explanation** The retrieved microcode appears to be corrupted.

**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** %NP-2-NONEXIST: Could not open or file does not exist [chars] for NP [dec].

**Explanation** There is a possibility that the Network Processor microcode may not be bundled into the image correctly or a software error occurred that prevented locating the microcode.

**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** %NP-2-RESTARTED: NP [dec] restarted.

**Explanation** Network Processor has been restarted, either manually or by a microcode reload, or as a result of an exception.

**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** %NP-2-WRONGHARD: The microcode type does not match, expected [hex], got [hex].

**Explanation** There is a possibility the images has been corrupted or, less likely, an incorrect microcode set is bundled into the image.

**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** %NP-2-WRONGMAGIC: Microcode section contains invalid magic for NP [dec].

**Explanation** Network Processor microcode appears to mismatch the ucode hdr type. This could be due to an already corrupted image or a read error on the file during the downloading on the NP.

**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.

## NP-5

**Error Message** %NP-5-RESTARTEDALL: All NPs have been restarted.

**Explanation** All Network Processors have been restarted, either manually or by a microcode reload, or as a result of an exception.

**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.

## NP\_CLIENT Messages

This section contains NextPort (NP) client messages.

**Error Message** %NP\_CLIENT-3-ALLEXISTS: NP Client Previously Defined Software Element - [chars]: [chars] [chars]

**Explanation** The NP client has detected a previously defined software element.

**Recommended Action** Attempt 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** %NP\_CLIENT-2-FATAL: NP Client [chars] : [chars] ([dec], [dec])

**Explanation** The NP client software detected a critical programming 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** %NP\_CLIENT-3-INITFAIL: NP Client Initialization Failed - [chars]:  
[chars] [chars]

**Explanation** The NP client could not initialize memory needed to service one or more network processors. This error may indicate that an incompatibility exists between the NP firmware and the associated Cisco IOS image.

**Recommended Action** Attempt 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** %NP\_CLIENT-3-INTF: [chars] ([chars]) on [chars] - [chars]  
if\_number=[dec]

**Explanation** The interface NP client detected an error.

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

**Error Message** %NP\_CLIENT-3-MAXEXCEED: NP Client Max Services Exceeded - [chars]:  
[chars] [chars]

**Explanation** The maximum number of NP client services has been exceeded.

**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** %NP\_CLIENT-3-METADATA: [chars] failed: [chars] [[chars]] [chars]

**Explanation** Processing of the metadata for the specified network processor has failed. The specified network processor will fail to operate.

**Recommended Action** Attempt to reload the network processor microcode. 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** %NP\_CLIENT-3-NOMEM: Memory Allocation Failure - [chars]: [chars]  
[chars]

**Explanation** The NP client could not allocate the required memory needed to service one or more network processors.

**Recommended Action** This error may indicate that more memory must be installed on the affected card or platform in order to service all the features and related entities enabled by the configuration. 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** %NP\_CLIENT-3-NOTFOUND: NP Client Software Element Not Found - [chars]:  
[chars] [chars]

**Explanation** The NP client could not locate a required software element.

**Recommended Action** Attempt 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** %NP\_CLIENT-3-NOTSUP: NP Client Feature Not Supported - [chars]:  
[chars] [chars]

**Explanation** The NP client does not support the specified feature.

**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** %NP\_CLIENT-3-NPUNKNOWN: NP Client Unsupported NP - [chars]: [chars]  
[chars]

**Explanation** The NP client detected an unsupported NP.

**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.

## NP-CRASHINFO Messages

This section contains Network Processor messages.



**Error Message** %NP\_CRASHINFO-2-OPEN\_FAILED: Could not open crashinfo file [[chars]]

**Explanation** The file for writing crashinfo could not be opened. This is usually caused by the file system 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 <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** %NP\_CRASHINFO-2-WRITE\_FAILED: Could not write crashinfo file [[chars]]

**Explanation** Could not write crashinfo to the file. This is usually caused by the file system 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 <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** %NP\_CRASHINFO-2-WRITING: Writing crashinfo file [[chars]]

**Explanation** NP detected a watchdog timeout. The crashinfo is collected from problematic NP and stored in the location.

**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.

# NP-DEV Messages

This section contains Network Processor messages.

## NP\_DEV-2

**Error Message** %NP\_DEV-2-INVREGINTR: Illegal Write on NP RMA Register: [hex], Data: [hex]

**Explanation** This is an illegal Write to an NP RMA Register. This is to debug NP Parity Error issue. Examine traceback and forward it to development team.

**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** %NP\_DEV-2-WATCHDOG: Watchdog detected on NP [dec]

**Explanation** A software exception occurred on an NP device.

**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.

## NP\_DEV-3

**Error Message** %NP\_DEV-3-ECC\_DOUBLE: Double-bit ECC error detected on NP [dec], Mem [dec], SubMem [hex], SingleErr [dec], DoubleErr [dec] Count [dec] Total [dec]

**Explanation** A double-bit ECC error was detected for a Network Processor device component.

**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** %NP\_DEV-3-ERRINTR: Error caused by: [chars] on NP [dec]

**Explanation** An error in Network Processor device operation was detected.

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

**Error Message** %NP\_DEV-3-PERR: Non-recoverable Parity error detected on NP [dec], cause [dec] count [int] uqParityMask [hex], uqSRAMLine [hex], bRecov [dec], bRwrr [dec] Total [dec]

**Explanation** A non-recoverable parity error was detected for a Network Processor device component.

**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.

## NP\_DEV-5

**Error Message** %NP\_DEV-5-INTRTHR: Interrupt: cause [dec] for NP([int]) throttled

**Explanation** Too many interrupts are being generated from Network Processor device.

**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.

## NP\_DEV-6

**Error Message** %NP\_DEV-6-PERR\_RECOVERED: Recovered from a Parity error on NP [dec], cause [dec], count [int] uqParityMask [hex], uqSRAMLine [hex], bRecov [dec], bRewr [dec] Total [dec]

**Explanation** Recovered from a Parity error detected for a Network Processor device component.

**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** %NP\_DEV-6-ECC\_SINGLE: Recovered from a single-bit ECC error detected on NP [dec], Mem [dec], SubMem [hex], SingleErr [dec], DoubleErr [dec] Count [dec] Total [dec]

**Explanation** Recovered from a single-bit ECC error detected for a Network Processor device component.

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.

## NSE100 Messages

This section contains network services engine messages.

### NSE100-3

**Error Message** %NSE100-3-IOBUSTIMEOUT: IO access to the address [hex] timed out (Target: [chars])

**Explanation** The system controller flagged an I/O access timeout, indicating either a transient/fatal system component issue or an underlying software initialization issue. The source of the problem can be determined more accurately by decoding the address being accessed. If the I/O address is

valid in the system memory map and if the system has been up and operational for a while, the problem is probably hardware related. If this problem is seen repeatedly, the corresponding component might need to be replaced.

**Recommended Action** If the message is seen repeatedly, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: description of the user activity just before the occurrence of this incident, prevailing system operational conditions like traffic pattern, amount of traffic, system neighbors, system console messages and the output of the following commands: **show running-config**, **show c7300 pxf accounting**, **show c7300 pxf interfaces all**, **show diag** and **show c7300**.

**Error Message** %NSE100-3-PINNACLE\_PORT: [chars] - [chars]

**Explanation** A failure occurred while one of the Gigabit Ethernet (GE) ports on the NSE-100 was being initialized. This condition is probably caused by either a software error or a transient condition before the GE port becomes successfully initialized.

**Recommended Action** If the GE ports either do not initialize or fail to forward traffic as a result of this condition, enter the **shutdown** command, followed by the **no shutdown** command, in interface configuration mode to shut down and restart the affected GE ports to restore the forwarding. If the message is seen repeatedly, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format:

- The user activity immediately preceding the receipt of this message.
- The prevailing system operational conditions such as the traffic patterns, amount of traffic, and system neighbors.
- Any additional system console messages.
- The output of the following commands: **show version**, **show running-config**, **show controller gigabitEthernet**, **show interface gigabitEthernet**, **show pxf accounting**, **show c7300**, **show logging** and **show tech-support**.

**Error Message** %NSE100-3-UNEXPECTED\_TIMEREVENT: The NSE-100 GE port driver couldn't determine the port associated with the expired internal managed timer.The expired managed timer is pointing to [chars]

**Explanation** The expired managed timer returned a null context. This condition indicates a software failure in the management of the timer.

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

- The user activity immediately preceding the receipt of this message.
- The prevailing system operational conditions such as the traffic patterns, amount of traffic, and system neighbors.
- Any additional system console messages.
- The output of the following commands: **show version**, **show running-config**, **show platform**, **show controller gigabitEthernet**, **show interface gigabitEthernet**, **show pxf accounting**, **show c7300**, **show logging** and **show tech-support**.

**Error Message** %NSE100-3-VA\_ERROR: Vanallen ASIC detected an error condition: [chars]

**Explanation** The Van Allen ASIC has detected an error condition. Either a hardware error or an error in the packet 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.

## NSE100-5

**Error Message** %NSE100-5-AUTONEG\_ENABLE: Auto negotiation is enabled for interface GigabitEthernet[dec]/[dec] due to [chars]

**Explanation** The auto-negotiation feature has been enabled for the Gigabit Ethernet interface in the slot and port specified in the message text. The reason why the feature was enabled is specified in the message text. The auto-negotiation feature is required for the interface to work properly.

**Recommended Action** No action is required.

## NP\_UCODE Messages

This section contains NextPort (NP) microcode messages.

**Error Message** %NP\_UCODE-3-INVALID\_FILE: NP microcode [chars] for device [chars] is invalid ([chars])

**Explanation** The file containing the microcode for an NP is not specified or not accessible. This could be due to an invalid configuration or because the microcode is missing in this 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.

## NTI Messages

This section contains Negotiation Trigger Infrastructure (NTI) messages.

### NTI-3

**Error Message** %NTI-3-AGENT\_ERR: %s Notifying platform about AGENT ERROR %s, AGENT EP ID 0x%x for EP ID 0x%x, EP type %s, EP group %s

**Explanation** A Negotiation Trigger Infrastructure (NTI) AGENT 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** %NTI-3-CLIENT\_NOT\_REGSTRD\_FOR\_EPTYPE: %s Client (#%d - %s) has NOT registered for platform EP type %s

**Explanation** A client has not registered for a platform endpoint (EP) 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** %NTI-3-ISSU\_AGENT\_LIST\_ALLOC: Failed to allocate agent bitlist for endpoint 0x%x

**Explanation** The NTI ISSU process was unable to allocate the agent bitlist for an endpoint. The endpoint will probably be 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** %NTI-3-ISSU\_DUMMY\_MSG\_FAILED: Failed to send a dummy nego msg to endpoint 0x%x

**Explanation** The NTI ISSU process was unable to send a dummy negotiation message to trigger negotiation on the peer. The endpoint will probably be 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** %NTI-3-ISSU\_EXISTING\_SESSION: Session already exists for ep 0x%x

**Explanation** The NTI ISSU session already exists for this endpoint. The endpoint will probably be 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** %NTI-3-ISSU\_INVALID\_MEDMAN: Invalid MEDMan data

**Explanation** The Multiple Endpoint Data Manager (MEDMan) data is invalid. The endpoint will probably be 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** %NTI-3-ISSU\_INVALID\_MSG\_TRANS: NTI ISSU transformation function got an invalid message in argument

**Explanation** The NTI ISSU process transformation function received an invalid message. The message cannot be transformed and will not be processed.

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

**Error Message** %NTI-3-ISSU\_INVALID\_RC: Invalid ISSU rc argument for endpoint 0x%x

**Explanation** The NTI ISSU process received an invalid ISSU return code argument. ISSU negotiation will fail and the endpoint will probably be 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** %NTI-3-ISSU\_INVALID\_RCVD\_MSG: NTI ISSU received an invalid message for transformation from endpoint 0x%x

**Explanation** The NTI ISSU process received an invalid message for transformation. 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** %NTI-3-ISSU\_INVALID\_SESSION: Invalid session for ep 0x%x

**Explanation** The NTI ISSU session is invalid for the endpoint. The endpoint will probably be 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** %NTI-3-ISSU\_MEDMAN\_CREATE: Failed to create MEDMan data for endpoint 0x%x

**Explanation** The NTI ISSU process was unable to create the Multiple Endpoint Data Manager (MEDMan) data for an endpoint. Negotiation cannot be done, and the endpoint will probably be 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** %NTI-3-ISSU\_MEDMAN\_GET: Failed to get MEDMan data for endpoint 0x%x (%s)

**Explanation** The NTI ISSU process was unable to retrieve MEDMan data for an endpoint. ISSU negotiation will fail for this endpoint, and the endpoint will probably be 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** %NTI-3-ISSU\_MTU\_FAILED: NTI ISSU failed to get MTU for message type %d (%s)

**Explanation** The NTI ISSU process was unable to get the message MTU for transformation. The message cannot 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** %NTI-3-ISSU\_NEGO\_ALREADY\_STARTED: NTI ISSU negotiation already started, endpoint 0x%x

**Explanation** An attempt was made to start the NTI ISSU negotiation, but it has already been started. The endpoint will probably be 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** %NTI-3-ISSU\_NEGO\_ASYNC\_ERROR: Async error during nego with 0x%x (%s)

**Explanation** The NTI ISSU process received an asynchronous error during negotiation with an endpoint. The endpoint will probably be 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** %NTI-3-ISSU\_NEGO\_INCOMPATIBLE: Negotiation incompatible for endpoint 0x%x

**Explanation** The NTI ISSU negotiation is not compatible for this endpoint. The endpoint will probably be 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** %NTI-3-ISSU\_NOT\_INIT: NTI ISSU is not initialized, endpoint 0x%x.

**Explanation** The NTI ISSU process is not initialized. The endpoint will probably be 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** %NTI-3-ISSU\_PLATFORM\_TRANSPORT\_NEGO\_GET\_REQ\_PAK: NTI ISSU failed to get an platform transport nego message

**Explanation** The NTI ISSU process was unable to receive a platform transport negotiation message. The endpoint will probably be 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** %NTI-3-ISSU\_PLATFORM\_TRANSPORT\_NEGO\_SEND: NTI ISSU failed to send an platform transport nego message to 0x%x

**Explanation** The NTI ISSU process was unable to send a negotiation message using the platform transport. The endpoint will probably be 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** %NTI-3-ISSU\_RCVD\_NEGO\_NOT\_DONE: NTI ISSU negotiation not done when received a message from 0x%x

**Explanation** The NTI ISSU process received a message before negotiation was done. 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** %NTI-3-ISSU\_RCVD\_TRANS\_FAILED: NTI ISSU failed to transform received message from 0x%x

**Explanation** The NTI ISSU process was unable to transform a received 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** %NTI-3-ISSU\_RCVD\_UNKNOWN\_MSG: NTI ISSU received an unknown message type %d from 0x%x

**Explanation** The NTI ISSU process received a message whose type is unknown. 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** %NTI-3-ISSU\_RCV\_FAILED: NTI ISSU failed to transform message type %d for receive from 0x%x (%s)

**Explanation** The NTI ISSU process was unable to transform the message for receive. 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** %NTI-3-ISSU\_REG\_ADD: NTI ISSU failed to hook to the registry %s

**Explanation** The NTI ISSU process was unable to hook to a registry. This endpoint will probably be 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** %NTI-3-ISSU\_REG\_RECEIVE\_NEGO\_MSG: NTI ISSU failed call the platform receive nego message registry

**Explanation** The NTI ISSU process was unable to call the platform receive negotiation message registry. The endpoint will probably be 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** %NTI-3-ISSU\_TRIG\_NEGO\_NOT\_DONE: NTI ISSU negotiation not done when getting a trigger from 0x%x

**Explanation** The NTI ISSU process received a trigger from this endpoint before the negotiation was done. The trigger will be ignored.

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

**Error Message** %NTI-3-ISSU\_UNKNOWN\_MSG\_TYPE: NTI ISSU got an unknown message type: %d

**Explanation** The NTI ISSU process received an unknown message type while trying to get the message MTU. The message cannot 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** %NTI-3-ISSU\_XMIT\_FAILED: NTI ISSU failed to transform message type %d for transmit to 0x%x (%s)

**Explanation** The NTI ISSU process was unable to transform the message for transmit. The message cannot 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** %NTI-3-TRIG\_ABORT\_ALL\_CLIENTS: %s Aborting trigger processing for all clients as requested by the platform, EP ID 0x%x trigger type %s trigger group %s

**Explanation** Trigger processing has been aborted for all clients due to a platform 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** %NTI-3-TRIG\_CLIENT\_NOTINLIST: %s Cannot trigger NTI client (%d) for this EP: could not find client in list, EP ID 0x%x

**Explanation** An NTI client could not be triggered for an endpoint because the client could not be found in the 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** %NTI-3-TRIG\_INIT\_ALREADY\_IN\_PROGRESS: %s Cannot initiate NTI trigger for EP ID 0x%x at this time: trigger processing of trigger type %s, trigger group %s already in progress

**Explanation** An NTI trigger could not be initiated because a trigger is already in progress.

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

**Error Message** %NTI-3-TRIG\_PROCESSING: %s Trigger processing ERROR for client (%d - %s), EP ID 0x%x trigger type %s trigger group %s : %s

**Explanation** An NTP trigger processing 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.

## NTP Messages

This section contains network time protocol (NTP) messages.

### NTP-4

**Error Message** %NTP-4-PEERUNREACH: Peer [IP\_address] is unreachable

**Explanation** The NTP peer is unreachable.

**Recommended Action** Check the network connection to the peer and ensure that NTP is running on the peer.

**Error Message** %NTP-4-UNSYNC: NTP sync is lost

**Explanation** NTP synchronization to its peer is lost.

**Recommended Action** Perform the following actions:

- Check the network connection to the peer.
- Check to ensure that NTP is running on the peer.
- Check that the peer is synchronized to a stable time source.
- Check to see if the NTP packets from the peer have passed the validity tests specified in RFC1305.

### NTP-5

**Error Message** %NTP-5-PEERSYNC: NTP synced to peer [IP\_address]

**Explanation** NTP has synchronized the local clock to a new peer.

**Recommended Action** No action is required.

## NTP-6

**Error Message** %NTP-6-PEERREACH: Peer [IP\_address] is reachable

**Explanation** The NTP peer is reachable.

**Recommended Action** No action is required.

**Error Message** %NTP-6-RESTART: NTP process starts

**Explanation** The NTP process has just started or restarted.

**Recommended Action** No action is required.

**Error Message** %NTP-6-STOP: NTP process stops

**Explanation** NTP is disabled.

**Recommended Action** Check to see if NTP has been manually disabled by the administrator.

## OBFL Messages

This section contains Onboard Failure Logging (OBFL) messages.

### OBFL-5

**Error Message** %OBFL-5-DISABLED: Onboard Failure Logging disabled

**Explanation** Onboard Failure Logging has been disabled.

**Recommended Action** No action is required.

## OBFL\_ERRMSG Messages

This section contains Onboard Failure Logging (OBFL) error messages.

## OBFL\_ERRMSG-5

**Error Message** %OBFL\_ERRMSG-5-FILECREATEFAIL: OBFL [chars] App failed to open/create file [chars] . Errno = [dec]

**Explanation** The file open or creation operation failed.

**Recommended Action** No action is required.

**Error Message** %OBFL\_ERRMSG-5-FILEFSTATFAIL: OBFL [chars] App failed to fstat file [chars] . Errno = [dec]

**Explanation** The file fstat operation failed.

**Recommended Action** No action is required.

**Error Message** %OBFL\_ERRMSG-5-FILELSEEKFAIL: OBFL [chars] App failed to Lseek file [chars] . Errno = [dec]

**Explanation** The file lseek operation failed.

**Recommended Action** No action is required.

**Error Message** %OBFL\_ERRMSG-5-FILEMINFREEFAIL: OBFL [chars] App failed to set coalesce min free

**Explanation** Failed to set the coalesce minimum free value.

**Recommended Action** No action is required.

**Error Message** %OBFL\_ERRMSG-5-FILEOPENFAIL: OBFL [chars] App failed to open file [chars] . Errno = [dec]

**Explanation** The file open operation failed.

**Recommended Action** No action is required.

**Error Message** %OBFL\_ERRMSG-5-FILEREADFAIL: OBFL [chars] App read failure on file [chars] . Errno = [dec]

**Explanation** The file read operation failed.

**Recommended Action** No action is required.

**Error Message** %OBFL\_ERRMSG-5-HISTFILES SMALL: OBFL [chars] App: history file is exceedingly small

**Explanation** The history file for this application has been detected to be very small.

**Recommended Action** No action is required.

## OCE Messages

This section contains output chain elements (OCE) infrastructure messages.

### OCE-3

**Error Message** %OCE-3-MISSING\_HANDLER\_FOR\_SW\_OBJ: Missing handler for '[chars]' function

**Explanation** An internal API request has been ignored because it was unexpected.

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

**Error Message** %OCE-3-MISSING\_HANDLER\_FOR\_SW\_OBJ\_TYPE: Missing handler for '[chars]' function for type [chars]

**Explanation** An internal API request has been ignored because it was unexpected.

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

**Error Message** %OCE-3-OCE\_CHANGED\_BY\_APPLY\_FUNCTION: Target OCE[hex\_addr] changed to[hex\_addr] by apply function[hex\_addr]

**Explanation** An internal API request has been ignored because it was unexpected.

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

**Error Message** %OCE-3-OCEDEPDUMP: [chars]

**Explanation** An error condition triggered display of OCE dependents.

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

**Error Message** %OCE-3-OCE\_FWD\_STATE\_HANDLE: Limit of oce forward state handle allocation reached; maximum allowable number is [int]

**Explanation** Did not store the reinject forwarding state handle, as the maximum number of handles are 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OCE-3-OCE\_FWD\_STATE\_HANDLE\_INIT: Failed to initialize a stack of reusable forward state handles; at element [int], initial stack size is [int] elements

**Explanation** Could not allocate enough forwarding state handles for initial handle reuse.

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

**Error Message** %OCE-3-QUEUE\_UNLOCK: Failed to [chars] unlock[chars] for [chars] oce [hex]

**Explanation** Failed to enqueue a unlock for an OCE. This condition may lead to a memory leak.

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

**Error Message** %OCE-3-UNEXPECTED\_DISP\_TYPE: Unexpected disposition type is encountered; expecting disposition types are [chars], found [chars]

**Explanation** An internal disposition counter measure request has been ignored because it was unexpected.

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

**Error Message** %OCE-3-UNEXPECTED\_SW\_OBJ\_TYPE: SW\_OBJ handle/type mismatch; expecting oce type [chars], found [dec]

**Explanation** An internal API request has been ignored because it was unexpected.

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

**Error Message** %OCE-3-UNINITIALIZED\_VECTOR: Improperly initialized [chars] vector in [chars] OCE bundle [hex], packet dropped

**Explanation** An OCE bundle vector was improperly 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.

## ODM Messages

This section contains online diagnostics manager (ODM) subsystem messages.

