



## Smart Call Home

# Monitoring Details for Cisco SMARTnet Service with Smart Call Home

Cisco® Smart Call Home is an award-winning, embedded support feature available in a broad range of Cisco products. Smart Call Home enabled devices continuously perform proactive diagnostics on their own components to provide real-time alerts and remediation advice when an issue is detected. Spend less time monitoring your network. Speed issue resolution. Gain automated access to the expertise and knowledge of our industry-leading technical support engineers. Rely on Smart Call Home to help you achieve higher network availability and increased operational efficiency.

Cisco SMARTnet® with Smart Call Home includes embedded diagnostics for the Cisco Unified Computing System, Cisco Nexus® Series Switches, and Cisco Integrated Services Routers (ISR), to name a few. This offers an important benefit to your converged network by identifying and resolving problems more quickly, more accurately, and with fewer resources. Spend less time troubleshooting, experience a speedier resolution to network issues, and gain higher network availability.

For additional resources for Smart Call Home, please see the [Technical Support Resources](#) section of this document.

## Monitoring Details by Product

The following table provides a quick look at the types of alarms for devices with Smart Call Home. The additional tables that follow provide specific details for each diagnostic, environmental, and syslog alarm, by device. For navigational convenience, those tables are linked to the product names in the first table.

**Services, resources, and applications that are monitored are subject to change without notice.**

Product	Minimum Version of Smart Call Home	Supported OS	Number of alarms per type	Alarm	Report
<b>Proactive alarms embedded in listed Cisco devices covered by SMARTnet with Smart Call Home.</b>					
<a href="#">UCS (UCSM and switch)</a>	3.0	NX OS 4.0 UCS OS 1.0	UCSM: Diagnostics – 24 Environment – 16 Switch: Diagnostics – 9 Environment – 6 Syslogs – 4 (Severity 4=4)	Y	Y
<a href="#">UCS-C Series Rack Servers</a>	3.2	UCS 1.4(2b)	Diagnostics – 10 Environment – 5	Y	Y
<a href="#">Cisco Unified Communications Manager (CUCM)</a>	3.2	CUCM 8.2	Diagnostics – 3 Environment – 1 Performance - 8	Y	Y
<a href="#">ASR 1000</a>	3.1	2.6.0	Diagnostics – 18 Environment – 7 Syslogs – 40 (Severity 0=40)	Y	Y
<a href="#">ASR 5000</a>	3.2	12.0	Diagnostics – 36 Environment - 16	Y	Y
<a href="#">ASR 9000</a>	3.2	IOS XR 4.1.0	Environment – 11 Syslogs – 193	Y	Y
<a href="#">ASA 5500</a>	3.1	8.2(2)	Diagnostics – 38 Environment – 21 Syslogs – 1 (Severity 5=1)	Y	Y
<a href="#">Catalyst® 2000/3000</a>	3.2	IOS 12.2(58)SE	Diagnostics – 7 Environment – 7 Syslogs – 38	Y	Y
<a href="#">Catalyst 4500 and 4900</a>	3.0	12.2(52)SG	GOLD – 5 Environment – 14 Syslogs – 32 (Severity 0=1, 2=30, 3=1)	Y	Y
<a href="#">Catalyst 6500 and 7600</a>	2.1	Catalyst 6500=12.2(33)SXH	GOLD – 69	Y	Y



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

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		Catalyst 7600=12.2(33)SRC	( Boot-up – 30 On-Demand – 10 Online Health – 29 ) Error Counter – 158 Environment – 47 Syslogs – 186 (Severity 0=50, 1=190) Error Counters – Register Names=153		
<a href="#">Cisco 7200 and 7300</a>	3.0	12.4(24)T	Environment – 5 Syslogs – 23 (Severity 0=23)	Y	Y
<a href="#">CRS</a>	3.2	IOS-XR	Syslogs – 193	Y	Y
<a href="#">GSR 12000</a>	3.2	IOS-XR 4.1.0	Environment – 27 Syslogs – 193	Y	Y
<a href="#">ISR (800, 2800, 3800, 1900, 2900, 3900)</a>	3.1	IOS 15.1(1)T	Diagnostics – 10 Environment – 59 Syslogs – 85 (Severity 0=6, 1=37, 2=40, 3=1, 4=1)	Y	Y
<a href="#">MDS 9000</a>	2.3	NX OS 4.1.1 SAN OS 1.0	Diagnostics – 14 Environment – 7 Syslogs – 103 (Severity 4=4, 5=99)	Y	Y
<a href="#">Nexus 7000</a>	2.2	NXOS 4.0	GOLD – 17 Diagnostics – 6 Environment – 8 Syslogs – 4 (Severity 4=4)	Y	Y
<a href="#">Nexus 5000 and 2000 = FEX</a>	2.2	Nexus 5000 = NX OS 4.0 Nexus 2000 = NX OS 4.1(2)E1(1)	Nexus 5000: Diagnostics – 9 Environment – 6 Syslogs – 4 (Severity 4=4) Nexus 2000 (FEX): Diagnostics – 4 Environment – 10	Y	Y – Nexus 5000 N – Nexus 2000 (FEX)
<a href="#">Nexus 4000</a>	3.1	NX OS 4.1(2)E1(1)	Diagnostics – 5 Environment – 3 Syslogs – 4	Y	Y

## Unified Computing System (UCS)

[Back to top](#)

Alarm Type	Alarm message information	Notify	Create Service Request
Diagnostics	sam:dme:fltMemoryUnitInoperable - The DIMM id/id on server chassisId/slotId is inoperable.	Y	Y
Diagnostics	sam:dme:fltProcessorUnitInoperable - The CPU on the Server Blade has failed.	Y	Y
Diagnostics	sam:dme:fltComputePhysicalInoperable – A compute server has become inoperable or has lost all communications with UCS Manager.	Y	Y
Diagnostics	sam:dme:fltComputePhysicalIdentityUnestablishable – The Server [ID] cannot establish identity because of an illegal FRU. This fault typically occurs because Cisco UCS Manager has detected an unsupported server or CPU.	Y	Y
Diagnostics	sam:dme:fltComputePhysicalBiosPostTimeout – The Server [ID] BIOS failed power-on-self-test due to bios-	Y	Y