### ODM-3

**Error Message** %ODM-3-PEER\_INCOMPATIBLE: Online Diags Peer Version is different

**Explanation** The version of the peer online diagnostics manager is different from the expected 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** %ODM-3-SC\_TEST\_FAIL: Slot [dec], Subcard [dec],[chars] [chars] Failed

**Explanation** The online diagnostic test for the subcard specified in the error 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.

## OER\_TT\_FLOW Messages

This section contains Optimized Edge Routing (OER) top talkers flow border router messages.

### OER\_TT\_FLOW-2

**Error Message** %OER\_TT\_FLOW-2-OER\_TT\_FLOW\_BR\_CACHEINIT: Error initializing OER TT Flow BR cache

**Explanation** The NetFlow top talker cache could not be initialized on the border router 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** %OER\_TT\_FLOW-2-OER\_TT\_FLOW\_BR\_EXPORTINIT: Error initializing OER TT Flow BR Export queue

**Explanation** The OER NetFlow top talker export queue could not be initialized on the border router 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.

## OER\_TT\_FLOW-4

**Error Message** %OER\_TT\_FLOW-4-OER\_TT\_FLOW\_BR\_FLOWEXPORT: Error exporting [chars]

**Explanation** An error involving a flow to the route processor has occurred.

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

## OIR Messages

This section contains online insertion and removal (OIR) messages.

### OIR-3

**Error Message** %OIR-3-HARD\_RESET: Module [dec] is being hard reset as a part of switchover error recovery

**Explanation** The specified module is being hard reset as a recovery for failure to respond to a switchover message.

**Recommended Action** No action is required.

**Error Message** %OIR-3-ISSU\_RESET: Module %d is being hard reset as a part of ISSU upgrade

**Explanation** The specified module is being hard reset as part of a planned ISSU upgrade.

**Recommended Action** No action is required.

**Error Message** %OIR-3-PSM\_SUBCARDDETECT: Slot [dec] [chars] [dec]: subcard [dec] inserted

**Explanation** A protection switch module (PSM) subcard has been detected in the slot specified in the message text.

**Recommended Action** No action is required.

**Error Message** %OIR-3-PSM\_SUBCARDREMOVE: Slot [dec] [chars] [dec]: subcard [dec] removed

**Explanation** A protection switch module (PSM) subcard has been removed from the specified slot.

**Recommended Action** No action is required.

**Error Message** %OIR-3-SOFT\_RESET: Module [dec] is being soft reset as a part of switchover error recovery

**Explanation** The specified module is being soft reset as a part of switchover error recovery.

**Recommended Action** No action is required.

**Error Message** %OIR-3-SOFT\_RESET\_SSO: Module %d is being soft reset as a part of switchover error recovery

**Explanation** The specified module is being soft reset as a part of a switchover error recovery.

**Recommended Action** No action is required.

**Error Message** %OIR-3-STDBY\_PWRCYCLE: Standby was notified, Card in module [dec] is being power-cycled [chars]

**Explanation** The OIR facility on the redundant supervisor engine was notified that a module on the active supervisor engine is unresponsive. The module is being power-cycled.

**Recommended Action** No action is required.

**Error Message** %OIR-3-STDBY\_UNKNOWN: Standby was notified, Unknown card in slot [dec]

**Explanation** The OIR facility on the redundant supervisor engine was notified that an undetermined module was detected on the active supervisor engine.

**Recommended Action** Reseat the module in the specified slot.

**Error Message** %OIR-3-UCODE\_INTERNAL: The image download to card in slot [dec] failed due to internal error: [chars], [chars]

**Explanation** An internal error has occurred in the line card image download code.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **remote command switch dir system:image/** 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.

## OIR-4

**Error Message** %OIR-4-DISABLE: Unsupported service module [chars] in slot [dec] disabled

**Explanation** This service module is not supported in this release of software.

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

**Error Message** %OIR-4-INSERTION: Possible half inserted module detected in slot [dec] or a slow insertion

**Explanation** This module is either inserted improperly or is not making a full contact to the backplane or it is being insert very slowly. The user should follow the cisco recommendation on module insertion procedures.

**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 <http://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** %OIR-4-WARN: [chars]

**Explanation** The OIR facility detected the specified 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** and **show tech-support** commands and your pertinent troubleshooting logs.

## OIR-6

**Error Message** %OIR-6-CWANVSSISSU: CWAN card present in slot [dec] in the slave chassis is powered down because ISSU is in progress

**Explanation** CWAN card already present in the slave chassis of a virtual switch should not be powered up during ISSU. It will be powered up on switchover or upon completion of ISSU.

**Recommended Action** No action is required.

**Error Message** %OIR-6-DIAG\_OFFLINE: Card inserted in slot [dec], is now ready for offline diagnostics

**Explanation** The OIR facility detected a newly inserted line card. The line card is configured for the offline diagnostic state by the user. This state can be entered only after the module is in the online diagnostic state.

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

**Error Message** %OIR-6-DIAG\_ONLINE: Card inserted in slot [dec], is now ready for online diagnostics

**Explanation** The OIR facility detected a newly inserted line card. The line card is configured for the online diagnostic state by the user or if diagnostic failure is detected during bootup.

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

**Error Message** %OIR-6-DOWNGRADE: Fabric capable module [dec] not at an appropriate hardware revision level, and can only run in flowthrough mode

**Explanation** This fabric capable module is not at an appropriate hardware revision level, and can run only in flowthrough (bus) mode.

**Recommended Action** Upgrade the line card hardware.

**Error Message** %OIR-6-DOWNGRADE\_EARL: Module [dec] [chars] installed is not identical to system PFC and will perform at current system operating mode.

**Explanation** The PFC/DFC module is at a higher hardware revision than the level of the system PFC. The PFC/DFC module will operate at the same level as that of the system PFC.

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

**Error Message** %OIR-6-INSFAN: Fan [dec] inserted

**Explanation** The OIR facility detected a newly inserted fan tray.

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

**Error Message** %OIR-6-NOPWRISSU: Card inserted in slot %d powered down because ISSU is in progress

**Explanation** The online insertion and removal (OIR) facility detected a newly inserted line card during an ISSU upgrade process. The new card will be powered down until completion of the ISSU.

**Recommended Action** No action is required.

**Error Message** %OIR-6-PWRFAILURE: Module [dec] is being disabled due to power convertor failure [hex]

**Explanation** The DC-DC power converter failed on this module and must be replaced.

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

**Error Message** %OIR-6-REMFAN: Fan [dec] removed

**Explanation** The OIR facility detected the removal of a fan tray [n].

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

**Error Message** %OIR-6-SEQ\_MISMATCH: SCP seq mismatch for card in slot [dec] : [chars]

**Explanation** The OIR facility detected an SCP sequence mismatch for the card in the specified slot.

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

**Error Message** %OIR-6-SOFT\_RESET\_ISSU: Module [dec] is being soft reset as a part of ISSU cycle

**Explanation** The module specified in error message is being soft reset as a part of ISSU cycle.

**Recommended Action** No action is required.

**Error Message** %OIR-6-STDBY\_INSCARD: Standby was notified, card online in slot [dec]

**Explanation** The OIR facility on the standby supervisor engine was notified by the active supervisor engine that a processor was inserted in slot [n] and that all the interfaces are now usable.

**Recommended Action** No action is required.

**Error Message** %OIR-6-STDBY\_REMCARD: Standby was notified, card removed from slot [dec]

**Explanation** The OIR facility on the standby supervisor engine was notified by the active supervisor engine that a processor from the specified slot has been removed.

**Recommended Action** No action is required.

## OIR\_ISSU Messages

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

### OIR\_ISSU-3

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

**Explanation** The online insertion and removal (OIR) ISSU client failed to get a buffer for building a negotiation message. As a result, the client cannot send a negotiation message to the standby unit and the standby unit cannot be brought up.

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

**Error Message** %OIR\_ISSU-3-CAPABILITY: Cat6K OIR ISSU client %s

**Explanation** During capability negotiation, the OIR ISSU client detected an error that results in a mismatch between the client capability of the active and standby units.

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

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %OIR\_ISSU-3-INIT: Cat6K OIR ISSU client initialization failed at %s, error %s

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

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

**Error Message** %OIR\_ISSU-3-MSG\_NOT\_OK: Cat6K OIR ISSU client message %d is not compatible

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

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



**Error Message** %OIR\_ISSU-3-MSG\_SIZE: Cat6K OIR ISSU client failed to get the message size for message %d

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

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

**Error Message** %OIR\_ISSU-3-POLICY: Cat6K OIR ISSU client message type %d is %s

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

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

**Error Message** %OIR\_ISSU-3-SEND\_FAILED: Cat6K OIR ISSU client failed to send a negotiation message, error %d

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %OIR\_ISSU-3-SESSION: Cat6K OIR ISSU client %s

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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** %OIR\_ISSU-3-TRANSFORM: Cat6K OIR ISSU client %s transform failed, error %s

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

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

## OIR-SP

**Error Message** %OIR-SP-6-CONSOLE: Changing console ownership to %s processor

**Explanation** The OIR facility has switched the console to the specified processor.

**Recommended Action** No action is required.

**Error Message** %OIR-SP-6-DOWNGRADE\_EARL: Module %d %s installed is not identical to system PFC and will perform at current system operating mode.

**Explanation** The PFC/DFC module is at a higher hardware revision than the level of the system PFC. The PFC/DFC module will operate at the same level as that of the system PFC.

**Recommended Action** No action is required.

**Error Message** %OIR-SP-6-INSCARD: Card inserted in slot [dec], interfaces are now online

**Explanation** The OIR facility detects a newly inserted module. The interfaces associated with that module are operational, but are shut down until they are configured by the user. If any interfaces of that type were previously configured, they are restored to their previous state.

**Recommended Action** No action is required.

**Error Message** %OIR-SP-6-INSPS: Power supply inserted in slot [dec]

**Explanation** The OIR facility has detected the insertion of a power supply in the specified slot. The total power adjusts after the power supply is turned on,

**Recommended Action** No action is required.

## OLM Messages

This section contains Optical Link Management (OLM) and Link Management Protocol (LMP) messages.

### OLM-3

**Error Message** %OLM-3-LMPSDMISMATCH: Service Discovery: Attribute [chars] incompatible with neighbor [chars]

**Explanation** The specified service attribute does not match that on the neighbor. The neighbor or the local node is not properly configured.

**Recommended Action** Enter the **show mpls uni lmp neighbor** command on the local as well as the neighbor node (where applicable), to determine the service attributes. Modify the configuration, if possible, to ensure that the attributes match.

**Error Message** %OLM-3-LMPSDPORTFAILED: Service Discovery: Attributes for port [chars] incompatible with nbr [chars]

**Explanation** The port-level service attribute does not match with that of the neighbor. The neighbor or the local node is not properly configured.

**Recommended Action** Enter the **show mpls uni lmp neighbor** command on the local as well as the neighbor node (where applicable), to determine the service attributes. Modify the configuration, if possible, to ensure that the port-level service attributes match.

## ONLINE Messages

This section contains SCP (Switch-module Configuration Protocol) download processor messages.

### ONLINE-2

**Error Message** %ONLINE-2-LCP\_BOOT\_MISMATCH: The system detected LCP boot version mismatch for module in slot [dec], and will upgrade with new LCP boot image bundled into the system image, and power cycle the module.

**Explanation** The system detected LCP boot version mismatch for module. This condition would normally occur if the LCP boot version on the legacy modules is old for the modules, which require rapid boot support. The LCP boot version is upgraded automatically and the module will be power-cycled.

**Recommended Action** No action is required.

### ONLINE-3

**Error Message** %ONLINE-3-UNKNOWN\_CARD\_TYPE: Unknown card type is encountered: card\_type = [int]

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

## ONLINE-6

**Error Message** %ONLINE-6-BOOT\_TIMER: Module %d, Proc. %d. Failed to bring online because of boot timer event

**Explanation** The system was unable to download the runtime image to the module and processor because the boot did not complete in the allocated time.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-DNLD\_TIMER: Downloading image to Module [dec], Proc. [dec]. has failed, due to download timer expiry

**Explanation** The system was unable to download the runtime image to the module and processor because the download did not complete in the allocated time.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-DOWNLOAD\_TIMER: Module %d, Proc. %d. Failed to bring online because of download timer event

**Explanation** The system was unable to download the runtime image to the module and processor because the download did not complete in the allocated time.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-FIND\_MASTER\_FAIL: Module %d, Proc. %d. SCP\_DNLD failed to find master

**Explanation** The system was unable to find the master to download an image to the module and processor within the allocated time.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-GET\_IMAGE\_FAIL: Module %d, Proc. %d. SCP\_DNLD failed to get image

**Explanation** The system was unable to get the image from the master for downloading to the module and processor.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-INVALID\_DNLD\_REQ: Received an unexpected image download request from Linecard Module [dec], Proc [dec]. Linecard image download request reason was [chars]

**Explanation** The system received an image download request from the module and processor complex specified in the message text, but that complex has already downloaded the image and should be initialized and operating normally.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-LCC\_CONFIG\_FAIL: Module %d. LCC Client %s failed to configure at %08x

**Explanation** During a Secure Copy (SCP) download, the Linecard Configuration Coordinator (LCC) client failed to finish configuration of the module.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-LCP\_DNLD: Error while downloading image to Module [dec], Proc. [dec].: [chars]

**Explanation** An error was encountered while downloading an image to a switching module. The first [dec] is the module number, the second [dec] is the process number, and [chars] is the message explanation.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-ONLINE\_TIMER: Module %d, Proc. %d. Failed to bring online because of online timer event

**Explanation** The system was unable to download the runtime image to the module and processor because the online event did not happen in the allocated time.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-READY\_TIMER: Module %d, Proc. %d. Failed to bring online because of ready timer event

**Explanation** The system was unable to download the runtime image to the module and processor because the ASIC initialization did not complete in the allocated time.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-REGN\_TIMER: Module %d, Proc. %d. Failed to bring online because of registration timer event

**Explanation** The system was unable to download the runtime image to the module and processor because the registration did not complete in the allocated time.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-RUNNING\_TIMER: Module %d, Proc. %d. Failed to bring online because of running timer event

**Explanation** The system was unable to download the runtime image to the module and processor because the running event did not happen in the allocated time.

**Recommended Action** No action is required.

## ONLINEDIAG Messages

**Error Message** %ONLINEDIAG-2-CPU\_SWITCH\_LB\_TST\_PKT\_THRESH\_ERROR: CPU Switch Interface : [dec]/[dec] of online diagnostic packets in error.

**Explanation** The packet loss can be due to congestion.

**Recommended Action** Issue the command **show diag online cpu sw** to get more details about the failure. If this error occurs frequently, contact your technical representative for assistance with the output of the command **show techsupport**.

## ONS15530 Messages

This section contains Cisco ONS 15530 trunk card messages.

### ONS15530-1

**Error Message** %ONS15530-1-DISCOVER\_ENET: Failed to init Ethernet device [dec]

**Explanation** The software could not be initialized.

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

## ONS15530-2

**Error Message** %ONS15530-2-NOMEMORY: No memory available for [chars]

**Explanation** An attempted 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.
- Reduce other system activities to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## ONS15530-3

**Error Message** %ONS15530-3-CHASSIS: Unknown chassis model.

**Explanation** Data stored in midplane is bad or incomplete.

**Recommended Action** Contact your Cisco technical support representative to update your system.

**Error Message** %ONS15530-3-IONOT0: IO card discover in non-zero slot [dec]/[dec]

**Explanation** *Unavailable.*

**Recommended Action** *Unavailable.*

**Error Message** %ONS15530-3-IPCOPENFAILED: Couldn't open IPC portfor port id [hex] slot [int]/[int]: [chars]

**Explanation** *Unavailable.*

**Recommended Action** *Unavailable.*

**Error Message** %ONS15530-3-NOMAC: Can't allocate MAC address for interface [int]/[int]

**Explanation** *Unavailable.*

**Recommended Action** *Unavailable.*

**Error Message** %ONS15530-3-NOMEM: OUT of Memory: [chars]

**Explanation** *Unavailable.*

**Recommended Action** *Unavailable.*



**Error Message** %ONS15530-3-NOPORTINFO: Port info invalid for port [dec] slot [int]/[int]: [chars]

**Explanation** *Unavailable.*

**Recommended Action** *Unavailable.*

**Error Message** %ONS15530-3-NOPORTINFO\_ID: Port info invalid for port id [hex] slot [int]/[int]: [chars]

**Explanation** *Unavailable.*

**Recommended Action** *Unavailable.*

## ONS15530-4

**Error Message** %ONS15530-4-COOKIE: Corrupt or missing MAC address cookie using random base [enet]

**Explanation** The MAC address cookie is corrupt or 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** %ONS15530-4-MACBLKSIZE: Unknown MAC address block size.

**Explanation** Data stored in midplane is bad or incomplete.

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

## OPTICAL\_MONITOR Messages

This section contains optical monitoring messages.

### OPTICAL\_MONITOR-4

**Error Message** %OPTICAL\_MONITOR-4-FAILED: [chars] [chars]

**Explanation** The current hardware version cannot support monitoring for the rate that was specified.

**Recommended Action** Specify a different rate for monitoring, if possible. 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## OSM\_MULTILINK Messages

This section contains Optical Services Module distributed multilink (OSM\_MULTILINK) messages.

### OSM\_MULTILINK-3

**Error Message** %OSM\_MULTILINK-3-PROCESS\_FAIL: Process creation failed for [chars]

**Explanation** The system failed to create a process. The probable cause of this condition is that the system has low memory.

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

## OSM\_MULTILINK-4

**Error Message** %OSM\_MULTILINK-4-BUNDLEERROR: Bundle([chars]) is not distributed

**Explanation** The bundle specified in the message is not associated with the OSM.

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

**Error Message** %OSM\_MULTILINK-4-BUNDLENULL: Unexpected bundle missing in [chars] searching for [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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSM\_MULTILINK-4-BUNDLEVC: [chars] for vc [dec] and if\_index [dec]

**Explanation** A software error has occurred while a bundle was being provisioned.

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

**Error Message** %OSM\_MULTILINK-4-IDBNULL: Unexpected hwidb missing 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSM\_MULTILINK-4-IPCNOTREADY: Bundle process on the line card is not ready to handle message of type [dec]

**Explanation** Bundle is being deleted on the line card due to an **ip cef disable** command and is not ready to process other messages. The most likely cause of this condition is that CEF was disabled and enabled in very quick succession.

**Recommended Action** Reset the line card.

**Error Message** %OSM\_MULTILINK-4-MLPSBNULL: Unexpected subblock missing for [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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSM\_MULTILINK-4-NUMLINKS: The bundle had an unexpected number of links([dec]) 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSM\_MULTILINK-4-QUEUE\_BUNDLE: Not able to queue the bundle ([chars]), Num. of bundles [dec]

**Explanation** A software error has occurred while a bundle was being inserted in the queue.

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

## OSM\_MULTILINK-5

**Error Message** %OSM\_MULTILINK-5-BUNDLEEXCEEDED: Bundle([chars]) cannot be associated with link([chars]), max [dec]

**Explanation** The number of bundles has exceeded the limit for the group belonging to the link. The bundle specified in the error message will not work in distributed mode. If the module is CT3 (OSM-CT3 module), then ports 1–12 belong to one group. If the module is a CHOC-3 module (OSM-CHOC-DS0 module), then ports 1–4 belong to one group. If the module is a CHOC-12 module (OSM-CHOC-DS0 module), then port 1 belongs to one group, and port 2 belongs to the second group. Only 168 bundles can be supported per group. The new bundle created will cause an extra load on the RP CPU.

**Recommended Action** Remove the multilink interface that is causing this condition.

**Error Message** %OSM\_MULTILINK-5-CFGERROR: Cannot set up this bundle link-- [chars] to bundle [chars] reason:[chars]

**Explanation** The bundle link could not be set up. A configuration or resource limit has been reached. The bundle may be forced to become inactive (go down). If the line card is a CT3 (OSM-CT3 line card), then ports 1–12 belong to one group. If the line card is a CHOC-3 (OSM-CHOC-DS0 line card), then ports 1–4 belong to one group. If the line card is a CHOC-12 (OSM-CHOC-DS0 line card), then port 1 belongs to one group and port 2 belongs to the second group. Only 168 bundles can be supported per group and each bundle can have a maximum of 12 links.

**Recommended Action** Ensure that all links belong to the same group and slot. Check the number of links in the bundle and number of bundles in the group. After the configuration has been corrected, enter the **shutdown** and **no shutdown** commands on the multilink interface to shut down and restart the interface.

# OSPF Messages

This section contains Open Shortest Path First (OSPF) messages.

## OSPF-3

**Error Message** %OSPF-3-CFG\_NBR\_ALLOC\_FAILED: Could not allocate or find neighbor [IP\_address]

**Explanation** An internal error occurred.

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

**Error Message** %OSPF-3-CFG\_NBR\_FAILED: Neighbor [IP\_address] not configured

**Explanation** The configured neighbor options are not valid.

**Recommended Action** Check the configuration options for the neighbor command and correct the options or the network type for the neighbor's interface.