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

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Alarm Type	Alarm message information	Notify	Create Service Request
	post-timeout.		
Diagnostics	sam:dme:fltEquipmentIOCardIdentity - The side fabric extender chassisId/id has a malformed FRU and its identity could not be established.	Y	Y
Diagnostics	sam:dme:fltComputeBladeBiosPostTimeout - The Server chassisId/slotId (service profile assignedToDn) BIOS failed power-on self test due to bios-post-timeout .	Y	Y
Diagnostics	sam:dme:fltEquipmentChassisIdentity - The Chassis id has a mismatch between FRU identity reported by the Fabric Interconnect against the FRU identity reported by the Chassis Management Controller.	Y	Y
Diagnostics	sam:dme:fltEquipmentFanModuleIdentity - The Fan Module id/tray-id has a malformed FRU ID and its identity could not be established.	Y	Y
Diagnostics	sam:dme:fltEquipmentPsuIdentity - The Power supply id on chassis id has a malformed FRU ID and its identity could not be established.	Y	Y
Diagnostics	sam:dme:fltAdaptorUnitAdaptorReachability – Adapter ID on Server ID is unreachable. Cisco UCS cannot access the adapter.	Y	N
Diagnostics	sam:dme:fltComputeBladeAssignedInaccessible – Server ID inaccessible.	Y	Y
Diagnostics	sam:dme:fltComputeBladeUnassignedInaccessible – Server ID is inaccessible.	Y	N
Diagnostics	sam:dme:fltEquipmentChassisInoperable	Y	Y
Diagnostics	sam:dme:fltEquipmentIOCardInaccessible	Y	Y
Diagnostics	sam:dme:fltEquipmentIOCardPost-failure	Y	N
Diagnostics	sam:dme:fltNetworkElementInoperable	Y	Y
Diagnostics	sam:dme:fltMgmtEntityDegraded	Y	N
Diagnostics	sam:dme:fltMgmtEntityDown	Y	Y
Diagnostics	sam:dme:fltMgmtEntityElection-failure	Y	Y
Diagnostics	sam:dme:fltMgmtEntityManagement-services-failure	Y	Y
Diagnostics	sam:dme:fltMgmtEntityManagement-services-unresponsive	Y	Y
Diagnostics	sam:dme:fltMgmtEntityVersion-incompatible	Y	Y
Diagnostics	sam:dme:fltLsServerConfigFailure	Y	N
Diagnostics	sam:dme:fltLsServerAssociationFailed	Y	N
Environment	sam:dme:fltEquipmentChassisThermalThresholdCritical - The Temperature on chassis id is either at a upper-critical or at a lower-critical state.	Y	N
Environment	sam:dme:fltEquipmentChassisThermalThresholdNonRecoverable - The Temperature on chassis id is either at a upper-non-recoverable or at a lower-non-recoverable state.	Y	Y
Environment	sam:dme:fltEquipmentFanInoperable - The Fan id on module id/tray-id is inoperable.	Y	Y
Environment	sam:dme:fltEquipmentPsuInoperable - The system lost one of the four power supplies.	Y	Y
Environment	sam:dme:fltEquipmentIOCardThermal - The side fabric extender chassisId/id reported a thermal-problem on the Fabric Extender I/O module.	Y	N
Environment	sam:dme:fltEquipmentPsuThermalThresholdCritical - This message indicates a potential overheating in the power- supply unit. If the system has four power supplies then the system will operate on reduced capacity.	Y	N
Environment	sam:dme:fltEquipmentPsuThermalThresholdNonRecoverable - The Power supply id in chassis id temperature has reached either an upper-non-recoverable or a lower-non-recoverable state.	Y	Y
Environment	sam:dme:fltEquipmentPsuVoltageThresholdCritical - The power supply is currently operational but might fail if this condition persists.	Y	N
Environment	sam:dme:fltEquipmentPsuVoltageThresholdNonRecoverable - Power supply id has failed. If there is not enough power available, Server Blades may not power up, or will be shut down if previously powered.	Y	Y
Environment	sam:dme:fltMemoryUnitThermalThresholdCritical - The Memory unit id/id on chassis chassisId/slotId temperature has reached either an upper-critical or a lower-critical state.	Y	N



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Alarm Type	Alarm message information	Notify	Create Service Request
	The Cooling algorithm is supposed to speed up to cool the blade.		
Environment	sam:dme:fltMemoryUnitThermalThresholdNonRecoverable - The Memory unit id/id on chassis chassisId/slotId temperature has reached either an upper-non-recoverable or a lower-non-recoverable state.	Y	Y
Environment	sam:dme:fltProcessorUnitThermalThresholdCritical - The processor may be reaching an overheated condition.	Y	N
Environment	sam:dme:fltProcessorUnitThermalThresholdNonRecoverable - The CPU id on chassis chassisId/slotId temperature has reached either an upper-non-recoverable or a lower-non-recoverable state. The processor will shutdown to protect itself.	Y	Y
Environment	sam:dme:fltEquipmentChassisPowerProblem	Y	N
Environment	sam:dme:fltPsuPowerSupplyProblem	Y	N
Switch Diagnostics	TestFabricPort - The Port(s) have failed this diagnostic test either during Power-On-Self-Test or during the Run Time monitoring. The system has shut down the affected ports.	Y	Y
Switch Diagnostics	TestForwardingEngine - The Port(s) have failed this diagnostic test either during Power-On-Self-Test or during the Run Time monitoring. The system has shut down the affected ports.	Y	Y
Switch Diagnostics	TestForwardingEnginePort - The Port(s) have failed this diagnostic test either during Power-On-Self-Test or during the Run Time monitoring. The system has shut down the affected ports.	Y	Y
Switch Diagnostics	TestFrontPort - The Port(s) have failed this diagnostic test either during Power-On-Self-Test or during the Run Time monitoring. The system has shut down the affected ports.	Y	Y
Switch Diagnostics	TestInbandPort - Inband CoNectivity to switch CPU is experiencing failure.	Y	Y
Switch Diagnostics	TestFabricEngine - Fabric ASIC has reported major failure. CoNectivity among all ports depends on Fabric ASIC.	Y	Y
Switch Diagnostics	TestSPROM - The Module (module #) caNot be brought online as the module type is unidentified.	Y	Y
Switch Diagnostics	TestOBFL - The Onboard Fault Logging flash itself has failed.	Y	Y
Switch Diagnostics	TestLED - LED control is done via the same transport mechanism to control other key components on a module. If LED control fails, it is likely that there will be other failures.	Y	N
Switch Environment	Temperature Alarm - The Temperature of device has exceeded major/minor threshold value.	Y	N
Switch Environment	PowerSupplyFailure - The device is currently working with only one power-supply unit.	Y	Y
Switch Environment	TEMPERATURE_ALARM --- Sensor - An access failure to Temperature Sensor is recorded on the device.	Y	Y
Switch Environment	TestFAN -- fan speed <speed> out of range >= expected. <speed> rpm – Status of system and power supply fans.	Y	N
Switch Environment	Multiple fans missing or failed - The device recorded an alarm due to multiple fan failure.	Y	N
Switch Environment	One fan missing or failed - The device recorded an alarm due to a single fan failure / missing.	Y	N
Switch Syslogs	No license installed for feature, is on grace license, will expire in D H - The feature will be disabled on expiry of the grace period.	Y	N
Switch Syslogs	License for feature, will expire in H M - The evaluation license installed for the <package> will expire in <show_license_usage:comments> and will be disabled soon.	Y	N
Switch Syslogs	License has expired for feature - The evaluation license installed for the <feature> has expired and is disabled.	Y	N
Switch Syslogs	License file is missing for feature - The previously installed permanent license file for <feature_name> is missing from the device configuration storage. This feature will be disabled.	Y	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

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#### Cisco UCS C-Series Rack-Mount Servers

[Back to top](#)