**Error Message** %OSPF-3-INT\_ATTACHED\_MULTI\_AREAS: Interface [chars] is attached to more than one area

**Explanation** The interface is attached on the interface list to an area other than the one that the interface links to.

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

**Error Message** %OSPF-3-INT\_INIT\_FAILED: Init failed for interface [chars], [chars].

**Explanation** The interface initialization failed. The following are possible reasons:

- The area to which the interface is being attached is being deleted.
- It was not possible to create a neighbor datablock for the local router.

**Recommended Action** Remove the configuration command that covers the interface and try again. 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** %OSPF-3-LSA\_LEN: Area [chars] router-LSA of length [dec] bytes plus update overhead [dec] bytes is too large to flood.

**Explanation** The router tried to build a router-LSA that is larger than the huge system buffer size or the OSPF protocol imposed maximum.

**Recommended Action** If the reported total length (LSA size plus overhead) is larger than the huge system buffer size but less than 65535 bytes (the OSPF protocol imposed maximum), you may increase the huge system buffer size. If the reported total length is greater than 65535, you must decrease the number of OSPF interfaces in the reported area.

## OSPF-4

**Error Message** %OSPF-4-AREA\_ALLOC\_FAIL: Can not allocate memory for area structure

**Explanation** An internal error occurred.

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

**Error Message** %OSPF-4-ASBR\_WITHOUT\_VALID\_AREA: Router is currently an ASBR while having only one area which is a stub area

**Explanation** An ASBR must be attached to an area which can carry AS external or NSSA LSAs.

**Recommended Action** Make the area to which the router is attached into an NSSA or regular area.

**Error Message** %OSPF-4-CFG\_NBR\_INVALID\_NBMA\_OPT: Can not use configured neighbor: cost and database-filter options are allowed only for a point-to-multipoint network

**Explanation** The configured neighbor was found on an NBMA network and either the cost or database-filter option was configured. These options are only allowed on point-to-multipoint type networks.

**Recommended Action** Check the configuration options for the neighbor command and correct the options or the network type for the neighbor's interface.

**Error Message** %OSPF-4-CFG\_NBR\_INVALID\_NET\_TYPE: Can not use configured neighbor: neighbor command is allowed only on NBMA and point-to-multipoint networks

**Explanation** The configured neighbor was found on a network for which the network type was neither NBMA or point-to-multipoint.

**Recommended Action** No action is required.

**Error Message** %OSPF-4-CFG\_NBR\_INVALID\_P2MP\_OPT: Can not use configured neighbor: poll and priority options are allowed only for a NBMA network

**Explanation** The configured neighbor was found on a point-to-multipoint network and either the poll or priority option was configured. These options are only allowed on NBMA type networks.

**Recommended Action** Check the configuration options for the neighbor command and correct the options or the network type for the neighbor's interface.

**Error Message** %OSPF-4-CFG\_NBR\_P2MP\_NEEDS\_COST: Can not use configured neighbor: cost or database-filter option is required for point-to-multipoint broadcast network

**Explanation** The configured neighbor was found on a point-to-multipoint broadcast network. Either the cost or database-filter option needs to be configured.

**Recommended Action** Check the configuration options for the neighbor command and correct the options or the network type for the neighbor's interface.



**Error Message** %OSPF-4-INVALID\_METRIC: OSPF-%d Area %s: Router %i originating invalid type %d LSA, ID %i, Metric %d on Link ID %i Link Type %d

**Explanation** The router indicated in this message has originated a Link-State Advertisement (LSA) with an invalid metric. If this is a router LSA and the link metric is zero, routing loops and traffic loss could occur in the network.

**Recommended Action** On the router that originated the reported LSA, configure a valid metric for the given LSA type and link type.

**Error Message** %OSPF-4-INV\_LSA\_BLD\_FLG: Invalid build flag [hex] for LSA [IP\_address], type [dec]

**Explanation** An internal error occurred.

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

**Error Message** %OSPF-4-NO\_IPADDRESS\_ON\_INT: No IP address for interface [chars]

**Explanation** The interface is not point-to-point and is unnumbered.

**Recommended Action** Either change the interface type to point-to-point or give the interface an IP address.

**Error Message** %OSPF-4-NO\_OUTPUTQ: Packet not written to the output queue

**Explanation** An internal error occurred.

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

**Error Message** %OSPF-4-NORTRID: OSPF process [dec] failed to allocate unique router-id and cannot start

**Explanation** OSPF failed while attempting to allocate a unique router ID from the IP addresses of its interfaces.

**Recommended Action** Ensure that at least one interface is active (up) and has a valid IP address. If multiple OSPF processes are running on the router, each requires a unique router ID. Configure a unique router ID manually by entering the **router-id** *a.b.c.d* command, or configure an interface in the same VRF table by entering the **ip vrf forwarding** *word* command to which the OSPF process belongs. Configure on that interface an IP address that is not used as a router ID by any other OSPF process.

**Error Message** %OSPF-4-NULL\_LINKAGE: Doubly linked list linkage is NULL

**Explanation** An internal error occurred.

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

**Error Message** %OSPF-4-NULL\_PREV\_LINKAGE: Doubly linked list prev linkage is NULL [hex]

**Explanation** An internal error occurred.

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

**Error Message** %OSPF-4-OSPF\_MAX\_LSA: Maximum number of non self-generated LSA has been exceeded "[chars]" - [dec] LSAs

**Explanation** The maximum number of non-self-generated LSAs has been exceeded.

**Recommended Action** Check if some router in the network is generating a large number of LSAs as a result of misconfiguration.

**Error Message** %OSPF-4-OSPF\_MAX\_LSA\_THR: Threshold for maximum number of non self-generated LSA has been reached "[chars]" - [dec] LSAs

**Explanation** The threshold for the maximum number of non-self-generated LSA has been reached.

**Recommended Action** Check if some router in the network is generating a large number of LSAs as a result of misconfiguration.

**Error Message** %OSPF-4-RTRID\_IN\_USE: Router-ID [IP\_address] is in use by ospf process [dec]

**Explanation** An attempt was made to assign a router ID that is in use by another process.

**Recommended Action** Configure another router ID for one of the processes.

**Error Message** %OSPF-4-UNREC\_TIMER: Unrecognized timer [dec] in OSPF [chars]

**Explanation** An internal error occurred.

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

## OSPF-6

**Error Message** %OSPF-6-BAD\_LSA\_COUNT: OSPF-%d Area %s: LSA ID %i, Type %d, Adv-rtr %i, LSA counter %s

**Explanation** An internal error was found and automatically corrected in an OSPF Link-State Advertisement (LSA). This error does not affect 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**, **show tech-support**, and **show tech-support ospf** commands and your pertinent troubleshooting logs.

**Error Message** %OSPF-6-PROC\_REM\_FROM\_INT: OSPF process [dec] removed from interface [chars]

**Explanation** The OSPF process was removed from the interface due to IP VRF removal.

**Recommended Action** No action is required.

**Error Message** %OSPF-6-UNREC\_VIRT\_INT\_TYPE: Unrecognized virtual interface [chars]. Treat it as loopback stub route

**Explanation** Because the virtual interface type was not recognized by OSPF, it will be treated as a loopback interface stub route.

**Recommended Action** No action is required.

## OSPFv3 Messages

This section contains Open Shortest Path First (OSPF) version 3 messages.

### OSPFv3-3

**Error Message** %OSPFv3-3-CFG\_NBR\_ALLOC\_FAILED: Could not allocate or find the neighbor

**Explanation** An internal error occurred.

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

**Error Message** %OSPFv3-3-INT\_ATTACHED\_MULTI\_AREAS: Interface [chars] is attached to more than one area

**Explanation** The interface is attached on the interface list to an area other than the one that the interface links to.

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

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

**Error Message** %OSPFv3-3-INT\_INIT\_FAILED: Init failed for interface [chars], [chars].

**Explanation** The interface initialization failed. Possible reasons include:

- The area to which the interface is being attached is being deleted.
- It was not possible to create the link scope database.
- It was not possible to create a neighbor datablock for the local router.

**Recommended Action** Remove the configuration command that covers the interface and then try it again. 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>. 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.

## OSPFv3-4

**Error Message** %OSPFv3-4-AREA\_MISMATCH: Received packet with incorrect area from [ipv6\_addr], [chars], area [IP\_address], packet area [IP\_address]

**Explanation** An OSPF packet was received with an area ID in its header that does not match the area of this interface.

**Recommended Action** Check the OSPF configuration of the receiver and the sender for inconsistency.

**Error Message** %OSPFv3-4-ASBR\_WITHOUT\_VALID\_AREA: Router is currently an ASBR while having only one area which is a stub area

**Explanation** An ASBR must be attached to an area which can carry AS external or NSSA LSAs.

**Recommended Action** Make the area to which the router is attached into an NSSA or regular area.

**Error Message** %OSPFv3-4-CFG\_NBR\_INVALID\_NBMA\_OPT: Can not use configured neighbor: cost and database-filter options are allowed only for a point-to-multipoint network

**Explanation** The configured neighbor was found on an NBMA network and either the cost or database-filter option was configured. These options are only allowed on point-to-multipoint type networks.

**Recommended Action** Check the configuration options for the neighbor command and correct the options or the network type for the neighbor's interface.

**Error Message** %OSPFv3-4-CFG\_NBR\_INVALID\_NET\_TYPE: Can not use configured neighbor: neighbor command is allowed only on NBMA and point-to-multipoint networks

**Explanation** The configured neighbor was found on a network for which the network type was neither NBMA or point-to-multipoint.

**Recommended Action** No action is required.

**Error Message** %OSPFv3-4-CFG\_NBR\_INVALID\_P2MP\_OPT: Can not use configured neighbor: poll and priority options are allowed only for a NBMA network

**Explanation** The configured neighbor was found on a point-to-multipoint network and either the poll or priority option was configured. These options are only allowed on NBMA type networks.

**Recommended Action** Check the configuration options for the neighbor command and correct the options or the network type for the neighbor's interface.

**Error Message** %OSPFv3-4-CFG\_NBR\_NOT\_NBMA\_NET: Neighbor command allowed only on NBMA networks

**Explanation** Neighbor command allowed only on NBMA networks.

**Recommended Action** Check the configuration options for the neighbor command and correct the options or the network type for the neighbor's interface.

**Error Message** %OSPFv3-4-CFG\_NBR\_P2MP\_NEEDS\_COST: Can not use configured neighbor: cost or database-filter option is required for point-to-multipoint broadcast network

**Explanation** The configured neighbor was found on a point-to-multipoint broadcast network. Either the cost or database-filter option needs to be configured.

**Recommended Action** Check the configuration options for the neighbor command and correct the options or the network type for the neighbor's interface.

**Error Message** %OSPFv3-4-DBD\_ALLOC\_FAIL: Could not allocate DBD packet

**Explanation** An internal error occurred.

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

**Error Message** %OSPFv3-4-DB\_NOT\_FOUND: Can't find LSA database type [hex], area [hex], interface [hex]

**Explanation** An internal error occurred.

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

**Error Message** %OSPFv3-4-INVALID\_METRIC: OSPFv3-%d Area %s: Router %i originating invalid type 0x%x LSA, ID %u, Metric %d on Link ID %d Link Type %d

**Explanation** The specified router has originated a Link-State Advertisement (LSA) with an invalid metric. If this is a router LSA and the link metric is zero, routing loops and traffic loss could occur in the network.

**Recommended Action** On the router that originated the reported LSA, configure a valid metric for the given LSA type and link type.

**Error Message** %OSPFv3-4-INV\_LSA\_BLD\_FLG: Invalid build flag [hex] for LSA [IP\_address], type [hex]

**Explanation** An internal error occurred.

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

**Error Message** %OSPFv3-4-NO\_GLOBAL\_ADDR: Could not select a global IPv6 address. Virtual links require at least one global IPv6 address.

**Explanation** A virtual link was configured. For the virtual link to function, a global IPv6 address must be available. However, no global IPv6 address could be found on the router.

**Recommended Action** Configure a global IPv6 address on an interface on this router.

**Error Message** %OSPFv3-4-NO\_OUTPUTQ: Packet not written to the output queue

**Explanation** An internal error occurred.

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

**Error Message** %OSPFv3-4-NULL\_LINKAGE: Doubly linked list linkage is NULL

**Explanation** An internal error occurred.

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

**Error Message** %OSPFv3-4-NULL\_PREV\_LINKAGE: Doubly linked list prev linkage is NULL [hex]

**Explanation** An internal error occurred.

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

**Error Message** %OSPFv3-4-RTRID\_IN\_USE: Router-ID [IP\_address] is in use by ospf process [dec]

**Explanation** An attempt was made to assign a router ID that is in use by another process.

**Recommended Action** Configure another router ID for one of the processes.



**Error Message** %OSPFv3-4-TIMER\_ERROR: Error for timer [dec] in OSPF process [chars]

**Explanation** An internal error occurred.

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

**Error Message** %OSPFv3-4-TWO\_INT\_ON\_LINK: Multiple interfaces ([chars]/[chars]) on a single link detected. This is not supported

**Explanation** OSPFv3 enabled on multiple interfaces that are on the same link is not supported.

**Recommended Action** OSPFv3 should be disabled or made passive on all but one of the interfaces.

**Error Message** %OSPFv3-4-UNREC\_TIMER: Unrecognized timer [dec] in OSPF [chars]

**Explanation** An internal error occurred.

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

## OSPFv3-6

**Error Message** %OSPFv3-6-UNREC\_VIRT\_INT\_TYPE: Unrecognized virtual interface [chars]. Treat it as loopback stub route

**Explanation** Because the virtual interface type was not recognized by OSPFv3, it will be treated as a loopback interface stub route.

**Recommended Action** No action is required.

# OTNMGR Messages

**Error Message** %OTNMGR-3-OTN\_STATS\_CREATE\_IF\_FAIL: stats for interface index [dec] could not be created with status [dec]

**Explanation** N/A

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

## PACC Messages

This section contains Cisco 7300 port adapter carrier card (PACC) messages.

### PACC-3

**Error Message** %PACC-3-RXPAKLEN: PA-CC FPGA detected an ingress packet length error on slot [dec]

**Explanation** The PA carrier card has detected a packet length error during reception of an ingress packet. This condition could be caused by one of the following:

- Faulty hardware (either the Cisco 7300 or the PA carrier card)
- A corrupted FPGA image
- A software problem (least likely).

**Recommended Action** If this message occurs frequently, remove and reinsert the PA carrier card. If reseating the card does not fix the problem, a later Cisco IOS image may have an updated FPGA bundle that could solve the problem. 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 issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACC-3-TXPAKLEN: PA-CC FPGA detected an egress packet length error on slot [dec]

**Explanation** The PA carrier card has detected a packet length error during transmission of an egress packet. This condition could be caused by one of the following:

- Faulty hardware (either the Cisco 7300 or the PA carrier card)
- A corrupted FPGA image
- A software problem (least likely).

**Recommended Action** If this message occurs frequently, remove and reinsert the PA carrier card. If reseating the card does not fix the problem, a later Cisco IOS image may have an updated FPGA bundle that could solve the problem. 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 issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PACKET Messages

This section contains packet messages.

**Error Message** %PACKET-3-BLKDUMP: [chars]

**Explanation** This message is for reporting general messages in the memory management code.

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

**Error Message** %PACKET-3-CLNTDISCONN: Handling disconnect for client [dec] ([chars])

**Explanation** The client ID was not found in the previous client list.

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

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

**Error Message** %PACKET-3-CORRUPTPAKHDR: Corruption in packet header [hex], pid [dec], magic [hex], buffer [hex] caller\_pc [hex]

**Explanation** The packet header has become 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.

**Error Message** %PACKET-3-CORRUPTPAKPOOL: [chars] Pool [hex] corrupted, magic [hex]

**Explanation** The packet pool has become corrupted and has failed a consistency 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** %PACKET-3-ERRORPUNT: Intransit flag not set in [dec]

**Explanation** A packet that is being redirected across processes does not have the Intransit flag 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACKET-3-ERRPAKHDR: Not able to fix corruption in packet header [hex], pid = [dec]

**Explanation** There has been a corruption in the packet header memory and it cannot be fixed.

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

**Error Message** %PACKET-3-PACKETHDRDUMP: [chars]

**Explanation** This message is used to report general packet header 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** %PACKET-3-PARTICLEPAKDUPFAIL: Particle packet duplication attempted on non-particle packet

**Explanation** Duplication of packet with particles routine is called without the packet containing particles.

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

**Error Message** %PACKET-3-RECOVERBLK: BLOCK [hex] IS SUCESSFULLY RECOVERED AFTER CORRUPTION

**Explanation** Corruption was detected in a memory block, and it was possible to recover the block 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** %PACKET-3-REINITSHMEM: Restarting [chars] to reinitialize shared memory because of memory corruption

**Explanation** There has been a memory corruption.

**Recommended Action** Restart the client to reinitialize 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.

## PAGP\_DUAL\_ACTIVE Messages

This section contains Port Aggregation Protocol (PAgP) messages.

### PAGP\_DUAL\_ACTIVE-1

**Error Message** %PAGP\_DUAL\_ACTIVE-1-RECOVERY: PAgP running on [chars] triggered dual-active recovery: active id [enet] received, expected [enet]

**Explanation** PAgP detected that the virtual switches were in a dual-active mode on the specified interface. PAgP caused a switch to go into recovery mode.

**Recommended Action** No action is required.

## PAGP\_DUAL\_ACTIVE-3

**Error Message** %PAGP\_DUAL\_ACTIVE-3-ADD\_TLV\_FAIL: Too few bytes for [chars] TLV in PAgP (reqd. [dec], got [dec]) on port [chars]

**Explanation** The dual-active type-length-value (TLV) could not be added to the PAgP packet due to too few bytes in the packet. PAgP dual-active detection may be disabled as a result.

**Recommended Action** Enter these commands:

```
show switch virtual dual-active summary
show switch virtual dual-active pagp
```

Retrieve the PAgP packet contents by entering these commands:

```
debug condition interface intfc
debug pagp packet
```

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

**Error Message** %PAGP\_DUAL\_ACTIVE-3-OBJECT\_CREATE\_FAILED: Unable to create "[chars]"

**Explanation** The specified managed object could not be created.

**Recommended Action** No action is required.

**Error Message** %PAGP\_DUAL\_ACTIVE-3-PROC\_CREATE\_FAILED: Unable to create process "[chars]"

**Explanation** The specified process could not be created.

**Recommended Action** No action is required.

**Error Message** %PAGP\_DUAL\_ACTIVE-3-RECOVERY\_TRIGGER: PAgP running on [chars] informing virtual switches of dual-active: new active id [enet], old id [enet]

**Explanation** PAgP received a new active ID on the specified interface, indicating that the virtual switches are in a dual-active mode. When PAgP notifies the virtual switches, one switch will enter recovery mode.

**Recommended Action** No action is required.

**Error Message** %PAGP\_DUAL\_ACTIVE-3-REGISTRY\_ADD\_ERR: Failure in adding to [chars] registry

**Explanation** A function could not be added to the registry.

**Recommended Action** No action is required.

## PAGP\_DUAL\_ACTIVE-4

**Error Message** %PAGP\_DUAL\_ACTIVE-4-NO\_CHNL\_GROUP: Port [chars] channel group not present while [chars]

**Explanation** Although the channel group was expected to be present in a link, it could not be extracted. This error may affect functionality, depending on where it occurred. This message indicates a software bug, and should not be seen under normal operation

**Recommended Action** Enter these commands:

```
show switch virtual dual-active summary
show switch virtual dual-active pagp
```

Retrieve the PAGP packet contents by entering these commands:

```
debug condition interface intfc
debug pagp packet
```

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



# PAGP\_SWITCH\_ISSU Messages

This section contains Port Aggregation Protocol (PAgP) switch in-service software upgrade (ISSU) messages.

## PAGP\_SWITCH\_ISSU-3

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

**Explanation** The port aggregation protocol (PAgP) switch ISSU client was unable to get buffer space for building a negotiation message. As a result, it cannot send the negotiation message to the standby unit and the standby unit cannot be brought up.

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

**Explanation** During capability negotiation, the PAGP switch ISSU client detected an error that will result in a mismatch in the client capability between the active and standby unit.

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

**Error Message** %PAGP\_SWITCH\_ISSU-3-INIT: PAGP SWITCH ISSU client initialization failed at %s, error %s

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

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

**Error Message** %PAGP\_SWITCH\_ISSU-3-MSG\_NOT\_OK: PAGP SWITCH ISSU client message %d is not compatible

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

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

**Error Message** %PAGP\_SWITCH\_ISSU-3-MSG\_SIZE: PAGP SWITCH ISSU client failed to get the message size for message %d

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

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

**Error Message** %PAGP\_SWITCH\_ISSU-3-POLICY: PAGP SWITCH ISSU client message type %d is %s

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

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

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

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

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

**Error Message** %PAGP\_SWITCH\_ISSU-3-SESSION: PAGP\_SWITCH ISSU client %s

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

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

**Error Message** %PAGP\_SWITCH\_ISSU-3-SESSION\_UNREGISTRY: PAGP SWITCH ISSU client failed to unregister session information. Error: %d (%s)

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

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

**Error Message** %PAGP\_SWITCH\_ISSU-3-TRANSFORM: PAGP SWITCH ISSU client %s transform failed, error %s

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

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

## PARSER Messages

This section contains parser messages.

### PARSER-3

**Error Message** %PARSER-3-BADUNLOCKREQ: Unlock requested by process '[dec]'. You are not the lock owner

**Explanation** A configuration unlock has been requested by an alien.

**Recommended Action** Check the code flow for an unwanted configuration unlock request.

**Error Message** %PARSER-3-CFGLOG\_CLI\_INITFAILED: Initialization of the Config Log CLI failed.

**Explanation** Initialization of the configuration log CLI failed. Configuration logging CLI commands may not be accessible. The configuration logger may not be accessible by using Cisco IOS software CLI commands.