Alarm Type	Alarm message information	Notify	Create Service Request
Diagnostic	sam:dme:fltMemoryUnitInoperable: The DIMM id/id on server chassisId/slotId is inoperable.	Y	Y
Diagnostic	sam:dme:fltProcessorUnitInoperable: The Processor id on Server id is inoperable. The CPU on the Server has failed.	Y	Y
Diagnostic	sam:dme:fltComputePhysicalInoperable: The Server Id (profile assignedToDn) is inoperable.	Y	Y
Diagnostic	sam:dme:fltComputePhysicalIdentityUnestablishable: The Server Id (profile assignedToDn) cannot establish identity because of an illegal-FRU.	Y	Y
Diagnostic	sam:dme:fltComputePhysicalBiosPostTimeout: The Server Id (service profile assignedToDn) BIOS failed power-on self test due to bios-post-timeout.	Y	Y
Diagnostic	sam:dme:fltAdaptorUnitAdaptorReachability: Adapter id on Server id is unreachable.	Y	N
Diagnostic	sam:dme:fltComputePhysicalAssignedInaccessible: Server Id inaccessible.	Y	Y
Diagnostic	sam:dme:fltComputePhysicalUnassignedInaccessible: Server Id (no profile) is inaccessible.	Y	N
Diagnostic	sam:dme:fltLsServerConfigFailure: Service profile name configuration failed.	Y	N
Diagnostic	sam:dme:fltLsServerAssociationFailed: Service profile name association failed. Service profile could not be associated with the server.	Y	N
Environment	sam:dme:fltMemoryUnitThermalThresholdCritical: The temperature, on memory unit id/id on server id, has reached either an upper-critical or a lower-critical state.	Y	N
Environment	sam:dme:fltMemoryUnitThermalThresholdNonRecoverable: The temperature, on memory unit id/id on server id, has reached either an upper-non-recoverable or a lower-non-recoverable state.	Y	Y
Environment	sam:dme:fltProcessorUnitThermalThresholdCritical: The host side of the Server will be shutdown automatically if the temperature of the processor reaches the non-recoverable threshold.	Y	N
Environment	sam:dme:fltProcessorUnitThermalThresholdNonRecoverable: The temperature, on CPU Id on server Id, has reached either an upper-non-recoverable, or a lower-non-recoverable state. The processor will shutdown to protect itself.	Y	Y
Environment	sam:dme:fltComputePhysicalThermalProblem: The server Id has reported thermal-problem operational status. This fault typically occurs when the server thermal sensors have detected a problem.	Y	N

#### Cisco Unified Communications Manager (CUCM)

[Back to top](#)

Alarm Type	Alarm message information	Notify	Create Service Request
Performance	CPU pegging: CPU usage is monitored based on configured thresholds. Alert is generated if threshold exceeded.	Y	N
Performance	LowAvailableVirtualMemory: Virtual memory is low.	Y	N
Performance	LowSwapPartitionAvailableDiskSpace: Available disk space on swap partition is low.	Y	N
Performance	CallProcessingNodeCPU pegging: Percentage of CPU load on a call processing server exceeds the configured percentage for the configured time.	Y	N
Performance	CodeYellow: The AverageExpectedDelay counter represents the current average expected delay to handle any incoming message. If the value exceeds the value that is specified in Code Yellow Entry Latency service parameter, the Code Yellow alarm is generated.	Y	N
Performance	LowActivePartitionAvailableDiskSpace: The percentage of available disk space on the active partition is lower than the configured value.	Y	N
Performance	MediaListExhausted: The number of MediaListExhausted events exceeds the configured threshold during the configured time interval.	Y	N



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Alarm Type	Alarm message information	Notify	Create Service Request
Performance	RouteListExhausted: The number of RouteListExhausted events exceeds the configured threshold during the configured time interval.	Y	N
Diagnostics	CoreDumpFileFound: A core dump file exists in the system.	Y	N
Diagnostics	CriticalServiceDown: The service status equals down.	Y	N
Diagnostics	DBReplicationFailure: Indicates a failure in IDS replication and requires database administration intervention.	Y	N
Environment	HardwareFailure: A hardware failure event (disk drive, power supply, others) has occurred.	Y	N

## ASR 1000

[Back to top](#)

Alarm Type	Alarm message information	Notify	Create Service Request
Diagnostics	esi_underrun_cnt (RE =0) - This ASIC number and Register number combination indicates the elasticity FIFO was read when empty, caused by clock drift. The underrun errors indicate the number of times that the transmitter has been running faster than the router can handle.	Y	N
Diagnostics	esi_overrun_cnt (RE =1) - This ASIC number and Register number combination indicates the elasticity FIFO was written when already full, caused by clock drift. The overrun errors indicate the number of times that the receiver hardware was incapable of handling received data to a hardware buffer because the input rate exceeded the receiver's capability to handle the data.	Y	N
Diagnostics	esi_reframe_cnt (RE =2) - This ASIC number and Register number combination indicates that the link layer has gone from link in sync to link out of sync.	Y	N
Diagnostics	esi_disparity_cnt (RE =3) - This ASIC number and Register number combination indicates an unknown packet separator was received.	Y	N
Diagnostics	spi_rx_discard_bytes (RE =4) - This ASIC number and Register number combination indicate the count of SPI rx bytes discarded.	Y	N
Diagnostics	spi_rx_discard_pkts (RE =5) - This ASIC number and Register number combination indicate the count of SPI rx packets discarded.	Y	N
Diagnostics	spi_rx_los_cnt (RE =6) - A Count of SPI rx loss of sync errors.	Y	N
Diagnostics	spi_tx_cal_parity_err_cnt (RE =7) - A count of SPI tx cal parity errors.	Y	N
Diagnostics	in_undersize (RE =0) - This ASIC number and Register number combination points to the total frames received with a length of less than 64 octets but with a valid FCS.	Y	N
Diagnostics	in_oversize (RE =1) - This ASIC number and Register number combination points to the total frames received with a length of more than MaxSize octets but with a valid FCS.	Y	N
Diagnostics	in_fragments (RE =2) - This ASIC number and Register number combination points to the total frames received with a length of less than 64 octets but with an invalid FCS.	Y	N
Diagnostics	in_jabber (RE =3) - This ASIC number and Register number combination points to the total frames received with a length of more than MaxSize octets but with an invalid FCS.	Y	N
Diagnostics	in_rx_err (RE =4) - This ASIC number and Register number combination points to the total frames received with an RxErr signal from the PHY.	Y	N
Diagnostics	in_fcs_err (RE =5) - This ASIC number and Register number combination points to the total frames received with an CRC error not counted in InFragments, InJabber or InRxErr.	Y	N
Diagnostics	Collisions (RE =6) - This ASIC number and Register number combination points to the number of collision events seen by the MAC not including those counted in Single, Multiple, Excessive or Late.	Y	N
Diagnostics	Late (RE =7) - This ASIC number and Register number combination points to the number of times a collision is detected later than 512 bits-times into the transmission of a frame.	Y	N
Diagnostics	in_bad_octets (RE =8) - This ASIC number and Register number combination points to the sum of the lengths of all the bad Ethernet frames that were received.	Y	N