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

**Error Message** %PARSER-3-CFGLOG\_EMPTYCMD: User:[chars]

**Explanation** The user specified entered an empty command for which a log attempt was made. Normally, empty commands will not be logged.

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

**Error Message** %PARSER-3-CFGLOG\_INCONSISTENT: User:[chars] command:[chars]

**Explanation** When logging a command entered by CLI, the configuration logger detected an inconsistency in the log. This inconsistency may result in a failure to log the command.

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

**Error Message** %PARSER-3-CFGLOG\_INITFAILED: Initialization of the Config Log subsystem failed.

**Explanation** During initialization of the configuration logger subsystem, one or more queues or data structures that are essential to the configuration logger could not be set up. As a result, the configuration logger will not be available for use.

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

**Error Message** %PARSER-3-CFGLOG\_NOMEM: User:[chars] [chars]

**Explanation** The command that was entered could not be logged because of a lack of memory. The configuration logger will free old entries one by one until the system logger (syslog) has enough memory to log the command so that an NMS can receive notification of it.

**Recommended Action** Attempt to free up memory on the router by stopping nonessential processes or unused features that may be running. Once sufficient memory is available, this message no longer appears.

**Error Message** %PARSER-3-CFGLOG\_NOUSER: Command:[chars]

**Explanation** The user could not be determined while this command was being logged. The command could not be saved in the configuration log.

**Recommended Action** Copy the error message exactly as it appears. Enter the **show version** command, and copy the displayed information. Determine (if possible) which users are currently logged in to the router, and who was copying configuration files or executing commands in global configuration mode (or via SNMP or HTTP). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PARSER-3-CFGLOG\_PERSIST\_APPLY\_CMD\_FAILED: Configuration logger persistency: Applying config command '[chars]' failed. result '[dec]'.

**Explanation** When applying the command to the running configuration, the parser returned an error.

**Recommended Action** Verify that no other process locks the configuration mode during this time. The parser could be locked by the HA or SNMP or by some other process.

**Error Message** %PARSER-3-CFGLOG\_PERSIST\_DB\_OPEN\_FAILED: Configuration logger persistency: opening persist db failed. File '[chars]'.

**Explanation** The file open for writing or reading persisted commands has failed.

**Recommended Action** Check for the file system availability. The file system might have been corrupted. Try formatting the file system.

**Error Message** %PARSER-3-CFGLOG\_PERSIST\_FILESYS\_FULL: Configuration logger persistency: Add command to persistent db failed. File system '[chars]' full.

**Explanation** When logging a CLI command to the configuration logger persistent database, the configuration logger persistency detected zero bytes free in the file system.

**Recommended Action** Check the space available in the file system. Enter the **dir filesystemname:** command to display the free bytes. Clear some space for the configuration logger persistency feature to continue to store the config commands logged in the persistent database.

**Error Message** %PARSER-3-CFGLOG\_PURGEFAILED: Purge config log failed.

**Explanation** An attempt to purge some of the configuration log entries failed.

**Recommended Action** Copy the error message exactly as it appears. Execute a show version command, and copy the displayed information. Contact your technical support representative with this information.

**Error Message** %PARSER-3-CFGLOG\_RESIZE\_FAILED: Could not resize the config logger to new size:[dec]

**Explanation** Due to an internal error, a request to resize the configuration log was not carried out. Besides a failure to resize, there should be no change in the behavior of the configuration logger.

**Recommended Action** Copy the error message exactly as it appears. Enter the **show version** command, and copy the displayed information. Determine (if possible) which users are currently logged in to the router, and who was copying configuration files or executing commands in global configuration mode (or via SNMP or HTTP). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PARSER-3-CFGLOG\_SESSIONERR: Could not delete config log session: [dec] for user: [chars].

**Explanation** When a user logged out, the configuration logger was unable to clean up information about the user's login session. The result might be a memory leak or an inability to add new commands to the configuration log.

**Recommended Action** Copy the error message exactly as it appears. Enter the **show version** command, and copy the displayed information. Determine (if possible) which users are currently logged in to the router, and who was copying configuration files or executing commands in global configuration mode (or via SNMP or HTTP). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PARSER-3-CONFIGNOTLOCKED: Unlock requested by process '[dec]'. Configuration not locked.

**Explanation** A configuration unlock was requested on a free lock.

**Recommended Action** Check the code flow for an excess configuration unlock request.

## PARSER-4

**Error Message** %PARSER-4-INVLDSTYNTAX: Syntax clean up called while not syntax checking. FuncPtr / Context [chars]

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



## PARSER-5

**Error Message** %PARSER-5-CFGLOG\_LOGGEDCMD: User:[chars] logged command:[chars]

**Explanation** The configuration logger, which logs every CLI command, has an option to log messages to system logging (syslog). If this option is enabled, this message will be displayed every time a CLI command is processed. This message does not denote any error condition and is a part of the normal operation of the parser and configuration logger.

**Recommended Action** If you prefer not to see this syslog message, enter the **no cfglog send to syslog** command.

**Error Message** %PARSER-5-CFGLOG\_PERSIST\_APPLY\_ON\_RELOAD: Apply persisted config cmds on reload switched off

**Explanation** The switch that controls the persisted commands applied during reload is set to off.

**Recommended Action** From the ROMMON prompt, verify the value of the ROMMON **logpersistreload** variable. This variable might have been intentionally set to off.

## PARSER-6

**Error Message** %PARSER-6-CONFIGLOCKCLEARED: Configuration lock cleared by user '[chars]' process '[dec]' from terminal '[dec]'

**Explanation** The configuration lock was cleared using the **clear configuration lock** command.

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

**Error Message** %PARSER-6-CONFIGLOCKNOTSUPPORTED: Configuration lock not supported for this transport '[chars]'

**Explanation** The configuration lock was enabled from a transport other than Telnet or SSH.

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

**Error Message** %PARSER-6-EXPOSEDLOCKACQUIRED: Exclusive configuration lock acquired by user '[chars]' from terminal '[dec]'

**Explanation** An exclusive configuration lock was acquired by the user.

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

**Error Message** %PARSER-6-EXPOSEDLOCKRELEASED: Exclusive configuration lock released from terminal '[dec]'

**Explanation** An exclusive configuration lock was released by the user.

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

**Error Message** %PARSER-6-LI\_VIEW\_INIT: LI-View initialised.

**Explanation** A lawful intercept (LI) view was successfully initialized.

**Recommended Action** No action is required.

**Error Message** %PARSER-6-SUPER\_VIEW\_CREATED: super view '%s' successfully created.

**Explanation** A super view was successfully created and the system has entered the view configuration mode.

**Recommended Action** No action is required.

**Error Message** %PARSER-6-SUPER\_VIEW\_DELETED: super view '%s' successfully deleted.

**Explanation** A super view was successfully deleted.

**Recommended Action** No action is required.

**Error Message** %PARSER-6-SUPER\_VIEW\_EDIT\_ADD: view %s added to superview %s.

**Explanation** A view was successfully added to the super view. All view related configuration can now be accessed from the super view.

**Recommended Action** No action is required.

**Error Message** %PARSER-6-SUPER\_VIEW\_EDIT\_REMOVE: view %s removed from superview %s.

**Explanation** A view was successfully removed from the super view.

**Recommended Action** No action is required.

**Error Message** %PARSER-6-VIEW\_CREATED: view '%s' successfully created.

**Explanation** A view was successfully created and the system has entered the view configuration mode.

**Recommended Action** No action is required.

**Error Message** %PARSER-6-VIEW\_DELETED: view '%s' successfully deleted.

**Explanation** The required view was successfully deleted.

**Recommended Action** No action is required.

**Error Message** %PARSER-6-VIEW\_SWITCH: successfully set to view '%s'.

**Explanation** The view was successfully selected.

**Recommended Action** No action is required.

## PARSE\_RC Messages

This section contains PARSE\_RC-related error messages.

### PARSE\_RC-3

**Error Message** %PARSE\_RC-3-PRC\_INTERRUPT: [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** %PARSE\_RC-3-PRC\_INVALID\_BLOCK\_PTR:

**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** %PARSE\_RC-3-PRC\_INVALID\_CSB:

**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** %PARSE\_RC-3-PRC\_OUT\_OF\_RANGE\_ENUM: [chars] had value [int]

**Explanation** An out-of-range parameter was passed to an internal API.

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

**Error Message** %PARSE\_RC-3-PRC\_UNRECOGNIZED\_ERROR: error value '[dec]' is not currently mapped

**Explanation** An unrecognized error was caught and remapped.

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

## PARSE\_RC-4

**Error Message** %PARSE\_RC-4-PRC\_NON\_COMPLIANCE: `[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.

## PARSE\_RC-6

**Error Message** %PARSE\_RC-6-PRC\_DISABLE: Parser PRC Feature Disabled

**Explanation** The parser return code (PRC) feature is disabled.

**Recommended Action** No action is required.

**Error Message** %PARSE\_RC-6-PRC\_ENABLE: Parser PRC Feature Enabled. PRC logs are displayed for configuration commands alone

**Explanation** The parser return code (PRC) feature is enabled. PRC logs are displayed for configuration commands alone.

**Recommended Action** No action is required.

## PBI\_OPEN Messages

This section contains programmable binary file data processing (PBI\_OPEN) messages.

### PBI\_OPEN-4

**Error Message** %PBI\_OPEN-4-ERROR\_ALLOC: %Error: Can't allocate [dec] bytes for pbi data

**Explanation** The system is unable to allocate required memory to access the file.

**Recommended Action** Check the memory usage of the system and retry the operation.

**Error Message** %PBI\_OPEN-4-ERROR\_OPEN: %Error: Can't open [chars]

**Explanation** The system is unable to open the file specified.

**Recommended Action** Ensure that the filename is correct. Enter the **dir** command to verify the file name.

**Error Message** %PBI\_OPEN-4-ERROR\_READ: %Error: pbi file [chars] read failed

**Explanation** An unknown error has occurred while the system was copying the PBI program file to a local buffer.

**Recommended Action** The file name is specified in the message by [chars]. Enter the **del filename** command to remove the file. Use the **copy** command to recopy the file from a known good source to its desired destination *filename*. 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** %PBI\_OPEN-4-ERROR\_SIZE: %Error: Bad file size [chars]

**Explanation** The file is too small or too large for a PBI program file.

**Recommended Action** Enter the **dir** command and verify the size of the file. Retry the operation.

## PBR Messages

This section contains Policy-Based Routing (PBR) messages.

### PBR-2

**Error Message** %PBR-2-NO\_RMAP: Cannot create PBR data structures for route-map [chars]

**Explanation** The PBR manager could not allocate the data structures needed to describe a route map being used for policy routing. This condition is probably caused by lack of available memory.

**Recommended Action** Use a less complicated configuration that requires less memory.

## PBR-3

**Error Message** %PBR-3-INSTALL\_FAIL: Policy route-map [chars] not installed in hardware

**Explanation** The PBR manager was unable to install the complete route map in the hardware, so it will have to be applied in software. This requires the packets to be forwarded by the CPU.

**Recommended Action** Reconfigure the route map to use a simpler configuration. Use the same route map on multiple interfaces, if possible.

**Error Message** %PBR-3-MERGE\_FAIL: [chars] ACL merge error [dec] on route-map [chars]

**Explanation** The PBR manager could not complete the merge of the configured route map into a form suitable for loading into the hardware. The most likely cause is specifying an ACL that is too large or too complex for the system to handle.

**Recommended Action** Try specifying a smaller and less complicated configuration.

**Error Message** %PBR-3-NO\_LABEL: Cannot allocate label for route-map [chars]

**Explanation** The PBR manager could not allocate a label for this route map. This means that the hardware cannot be programmed to implement policy routing. There is a limit of 247 labels for policy routing

**Recommended Action** Use a less complicated configuration that allows label sharing. Use the same route maps on multiple interfaces, if possible.

**Error Message** %PBR-3-UNSUPPORTED\_RMAP: Route-map [chars] not supported for Policy-Based Routing

**Explanation** The route map attached to an interface for policy routing contains an action that is not supported on this platform. This is a hardware limitation.

**Recommended Action** Reconfigure the route map. Use only **permit** entries and **set ip next-hop** actions in the route map.

## PBR-4

**Error Message** %PBR-4-CPU\_SUPPORTED\_ACTION: Set action in sequence [dec] of route-map [chars] supported by forwarding to CPU

**Explanation** The route map attached to an interface for policy routing contains an action that is not supported in hardware, such as a **set interface**, **set ip default next-hop**, **set default interface**, or **set ip df** action. Because the action is not supported in hardware, the packets must be forwarded by the CPU.

**Recommended Action** Reconfigure the route map. Use only **set ip next-hop** in the route map, if possible.

**Error Message** %PBR-4-RETRY\_INSTALL: Route-map [chars] installed in hardware upon retry

**Explanation** The PBR manager was able to fit the complete configuration into the hardware. One or more route maps had previously not been loaded because of lack of space.

**Recommended Action** No action is required.

## PCIELIB Messages

This section contains The PCI library messages.

### PCIELIB-1

**Error Message** %PCIELIB-1-NULL\_RC: The pointer to root complex [[dec]] is NULL.

**Explanation** The pointer to the specified root complex is NULL.

**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.



## PCIELIB-2

**Error Message** %PCIELIB-2-INSERT\_FAILURE: Failed to insert [hex] into [chars] list.

**Explanation** Failed to insert item into the specified list.

**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** %PCIELIB-2-MMAP\_FAILURE: Failed to perform mmap for [chars], errno = [chars].

**Explanation** Failed to perform mmap for the specified memory

**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** %PCIELIB-2-NO\_JID: Could not get my job id. pid [dec]

**Explanation** Could not get my job id

**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** %PCIELIB-2-PCIELIB\_INIT: Could not initialize PCIE library for process [dec]

**Explanation** Could not initialize PCIE library.

**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** %PCIELIB-2-REMOVE\_FAILURE: Failed to remove [hex] from [chars] list.

**Explanation** Failed to remove item from the specified list

**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** %PCIELIB-3-REUSE\_LAWBAR: LAWBAR #[dec] is used. orig value = [hex].

**Explanation** The specified LAWBAR register was used for other purpose.

**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.

## PCIELIB-3

**Error Message** %PCIELIB-3-SHM\_OPEN\_FAIL: Failed to open shm [chars] errno = [chars].

**Explanation** Failed to open the specified shared memory.

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.

# PCMCIAFS Messages

This section contains PCMCIA disk messages.

## PCMCIAFS-3

**Error Message** %PCMCIAFS-3-RESETEERR: PCMCIA disk [dec] [chars]

**Explanation** A PCMCIA disk could not be reset while the system was being initialized or reloaded. This condition will cause a transient disk error or disk timeout error when the ROMMON initialization code tries to read the DIB. This is a transient error and the system will be able to access the disk and continue normal operation.

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

## PCMCIAFS-4

**Error Message** %PCMCIAFS-4-DFS\_FSCK\_ERR: Error while running fsck on the file [chars].

**Explanation** The fsck process was running in a loop while walking through the cluster chain of a file and has 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.

## PCMCIAFS-5

**Error Message** %PCMCIAFS-5-DFS\_CLOSE\_ERR: Error during close of the file [chars]. [chars]

**Explanation** An error occurred during a file close operation.

**Recommended Action** Enter the **fsck filesystem prefix:** command to check and attempt to repair the disk. If this does not fix the problem, format the disk.

## PF\_ASIC Messages

This section contains protocol filtering messages.

### PF\_ASIC-3

**Error Message** %PF\_ASIC-3-ASIC\_DUMP: [[dec]:[hex]] [chars] = [hex]

**Explanation** This message includes relevant ASIC counters that might help to diagnose the problem with the switching bus.

**Recommended Action** Copy this message and the SWITCHING\_BUS\_IDLE message exactly as they appear on the console or in the system log. Contact your Cisco technical support representative with the output. Include this output along with SWITCHING\_BUS\_IDLE error message.

## PF-ETHERCHANNEL Messages

This section contains Policy Feature Card Etherchannel messages.

**Error Message** %PF\_ETHERCHANNEL-3-MLACP\_EXTENDED\_MISMATCH: An inconsistency was detected between the operational and the configured mlacp-extended mode. Reloading. ([chars])

**Explanation** This error message is printed if there is an inconsistency between the persistent storage stored mode and the configuration mode. It will be display on the SP on boot-up.

**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** %PF\_ETHERCHANNEL-3-MLACP\_EXTENDED\_MISMATCH: An inconsistency was detected between the operational and the configured mlacp-extended mode. Reloading. ([chars])

**Explanation** Use of Module [dec] prevents this system from being able to operate at full NEBS compliance levels.

**Recommended Action** For further information, please refer to Cisco.com technical documentation for this module.

# PFINIT Messages

This section contains platform initialization (PFINIT) messages.

## PFINIT-1

**Error Message** %PFINIT-1-CONFIG\_SYNC\_FAIL: Sync'ing the [chars] configuration to the standby Router FAILED, the file may be already locked by a command like: show config.

**Explanation** The active router could not synchronize its configuration with the redundant router. This condition might be a transient one that was caused by the configuration file being temporarily used by another process.

**Recommended Action** Retry the synchronization operation.

**Error Message** %PFINIT-1-CONFIG\_SYNC\_FAIL\_RETRY: Sync'ing the [chars] configuration to the standby Router FAILED, the file may be already locked by a command like: show config. Will attempt to sync [dec] more time[chars]

**Explanation** The active router could not synchronize its configuration with the redundant router. This condition might be a transient one that was caused by the configuration file being temporarily used by another process.

**Recommended Action** The synchronization operation will be retried the specified number of times.

**Error Message** %PFINIT-1-CONFIG\_SYNC\_FAIL\_SECONDARY\_SYNC\_RETRY: Sync'ing the [chars] configuration to the standby Router FAILED with error: [chars] ([dec]).Will attempt to sync [dec] more time[chars]

**Explanation** The active router could not synchronize its configuration with the redundant router. This condition might be a transient one that was caused by the configuration file being temporarily used by another process.

**Recommended Action** Retry the synchronization operation.

**Error Message** %PFINIT-1-CONFIG\_SYNC\_SIZE\_NULL: Active config file is empty. No sync of the [chars] configuration file required.

**Explanation** The configuration of the active switch was not synchronized with the standby switch because the configuration file of the active switch is empty. This condition might have been the result of the user entering a **write erase** command on the active router prior to synchronization between the active and standby switches.

**Recommended Action** If the empty configuration file was the result of user-entered CLI, no action is required. If this was an unexpected condition, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

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

## PFINIT-2

**Error Message** %PFINIT-2-IPCSEAT: Unable to add/remove IPC seats for %s

**Explanation** The platform initialization subsystem could not add or remove interprocess communication (IPC) elements (seats).

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

## PFINIT- 4

**Error Message** %PFINIT-4-IPC\_ICC\_INIT\_FAIL: Failed to [chars]

**Explanation** The PF subsystem failed to initialize some IPC/ICC information.

**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.

## PFINIT-5

**Error Message** %PFINIT-5-CONFIG\_SYNC\_NOT\_SUPPORTED: Sync'ing the [chars] configuration to the standby Router is not supported.

**Explanation** The configuration has not been successfully synchronized with the standby router. [chars] is the configuration name.

**Recommended Action** No action is required.

## PFINIT-6

**Error Message** %PFINIT-6-ACTIVE\_NON\_VS: Active supervisor is in standalone mode, but SWITCH\_NUMBER rommon variable set on the standby or standby having vsl config. Setting SWITCH\_NUMBER variable in rommon to 0 and resetting the standby.

**Explanation** The active supervisor is up in standalone mode while standby's rommon has SWITCH\_NUMBER set. Clearing SWITCH\_NUMBER rommon variable and resetting the standby.

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

## PF\_ISSU Messages

This section contains high availability platform in-service software upgrade (ISSU) infrastructure messages.

## PF\_ISSU-3

**Error Message** %PF\_ISSU-3-ISSU\_NEGO\_LC\_RESET: ISSU negotiation failed between endpoint %d and line card %d, for ISSU client %d

**Explanation** ISSU negotiation failed between an endpoint and a line card. The line card must be 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**, **show tech-support**, and **show issu sessions** commands and your pertinent troubleshooting logs.

## PF\_OBFL Messages

This section contains platform on-board failure logging (OBFL) messages.

### PF\_OBFL-5

**Error Message** %PF\_OBFL-5-FEATURE: Platform OBFL [chars] feature initialization fails in slot [dec].

**Explanation** The PF subsystem could not initialize the on-board failure logging (OBFL) feature specified by [chars].

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

**Error Message** %PF\_OBFL-5-STORAGE: Platform OBFL storage ([chars]) initialization fails in slot [dec].

**Explanation** The PF subsystem could not initialize on-board failure logging (OBFL) storage flash.

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



## PF\_PRST\_VBL Messages

This section contains platform persistent variable messages.

### PF\_PRST\_VBL-3

**Error Message** %PF\_PRST\_VBL-3-MEDIA: PF persistent variable media error: %s

**Explanation** A media error was detected with the persistent variable PF 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.

## PFREDUN Messages

This section contains Policy Feature Card Redundancy (PFREDUN) messages.

### PFREDUN-1

**Error Message** %PFREDUN-1-VTP\_CONFIG\_DISLOCATE: VTP config file must be in default location for standby supervisor to come online

**Explanation** The redundant supervisor engine failed to come online because the VTP configuration file is not in the default location.

**Recommended Action** Reset the redundant supervisor engine, and then configure the VTP configuration file so that it is in the default location.

## PFREDUN-3

**Error Message** %PFREDUN-3-ACTIVE\_FORCED\_TO\_RELOAD: Active not able to operate properly. Standby is ready to take over and forced active to reload.

**Explanation** The active supervisor engine is not operating properly. It is failing to respond. The standby supervisor engine is ready to take over and forces the active supervisor engine to reload.

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

**Error Message** %PFREDUN-3-CCMODE\_MISMATCH: Standby Supervisor cannot support Configured Card Mode [chars]([hex]) due to [chars](enf mask [hex], cap mask [hex], msg ver [hex])!