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Alarm Type	Alarm message information	Notify	Create Service Request
Diagnostics	out_fcs_err (RE =9) - This ASIC number and Register number combination points to the number of frames transmitted with an invalid FCS.	Y	N
Environment	Temperature Alarm – sensorcrossedthresholdmajor - Operating temperature has risen above the Critical threshold value.	Y	N
Environment	Temperature Alarm – sensorfailedmajor - A Temperature Sensor failure is recorded on the device.	Y	N
Environment	Temperature Alarm – sensorrecoveryminor - The device has recovered from an earlier temperature alarm at <Inlet on slot R0 Sensor >.	Y	N
Environment	Power Supply Failure - External power supply has failed or one PEM has failed/been removed.	Y	N
Environment	Power Supply Failure – Recovery - The device has recovered from an earlier alarm on one of the power entry modules.	Y	N
Environment	Fan failure - The router's cooling fans fan # failed.	Y	N
Environment	Fan failure – Recovery - The device has recovered from an earlier alarm on one of the fans.	Y	N
Syslogs	%CMCC-0-CPLD_INITIALIZATION: The SIP CPLD has failed initialization - A Session Initiation Protocol (SIP) Complex Programmable Logic Device (CPLD) failed to initialize.	Y	N
Syslogs	%CMCC-0-CPLD_IOCTL : A CPLD driver I/O control has failed because [chars] - A complex programmable logic device (CPLD) I/O driver control has failed.	Y	N
Syslogs	%CMCC-0-SERDES_INITIALIZATION : The SIP Serial Bridge ASIC has failed initialization because [chars] - The Session Initiation Protocol (SIP) serial bridge ASIC failed to initialize.	Y	N
Syslogs	%CMCC-0-SERDES_IOCTL : A Serial Bridge driver I/O control has failed because [chars] - A Serial Bridge driver I/O control has failed.	Y	N
Syslogs	%CMCC-0-HT_INITIALIZATION : The SIP HyperTransport has failed initialization because [chars] - SIP HyperTransport has failed.	Y	N
Syslogs	%CMCC-0-HT_IOCTL : A SIP HyperTransport driver I/O control has failed because [chars] - A physical layer interface module (PLIM) HyperTransport (HT) driver I/O has failed.	Y	N
Syslogs	%CMCC-0-PLIM_INITIALIZATION : The PLIM has failed initialization because [chars] - The physical layer interface module (PLIM) failed to initialize.	Y	N
Syslogs	%CMCC-0-HTDP_ENABLE : The HTDP initialization has failed because [chars] - The Hypertransport datapath (HTDP) failed to initialize.	Y	N
Syslogs	%CMCC-0-CPLD_INTR_ENABLE : The CPLD initialization has failed because [chars] - The Complex Programmable Logic Devices (CPLD) interrupted enable failed to initialize.	Y	N
Syslogs	%CMCC-0-PLIM_IOCTL : A PLIM driver I/O control has failed because [chars] - A physical layer interface module (PLIM) driver I/O has failed.	Y	N
Syslogs	%CMCC-0-PLIM_HALT : A PLIM driver has critical error [chars], [int], param [int] param [int] - A physical layer interface module (PLIM) HyperTransport (HT) driver I/O has failed.	Y	N
Syslogs	%CMCC-0-CHASSIS_TYPE : The chassis type [chars] is invalid – The system has detected an invalid chassis type.	Y	N
Syslogs	%CMCC-0-CHASFS_OBJECT_CREATE : Failed to create chassis filesystem object [chars] because [chars] - The system failed to create a chassis filesystem object.	Y	N
Syslogs	%CMCC-0-CHASFS_PROPERTY_CREATE : Failed to create chassis filesystem object [chars] property [chars] because [chars].	Y	N
Syslogs	%CMCC-0-CHASFS_PROPERTY_GET : Failed to read chassis filesystem object [chars] property [chars] because [chars] - The system failed to create a chassis filesystem object.	Y	N
Syslogs	%CMCC-0-CHASFS_PROPERTY_SET : Failed to write chassis filesystem object [chars] property [chars] because [chars] - The system failed to read a chassis file system object property.	Y	N
Syslogs	%CMCC-0-CHASFS_OBJECT_WATCH : Failed to watch chassis filesystem object [chars] because [chars] - Failed to watch a chassis filesystem object.	Y	N
Syslogs	%CMCC-0-CHASFS_OBJECT_NOT_PRESENT : Expected chassis filesystem object [chars][chars] not present - The system was unable to find an expected chassis filesystem object.	Y	N



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Alarm Type	Alarm message information	Notify	Create Service Request
Syslogs	%CMCC-0-CHASFS_PROPERTY_NOT_PRESENT : Expected chassis filesystem object [chars] property [chars] not present - The system caNot locate a chassis filesystem object property.	Y	N
Syslogs	%CMCC-0-CHASFS_LOCATION_TRANSLATE : Failed to translate a location to a chasfs object name because [chars] - The system failed to translate a data sensor location to the chassis filesystem (CHASFS) module.	Y	N
Syslogs	%CMCC-0-PEER_INVALID - An invalid state occurred in a peer table entry.	Y	N
Syslogs	%CMCC-0-UIPEER_CREATE : Failed to create user interface peer.	Y	N
Syslogs	%CMCC-0-SERVICES_INITIALIZATION : Failed to initialize general application services because [chars].	Y	N
Syslogs	%CMCC-0-IPC_INITIALIZATION : IPC initialization failed because [chars].	Y	N
Syslogs	%CMCC-0-IPC_CONNECT_MASTER : IPC coNectioN to the active RP failed because [chars].	Y	N
Syslogs	%CMCC-0-IPC_CONNECTION_INVALID : An IPC coNectioN has invalid state.	Y	N
Syslogs	%CMFP-0-SPI4_MUX_HALT : SPI4 MUX driver has detected a critical error [chars].	Y	N
Syslogs	%CMRP-0-CPLD_INITIALIZATION : The RP CPLD has failed initialization because [chars].	Y	N
Syslogs	%CMRP-0-CPLD_IOCTL : A CPLD driver I/O control has failed because [chars].	Y	N
Syslogs	%CMRP-0-I2C_INITIALIZATION : The RP I2C has failed initialization because [chars].	Y	N
Syslogs	%CMRP-0-BITS_INITIALIZATION : The RP BITS E1/T1 interface has failed initialization because [chars].	Y	N
Syslogs	%CMRP-0-WANPLL_INITIALIZATION : The RP WAN PLL has failed initialization because [chars].	Y	N
Syslogs	%CMRP-0-DDR_INITIALIZATION : The RP DDR has failed initialization because [chars].	Y	N
Syslogs	%CMRP-0-SERDES_INITIALIZATION : The RP Serial Bridge ASIC has failed initialization because [chars].	Y	N
Syslogs	%CMRP-0-SERDES_IOCTL : A Serial Bridge driver I/O control has failed because [chars].	Y	N
Syslogs	%CMRP-0-SERDES_INTERRUPT_DISPATCH : Serial Bridge interrupt dispatch error: [chars].	Y	N
Syslogs	%CMRP-0-HT_INITIALIZATION : The RP HyperTransport has failed initialization because [chars].	Y	N
Syslogs	%CMRP-0-HT_IOCTL : A RP HyperTransport driver I/O control has failed because [chars].	Y	N
Syslogs	%CMRP-0-EHSA_INITIALIZATION : EHSA initialization has failed because [chars].	Y	N
Syslogs	%CMRP-0-EHSA_STATE_GET : Failed to get EHSA state because [chars].	Y	N

## ASR 5000

[Back to top](#)