**Explanation** The active supervisor engine is in user-configured mode (for example, DFC-only mode). The active supervisor engine attempts to bring the standby supervisor engine on line, but incompatible software on the standby cannot support this mode. The active keeps the standby in ROMMON mode.

**Recommended Action** Remove the user-configured mode on the active supervisor engine so that the active can bring the standby on line.

**Error Message** %PFREDUN-3-STANDBY\_OUT\_OF\_SYNC: Active and Standby are out of sync.

**Explanation** The active supervisor engine and standby supervisor engine are out of synchronization. This condition may be due to communication failure, configuration synchronization failure, or another cause.

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

**Error Message** %PFREDUN-3-SUP: [chars]

**Explanation** The supervisor engine failed to boot because it detected that the system might contain an invalid combination of supervisor engines.

**Recommended Action** Examine all modules in the system, and look for an invalid combination of supervisor engines.

## PFREDUN-4

**Error Message** %PFREDUN-4-AUTOBOOT: [chars]

**Explanation** The RP experienced a hardware failure or another type of failure. When the redundant system initializes, the redundant supervisor will wait for the RP to initialize. Because the RP cannot initialize due to the failure, the redundant supervisor engine might never initialize. The default wait time for the RP to initialize (three minutes) has now expired, and the autoboot feature for the supervisor engine 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.

**Error Message** %PFREDUN-4-BOOTSTRING\_INVALID: The bootfile [chars] is not present in standby

**Explanation** The bootfile that is configured is not present on the redundant supervisor engine. If the redundant supervisor engine resets, it will not come up because it will not find the image specified in the bootstring.

**Recommended Action** No action is required.

**Error Message** %PFREDUN-4-EARL\_MISMATCH\_4SUP: In-Chassis Standby being disabled ([chars])

**Explanation** This message indicates that there is an Earl mode mismatch between the In-Chassis Active and the In-Chassis Standby and hence In-Chassis Standby is being disabled.

**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** %PFREDUN-4-INCOMPATIBLE: Defaulting to RPR mode (%s)

**Explanation** A runtime incompatibility exists between image versions running on the active and standby supervisors. The redundancy mode will default to route processor redundancy (RPR).

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

**Error Message** %PFREDUN-4-PFC\_MISMATCH: My PFC [chars] and Other's PCF [chars] mismatch

**Explanation** The active supervisor engine and the redundant supervisor engine have different versions of the PFC daughter 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** %PFREDUN-4-PFC\_MISMATCH\_4SUP: In-Chassis Active PFC is [chars] In-Chassis Standby PFC is [chars]

**Explanation** This message indicates that the In-Chassis Active and the In-Chassis Standby have different versions of the PFC.

**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** %PFREDUN-4-PHYSMEM\_MISMATCH: Asymmetrical redundant configuration: Active [chars] has ([int]/[int]K) memory, Standby has ([int]/[int]K).

**Explanation** To support the high availability feature, we recommend that your redundant supervisor engines have symmetrical memory configurations.

**Recommended Action** Upgrade the memory on the supervisor engine with less memory to match the amount of memory on the other supervisor engine.

**Error Message** %PFREDUN-4-SUP\_FORCE\_TO\_ROMMON: Supervisor forced to rommon with reason: [chars]

**Explanation** An application forced the supervisor engine to stay in ROMMON mode with the 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** %PFREDUN-4-SUP\_OS: The peer supervisor is running a different operating system.

**Explanation** The active supervisor engine is in user-configured mode (for example, DFC-only mode). The active supervisor engine attempts to bring the standby supervisor engine on line, but incompatible software on the standby supervisor engine cannot support this mode. The active supervisor engine keeps the standby supervisor engine in ROMMON mode.

**Recommended Action** Remove the user-configured mode on the active supervisor engine so that the active supervisor engine can bring the standby supervisor engine on line, or insert a supervisor engine that runs the same operating system as that of the peer supervisor engine.

**Error Message** %PFREDUN-4-VERSION\_MISMATCH: Defaulting to RPR mode ([chars])

**Explanation** There is a mismatch of image versions running on the active supervisor engine and on the redundant supervisor engine.

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

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

## PFREDUN-6

**Error Message** %PFREDUN-6-Z\_COOKIE: [chars]

**Explanation** Informational messages regarding the presence of z-switchover cookie

**Recommended Action** No action is required.

## PFREDUN-7

**Error Message** %PFREDUN-7-KPA\_WARN: RF KPA messages have not been heard for [dec] seconds

**Explanation** The RF KPA messages have not been sent from the peer for the specified numbers of seconds. This message is printed after every third KPA timer expiry.

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

# PFREDUN\_SP Messages

This section contains Policy Feature Card Redundancy (PFREDUN) switch processor (SP) messages.

## PFREDUN\_SP-3

**Error Message** %PFREDUN\_SP-3-DIVC\_MODE\_CHANGE: Redundancy mode changed to RPR

**Explanation** The redundancy mode has changed from stateful switchover (SSO) to route processor redundancy (RPR) because one or more base ISSU clients have failed to successfully negotiate an ISSU 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** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PFREDUN\_SP-3-DIVC\_MODE\_CHANGE\_RESET: Redundancy mode changed to RPR, standby supervisor being reset

**Explanation** The redundancy mode has changed from SSO to RPR because one or more base ISSU clients have failed to successfully negotiate an ISSU session. The standby supervisor is being reset and will come up in RPR mode.

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

**Error Message** %PFREDUN\_SP-3-STANDBY\_NEGO\_FAILED: Session not negotiated, resetting the standby sup

**Explanation** Both the active and standby supervisors are ISSU capable but the standby failed to negotiate its platform redundancy ISSU session. The standby supervisor must be 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.

## PHY Messages

This section contains physical layer messages.

### PHY-4

**Error Message** %PHY-4-CHECK\_SUM\_FAILED: SFP EEPROM data check sum failed for SFP interface [chars]

**Explanation** The SFP was identified as a Cisco SFP, but the system was unable to read vendor data information to verify its correctness.

**Recommended Action** Remove and reinsert the SFP. If it fails again in the same way, the SFP may be defective.

**Error Message** %PHY-4-EXCESSIVE\_ERRORS: Excessive FCS, data, or idle word errors found on interface [chars]

**Explanation** The system has detected excessive FCS, data word, or idle word errors on the specified interface.

**Recommended Action** Enter the **show interface** command on the specified interface and check for CRC and other input errors. If errors are excessive, enter the **shut** command followed by the **no shut** command to reset the interface.



# PIM Messages

This section contains Protocol Independent Multicast (PIM) messages.

## PIM-1

**Error Message** %PIM-1-INVALID\_RP\_REG: Received Register from router %i for group %i, %i not willing to be RP

**Explanation** A PIM router received a register message from another PIM router that thinks it is the rendezvous point. If the router is not configured for another rendezvous point, it will not accept the register message.

**Recommended Action** Configure all leaf routers (first-hop routers to multicast sources) with the IP address of the valid rendezvous point.

**Error Message** %PIM-1-SR\_INTERVAL\_SETTING\_ERR: Incompatible SR interval from %i on %s (%d != %d)

**Explanation** A state-refresh capable PIM neighbor on this interface has a different setting for the state-refresh origination interval.

**Recommended Action** Configure all PIM routers connected to this LAN to use the same state-refresh origination interval for their interfaces on the LAN.

## PIM-3

**Error Message** %PIM-3-MVRF\_NULL\_PRM: Null parameter specified for MVRF lookup.

**Explanation** A function to perform a Multicast Virtual Route Forwarding (MVRF) lookup by name detected a NULL input parameter. The intended action 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** %PIM-3-RPDF\_NULL\_PRM: Null parameter specified for Bidir RP DF creation.

**Explanation** A function to create a bidirectional route processor (RP) designated forwarder (DF) entry detected a NULL input parameter. The RP DF entry 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** %PIM-3-UPD\_RPR\_NULL\_PRM: Null parameter specified for Bidir RP route update.

**Explanation** A function to perform an update of the bidirectional RP route information detected a NULL input parameter. The update 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.

## PIM-4

**Error Message** %PIM-4-DEPRECATED\_HELLO\_TLV: Deprecated PIM Hello Option TLV %d (%s) from %i (%s)

**Explanation** A PIM neighbor is running old software that uses deprecated Hello Option TLVs. Unless the router is upgraded, DR priority and bidirectional groups may not function properly.

**Recommended Action** Upgrade the routers.

**Error Message** %PIM-4-INVALID\_SRC\_REG: Received Register from %i for (%i, %i), not willing to be RP

**Explanation** A PIM router configured as a rendezvous point received a register message from another PIM router, but the source of the multicast data is disallowed in this RP.

**Recommended Action** No action is required.

## PIM-5

**Error Message** %PIM-5-DRCHG: DR change from neighbor [IP\_address] to [IP\_address] on interface [chars] (vrf [chars])

**Explanation** A PIM neighbor is the new DR on an interface.

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

**Error Message** %PIM-5-NBRCHG: neighbor [IP\_address] [chars] on interface [chars] (vrf [chars]) [chars]

**Explanation** A PIM neighbor has gone up or down on the specified interface.

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

**Error Message** %PIM-5-PROXY: Deny proxy for ([IP\_address], [IP\_address]) from neighbor [IP\_address]

**Explanation** A PIM proxy from the specified neighbor was denied.

**Recommended Action** No action is required.

## PIM-6

**Error Message** %PIM-6-INVALID\_RP\_JOIN: Received (\*, %i) Join from %i for invalid RP %i

**Explanation** A downstream PIM router sent a join message for the shared tree, which this router does not want to accept. This behavior indicates that this router will allow only downstream routers join to a specific rendezvous point.

**Recommended Action** Configure all downstream leaf routers to join to the RP that is allowed by upstream routers toward the validated rendezvous point.

**Error Message** %PIM-6-REG\_ENCAP\_INVALID: Bad register from %i for (%i, %i);  
additional info = %x %x %x %x %x %x %x %x

**Explanation** A PIM router configured as a rendezvous point or with network address translation (NAT) received a PIM register packet from another PIM router. The data encapsulated in this packet is invalid.

**Recommended Action** No action is required.

**Error Message** %PIM-6-SA\_ENCAP\_INVALID: Bad SA from RP %i for (%i, %i); additional  
info = %x %x %x %x %x %x %x %x

**Explanation** A PIM router configured as an MSDP peer received an SA with encapsulated data. The data encapsulated in this packet is invalid.

**Recommended Action** No action is required.

## PIM\_PROT Messages

This section contains Protocol Independent Multicast (PIM) protocol messages.

### PIM\_PROT-3

**Error Message** %PIM\_PROT-3-MSG\_SEND\_ERR: [chars]

**Explanation** An internal error occurred while trying to send a message. Events scheduled to happen on reception of the message, such as deletion of the PIM tunnel IDB, may not take place.

**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.

### PIM\_PROT-4

**Error Message** %PIM\_PROT-4-PROTOCOL\_WARNING: [chars] - [chars] [chars] : [chars]

**Explanation** Internal protocol inconsistency warning

**Recommended Action** No action is required.

## PIM\_PROT-6

**Error Message** %PIM\_PROT-6-IDB\_ENABLE: Interface [chars] does not support multicast, not enabled

**Explanation** PIM is not enabled on an interface that does not support multicast.

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

## PIM\_PROT-7

**Error Message** %PIM\_PROT-7-INTERNAL\_ERR: [chars]

**Explanation** An internal error has occurred.

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

## PIMSN Messages

This section contains Protocol Independent Multicast (PIM) Snooping (PIMSN) messages.

### PIMSN-6

**Error Message** %PIMSN-6-IGMPSN\_GLOBAL: PIM Snooping global runtime mode [chars] due to IGMP Snooping [chars]

**Explanation** PIM snooping requires that IGMP snooping be enabled. When IGMP snooping is disabled, PIM snooping also becomes disabled. PIM snooping is reenabled when IGMP snooping is reenabled.

**Recommended Action** No action is required. The system is working properly. We recommend that you leave IGMP snooping enabled.

**Error Message** %PIMSN-6-IGMPSN\_VLAN: PIM Snooping runtime mode on vlan [dec] [chars] due to IGMP Snooping [chars]

**Explanation** PIM snooping requires that IGMP snooping be enabled. When IGMP snooping is disabled, PIM snooping also becomes disabled. PIM snooping is reenabled when IGMP snooping is reenabled.

**Recommended Action** No action is required. The system is working properly. We recommend that you leave IGMP snooping enabled.

## PKI Messages

This section contains public key infrastructure (PKI) feature messages.

### PKI-3

**Error Message** %PKI-3-CERTIFICATE\_INVALID: Certificate chain validation has failed.

**Explanation** The certificate is not valid.

**Recommended Action** Verify that the system clock is set correctly.

**Error Message** %PKI-3-CERTIFICATE\_INVALID\_EXPIRED: Certificate chain validation has failed. The certificate (SN: [chars]) has expired. Validity period ended on [chars]

**Explanation** The certificate validity period indicates that this certificate has expired.

**Recommended Action** Verify that the system clock is set correctly.

**Error Message** %PKI-3-CERTIFICATE\_INVALID\_NOT\_YET\_VALID: Certificate chain validation has failed. The certificate (SN: [chars]) is not yet valid Validity period starts on [chars]

**Explanation** The certificate validity period indicates that this certificate is not yet valid

**Recommended Action** Verify that the system clock is set correctly.

**Error Message** %PKI-3-CERTIFICATE\_INVALID\_UNAUTHORIZED: Certificate chain validation has failed. Unauthorized

**Explanation** The certificate is valid but not authorized

**Recommended Action** Verify that the system clock is set correctly.

**Error Message** %PKI-3-CERTIFICATE\_REVOKED: Certificate chain validation has failed. The certificate (SN: [chars]) is revoked

**Explanation** The certificate has been revoked by the CA administrator.

**Recommended Action** Contact the CA administrator to check the status of the certificate.

**Error Message** %PKI-3-CERTRETFAIL: Certificate enrollment failed.

**Explanation** A certificate enrollment transaction failed due to internal error.

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

**Error Message** %PKI-3-CS\_CRIT\_STORAGE: Critical certificate storage, [chars], is inaccessible, server disabled.

**Explanation** The critical certificate storage location is inaccessible, so the server is disabled.

**Recommended Action** Make the storage location accessible or reconfigure the storage location.

**Error Message** %PKI-3-GETCARACERT: Failed to receive RA/CA certificates.

**Explanation** A failure was encountered while CA or RA certificates were being parsed or processed.

**Recommended Action** Check the status of the certificate or contact the CA administrator.

**Error Message** %PKI-3-INVALIDCACERT: Failed to process CA certificate.

**Explanation** The CA certificate that was received from the CA server could not be processed.

**Recommended Action** Enter the **parser** command.

**Error Message** %PKI-3-INVALID\_INPUT: The input to the parser command is not correct

**Explanation** The arguments supplied to the **parser** command are not correct.

**Recommended Action** Reenter the command.

**Error Message** %PKI-3-POLLCACERT: Polling CA certificate .....

**Explanation** The CA certificate is being polled.

**Recommended Action** Check to see if the CA server or the LDAP server is on line.

**Error Message** %PKI-3-POLLRACERT: Polling RA certificate .....

**Explanation** The RA certificate is being polled.

**Recommended Action** Check to see if the CA server or the LDAP server is on line.

**Error Message** %PKI-3-POLLROUTERCERT: Polling Router certificate .....

**Explanation** The router certificate is being polled.

**Recommended Action** Check to see if the CA server or the LDAP server is on line.



**Error Message** %PKI-3-QUERYCACERT: Failed to query CA certificate.

**Explanation** A CA certificate from the CA server could not be queried.

**Explanation** Enter the **parser** command.

**Error Message** %PKI-3-QUERY\_KEY: Querying key pair failed.

**Explanation** A public key or private key query attempt using the subject name has failed.

**Explanation** Resubmit the enrollment request. Check the subject name.

**Error Message** %PKI-3-SOCKETSELECT: Failed to select the socket.

**Explanation** The socket could not be selected.

**Explanation** Check for a TCP or socket debugging message to attempt to investigate the problem.

**Error Message** %PKI-3-SOCKETSEND: Failed to send out message to CA server.

**Explanation** A message could not be sent to the CA server. This failure is caused by a problem with the HTTP transaction.

**Explanation** Check the HTTP connection to the CA server.

## PKI-4

**Error Message** %PKI-4-CRL\_LDAP\_QUERY: The CRL could not be retrieved from the specified LDAP server

**Explanation** The certificate revocation list (CRL) is located on an LDAP server but the LDAP query failed.

**Recommended Action** Check that the LDAP server is reachable and online. Verify that the CRL is at the specified location.

**Error Message** %PKI-4-CS\_PUBLISH\_STORAGE: Publish certificate storage, [chars], is inaccessible.

**Explanation** The publish certificate storage location is inaccessible.

**Recommended Action** Make the storage location accessible or reconfigure the storage location.

**Error Message** %PKI-4-NOAUTOSAVE: Configuration was modified. Issue "write memory" to save new certificate

**Explanation** Auto-enroll has obtained a new router key pair and certificate. However, the running configuration was previously modified.

**Recommended Action** Enter the **write memory** command to save the new certificate(s) and key(s).

**Error Message** %PKI-4-NOCONFIGAUTOSAVE: Configuration was modified. Issue a "write memory" to save new IOS PKI configuration

**Explanation** The PKI process has generated a new PKI configuration, but the running configuration was previously modified.

**Recommended Action** Enter a **write memory** command to save the new PKI configuration.

**Error Message** %PKI-4-NOSHADOWAUTOSAVE: Configuration was modified. Issue "write memory" to save new IOS CA certificate

**Explanation** Cisco IOS CA Rollover has generated a shadow CA key pair and certificate. However, the running configuration was previously modified.

**Recommended Action** Enter the **write memory** command to save the new certificates and keys.

## PKI-6

**Error Message** %PKI-6-AUTOENROLL\_KEY\_LOCKED: Auto-enroll failed - RSA keypair is locked

**Explanation** Auto-enroll could not generate a new RSA key pair because the existing RSA key pair is locked.

**Recommended Action** Auto-enroll will retry the enrollment request. Make sure that the existing RSA key pair is unlocked before the next retry.

**Error Message** %PKI-6-AUTOSAVE: Running configuration saved to NVRAM

**Explanation** Auto-enroll has obtained a new router key pair and certificate, and has done an automatic write to memory to save them.

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

**Error Message** %PKI-6-CERTFAIL: Certificate enrollment failed.

**Explanation** A fatal error was encountered during a certificate enrollment operation.

**Recommended Action** Contact the CA administrator.

**Error Message** %PKI-6-CERT\_FATAL\_ERR: [chars]

**Explanation** A fatal error was encountered during a certificate enrollment operation. The operation has been terminated.

**Recommended Action** Contact the CA administrator.

**Error Message** %PKI-6-CERTIFSRECV: Could not receive router's Certificate from file system.

**Explanation** The certificate for the router could not be received from the file system.

**Recommended Action** Verify the enrollment URL and that the router is able to read from the file system.

**Error Message** %PKI-6-CERTIFSEND: Could not send Certificate enrollment request to file system.

**Explanation** The certificate enrollment request could not be sent to the file system.

**Recommended Action** Verify the enrollment URL and that the router is able to write to the file system.

**Error Message** %PKI-6-CERTPENDING: Enter manual authentication ...

**Explanation** The CA server is attempting to manually authenticate the router.

**Recommended Action** Follow the manual authentication procedure.

**Error Message** %PKI-6-CERTREJECT: Certificate enrollment request was rejected by Certificate Authority

**Explanation** A previous certificate enrollment request was received by the Certificate Authority. The CA has rejected the enrollment request.

**Recommended Action** Contact the Certificate Authority administrator.

**Error Message** %PKI-6-CERTRET: Certificate received from Certificate Authority

**Explanation** A previous certificate enrollment request was received by the Certificate Authority. The CA has issued the certificate and sent back a copy

**Recommended Action** No action is required.

**Error Message** %PKI-6-CONFIGAUTOSAVE: Running configuration saved to NVRAM

**Explanation** The PKI process has generated and saved to memory a new PKI configuration.

**Recommended Action** No action is required.

**Error Message** %PKI-6-CS\_DELETE: Certificate Server is deleted.

**Explanation** The certificate server is deleted.

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

**Error Message** %PKI-6-CS\_DELETE\_TP\_KEY: Trustpoint and key deleted.

**Explanation** The trustpoint and key used by the certificate server are deleted.

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

**Error Message** %PKI-6-CS\_GRANT\_AUTO: All enrollment requests will be automatically granted.

**Explanation** All enrollment requests will be automatically granted.

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

**Error Message** %PKI-6-CS\_GRANT\_AUTO\_CACERT: All rollover subordinate CA cert requests will be automatically granted.

**Explanation** All rollover subordinate CA certificate requests will be automatically granted.

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

**Error Message** %PKI-6-CS\_GRANT\_AUTO\_RA: Enrollment requests coming from known RAs will be automatically granted.

**Explanation** Enrollment requests coming from known RAs will be automatically granted.

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

**Error Message** %PKI-6-CS\_GRANT\_AUTO\_RACERT: All rollover RA cert requests will be automatically granted.

**Explanation** All rollover RA certificate requests will be automatically granted.

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

**Error Message** %PKI-6-CS\_REJECT\_AUTO: All enrollment requests will be automatically rejected.

**Explanation** All enrollment requests will be automatically rejected.

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

**Error Message** %PKI-6-PKCS12EXPORT\_FAIL: PKCS #12 Export Failed.

**Explanation** An attempt to generate and export information conforming to the PKCS #12 format has failed.

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

**Error Message** %PKI-6-PKCS12EXPORT\_SUCCESS: PKCS #12 Successfully Exported.

**Explanation** Information conforming to the PKCS #12 format has been generated and successfully exported.

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

**Error Message** %PKI-6-PKCS12IMPORT\_FAIL: PKCS #12 Import Failed.

**Explanation** An attempt to import information conforming to the PKCS #12 format has failed.

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

**Error Message** %PKI-6-PKCS12IMPORT\_SUCCESS: PKCS #12 Successfully Imported.

**Explanation** Information conforming to the PKCS #12 format has been successfully imported.

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

**Error Message** %PKI-6-SHADOWAUTOSAVE: Running configuration saved to NVRAM

**Explanation** Cisco IOS CA Rollover has generated a shadow CA key pair and certificate, and has executed an automatic **write memory** command to save them.