Alarm Type	Alarm message information	Notify	Create Service Request
Diagnostics	Card Locked: Triggered whenever a card is physically locked by sliding the card latch into the locked position.	Y	N
Diagnostics	Card Unlocked (for HAT): Triggered whenever a card is physically unlocked by sliding the card latch into the unlocked position.	Y	N
Diagnostics	Card Removal Cancelled (Relocked): A card is locked, unlocked, and again locked, without being pulled.	Y	N
Diagnostics	Card Ready for Removal: Indicates that a card can now safely be removed from the chassis.	Y	N
Diagnostics	Card Pulled When Not Ready: A card is physically removed from the chassis and was not ready for removal.	Y	N
Diagnostics	Card Pulled When Ready: A card is physically removed from the chassis and it was ready for removal.	Y	N
Diagnostics	Card Failed (for HAT): A card failed.	Y	Y
Diagnostics	Card Not Usable: A card is not usable due to failure, unknown type, etc.	Y	Y



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

**Services, resources, and applications that are monitored are subject to change without notice.**

Alarm Type	Alarm message information	Notify	Create Service Request
Diagnostics	Card Initialized:The NPUMGR on an application card (SPC/PAC/TAC) finished initializing hardware.	Y	N
Diagnostics	Card Initialization Failed: The NPUMGR on an application card (SPC/PAC/TAC) does not finish initializing hardware within the timeout period.	Y	Y
Diagnostics	Card Became Active: The card is active.	Y	N
Diagnostics	Card missing Required Daughter Card: The card is missing required daughter card.	Y	Y
Diagnostics	Card Type Invalid For Redundancy Mode: The card installed is not valid for redundancy mode.	Y	Y
Diagnostics	Card Type Invalid For Framing Mode: The card installed is not valid for framing mode that is being configured on the card.	Y	Y
Diagnostics	Card Has Entered Low Power Mode: The card has entered a low power mode.	Y	Y
Diagnostics	Card Has Left Low Power Mode: The card has recovered from an earlier error condition of low power mode.	Y	N
Diagnostics	Unsupported Card Insert: The newly inserted card is not supported on the chassis.	Y	N
Diagnostics	Unsupported Card Locked: An unsupported card is physically locked by sliding the card latch into the locked position.	Y	N
Diagnostics	Unsupported Card Unlocked: An unsupported card is physically unlocked by sliding the card latch into the unlocked position.	Y	N
Diagnostics	Unsupported Card Ready for Removal: The unsupported card can now safely be removed from the chassis.	Y	N
Diagnostics	Unsupported Card Pulled: An unsupported card is physically removed from the chassis.	Y	N
Diagnostics	Unsupported Card Shutdown Issued: An unsupported card's administrative state is set to disabled because of a 'shutdown' command.	Y	N
Diagnostics	Warning: Card Unlocked [for CSP-Card Slot Port]: Triggered whenever a card is physically unlocked by sliding the card latch into the unlocked position.	Y	N
Diagnostics	Card Failed [for CSP]: A card has failed.	Y	Y
Diagnostics	IDEEPROM Failed: When a CSP subsystem detects an IDEEPROM failure; when it fails to read it, CSP notifies HATSYSTEM (High Availability Task – this is a software task that manages the operational state of the system).	Y	Y
Diagnostics	CPU Failed: The CPU has failed.	Y	Y
Diagnostics	Memory failed: Too many memory ECC unrecoverable errors occur. The device will automatically try to reboot the card, and if this fails, a card failure alert will be triggered.	Y	N
Diagnostics	RCC Switch Fabric Failed: The RCC VC3002 switch fabric has failed.	Y	Y
Diagnostics	FPGA Failed on a Card: A FPGA failure is detected.	Y	Y
Diagnostics	GE Switch Failed: A Gigabit Ethernet switch on the Switch Processor Card (SPC)/System Management Card (SMC) SPC or Packet Services Cards (PSC/PAC) has failed.	Y	Y
Diagnostics	Vitesse Switch Fabric Failed: The Vitesse Switch Fabric has failed on SPC or PAC.	Y	Y
Diagnostics	NPU Subsystem Failed: Network Processing Unit manager (NPUMGR) detects NPUP component failure, which leads to the NPU subsystem failure, and wants to take card recovery action. The device will automatically try to reboot the card, and if this fails, a card failure alert will be triggered.	Y	N
Diagnostics	LC Failed: NPUMGR reports that a line card failed.	Y	Y
Diagnostics	Card Failed Recovery Attempt Failed: A card failure recovery attempt on High Availability Task (HAT) request by CSP fails.	Y	Y
Diagnostics	Card Error Detected: A recoverable error has occurred on a card.	Y	Y
Diagnostics	Crash: A crash has occurred in the device.	Y	Y
Environment	Temperature Recovery of a Card Completed: Temperature of a card drops to normal after an overtemp event.	Y	N
Environment	Temperature Failed: HATCPU detects a card failed because of over temperature.	Y	N
Environment	Card Temperature Under 20C Degrees: A card is experiencing an under temperature condition. The safe	Y	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

*Services, resources, and applications that are monitored are subject to change without notice.*

Alarm Type	Alarm message information	Notify	Create Service Request
	operating range for the chassis and its subcomponents is 0 – 55°C. The device is powered off at 0°C, allowed to reach equilibrium, then is powered back up.		
Environment	Card Temperature over 71C Degrees: Temperature of a card is experiencing a high temperature condition.	Y	N
Environment	Multiple Cards Over 71C Degree Temperature Failure: Multiple over temperature conditions have occurred in the chassis.	Y	N
Environment	Fan Failed: A fan failure is identified on the device.	Y	N
Environment	Fan Tray Inserted	Y	N
Environment	Fan Tray Removed	Y	N
Environment	Mismatched Power Control States: Standby HATSYSTEM power control map does not match with that on primary HATSYSTEM and overwrites its value with that of primary HATSYSTEM state.	Y	N
Environment	Power Control Failure: Any of the four power sources fluctuate beyond specified limits.	Y	N
Environment	Power Applied from Power Filter: Power is applied from a DC power filter in the chassis.	Y	N
Environment	Power Remoted from Power Filter: Power is removed from a DC power filter in the chassis.	Y	N
Environment	Card Sensor Access Failure: The sensor on a card is inaccessible. The card will be shut down by the system.	Y	N

## ASR 9000

[Back to top](#)

Alarm Type	Alarm message information	Notify	Create Service Request
Environment	SPA Over-Temperature: temperature exceeds normal value in Shared Port Adapter.	Y	N
Environment	SPA Overtemp Shutdown: SPA has been shut down because of over temperature.	Y	Y
Environment	Chassis Overtemp: An over temperature condition is detected in the chassis.	Y	N
Environment	Card Overtemp: An over temperature condition is detected in the card.	Y	N
Environment	Card Overtemp Shutdown: The card has been shut down because of over temperature.	Y	Y
Environment	Fantray Fail: A failure in the fantray.	Y	Y
Environment	Fan Fail	Y	Y
Environment	Card Voltage Alarm: A alarm, such as temperature or voltage, occurs in the fantray.	Y	N
Environment	Fantray Alarm: Triggered when there is an alarm in the fantray, such as temperature.	Y	N
Environment	Fantray Comm Fail: There is a communication failure in the fantray.	Y	Y
Environment	All Fantrays Missing: The fantray is not detected or missing.	Y	Y

**NOTE:** Syslogs for the ASR 9000 are listed in the CRS table. Syslogs for the ASR 9000, GSR12000, and CRS are the same.