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

## PLATFORM Messages

This section contains platform-specific messages.

### PLATFORM-1

**Error Message** %PLATFORM-1-CRASHED: [chars]

**Explanation** The system is attempting to display the crash message from the previous crash.

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

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

## PLATFORM-3

**Error Message** %PLATFORM-3-FATALCINNAMON: The FPGA controller has received a fatal interrupt, reg=[hex], mask=[hex], config=[hex] - [chars]

**Explanation** The FPGA controller has received a fatal interrupt. This may be a hardware or a software 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** %PLATFORM-3-NO\_HARDWARE\_RESOURCES: Not enough hardware resources. Shutting down [chars]

**Explanation** There are too many VLANs and routed ports on the system.

**Recommended Action** Reduce the total number of VLANs and routed ports to be fewer than 1023. If you require this configuration and connectivity to be maintained across system reboots, save the configuration to NVRAM.

**Error Message** %PLATFORM-3-PW\_REC\_HRPC\_BAD\_LENGTH: Received incompatible length (= [dec]) in set-password-recovery HRPC message from box [dec].

**Explanation** The system has received an incompatible length parameter in a set-password-recovery HRPC message. This condition could be caused by a stack that is operating with incompatible software versions on different stack members.

**Recommended Action** Ensure that all stack members are running compatible software images. 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** %PLATFORM-3-PW\_REC\_HRPC\_NOT\_ON\_MASTER: Set-password-recovery HRPC msg from box [dec] received on master.

**Explanation** The active stack has received a set-password-recovery HRPC message. These types of messages should only be received on standby systems.

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

**Error Message** %PLATFORM-3-PW\_REC\_HRPC\_ONLY\_ON\_MASTER: Get-password-recovery HRPC msg from box [dec] received on slave.

**Explanation** A standby switch has received a get-password-recovery HRPC message. These types of messages should only be received by the active stack.

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

## PLATFORM-4

**Error Message** %PLATFORM-4-FPGA\_MISMATCH: FPGA image in slot [dec] (name = [chars], hardware version = [dec].[dec], current fpga version = [chars]) does not match the FPGA image in Cisco IOS software (version [dec].[dec]). Approximate time to update the FPGA image is [dec] minutes.

**Explanation** The version of the FPGA image on the specified card differs from the Cisco IOS software bundled FPGA image version.

**Recommended Action** Update the FPGA image by entering the **upgrade fpga all** command.

**Error Message** %PLATFORM-4-FPGAUPD\_RELOAD\_SKIP: After the FPGA update, the card in slot [dec] was not reloaded. The card should be reloaded for the new FPGA image to take effect.

**Explanation** The FPGA image on the specified card is updated. The new FPGA image will not be operational until the card is reloaded. The FPGA image upgrade will take effect after the next reload of the card. The card was not reloaded due to negative user response to the reload prompt.

**Recommended Action** Reload the card in the specified slot. If the card is a processor, reload the router.

**Error Message** %PLATFORM-4-FPGA\_VER\_INVALID: FPGA version information for the hardware in slot [dec] (fpga [dec]) has not been cached.

**Explanation** An attempt to read the current FPGA version from the cache was unsuccessful. Normally, the FPGA version on the RP and line cards is read from the flash memory device and is cached during the initialization of the card. However, the FPGA image version information for the card in the specified slot has not been cached. This problem is caused by 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.

## PM Messages

This section contains port manager (PM) messages.

### PM-1

**Error Message** %PM-1-INCONSISTENT\_PORT\_STATE: Inconsistent HW/SW port state for [chars]. Please shut/no shut the interface

**Explanation** The hardware and software port state has become inconsistent. [chars] is the interface.

**Recommended Action** No action is necessary. This message is informational only.



## PM-3

**Error Message** %PM-3-ERR\_INCOMP\_PORT: <mod/port> is set to inactive because <mod/port> is a trunk port

**Explanation** An isolated or community VLAN port or private host port cannot be configured on the same COIL application-specific integrated circuit (ASIC) when another port is either a trunk, a SPAN destination, or a promiscuous PVLAN port, or if a port is configured as dynamic desirable mode (the default mode on some switches).

**Recommended Action** To reactivate the ports, remove the isolated or community VLAN port configuration and enter the **shutdown** command followed by the **no shutdown** command. Configure the incompatible port on a different ASIC on the module or on a different module. Refer to the module documentation to determine which ports share an ASIC. If ports are configured (manually or by default) as dynamic desirable mode, configure the ports as access mode using the **switchport mode access** command.

## PM-4

**Error Message** %PM-4-LIMITS: The number of vlan-port instances on [chars] exceeded the recommended limit of [dec].

**Explanation** The total number of individual VLAN ports on the module or switch, has exceeded the recommended limit. VLANs can be counted more than once; if VLAN 1 is carried on ten interfaces, it will count as ten VLAN ports. On some platforms, bundling is also ignored for purposes of this count; if eight interfaces on the same module are in one bundle, and the port channel is carrying VLAN 1, it will count as eight VLAN ports. [chars] is the module name (for example, switch or the module number), and [dec] is the recommended limit. In some releases, such as Cisco IOS Release 12.2(33)SXI, the actual limit may be greater than the limit reported in this message. See the Cisco IOS release notes for the latest recommended limits.

**Recommended Action** Reduce the number of trunks and VLANs configured in the module or switch as recommended in [dec]. Enter the **show interfaces trunk** privileged EXEC command to see the total number of trunks and VLANs.

**Error Message** %PM-4-MPLS\_MTU\_EC\_CFG: MPLS MTU size [dec] is not supported by one or more ports in channel [chars].

**Explanation** The MPLS MTU size that was configured on the Ethernet channel is larger than the maximum MTU size that can be supported by one or more ports in this channel. Large packets might be dropped.

**Recommended Action** Reduce the MPLS MTU size, or remove these ports from the channel before increasing the MPLS MTU size.

**Error Message** %PM-4-MPLS\_MTU\_PORT\_CFG: MPLS MTU size [dec] is not supported by port [chars].

**Explanation** The MPLS MTU size that was configured on the port is larger than the maximum MTU size that can be supported by this port. Large packets might be dropped.

**Recommended Action** Reduce the MPLS MTU size.

**Error Message** %PM-4-NOSB: No PM subblock found for interface [chars]

**Explanation** This syslog, along with T/B, is logged for all type of interfaces where PM subblock is absent. The interface types include WAN, loopback and tunnel, which do not have associated PM subblock as per the design. This message helps the PM group to identify the offending application. This message indicates that PM module encounters unusual conditions for diagnose purpose.

**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** %PM-4-NOSB: No PM subblock found for interface [WAN|loopback|tunnel]: ios-base : (PID= [number], TID=[number]):[traceback]

**Explanation** This message indicates that the port manager module encountered unusual conditions. It is logged for interfaces where the port manager subblock is absent. Interface types include WAN, loopback and tunnel which do not have associated port manager subblock by design. The traceback helps the Cisco port manager development group to trace the problematic code path.

**Recommended Action** No action is required.

**Error Message** %PM-4-PORT\_BOUNCED: Port [chars] was bounced by [chars].

**Explanation** The PM needed to perform a reactivation of a port in the link-down state during a switchover. A port is only reactivated when the port data structures lack consistency between the active and redundant supervisor engines. Active ports in the link-down state were returned to the link-up state by the reactivation event.

**Recommended Action** No action is required.

**Error Message** %PM-4-PVLAN\_TYPE\_CFG\_ERR: Failed to set VLAN [dec] to a [chars] VLAN

**Explanation** The platform failed to set the type for the private 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.

**Error Message** %PM-4-SVI\_ADD\_CORRESPONDING\_L2\_VLAN: Vlan [dec] must be added to L2 database in order to be used, do <vlan [dec]> from config mode.

**Explanation** When a switch virtual interface (SVI) is created, the corresponding Layer 2 VLAN is not automatically created in the Layer 2 database.

**Recommended Action** Create a Layer 2 VLAN before the switch virtual interface (SVI) is created.

**Error Message** %PM-4-TUNNEL\_INT\_VLAN\_NOTAVAIL: Internal VLAN allocation failed for tunnel interface [chars].

**Explanation** Because the maximum internal VLAN usage has been reached, VLAN allocation for the tunnel interface has failed. The tunnel interface could not be created.

**Recommended Action** Delete some extended range VLANs created by users or remove some features that require internal VLAN allocation (for example, routed ports).

## PM-6

**Error Message** %PM-6-ACTIVE: Interface [chars] is now active because [chars]

**Explanation** The port manager has detected an interface that was down as up for the VLAN, causing the port to be in the active state.

**Recommended Action** No action is required.

## PMB Messages

This section contains power management bus (PMB) messages.

### PMB-4

**Error Message** %PMB-4-CANTPWROFF: Attempts to power down slot [dec] failed, card will be disabled.

**Explanation** The system could not power down the module in slot [dec], possibly due to a hardware failure.

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

## PM\_ISSU Messages

This section contains port manager (PM) in-service software upgrade (ISSU) messages.

### PM\_ISSU-3

**Error Message** %PM\_ISSU-3-BUFFER: Port Manager ISSU client failed to get buffer for message, error %d

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

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

**Error Message** %PM\_ISSU-3-CAPABILITY: Port Manager ISSU client %s

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

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

**Error Message** %PM\_ISSU-3-INIT: Port Manager ISSU client initialization failed at %s, error %s

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

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

**Error Message** %PM\_ISSU-3-MSG\_NOT\_OK: Port Manager ISSU client message %d is not compatible

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

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

**Error Message** %PM\_ISSU-3-MSG\_SIZE: Port Manager ISSU client failed to get the message size for message %d

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

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

**Error Message** %PM\_ISSU-3-POLICY: Port Manager ISSU client message type %d is %s

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

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

**Error Message** %PM\_ISSU-3-SEND\_FAILED: Port Manager ISSU client failed to send a negotiation message, error %d

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

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

**Error Message** %PM\_ISSU-3-SESSION: Port Manager ISSU client %s

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

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

**Error Message** %PM\_ISSU-3-SESSION\_UNREGISTRY: Port Manager ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The port manager ISSU client was unable to unregister session information.

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

**Error Message** %PM\_ISSU-3-TRANSFORM: Port Manager ISSU client %s transform failed, error %s

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

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

## PM\_PVLAN\_ISSU Messages

This section contains port manager (PM) private VLAN (PVLAN) in-service software upgrade (ISSU) messages.

### PM\_PVLAN\_ISSU-3

**Error Message** %PM\_PVLAN\_ISSU-3-BUFFER: Private Vlan ISSU client failed to get buffer for message, error %d

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

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

**Error Message** %PM\_PVLAN\_ISSU-3-CAPABILITY: Private Vlan ISSU client %s

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

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



**Error Message** %PM\_PVLAN\_ISSU-3-INIT: pm\_pvlan Client Name ISSU client initialization failed at %s, error %s

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

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

**Error Message** %PM\_PVLAN\_ISSU-3-MSG\_NOT\_OK: Private Vlan ISSU client message %d is not compatible

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

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

**Error Message** %PM\_PVLAN\_ISSU-3-MSG\_SIZE: Private Vlan ISSU client failed to get the message size for message %d

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

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

**Error Message** %PM\_PVLAN\_ISSU-3-POLICY: Private Vlan ISSU client message type %d is %s

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

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

**Error Message** %PM\_PVLAN\_ISSU-3-SEND\_FAILED: Private Vlan ISSU client failed to send a negotiation message, error %d

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

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

**Error Message** %PM\_PVLAN\_ISSU-3-SESSION: Private Vlan ISSU client %s

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

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

**Error Message** %PM\_PVLAN\_ISSU-3-TRANSFORM: Private Vlan ISSU client %s transform failed, error %s

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

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

## PM\_SCP Messages

This section contains port manager Switch-Module Configuration Protocol (PM\_SCP) messages.

### PM\_SCP-1

**Error Message** %PM\_SCP-1-LCP\_FW\_ERR\_POWERDOWN: Module [dec] will be powered down due to firmware error: [chars]

**Explanation** A nonrecoverable error was detected by the switching module firmware and the switching module will be powered down to keep the system functioning. [dec] is the module number and [chars] explains that the system will be powered down.

**Recommended Action** No action is required.

### PM\_SCP-2

**Error Message** %PM\_SCP-2-LCP\_FW\_ERR\_INFORM: Module [dec] is experiencing the following error: [chars]

**Explanation** The linecard is reporting an error condition, where [dec] is the module number, and [chars] is the error. This condition is usually caused by an improperly seated linecard or a hardware failure. If the error message is seen on all of the linecards, the cause is an improperly seated module.

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

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

**Error Message** %PM\_SCP-2-SPURIOUS\_INTERRUPT: Module [dec] detects [dec] spurious interrupts from asic [chars].

**Explanation** An error condition was detected by the active supervisor engine firmware. If **error-detection crash-action** is configured, the active supervisor engine will switch over to the standby supervisor engine in a redundant setup.

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

**Error Message** %PM\_SCP-2-RESET: Module [dec] is resetting - Due to Packet Buffer Error.

**Explanation** An error condition was detected by the line card firmware and the supervisor engine has initiated a reset procedure for the line card.

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

**Error Message** %PM\_SCP-2-SHUTDOWN: Module [dec] is shutting down - Due to Packet Buffer Error.

**Explanation** An error condition was detected by the line card firmware and the supervisor engine has initiated a shutdown procedure for the line card.

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

**Error Message** %PM\_SCP-2-STDBY\_NOT\_SWTCH\_OVER: Standby is not ready for switchover for Packet Buffer Error. Active-Sup (Module [dec]) is going down...

**Explanation** An error condition was detected by the active supervisor engine firmware and the standby supervisor engine is not ready for switchover, so the active supervisor engine is going down.

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

**Error Message** %PM\_SCP-2-STDBY\_RELOAD: Standby (Module [dec]) is reloading due to Packet Buffer Error...

**Explanation** An error condition was detected by the supervisor engine firmware and the standby supervisor engine is reloading now.

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

**Error Message** %PM\_SCP-2-STDBY\_SWTCH\_OVER: Supervisor (Module [dec]) is preparing for switch-over - Due to Packet Buffer Error.

**Explanation** An error condition was detected by the supervisor engine firmware and has initiated the switchover action.

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

**Error Message** %PM\_SCP-2-TRANSCEIVER\_BAD\_HW: Module [dec] will be power disabled for safety reasons because a defective transceiver is inserted at [chars].

**Explanation** An inappropriate transceiver is inserted at the specified interface. This transceiver should not be used in this system.

**Recommended Action** Remove the specified transceiver and enable power to the module. If this transceiver was purchased from Cisco, contact Cisco TAC to get the transceiver replaced.

**Error Message** %PM\_SCP-2-TRANSCEIVER\_INCOMPATIBLE: Transceiver inserted in [chars] port [dec]/[dec] is not compatible with its interface (transceiver speed is [chars], interface speed is [chars])

**Explanation** An incompatible transceiver was inserted in the specified module. This transceiver should not be used with this module.

**Recommended Action** Replace the specified transceiver with another transceiver that is compatible with this module.

## PM\_SCP-3

**Error Message** %PM\_SCP-3-LCP\_FW\_ABL: Late collision message from module [dec], port:0[dec]

**Explanation** The line card firmware has detected abnormal collisions in port traffic.

**Recommended Action** This is usually a temporary condition. Check for any mismatch in the Duplex or Speed setting with the remote device. 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** %PM\_SCP-3-TRANSCEIVER\_BAD\_EEPROM: Integrity check on transceiver in [chars] port [dec]/[dec] failed: bad key

**Explanation** The transceiver has an incorrectly programmed EEPROM.

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

**Error Message** %PM\_SCP-3-TRANSCEIVER\_DUPLICATE: Transceiver in [chars] port [dec]/[dec] and in [chars] port [dec]/[dec] have duplicate serial numbers

**Explanation** The transceiver was identified as a Cisco transceiver, but its vendor ID and serial number match that of another transceiver on the system.

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

**Error Message** %PM\_SCP-2-TRANSCEIVER\_INCOMPATIBLE: Transceiver inserted in [chars] port [dec]/[dec] is not compatible with its interface (transceiver speed is [chars], interface speed is [chars])

**Explanation** An incompatible transceiver is inserted in the specified module. This transceiver should not be used with this module.

**Recommended Action** Replace the specified transceiver with another transceiver that is compatible with this module.

## PM\_SCP-4

**Error Message** %PM\_SCP-4-FPOE\_INFO: An unsupported distributed fabric card has been detected

**Explanation** Fabric-capable modules are not supported in this 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** %PM\_SCP-4-LCP\_FW\_ABLC: Late collision message from module [dec], port:0[dec]

**Explanation** The line card firmware has detected abnormal collisions in port traffic. This message is typically an indication of a speed or duplex mismatch, possibly caused by a misconfiguration.

**Recommended Action** This is usually a temporary situation. Check the speed and duplex for the port and make sure that it is correct. For correct operation, both sides of a link should be auto-negotiated or both sides should be manually configured for speed and duplex. Do not configure auto-negotiation on one side and manual setting on the other, because the auto-negotiating side might lock at the wrong duplex setting.

**Error Message** %PM\_SCP-4-TRANSCEIVER\_UNSUPP\_MODULE: Interface [chars] does not support receive-only transceivers

**Explanation** A receive-only transceiver has been inserted into a module that does not support it.

**Recommended Action** Use the receive-only transceiver with a supported module. Refer to the documentation for modules that support receive-only transceivers.

**Error Message** %PM\_SCP-4-UNSUPPORTED: Interface [chars] does not support receive-only transceivers

**Explanation** A receive-only transceiver has been inserted into a slot that does not support it.

**Recommended Action** Use the receive-only transceiver with a supported module.



## PM\_SCP-6

**Error Message** %PM\_SCP-6-LCP\_FW\_ERR\_INFORM: Module [dec] is experiencing the following error: [chars]

**Explanation** The module is reporting an error condition, where [dec] is the module number, and [chars] is the error. This condition is usually caused by an improperly seated linecard or a hardware failure. If the error message is seen on all of the linecards, the cause is an improperly seated module.

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

## POLARIS Messages

This section contains Layer 3 CEF engine (POLARIS) messages.

## POLARIS-4

**Error Message** %POLARIS-4-ERR\_INTRPT: Interrupt [chars] occurring in Polaris Layer 3 ASIC

**Explanation** An error occurred in the Layer 3 forwarding ASIC. The error description is shown by [chars].

**Recommended Action** These errors are transient conditions caused by traffic passing through the ASIC, and may appear occasionally under normal conditions. If this message recurs, enter the **show earl status** command on the consoles of the switch supervisor engine and any DFC-enabled modules. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## POLICY\_API Messages

This section contains policy API messages.

### POLICY\_API-4

**Error Message** %POLICY\_API-4-POLICYDYNCLR: Dynamic policy on intf:[chars] cleared. Static policy in use.

**Explanation** A dynamic policy was attempting to override the static policy. The dynamic policy has been cleared, the static policy is now in effect.

**Recommended Action** No action is required.

**Error Message** %POLICY\_API-4-POLICYOVERRIDE: Dynamic policy overriding static on intf:[chars]

**Explanation** Both a static policy and a dynamic policy are configured on the interface. The dynamic policy will override the static policy.

**Recommended Action** If preferred, remove the static policy configuration.

**Error Message** %POLICY\_API-4-POLICYSTATICCLR: Static policy on intf:[chars] cleared. Dynamic policy in use.

**Explanation** A dynamic policy has overridden the static policy. The static policy has been cleared.

**Recommended Action** No action is required.

## POLICY\_MANAGER Messages

This section contains Policy Manager messages.

### POLICY\_MANAGER-2

**Error Message** %POLICY\_MANAGER-2-INIT\_FAILURE: Init failure: [chars]

**Explanation** A problem occurred during the initialization of the policy manager during 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %POLICY\_MANAGER-2-NO\_FREE\_EVENT\_BUFFERS: Event pool depleted: [chars]

**Explanation** The event pool has been depleted. There are no free buffers to process the 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.

## POLICY\_MANAGER-3

**Error Message** %POLICY\_MANAGER-3-INVALID\_ACTION: Invalid action

**Explanation** An invalid action was performed by the policy manager.

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

**Error Message** %POLICY\_MANAGER-3-INVALID\_PARAMETERS: A call to Policy Manager is made with invalid parameters

**Explanation** A call to the policy manager was made with one or more 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** %POLICY\_MANAGER-3-INVALID\_SEVERITY: Invalid event severity [hex]

**Explanation** The event that was received by the policy manager contained an invalid severity and was not 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** %POLICY\_MANAGER-3-NO\_FREE\_POLICY\_IDS: No more Policy IDs available

**Explanation** There are no more policy IDs that can be allocated. Policy manager policies can no longer 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** %POLICY\_MANAGER-3-NULL\_ACTION\_ROUTINE: NULL action routine invoked

**Explanation** The policy manager attempted to invoke an action that was of a null 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** %POLICY\_MANAGER-3-PRE\_INIT\_CALL: Policy Manager routine called prior to initialization

**Explanation** The policy manager component was called prior to its initialization. This action could result in vital information being 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.

## PORT\_SECURITY Messages

This section contains port security messages.

### PORT\_SECURITY-2

**Error Message** %PORT\_SECURITY-2-INELIGIBLE: Port security configuration on [chars] is being made inactive since the port is now not eligible for port security as [chars].

**Explanation** A port had port security configuration on it, but the port now has a configuration not supported with port security. Because the port is now not eligible for port security, the port security configuration on it is being made inactive.

**Recommended Action** Check the port's configuration and remove the offending configuration that is not compatible with port security.