## ASA 5500

[Back to top](#)

Alarm Type	Alarm message information	Notify	Create Service Request
Diagnostics	Trace-back - Assertion - The device crashed due to an assertion error.	Y	Y
Diagnostics	Trace-back - Assertion w/ block corruption - The device crashed due to block corruption.	Y	Y



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

**Services, resources, and applications that are monitored are subject to change without notice.**

Alarm Type	Alarm message information	Notify	Create Service Request
Diagnostics	Trace-back - Checkheaps - The device crashed because of memory corruption.	Y	Y
Diagnostics	Trace-back - Page Fault - The device crashed when accessing an invalid memory address	Y	Y
Diagnostics	Trace-back - Watchdog Timeout - The device crashed because a process was stuck, usually because of deadlock.	Y	Y
Diagnostics	Mini-Dump - ASA Crash Recovery Dump - The device recovered from an internal error.	N	N
Diagnostics	Failover - Set by the config command: A CLI command was issued causing a failover switch from active or standby.	Y	N
Diagnostics	Failover - Failover state check: The failover state changed because the failover states of both units were not in a stable state.	N	N
Diagnostics	Failover - Failover interface become OK: The failover state changed because the failed/down interfaces are now back on-line.	N	N
Diagnostics	Failover - HELLO not heard from mate: The failover state changed because the device lost its connections with the peer unit.	Y	N
Diagnostics	Failover - Other unit has different software version: The ASA failover pair do not have matched software images.	N	N
Diagnostics	Failover - Other unit operating mode is different: The ASA failover pair do not have matched operating mode (one is in single mode and the other is in multiple mode).	N	N
Diagnostics	Failover - Other unit license is different: The ASA failover pair do not have matched licenses.	N	N
Diagnostics	Failover - Other unit chassis configuration is different: The ASA failover pair are not the same model.	N	N
Diagnostics	Failover - Other unit card configuration is different: The ASA failover pair do not have the same software module card or interface card.	N	N
Diagnostics	Failover - Other unit wants me Active: The "no failover active" command was issued on the peer device in order to switch the peer to standby and make this ASA become active.	Y	N
Diagnostics	Failover - Other unit wants me Standby: The "failover active" command was issued on the peer unit to switch the peer to active and make this ASA become standby.	N	N
Diagnostics	Failover - Other unit reports that I am failed: The failover peer device did not receive the failover message because this ASA device is too busy to answer failover traffic.	Y	N
Diagnostics	Failover - Other unit reports that it is failed: The failover peer unit experienced a hardware failure.	Y	N
Diagnostics	Failover - Configuration mismatch: The running configurations on the two ASA failover peer units are not synced.	N	N
Diagnostics	Failover - Detected an Active mate: A peer unit was detected.	N	N
Diagnostics	Failover - No Active unit found: Failover peer was not found.	N	N
Diagnostics	Failover - Recovered from communication failure: The failover pair re-established communication.	N	N
Diagnostics	Failover - Incomplete configuration synchronization: Configuration sync is not completed and configuration on the standby unit is not synchronized.	Y	N
Diagnostics	Failover - Configuration synchronization failed: Configuration synchronization failed and configuration is not able to get synced from the active unit.	Y	N
Diagnostics	Failover - Interface check: The interface check failed on this device; the interfaces were either down or failed.	Y	N
Diagnostics	Failover - ACK not received for failover message: An acknowledgement for a failover message sent by this device was not received from peer unit.	Y	N
Diagnostics	Failover - Other unit got stuck in learn state after sync: The peer unit of the failover group is stuck in config sync.	Y	N
Diagnostics	Failover - No failover cable: The failover serial cable does not exist.	N	N
Diagnostics	Failover - HA state progression failed: The failover state transition failed.	Y	N
Diagnostics	Failover - Detect service card failure: The service card has failed on this device.	Y	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

*Services, resources, and applications that are monitored are subject to change without notice.*

Alarm Type	Alarm message information	Notify	Create Service Request
Diagnostics	Failover - Service card in other unit has failed: The service card has failed on the peer unit of the failover group.	N	N
Diagnostics	Failover - My service card is as good as peer: The service card becomes operational, or the peer unit's service card failed.	N	N
Diagnostics	Failover - LAN Interface become un-configured: Failover LAN interface is not configured.	N	N
Diagnostics	Failover - Peer unit just reloaded: The peer unit just reloaded.	N	N
Diagnostics	Failover - Switch from Serial Cable to LAN-Based fover Switched from serial cable to LAN-based failover.	N	N
Diagnostics	Failover - Auto-Update request: The auto-update module requested the failover state change.	N	N
Environment	Health - Cooling Fan x Fail: Cooling fan x has failed.	Y	Y
Environment	Health - Cooling Fan x OK: Cooling fan x has been restored to normal operation.	N	N
Environment	Health - Cooling Fan Redundancy Lost: This message is accompanied by a cooling fan failure. Cooling Fan unit redundancy has been lost.	Y	Y
Environment	Health - Cooling Fan Redundancy OK: Cooling Fan redundancy has been restored.	N	N
Environment	Health - Power Supply Redundancy Lost :This message is accompanied by a power supply failure. Power supply unit redundancy has been lost.	Y	N
Environment	Health - Power Supply Redundancy OK: Power supply unit redundancy has been restored.	N	N
Environment	Health - CPU x Temperature Critical: CPU x has reached a critical temperature.	Y	Y
Environment	Health - CPU x Temperature Warm: CPU x is near the critical value, but is still within a functioning range.	Y	Y
Environment	Health - CPU x Temperature OK: CPU x has returned to normal operating temperature.	N	N
Environment	Health - Chassis x Temperature Critical: Chassis x temperature has reached a critical level.	Y	Y
Environment	Health - Chassis x Temperature Warm: Chassis x temperature is near critical value, but is still within operating range.	Y	Y
Environment	Health - Chassis x Temperature OK: Chassis x has returned to normal operating temperature.	N	N
Environment	Health - Power Supply x Temperature Critical: Power supply x has reached a critical level.	Y	Y
Environment	Health - Power Supply x Temperature Warm: Power supply x is near critical value but still within a functional range.	Y	N
Environment	Health - Power Supply x Temperature OK: Power supply x has returned to a normal operating temperature.	N	N
Environment	Health - Power Supply x Failure Detected: Power supply x has been lost or the power supply has failed.	Y	Y
Environment	Health - Power Supply x OK: Power supply x has been restored to normal operation.	N	N
Environment	Resource - Memory Usage High: Memory usage is higher than configured threshold (default 90%).	Y	N
Environment	Resource - Memory Usage OK: Memory usage is back to normal (default 85% or lower).	N	N
Environment	Resource - CPU Usage High: CPU usage is higher than configured threshold (default 90%).	Y	N
Environment	Resource - CPU Usage OK: CPU usage is back to normal (default 85% or lower).	N	N
Syslogs	ASA-5-711005: Traceback: This syslog message is logged on the device because of an internal software error.	N	N

## Catalyst 2000/3000

[Back to top](#)

Alarm Type	Alarm message information	Notify	Create Service Request
Diagnostic	TestPortAsicStackPortLoopback – The device failed the TestPortAsicStackPortLoopback test; this is a non-disruptive test.	Y	N



## Cisco Smart Call Home

# Monitoring Details for Cisco SMARTnet Service with Smart Call Home

**Services, resources, and applications that are monitored are subject to change without notice.**

Alarm Type	Alarm message information	Notify	Create Service Request
Diagnostic	TestPortAsicLoopback – The device failed the TestPortAsicLoopback test; this is a disruptive on-demand test. The switch will reload after test completion.	Y	Y
Diagnostic	TestPortAsicCam – The device failed the TestPortAsicCam test; this is a disruptive on-demand test. This test will cause the switch under test to reload.	Y	Y
Diagnostic	TestPortAsicRingLoopback – The device failed the TestPortAsicRingLoopback test; this is a disruptive on-demand test. The test will cause the switch under test to reload.	Y	N
Diagnostic	TestMicRingLoopback – The device failed the TestMicRingLoopback test; this is a disruptive on-demand test. This test will cause the switch under test to reload. If the switch under test is in a stack and a test causes the switch to lose stack connectivity, the switch will reload when it rejoins the stack.	Y	N
Diagnostic	TestPortAsicMem – The device failed the TestPortAsicMem test; this is a disruptive on-demand test. The test will cause the switch under test to reload. If the switch under test is in a stack and a test causes the switch to lose stack connectivity, the switch will reload when it rejoins the stack.	Y	N
Diagnostic	TestInlinePwrCtrlr – The device failed the TestInlinePwrCtrlr test; this is a disruptive on-demand test. The test will cause the switch under test to reload. If the switch under test is in a stack and a test causes the switch to lose stack connectivity, the switch will reload when it rejoins the stack.	Y	Y
Environment	TempHigh – The operating temperature has risen above the <yellow/red> threshold value.	Y	N
Environment	CriticalTemp – The operating temperature has risen above the <yellow/red> threshold value.	Y	N
Environment	PowerSupplyBad – The device recorded a power supply alarm.	Y	N
Environment	PowerSupplyFanBad – The device recorded an alarm on fan in the power supply.	Y	N
Environment	InlinePowerSupplyBad – The device recorded an alert condition on the power supply.	Y	N
Environment	RedundantPowerSupplyFailure – The device recorded a power supply alarm.	Y	N
Environment	FanTrayBad – The device recorded an alert condition on the fans.	Y	N
Syslog	%PLATFORM_RPC-0-RESOURCE_CRASH: System is unable to allocate memory for RPC.	Y	Y
Syslog	UDLD-0-STOPPED: UDLD process stopped: The UDLD process stopped because it cannot read the unique system identifier that is being used by UDLD.	Y	Y
Syslog	BSPATCH-1-RELOAD: System will reboot to activate newly patched Boot Loader. The IOS image on the device has been upgraded or downgraded, and the switch will automatically reboot after the boot loader is patched.	Y	N
Syslog	CFGMR-1-UNABLE_TO_SEND_RUN_CFG: unable to send running-cfg: System is unsuccessfully trying to distribute the running configuration to the stack member switches.	Y	Y
Syslog	CFGMR-1-UNABLE_TO_SEND_STARTUP_CFG: unable to send startup-cfg: The system is unsuccessfully trying to distribute the startup configuration to the stack member switches.	Y	Y
Syslog	FRNTEND_CTRLR-1-MGR_TXQ_FULL: The front end controller Tx queue reached watermark level: There are too many messages in the queue between the front-end controller and the switch software.	Y	Y
Syslog	PLATFORM-1-CRASHED: The system is trying to display the error message that appeared when the switch failed in a previous instance. This could be due to memory leakage, high CPU utilization, software or hardware issue.	Y	Y
Syslog	WCCP-1-CACHELOST: The switch has lost contact with the specified web cache.	N	N
Syslog	ACLMR-2-NOMAP: Cannot create ACL Manager data structures for VLAN Map: ACL manager could not allocate the data structures that are needed to describe a VLAN map, into a form that can be loaded into hardware. Most likely caused by a lack of free memory.	Y	Y
Syslog	ACLMR-2-NOVLB: Cannot create memory block for VLAN: ACL manager could not save per-VLAN information that is needed for its correct operation.	Y	N
Syslog	ACLMR-2-NOVMR: Cannot generate hardware representation of access list: Available resources are not sufficient to create a hardware representation of the ACL.	Y	N
Syslog	FRNTEND_CTRLR-2-SUB_INACTIVE: The front end controller: The front end controller that controls the LEDs, the PoE features, and the fan control features is now inactive on the port controlled by the front end controller. This does not affect the traffic on the port.	Y	N
Syslog	PLATFORM_PBR-2-NO_RMAP: Cannot create PBR data structures for route-map: The PBR manager	Y	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

**Services, resources, and applications that are monitored are subject to change without notice.**

Alarm Type	Alarm message information	Notify	Create Service Request
	could not allocate the internal data structures for this route-map. A likely cause is lack of available memory.		
Syslog	PM-2-LOW_SP_MEM: Switch process available memory is less: The available memory for the switch processor is low.	Y	N
Syslog	PM-2-NOMEM: Not enough memory available: The port manager subsystem could not obtain the memory it needs to initialize the specified operation. The port manager operation is listed in the syslog message.	Y	Y
Syslog	PM-2-VLAN_ADD: Failed to add VLAN: The software did not add the VLAN to the VLAN Trunking Protocol (VTP) database.	N	N
Syslog	PORT_SECURITY-2-PSECURE_VIOLATION: Security violation occurred caused by MAC: An unauthorized device attempted to connect on a secure port.	Y	N
Syslog	ORT_SECURITY-2-PSECURE_VIOLATION_VLAN: Security violation: An unauthorized device attempted to connect on a secure trunk port.	N	N
Syslog	PANTREE-2-BLOCK_BPDUGUARD: Received BPDU on port [chars] with BPDU Guard enabled. Disabling port: A bridge protocol data unit (BPDU) was received on an interface that has the spanning tree BPDU guard feature enabled.	Y	N
Syslog	SPANTREE-2-BLOCK_BPDUGUARD_VP: Received BPDU on port [chars], vlan [dec] with BPDU Guard enabled. Disabling vlan: A BPDU was received on the interface and the VLAN specified in the error message. The spanning tree BPDU guard feature was enabled and configured to shut down the VLAN.	Y	N
Syslog	SPANTREE-2-BLOCK_PVID_LOCAL: Blocking [chars] on [chars]. Inconsistent local vlan: The spanning tree port associated with the listed spanning tree instance and interface will be held in the spanning tree blocking state until the port VLAN ID inconsistency is resolved.	Y	N
Syslog	SPANTREE-2-BLOCK_PVID_PEER: Blocking [chars] on [chars]. Inconsistent peer vlan: The spanning tree port, associated with the listed spanning tree instance and interface, will be held in the spanning tree blocking state until the port VLAN ID inconsistency is resolved.	Y	N
Syslog	SPANTREE-2-CHNL_MISCFG: Detected loop due to etherchannel mis-configuration of [chars] [chars]: A misconfiguration of a channel group has been detected.	Y	N
Syslog	SPANTREE-2-LOOPGUARD_BLOCK: Loop guard blocking port [chars] on [chars]: The spanning tree message age timer has expired because no BPDUs were received from the designated bridge.	N	N
Syslog	SPANTREE-2-LOOPGUARD_CONFIG_CHANGE: Loop guard [chars] on port [chars] on [chars]: The spanning tree loopguard configuration, for the listed interface, has been changed. The interface is marked as loopguard-inconsistent when the message age timer expires, because no BPDUs were received from the designated bridge.	Y	N
Syslog	PANTREE-2-LOOPGUARD_UNBLOCK: Loop guard unblocking port: The listed interface has received a BPDU. If the inconsistency was caused by a unidirectional link failure, then the problem no longer exists.	N	N
Syslog	SPANTREE-2-PVSTSIM_FAIL: Blocking [chars] port [chars]: Inconsistent [chars] PVST BPDU received on VLAN [dec], claiming root [dec]:[enet]: Port on the MST switch is blocked to prevent potential bridging loop.	Y	Y
Syslog	SPANTREE-2-PVSTSIM_OK: PVST Simulation inconsistency cleared on port [chars]: The specified interface is no longer receiving PVST BPDUs advertising information that is inconsistent with the CIST port information.	N	N
Syslog	SPANTREE-2-RECV_1Q_NON_1QTRUNK: Received 802.1Q BPDU on non 802.1Q trunk: The interface that received a shared spanning tree protocol (SSTP) BPDU was in trunk mode, but was not using IEEE 802.1Q encapsulation.	N	N
Syslog	SPANTREE-2-RECV_PVID_ERR: Received BPDU with inconsistent peer vlan id: The listed interface received an SSTP BPDU that is tagged with a VLAN ID that does not match the VLAN ID that received the BPDU.	Y	Y
Syslog	SPANTREE-2-ROOTGUARD_BLOCK: Root guard blocking port [chars] on [chars]: The listed interface received a BPDU that advertises a superior spanning tree root bridge than that in use.	Y	N
Syslog	SPANTREE-2-ROOTGUARD_CONFIG_CHANGE: Root guard [chars] on port [chars] on [chars]: The spanning tree root guard configuration for the listed interface has changed.	N	N
Syslog	SPANTREE-2-ROOTGUARD_UNBLOCK: Root guard unblocking port [chars] on [chars]: The listed interface is no longer receiving BPDUs that are advertising a superior root bridge.	N	N
Syslog	SPANTREE-2-UNBLOCK_CONSIST_PORT: Unblocking [chars] on [chars]. Port consistency restored: The port VLAN ID or port type inconsistencies have been resolved.	N	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