**Error Message** %PORT\_SECURITY-2-PSECURE\_VIOLATION: Security violation occurred, caused by MAC address [enet] on port [chars].

**Explanation** An unauthorized device attempted to connect on a secure port. The MAC address of the unauthorized device and the secure port are specified in the message.

**Recommended Action** Determine the device that attempted to connect on the secure port. Notify your network system administrator of this condition.

## PORT\_SECURITY-6

**Error Message** %PORT\_SECURITY-6-ADDR\_EXCEEDS\_LIMIT: Address <[int]:[enet]> can not be allowed on port [chars] because of max address limits. It has been removed

**Explanation** A routed port has changed to a switched port. The addresses stored in the previous switched-port configuration are now causing the total secure address count to exceed the allowed limit and they have been deleted

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

**Error Message** %PORT\_SECURITY-6-ADDR\_REMOVED: Address <[int]:[enet]> exists on port [chars]. It has been removed from port [chars].

**Explanation** A routed port has changed to a switched port. An address stored in the previous switched-port configuration is now in conflict and has been deleted.

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

**Error Message** %PORT\_SECURITY-6-INVALID\_SESSION: Invalid Port-Security ISSU Session ID

**Explanation** The ISSU session ID is not valid because it has not been negotiated.

**Recommended Action** No action is required.

**Error Message** %PORT\_SECURITY-6-VLAN\_REMOVED: VLAN(S) [chars] is/are no longer allowed on port [chars]. Their port security configuration has been removed.

**Explanation** A configured VLAN has been excluded on a trunk port and so is being removed from the configuration.

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

# POSLC Messages

This section contains Packet over SONET line card (POSLC) messages.

## POSLC-3

**Error Message** %POSLC-3-HWERROR: [chars]

**Explanation** The Optical Services Module has encountered a hardware error.

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

**Error Message** %POSLC-3-PROCESS\_CREATEFAIL: [chars]

**Explanation** The PoS line card could not create a process required for its operation. This condition might be caused by a resource being unavailable.

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

**Error Message** %POSLC-3-PROCESS\_TIMEREVENT: [chars]

**Explanation** An unexpected process timer event occurred in the Optical Services 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** %POSLC-3-UNEXPECTED\_PROCESSEVENT: [chars]

**Explanation** An unexpected process event occurred in the Optical Services 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.

## POT1E1 Messages

This section contains Versatile Interface Processor (VIP) Packet over T1 and E1 (POT1E1) port adapter messages.

### POT1E1-2

**Error Message** %POT1E1-2-NOACCPTR: VC=[dec] [chars]

**Explanation** The POT1E1 port adapter could not increment the pointer count.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** and **show controllers vip slot-number tech-support** commands, with *slot-number* being the slot number where the POT1E1 port adapter resides. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 controllers vip slot-number tech-support** commands, with *slot-number* being the slot number where the POT1E1 port adapter resides, and your pertinent troubleshooting logs.



**Error Message** %POT1E1-2-NOINC: [chars]

**Explanation** The POT1E1 port adapter encountered a null access pointer while it was incrementing the pointer count.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** and **show controllers vip slot-number tech-support** commands, with *slot-number* being the slot number where the POT1E1 port adapter resides. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 controllers vip slot-number tech-support** commands, with *slot-number* being the slot number where the POT1E1 port adapter resides, and your pertinent troubleshooting logs.

**Error Message** %POT1E1-2-QTAIL: Qhead=[hex] particle\_count=[dec] size=[dec]

**Explanation** The POT1E1 port adapter encountered a null queue heading.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** and **show controllers vip slot-number tech-support** commands, with *slot-number* being the slot number where the POT1E1 port adapter resides. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 controllers vip slot-number tech-support** commands, with *slot-number* being the slot number where the POT1E1 port adapter resides, and your pertinent troubleshooting logs.

**Error Message** %POT1E1-2-TXBADVC: [chars], vc [dec]

**Explanation** The POT1E1 port adapter encountered a null queue heading.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** and **show controllers vip slot-number tech-support** commands, with *slot-number* being the slot number where the POT1E1 port adapter resides. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with 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 controllers vip slot-number tech-support** commands, with *slot-number* being the slot number where the POT1E1 port adapter resides, and your pertinent troubleshooting logs.

## POT1E1-3

**Error Message** %POT1E1-3-FREEDMFATAL: Bay [dec]: freedm reset, command-status register [hex]

**Explanation** The POT1E1 port adapter has experienced a fatal problem related to the Frame Engine and Data Link Manager (FREEDM) 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** %POT1E1-3-MBOXSEND: Bay [dec]: fail sending mbox msg [dec]

**Explanation** POT1E1 mailbox failed send

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

## PPP Messages

This section contains Point-to-Point Protocol (PPP) messages.

### PPP-3

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

**Explanation** An error occurred during an ISSU versioning operation.

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

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

## PQ3 Messages

This section contains Ethernet Phy messages.

### PQ3\_FE

**Error Message** %PQ3\_FE-1-INITFAILP: PQ3/FE([dec]/[dec]), Init failed at [chars]

**Explanation** The FE could not allocate an I/O buffer pool.

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

**Error Message** %PQ3\_FE-1-MACADDRFAIL: PQ3/FE([dec]/[dec]), Unable to set the Mac-address for the interface

**Explanation** The FEC could not set the mac address of the interface.

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

**Error Message** %PQ3\_FE-1-SHOWFAIL: PQ3/FE([dec]/[dec]), Memory error at [chars]

**Explanation** The FEC could not allocate memory to display controller.

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

**Error Message** %PQ3\_FE-2-NOISL: Interface [chars] does not support ISL

**Explanation** The interface cannot be configured as an ISL trunk.

**Recommended Action** Check the configuration.

**Error Message** %PQ3\_FE-3-OVERFLO: PQ3/FE([dec]/[dec]), Receive overflow

**Explanation** While receiving a frame, the controller chip's local buffer transmitted insufficient data because data could not be transferred to DRAM fast enough to keep pace with its input rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required.

**Error Message** %PQ3\_FE-3-UNDERFLO: PQ3/FE([dec]/[dec]), Transmit underflow

**Explanation** While transmitting a frame, the controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required.

**Error Message** %PQ3\_FE-4-BABBLE: PQ3/FE([dec]/[dec]), Babble error, CSR[dec]=[hex]

**Explanation** The transmitter has been on the channel longer than the time taken to transmit the largest frame.

**Recommended Action** The system should recover. No action is required.

**Error Message** %PQ3\_FE-5-EXECOLL: PQ3/FE([dec]/[dec]), Excessive collision

**Explanation** Excessive collisions occurred on the Fast Ethernet interface.

**Recommended Action** No action is required.

**Recommended Action**

**Error Message** %PQ3\_FE-5-LATECOLL: PQ3/FE([dec]/[dec]), Late collision

**Explanation** Late collisions occurred on the Fast Ethernet interface.

**Recommended Action** If the interface is Fast Ethernet, verify that both peers are in the same duplex mode. No action is required.

**Error Message** %PQ3\_FE-5-LOSTCARR: PQ3/FE([dec]/[dec]), Lost carrier. Transceiver problem?

**Explanation** The cable and/or transceiver is not connected.

**Recommended Action** Connect the cable and/or transceiver.

## PQ3\_TSEC

**Error Message** %PQ3\_TSEC-1-INITFAIL: PQ3/FE([dec]), Init failed, CSR[dec]=[hex]

**Explanation** The software failed to initialize/restart an Ethernet/Fast Ethernet interface.

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

**Error Message** %PQ3\_TSEC-1-INITFAILP: PQ3/FE([dec]), Init failed at [chars]

**Explanation** The FEC could not allocate a I/O buffer pool.

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

**Error Message** %PQ3\_TSEC-1-MEMERR: PQ3/FE([dec]), Memory error, CSR[dec]=[hex]

**Explanation** The interface could not access system resources for a long time. This problem may occur under very heavy loads.

**Recommended Action** The system should recover. No action is required. If the message recurs, call your technical support representative for assistance.

**Error Message** %PQ3\_TSEC-1-SHOWFAIL: PQ3/FE([dec]), Memory error at [chars]

**Explanation** The FEC could not allocate memory to display controller.

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

**Error Message** %PQ3\_TSEC-2-NOISL: Interface [chars] does not support ISL

**Explanation** The interface cannot be configured as an ISL trunk.

**Recommended Action** Check the configuration.

**Error Message** %PQ3\_TSEC-3-OVERFLO: PQ3/FE([dec]), Receive overflow

**Explanation** While receiving a frame, the controller chip's local buffer transmitted insufficient data because data could not be transferred to DRAM fast enough to keep pace with its input rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required.

**Error Message** %PQ3\_TSEC-3-OWNERR: PQ3/FE([dec]), Buffer ownership error, pak=[hex]

**Explanation** The software detected an error in descriptor ownership.

**Recommended Action** Try a later version of the software. If the message recurs, call your technical support representative for assistance.

**Error Message** %PQ3\_TSEC-3-UNDERFLO: PQ3/FE([dec]), Transmit underflow

**Explanation** While transmitting a frame, the controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required.

**Error Message** %PQ3\_TSEC-4-BABBLE: PQ3/FE([dec]), Babble error, CSR[dec]=[hex]

**Explanation** The transmitter has been on the channel longer than the time taken to transmit the largest frame.

**Recommended Action** The system should recover. No action is required.

**Error Message** %PQ3\_TSEC-5-COLL: PQ3/FE([dec]), Excessive collisions, TDR=[dec], TRC=[dec].

**Explanation** Ethernet/Fast Ethernet is seeing multiple collisions. This may occur under heavy loads.

**Recommended Action** The system should recover. No action is required.

**Error Message** %PQ3\_TSEC-5-EXCESSCOLL: PQ3/FE([dec]), Excessive collision

**Explanation** Ethernet/Fast Ethernet is seeing multiple collisions. This may occur under heavy loads.

**Recommended Action** The system should recover. No action is required.

**Error Message** %PQ3\_TSEC-5-LATECOLL: PQ3/FE([dec]), Late collision

**Explanation** Late collisions occurred on the Ethernet/Fast Ethernet interface.

**Recommended Action** If the interface is Fast Ethernet, verify that both peers are in the same duplex mode. For regular Ethernet, the system should recover. No action is required.

**Error Message** %PQ3\_TSEC-5-LOSTCARR: PQ3/FE([dec]), Lost carrier. Transceiver problem?

**Explanation** The cable is not connected to the port.

**Recommended Action** Connect the cable to the port.

# PQUICC3 Messages

## PQUICC3-1

**Error Message** %PQUICC3-1-BADHDXFSM: PQUICC3([dec]/[dec]), Unexpected HDX state [dec], event [dec]

**Explanation** A bad event was detected in the state machine for half duplex transmission/reception.

**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** %PQUICC3-1-CTSLOST: PQUICC3([dec]/[dec]), Clear to Send Lost

**Explanation** The Clear To Send (CTS) input signal on a data terminal equipment (DTE) serial interface became inactive while transmitting a frame. This problem is a result of a communication line failure or cable disconnection.

**Recommended Action** Check the serial interface cable and/or communication equipment, such as the channel service unit/data service unit (CSU/DSU).

**Error Message** %PQUICC3-1-INITFAIL: PQUICC3([dec]/[dec]), SCC[dec] init failed

**Explanation** The software failed to initialize/restart a 1T serial card.

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

**Error Message** %PQUICC3-1-LINEFLAP: PQUICC3([dec]/[dec]), Excessive modem control changes

**Explanation** The system received too many modem control signal interrupts. Modem control signals are hardware handshake signals between data terminal equipment (DTE) and data communications equipment (DCE). The signals include either a data carrier detect (DCD) or a data set ready (DSR), or both DCD and DSR.

**Recommended Action** Check the serial interface cable. The error can occur if the cable is disconnected or has come loose and is picking up noise. If the cable appears to be connected correctly, check the equipment connected to the cable.

**Error Message** %PQUICC3-1-NOMEMORY: Unit [dec], no memory for [chars]

**Explanation** The MPC8500/PowerQUICC CPU was unable to access the memory it needs to carry out its functions. Here are some possible causes.

- The network is large, requiring a lot of memory for routing tables, etc.
- The router configuration has many features enabled, each of which requires memory.
- A software error (memory leak) exists.

**Recommended Action** Reduce system activity to ease the memory demand, or upgrade to a larger memory configuration.

**Error Message** %PQUICC3-1-QMC\_GLOBAL\_ERROR: PQUICC3([dec]/[dec]), Global error [hex] in QMC

**Explanation** One or more of the channels served by the QMC instance encountered transmitter underflow or receiver overflow or the QMC interrupt table overflowed. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required.

**Error Message** %PQUICC3-1-TOOBIG: PQUICC3([dec]/[dec]), packet too big, packet size was [dec] bytes

**Explanation** A packet greater than the assigned MTU of this serial interface was queued up for transmission.

**Recommended Action** The system should recover. No action is required. If the message recurs, it may indicate an error related to data traffic patterns. 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** %PQUICC3-1-TOOSMALL: PQUICC3([dec]/[dec]), packet was less than 2 bytes, packet size was [dec] bytes

**Explanation** A small packet (less than 2 bytes) was queued up for transmission. The interface cannot handle such small packets for transmission.

**Recommended Action** The system should recover. No action is required. If the message recurs, it may indicate a hardware error related to data traffic patterns. 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** %PQUICC3-1-UNDERFLO: PQUICC3([dec]/[dec]), Transmit underflow

**Explanation** While transmitting a frame, the serial controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required.

**Error Message** %PQUICC3-1-UNEXPECTED\_INTERRUPT: PQUICC3([dec]), Unexpected modem-signal interrupt

**Explanation** The software did not expect to see a modem control signal change on this interface.

**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** %PQUICC3-1-WRONG\_SLOT: PQUICC3([dec]), BRI card in wrong slot(1)

**Explanation** The BRI card is not supported in WIC slot 0.

**Recommended Action** Power down, move the BRI card to the other WIC slot on the port module and reboot.

## PQUICC3-3

**Error Message** %PQUICC3-3-OWNERR: Unit [dec], buffer ownership error, pak = [hex]

**Explanation** An internal software error occurred.

**Recommended Action** Call your technical support representative to obtain a software upgrade.

**Error Message** %PQUICC3-3-SPURIOUS\_INTERRUPT: Interface card in slot [dec] generated a spurious interrupt

**Explanation** Interface card on the router which is not supported by this image generated a spurious interrupt that can not be handled.

**Recommended Action** No action is required. To avoid seeing this message in the future, remove the unsupported card or use an image that supports it.

**Error Message** %PQUICC3-3-UNKNOWN\_SCCS: PQUICC3, Incorrect SCC number

**Explanation** An internal software error occurred.

**Recommended Action** Call your technical support representative to obtain a software upgrade.

**Error Message** %PQUICC3-3-UNKNOWN\_SCC\_TX\_VECTOR: PQUICC3, Unknown TX vector on port [dec]

**Explanation** An internal software error occurred.

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

**Error Message** %PQUICC3-1-UNKNOWN\_WIC: PQUICC3([dec]), WIC card has an unknown ID of [hex]

**Explanation** The software does not recognize the type of WIC card plugged into the port module.

**Recommended Action** Check the part number on the WIC card to verify that it is supported in the IOS release operational on the router or contact your technical support representative.

**Error Message** %PQUICC3-1-UNSUPPORTED\_CONFIG: Slot [dec] has an unsupported combination of ISDN WAN interface cards

**Explanation** It is not possible to support this type of BRI card in slot 1 along with another BRI card in slot 0.

**Recommended Action** Remove one of the BRI cards from either slot.

## PRBS Messages

This section contains Manhattan Pseudo-Random Bit Sequence (PRBS) related messages.

## PRBS-5

**Error Message** %PRBS-5-DECERR: Slot:[dec],Subcard:[dec],Port:[dec] Decoding error [dec] at time [dec] sec.

**Explanation** A software error occurred.

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

**Error Message** %PRBS-5-GETARGERR: process\_get\_arg\_num error.

**Explanation** A software error occurred.

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

**Error Message** %PRBS-5-LOSSLOCK: Slot:[dec],Subcard:[dec],Port:[dec] Loss of Lock at time [dec] sec.

**Explanation** A software error occurred.

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

**Error Message** %PRBS-5-PASSED: Slot:[dec],Subcard:[dec],Port:[dec] [dec] sec PRBS test passed.

**Explanation** A PBRs test was successful.

**Recommended Action** No action is required.

**Error Message** %PRBS-5-STATUSERR: Slot:[dec],Subcard:[dec],Port:[dec] at [dec] sec status error [dec], quit.

**Explanation** A software error occurred.

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

**Error Message** %PRBS-5-STOP: Slot:[dec],Subcard:[dec],Port:[dec] PRBS test stop at [dec] sec.

**Explanation** A PBRs test stopped.

**Recommended Action** No action is required.

## PROCYON Messages

This section contains messages for the CPU daughter card for the Supervisor Engine 720 (PROCYON).

### PROCYON-3

**Error Message** %PROCYON-3-CREATE\_IBC\_FAILED: Creation of procyon ibc idb failed

**Explanation** The creation of an inband control interface description block for the CPU daughter card has failed. The software or the hardware is faulty.

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

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

**Error Message** %PROCYON-3-INIT\_IBC\_FAILED: Initialization of procyon ibc failed

**Explanation** Inband control initialization has failed. The software or the hardware is faulty.

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

**Error Message** %PROCYON-3-INIT\_ICDM\_FAILED: Initialization of icdm driver failed

**Explanation** The ICDM driver initialization failed for the CPU daughter card inband control. The software or the hardware is faulty.

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

**Error Message** %PROCYON-3-INIT\_MAC\_DRIVER\_FAILED: Initialization of ethernet mac driver failed

**Explanation** The Ethernet MAC driver initialization failed for the CPU daughter card inband control. The software or the hardware is faulty.

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

**Error Message** %PROCYON-3-MASKED\_RCV\_INTR: procyon\_ibc\_rcv\_interrupt called while masked: [int]

**Explanation** The CPU received an inband interrupt, although the inband interrupt was masked. The software or the hardware is faulty.

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

**Error Message** %PROCYON-3-NO\_BUFFER\_POOLS: Initialization of private buffer pools failed

**Explanation** Private buffer pools were not created for the CPU daughter card inband control. This condition can occur during periods of extreme 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PROCYON-3-NO\_PARTICLE: no particle available to populate the ethernet dma ring

**Explanation** No particle was available to populate the direct memory access of the Ethernet ring. This condition can occur during periods of extreme 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PROCYON-3-RX\_ADD\_BUFFER\_FAILED: particle not added to the ethernet dma ring

**Explanation** A particle was not added to the direct memory access of the Ethernet ring. The software or the hardware is faulty.

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

## PROCYON\_ION\_INTR Messages

This section contains messages for the CPU daughter card for the Supervisor Engine 720 (PROCYON).

### PROCYON\_ION\_INTR-3

**Error Message** %PROCYON\_ION\_INTR-3-ENABLE\_INTR\_REGISTER\_ACCESS\_FAILED: Access to interrupt registers failed

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

**Error Message** %PROCYON\_ION\_INTR-3-ENABLE\_KERNEL\_MODE\_FAILED: Access to kernel mode failed

**Explanation** A failure occurred in accessing kernel mode.

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

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

**Error Message** %PROCYON\_ION\_INTR-3-INTERRUPT\_UNMASK\_FAILED: Interrupt unmask failed: interrupt\_source [dec]

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

## PRST\_IFS Messages

This section contains persistent media IOS file system (IFS) messages.

### PRST\_IFS-3

**Error Message** %PRST\_IFS-3-FILE: persistent media IFS file error: %s

**Explanation** An error occurred in a persistent media module (IOS file system) file.

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



**Error Message** %PRST\_IFS-3-FILEMEM: No memory to update %s. Please free some space

**Explanation** There is no file system memory for the system to write an updated version of the persistent variable file.

**Recommended Action** Free space on the file system shown in the error message as soon as possible. You must delete existing files or squeeze the file system if the file system requires it (bootflash, for example, may require it).

**Error Message** %PRST\_IFS-3-GENERAL: persistent media IFS general error: %s

**Explanation** An error occurred in the persistent media module (IOS file 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.

## PRST\_VBL Messages

This section contains persistent variable messages.

### PRST\_VBL-3

**Error Message** %PRST\_VBL-3-GENERAL: Persistent general error: %s

**Explanation** A general error related to a persistent variable occurred.

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

**Error Message** %PRST\_VBL-3-MEDIA: Persistent media error: %s

**Explanation** A media error related to a persistent variable occurred.

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

## PT Messages

This section contains Protocol Translation messages.

**Error Message** %PT-3-PT\_HW\_UNAVAIL: Protocol Tunneling hardware resource not available. [chars]

**Explanation** Protocol tunneling could not be enabled because no redirect registers are available. Protocol tunneling requires redirect registers.

**Recommended Action** Disable any applications that use redirect registers and configure the protocol tunneling again.

**Error Message** %PT-3-PT\_NO\_SWSB: Protocol Tunneling software subblock not found. [chars]

**Explanation** The software subblock that is used for protocol tunneling could not be found for the port specified in the message text. Protocol tunneling has been disabled on this 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.

## PXF Messages

This section contains Parallel eXpress Forwarding (PXF) messages.

**Error Message** %PXF-2-DWNLOADCOLROW: Could not download the microcode into PXF processor @ column [dec] row [dec].

**Explanation** A problem occurred that prevented the microcode from being downloaded to PXF. This could be either a software or hardware abnormality.

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

## PXF\_ACL Messages

This section contains Parallel eXpress Forwarding (PXF) ACL-specific messages.

### PXF\_ACL-3

**Error Message** %PXF\_ACL-3-WS\_ACL\_CONTEXT\_EVENT: [chars] [chars]

**Explanation** An invalid turbo ACL context has been used to call a block initialization. This condition is possibly caused by a process-level watchdog that has 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_ACL-3-WS\_ACL\_EVENT: [chars]

**Explanation** PXF turbo ACL errors have occurred.

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

**Error Message** %PXF\_ACL-3-WS\_ACL\_PXF\_CONTEXT\_EVENT: [chars] [chars]

**Explanation** An invalid PXF turbo ACL context has been used to call a block initialization. This condition is possibly caused by a process-level watchdog that has 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PXFAPI Messages

This section contains Parallel eXpress Forwarding (PXF) API-related messages.

### PXFAPI-3

**Error Message** %PXFAPI-3-TIFBAD: TIF [int] is not available or invalid.

**Explanation** The PXF interface instance that was requested is not available 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.

**Error Message** %PXFAPI-3-TIFINUSE: Request for in-use reserved TIF [int]

**Explanation** A PXF interface instance was requested but is currently reserved as it is still 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXFAPI-3-TIFNODETACH: TIF [int] could not be detached.

**Explanation** The PXF interface instance could not be detached.

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

## PXF\_FIB Messages

This section contains Parallel eXpress Forwarding (PXF) Forwarding Information Base (FIB) messages.

### PXF\_FIB-3

**Error Message** %PXF\_FIB-3-WS\_FIB\_RW\_EVENT: [chars] [dec] [chars]

**Explanation** The Layer 2 information for this interface is not consistent in PXF. The router may resume normal operation after this message.

**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** %PXF\_FIB-3-WS\_FIB\_TIF\_EVENT: [chars] [chars]

**Explanation** The interface does not have a valid PXF handle attached to it. The router may resume normal operation after this message.

**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.

## PXF\_FLOW Messages

This section contains Parallel eXpress Forwarding (PXF) NetFlow messages.

### PXF\_FLOW-4

**Error Message** %PXF\_FLOW-4-INVLDAGG\_SINGLE: The netflow aggregation scheme is not supported in PXF. This interface will be marked as unsupported by the PXF, all incoming traffic to this interface will be processed in the RP.

**Explanation** The only NetFlow aggregation schemes supported in the PXF are AS aggregation, protocol aggregation, source prefix aggregation, and destination aggregation.

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

**Error Message** %PXF\_FLOW-4-NO\_INVLDAGG: All previously configured unsupported netflow aggregations have been disabled or removed. Netflow enabled interfaces may however still be marked unsupported due to other unsupported features configured.

**Explanation** Only PXF-supported NetFlow aggregation schemes are configured, or possibly no NetFlow aggregation schemes are 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.

## PXF\_GRE Messages

This section contains Parallel eXpress Forwarding (PXF) GRE tunnel-related messages.

### PXF\_GRE-3

**Error Message** %PXF\_GRE-3-PXF\_MEM\_ERR\_CLR\_TSTATS: PXF MEM ERROR when clearing PXF tunnel stats (Addr=[hex])

**Explanation** An error occurred when clearing the tunnel statistics from PXF memory. The tunnel statistics could not be properly cleared.

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

**Error Message** %PXF\_GRE-3-PXF\_MEM\_ERR\_HINFO: PXF MEM ERROR when downloading tunnel hash info to PXF (Addr=[hex])

**Explanation** An error occurred when writing into PXF memory. Tunnel hash information could not be properly downloaded to PXF.

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

**Error Message** %PXF\_GRE-3-PXF\_MEM\_ERR\_HTIFS: PXF MEM ERROR when downloading tunnel hashed tifs to PXF (Addr=[hex])

**Explanation** An error occurred when writing into PXF memory. Hashed tunnel TIFs could not be properly downloaded to PXF.

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

**Error Message** %PXF\_GRE-3-PXF\_MEM\_ERR\_READ\_TSTATS: PXF MEM ERROR when reading PXF tunnel stats (Addr=[hex])

**Explanation** An error occurred when reading the tunnel statistics from PXF memory. The tunnel statistics could not be properly read.

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



**Error Message** %PXF\_GRE-3-PXF\_MEM\_ERR\_TID: PXF MEM ERROR when downloading tunnel id to PXF (Addr=[hex])

**Explanation** An error occurred when writing into PXF memory. The tunnel ID could not be properly downloaded to PXF.

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

**Error Message** %PXF\_GRE-3-PXF\_MEM\_ERR\_TVRF: PXF MEM ERROR when downloading tunnel vrf to PXF (Addr=[hex])

**Explanation** An error occurred when writing into PXF memory. The tunnel VRF could not be properly downloaded to PXF.

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

## PXF\_GRE-4

**Error Message** %PXF\_GRE-4-PXF\_MEM\_ERR: Memory allocation error while [chars]

**Explanation** An error has occurred while allocating memory. PXF could not process tunneled packets properly.

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

# PXF\_MPLS\_TE Messages

This section contains Parallel eXpress Forwarding (PXF) MPLS traffic engineering (TE) messages.

## PXF\_MPLS\_TE-3

**Error Message** %PXF\_MPLS\_TE-3-PXF\_MEM\_ERR\_CLR\_TSTATS: PXF MEM ERROR when clearing PXF tunnel stats (Addr=[hex])

**Explanation** An error occurred when tunnel statistics were being cleared from PXF memory. The tunnel statistics could not be properly cleared.

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

**Error Message** %PXF\_MPLS\_TE-3-PXF\_MEM\_ERR\_LKUP\_TABLE: PXF MEM ERROR when downloading TE tunnel look-up table to PXF (Addr=[hex])

**Explanation** An error occurred while information was being written into PXF memory. The lookup table could not be properly downloaded to PXF.

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

**Error Message** %PXF\_MPLS\_TE-3-PXF\_MEM\_ERR\_READ\_TSTATS: PXF MEM ERROR when reading PXF tunnel stats (Addr=[hex])

**Explanation** An error occurred while tunnel statistics were being read from PXF memory. The tunnel statistics could not be properly read.

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

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

## PXF\_MPLS\_TE-4

**Error Message** %PXF\_MPLS\_TE-4-PXF\_MEM\_ERR: Memory allocation error while [chars]

**Explanation** An error has occurred while allocating memory. PXF could not process a tunneled packet properly.

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

## PXF\_QoS Messages

This section contains Parallel eXpress Forwarding (PXF) Quality of Service (QoS) messages.

### PXF\_QoS-3

**Error Message** %PXF\_QoS-3-QoS\_STAT\_GENERATION\_FAIL: Cannot [chars] actual QoS statistics generation in PXF

**Explanation** An error occurred while QoS statistics generation was being enabled or disabled.

**Recommended Action** Enable QoS debugging to obtain more information in case the condition recurs. Disable and reenble the PXF QoS statistics. 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** %PXF\_QOS-3-SUB\_INTF\_SRPOL\_FAIL: Error attaching [chars] service-policy PXF data to [chars]: [chars]

**Explanation** The PXF portion of the service policy data could not be assigned to a subinterface. The configuration will show that the service policy is attached to the subinterface; however, the download of the necessary PXF data has not occurred. Because of this condition, the service policy will not be effective on the subinterface.

**Recommended Action** Detach and reattach the service policy to the subinterface. 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.

## QM Messages

This section contains Quality of Service Management (QM) messages.

### QM-2

**Error Message** %QM-2-CONFORM\_ACTION\_NE: Different aggregate and microflow conform-action in class [chars][policy [chars]]

**Explanation** Conform actions in the **police** and **police flow** commands must be the same for the same class in a service-policy applied to MLS interfaces.

**Recommended Action** Change the conform-action in the **police** or **police flow** command to make both actions the same, or remove one of the two commands.

**Error Message** %QM-2-MERGE\_ERROR: ACL merge error for Interface [chars] in [chars] direction status [dec]

**Explanation** The ACL merge failed before programming ACLs into the TCAM.

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

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

**Error Message** %QM-2-PLC\_ATTACH\_REJECT\_2\_PLCRS: Command rejected: (policy [chars] interface [chars] dir [chars]) police and police aggregate commands present in same traffic class

**Explanation** One of two conditions has occurred: either a policy map that contains a traffic class with both **police** and **police aggregate** commands is attached to an unsupported interface or a policy attached to an interface is being modified in an unsupported manner.

**Recommended Action** Remove the unsupported command combination from the same traffic class. In the case of a modification to a policy that is already attached to unsupported interfaces, no action is required because the command is automatically rejected.

**Error Message** %QM-2-PLC\_ATTACH\_REJECT\_ARP\_UFLOW: Command rejected: (policy-map [chars] class [chars] interface [chars] dir [chars]) flow policer is not supported for traffic classes matching ARP ACL.

**Explanation** In a policy map, flow policer is not supported if the traffic class is matching ARP ACL.

**Recommended Action** Remove the flow policer from traffic class matching ARP ACL and reattach the policy or change the traffic class to match non-ARP ACL and configure flow policer.

**Error Message** %QM-2-PLC\_ATTACH\_REJECT\_IPX\_PROTO: Command rejected: (policy-map %s class %s) IPX access-list is not supported in EARL7.

**Explanation** In a class map, an IPX access list is not supported in the match criteria.

**Recommended Action** Remove the IPX access list from the traffic class match criteria and reattach the policy, or change the traffic class to match a non-IPX ACL.

**Error Message** %QM-2-PLC\_ATTACH\_REJECT\_SET: Command rejected: (policy [chars] interface [chars] dir [chars]) police/trust and set commands present in same traffic class

**Explanation** One of two conditions has occurred: either a policy map that contains a traffic class with both **set** and **police/trust** commands is attached to an unsupported interface or a policy attached to an interface is being modified in an unsupported manner.

**Recommended Action** Remove the unsupported command combination from the same traffic class. In the case of a modification to a policy that is already attached to unsupported interfaces, no action is required because the command is automatically rejected.

**Error Message** %QM-2-SET\_IP\_AND\_MPLS: Hardware does not support 'set mpls exp' and 'set precedence | dscp' together

**Explanation** The hardware does not support the **set mpls exp** and **set precedence | dscp** commands together.

**Recommended Action** Use either the **set mpls exp** or the **set precedence | dscp** command.

**Error Message** %QM-2-TCAM\_ENTRIES\_EXCEEDED: ACL merge failed, ACEs exceed TCAM capacity or 0 ACEs, [dec] ACEs for interface [chars] in [chars] direction

**Explanation** The ACL merge was halted. The results of the ACL merge have caused the number of ACEs to exceed the TCAM capacity, or zero ACEs were present.

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

## QM-4

**Error Message** %QM-4-AGG\_POL\_EXCEEDED: QoS Hardware Resources Exceeded : Out of Aggregate policers

**Explanation** The supported number of aggregate policers has been exceeded. On EARL 7-based switches, this limit is 1023.

**Recommended Action** Attempt to aggregate policers if possible.

**Error Message** %QM-4-FRAG\_INFO: QoS TINY\_FRAG : enable 'mls qos vlan based' on accessports of L3 VLANs for fo1 policing to take effect

**Explanation** Policing of fragment offset == 1 (FO1) packets through switch ports will be supported only if the port is in VLAN-based mode, because FO1 policing is a Layer 3 feature.

**Recommended Action** Enter the **mls qos vlan based** command on the switch port.

**Error Message** %QM-4-MFLOW\_POL\_EXCEEDED: QoS Hardware Resources Exceeded : Out of Micro flow policers

**Explanation** The supported number of microflow policers has been exceeded. On EARL7-based switches, this limit is 63.

**Recommended Action** No action is required.

**Error Message** %QM-4-TCAM\_MASK: Hardware TCAM mask entry capacity exceeded

**Explanation** The hardware TCAM does not have the mask capacity to handle all of the configured ACLs.

**Recommended Action** Because the configured ACLs are too large to all fit in the hardware TCAM, try to share the same ACLs across multiple interfaces in order to reduce TCAM resource contention.

**Error Message** %QM-4-UNEXPECTED\_INTERNAL\_QOS\_CONDITION: Unexpected internal QoS condition.

**Explanation** An unexpected internal QoS condition has occurred. QoS debug may be enabled to obtain more information in case the condition recurs.

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

## QM-6

**Error Message** %QM-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 the trust CoS state.

**Recommended Action** Remove all EoMPLS configurations from the interface to restore the no trust state.

**Error Message** %QM-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 no trust state is restored.

**Recommended Action** No action is required.

**Error Message** %QM-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.

**Error Message** %QM-6-IOS\_AND\_PS\_FEATURE: [chars] action cannot be present in classmap [chars] of policymap [chars] because this service-policy cannot be executed in Cat6K HW due to the presence of filters which require packets to be processed in IOS SW

**Explanation** NBAR is required for the match protocol commands used. NBAR exists only in software. Hardware-specific actions cannot be supported.

**Recommended Action** Remove either the hardware-specific command(s) or the match protocol criteria in class map.

**Error Message** %QM-6-NBAR\_DISABLED: Packets will not be software switched.

**Explanation** NBAR is disabled so traffic will not be redirected to the RP.

**Recommended Action** No action is required.

**Error Message** %QM-6-NBAR\_ENABLED: Packets will be software switched.

**Explanation** NBAR is enabled so all the traffic will be redirected to the RP.

**Recommended Action** No action is required.

**Error Message** %QM-6-SET\_AND\_POLICE: 'set' and 'police' commands cannot co-exist in classmap [chars] of policymap [chars]

**Explanation** The **set** and **police** commands cannot coexist in a class map for a QoS manager (QM) supported interface.

**Recommended Action** Choose one of the commands or use the **set-dscp-transmit** | **set-precedence-transmit** | **set-exp** option for the conform action of the **police** command.

**Error Message** %QM-6-SET\_AND\_TRUST: 'set' and 'trust' commands cannot co-exist in classmap [chars] of policymap [chars]

**Explanation** The **set** and **trust** commands cannot coexist in a class map for a QoS manager (QM) supported interface.

**Recommended Action** Choose one of the commands.



**Error Message** %QM-6-SHAREDAG\_AND\_POLICE: 'police aggregate' and regular 'police' commands cannot co-exist in classmap [chars] of policymap [chars]

**Explanation** The **set** and **police** commands cannot coexist in a class map for a QoS manager (QM) supported interface.

**Recommended Action** Choose one of the commands or use the **set-dscp-transmit** | **set-precedence-transmit** | **set-exp** option for the conform action of the **police** command.

**Error Message** %QM-6-TRUST\_AND\_POLICE: 'trust' and 'police/police aggregate with a set' cannot co-exist in classmap %s of policymap %s

**Explanation** The **trust** command and the **police** (or **police aggregate**) command with **set** statements cannot coexist in a class map for a QoS manager (QM) supported interface.

**Recommended Action** Remove the **set** statements in the **police** or **police aggregate** command.

**Error Message** %QM-6-UNDEF\_SHR\_AG: shared aggregate policer [chars] used in classmap [chars] of policymap [chars] is not defined

**Explanation** Shared aggregate policers have to be created first by entering the **mls qos aggregate** command before being used in a policy map.

**Recommended Action** Either define the shared aggregate policer or do not use it in the policy map.

## QnQ Messages

This section contains Q-in-Q (QnQ) messages.

**Error Message** %QNQ-6-NATIVE\_VLAN\_TAGGING: Please enable the native VLAN tagging feature for proper functioning of the Q-in-Q service.

**Explanation** QnQ may not function properly for packets in the native VLAN if native VLAN tagging is not enabled.

**Recommended Action** Enable native VLAN tagging by entering the **vlan dot1q tag native** command.

# QoS Messages

This section contains Quality of Service (QoS) messages.

## QOS-3

**Error Message** %QOS-3-HA\_BULK\_SYNC: %s Failure in completing bulk sync

**Explanation** The QoS configuration cannot be synchronized to the 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %QOS-3-HA\_BULK\_SYNC\_BEFORE\_TIMEOUT: %s Failure in completing bulk sync before timeout

**Explanation** The QoS configuration cannot be synchronized to the 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %QOS-3-HA\_GET\_ARG\_NUM: %s Failure in getting event identification

**Explanation** The QoS configuration cannot be synchronized to the 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %QOS-3-HQFPOOLERR: interface [chars]: failed to allocate hqf particle

**Explanation** The HQF particle pool is empty. It cannot process a router generated packet.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show buffer** and **show policy interface** 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** %QOS-3-NOCAPID: Failed to allocate QoS capability ID.

**Explanation** No more QoS capability IDs are available.

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

## QOS-6

**Error Message** %QOS-6-EXTENDED\_BURST\_CHANGED\_WARN: Illegal extended burst size; it is increased to [int]

**Explanation** Configured extended burst size is less than the Rate. It is considered to be illegal and has been reset based on the Rate.

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

**Error Message** %QOS-6-NORMAL\_BURST\_CHANGED\_WARN: Illegal normal burst size; it is increased to [int]

**Explanation** Configured normal burst size is less than the Rate.It is considered to be illegal and has been reset basedon the Rate.

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

## QOSMGR Messages

This section contains Quality of Service (QoS) manager messages.

### QOSMGR-3

**Error Message** %QOSMGR-3-FEATURE\_NOT\_FOUND: Cannot find feature for [chars]

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. 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** %QOSMGR-3-FILTERTYPE\_INVALID: Internal Error Invalid Policy filtertype [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. 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** %QOSMGR-3-MERGE\_RES\_COUNT: Internal Error Invalid count

**Explanation** An internal software 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** %QOSMGR-3-NO\_POLICER\_QOSLABEL: Creating port Class Label Failed

**Explanation** An internal software 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** %QOSMGR-3-NO\_VMR\_QOSLABEL: qm\_generate\_vmrs have no qos label

**Explanation** An internal software 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** %QOSMGR-3-NULL\_POLICER: Internal Error Invalid Policer

**Explanation** An internal software 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** %QOSMGR-3-POLICER\_RES\_COUNT: Internal Error Invalid Policer count

**Explanation** An internal software 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** %QOSMGR-3-POLICYMAP\_NOT\_FOUND: Cannot find policymap for [chars]

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. 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** %QOSMGR-3-QUEUE\_PTR\_ERROR: queue pointers out of order [hex] [hex]  
[hex] [hex]

**Explanation** An internal software 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** %QOSMGR-3-RESERVE\_COUNT\_ERROR: Reserved Count Exceeding total [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. 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** %QOSMGR-3-RESOURCE\_INTERNAL: Internal Error in resource allocation

**Explanation** An internal software 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** %QOSMGR-3-VMRSEQ\_INVALID: Internal Error Invalid VMR sequence

**Explanation** An internal software 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.

## QOSMGR-4

**Error Message** %QOSMGR-4-ACTION\_NOT\_SUPPORTED: Action is not supported in policymap [chars]

**Explanation** An action that cannot be configured by the **set**, **trust**, and **police** commands in policy map configuration mode was configured in a policy map. This condition indicates a hardware limitation.

**Recommended Action** Configure only the supported actions that can be configured by the **set**, **trust**, and **police** commands in policy map configuration mode.

**Error Message** %QOSMGR-4-CLASS\_NOT\_SUPPORTED: Classification is not supported in classmap [chars]

**Explanation** An unsupported **match class-map** command was entered in class-map configuration mode in a policy map and attached to an egress interface, or more than one **match** command was configured. This condition indicates a hardware limitation.

**Recommended Action** Reconfigure the class map or the policy map. Use only the **match dscp** command in class-map configuration mode in a policy map that is attached to an egress interface. Only one match per class map is supported.

**Error Message** %QOSMGR-4-COMMAND\_FAILURE: Execution of [chars] command failed on [chars]

**Explanation** The command to configure a QoS setting failed. This condition possibly indicates a lack of hardware resources.

**Recommended Action** Check to see if any other messages along with this message indicate a resource failure. If other messages indicate that the hardware resources have been exceeded, retry the command with a smaller configuration. If you require more information, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the



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

**Error Message** %QOSMGR-4-HARDWARE\_NOT\_SUPPORTED: Hardware limitation has reached for policymap [chars]

**Explanation** The hardware cannot support the current policy map configuration. More QoS ACL entries have been configured than the number that is specified in the Switch Database Management template.

**Recommended Action** Reconfigure the class map or the policy map and reduce the number of QoS ACLs.

**Error Message** %QOSMGR-4-MATCH\_NOT\_SUPPORTED: Match type is not supported in classmap [chars]

**Explanation** An unsupported match type was specified. The only match types that are supported are **match access-group**, **match dscp**, and **match precedence**.

**Recommended Action** Reconfigure the class map. Ensure that only the **match access-group**, **match dscp**, and **match precedence** commands in class-map configuration mode are used within the class map.

**Error Message** %QOSMGR-4-NOT\_SUPPORTED: Action '[chars]' is not supported for a policymap attached to output side.

**Explanation** A **set** or **trust** command was configured in policy-map class configuration mode in a policy map and attached to an egress interface. The requested action will not be applied to the configuration.

**Recommended Action** Do not configure a **set** or **trust** command in policy-map class configuration mode in a policy map and attach it to an egress interface. These policy map actions are supported only on ingress interfaces.

**Error Message** %QOSMGR-4-POLICER\_PLATFORM\_NOT\_SUPPORTED: Policer configuration has exceeded hardware limitation for policymap [chars]

**Explanation** The policy map configuration has exceeded the limitation of the hardware. More policers have been configured in all policy maps by using the **police** or **police aggregate** command in policy-map class configuration mode than can be supported by the hardware.

**Recommended Action** Reconfigure the class map or the policy map or delete the policy from some interfaces.

**Error Message** %QOSMGR-4-POLICER\_POLICY\_NOT\_SUPPORTED: Number of policers has exceeded per policy hardware limitation for policymap [chars]

**Explanation** The policy map configuration has exceeded the limitation of the hardware. More policers have been configured in a policy map by using the **police** or **police aggregate** command in policy-map class configuration mode than can be supported by the hardware.

**Recommended Action** Reconfigure the class map or the policy map, and reduce the number of policers.

## R4K\_MP Messages

This section contains central processing unit (R4K\_MP) messages.

### R4K\_MP-3

**Error Message** %R4K\_MP-3-CRASHED: CPU [dec] has now crashed a total of [dec] times.

**Explanation** The specified CPU failed the specified number of times and has been restarted.

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

### R4K\_MP-5

**Error Message** %R4K\_MP-5-DELEGATE\_GETBUF: Delegated call to [hex] failed, out of buffers

**Explanation** A remote procedure call (RPC) to the specified function 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.