*Services, resources, and applications that are monitored are subject to change without notice.*

Alarm Type	Alarm message information	Notify	Create Service Request
Syslog	SPANTREE_VLAN_SW-2-MAX_INSTANCE: Platform limit of [dec] STP instances exceeded. No instance created for [chars] (port [chars]): The number of currently active VLAN spanning tree instances have reached a platform specific limit.	Y	Y
Syslog	VQPCIENT-2-CHUNKFAIL: Could not allocate memory for VQP: An error occurred when the system tried to allocate memory for the VLAN Query Protocol (VQP) client.	Y	Y
Syslog	VQPCIENT-2-DENY: Host [enet] denied on interface [chars]: The VLAN Management Policy Server (VMPS) has denied access for the given host MAC address to an interface.	N	N
Syslog	VQPCIENT-2-TOOMANY: Interface [chars] shutdown by active host limit: The system has shut down the specified interface because too many hosts have requested access to that interface.	Y	N

[Back to top](#)

## Catalyst 4500 and 4900

Alarm Type	Alarm message information	Notify	Create Service Request
Diagnostics	Supervisor-bootup – Runs only on Supervisor modules as part of POST and performs CPU, traffic, system, system memory, and feature tests.	Y	Y
Diagnostics	Packet-memory-bootup - Boot time memory test performing diagnostics on SRAM and runs for all Supervisor modules to check if the packet-memory is initialized properly.	Y	Y
Diagnostics	Packet-memory-ongoing - This test performs diagnostics on SRAM and runs all the time on all Supervisor modules to ensure that packet-memory has valid data and that the data has not been corrupted.	Y	Y
Diagnostics	Linecard-online-diag - Verifies that all ports on a linecard are working correctly.	Y	Y
Diagnostics	Online-diag-tdr - Uses the Time Domain Reflectometer (TDR) feature to determine if the network cabling is at fault.	Y	N
Diagnostics	Stub-rx errors – Tests the data path from the supervisor to the line cards.	Y	Y
Diagnostics	Supervisor-rx-errors: Tests the data path from the supervisor to the line cards.	Y	Y
Environment	Redundancy Power Supply Failure - The second power supply installed on the switch, the backup, is detected and determined to be incompatible with the primary power supply.	Y	N
Environment	No Sufficient Power failure.	Y	N
Environment	Fan Assembly failure.	Y	N
Environment	System Alarms exceed critical or warning threshold.	Y	N
Environment	Bad Power Supply failure.	Y	N
Environment	Module major alarm on Module x All Module Temp Sensors failed.	Y	N
Environment	Module warning alarm on Module x Some Module Temp Sensors failed.	Y	N
Environment	Power warning alarm on Power Supply x Inline Power failed.	Y	N
Environment	Power warning alarm on Power Supply x Power Supply decreased.	Y	N
Environment	Power warning alarm on Power Supply x Power Supply Fan failed.	Y	N
Environment	System major alarm on Fan Tray bad.	Y	N
Environment	System warning alarm on Fan Tray Fan Assembly failure: partial.	Y	N
Environment	System warning alarm on Fan Tray Partial failure.	Y	N
Environment	Module major alarm on Module x All Module Temp Sensors failed.	Y	N
Syslogs	C4K_IOSYSMAN-0-FATALERRORCRASH - Catalyst 4000 IOS system manager (IOSYSMAN) showed crashed.	Y	Y



## Cisco Smart Call Home

# Monitoring Details for Cisco SMARTnet Service with Smart Call Home

**Services, resources, and applications that are monitored are subject to change without notice.**

Alarm Type	Alarm message information	Notify	Create Service Request
Syslogs	C4K_BUFFERMANAGER-2-OUTOFVBUFS - The switch has run out of the internal memory buffers that are used for various tasks.	Y	N
Syslogs	C4K_CHASSIS-2-INSUFFICIENTFANSDETECTED - The syslog error message indicates that one or more fans in the system fan tray have failed or the fan tray has been removed.	Y	N
Syslogs	C4K_CHASSIS-2-INSUFFICIENTFANSSHUTDOWN - Too few working fans, the chassis will overheat.	Y	Y
Syslogs	C4K_CHASSIS-2-INSUFFICIENTPOWERDETECTED - The current system chassis configuration exceeds power availability.	Y	Y
Syslogs	C4K_CHASSIS-2-INSUFFICIENTPOWERSHUTDOWN - The current system chassis configuration exceeds power availability and the switch requires more power than is available for the allowed time interval.	Y	N
Syslogs	C4K_CHASSIS-2-OVERHEATINGSHUTDOWN - The maximum allowable operating temperature for the switch has been exceeded.	Y	N
Syslogs	C4K_CHASSIS-2-INLINEPOWEROFF - Software has detected that the pass-through current is disabled.	Y	Y
Syslogs	C4K_IOSIPROUTE MAN-3-ADJMANOMOREADJS: - The switch has run out of hardware space as its hardware routing table is full and forwarding takes place in software instead.	Y	Y
Syslogs	PM-2-LOW_SP_MEM - The available memory for the switch processor dropped to a low level.	Y	Y
Syslogs	PM-2-NOMEM - The Port Manager subsystem cannot obtain sufficient memory for the specified PM operation. [char] is the PM operation ID.	Y	Y
Syslogs	PM-2-VLAN_ADD - The switch software has failed to add the VLAN to the VLAN Trunking Protocol (VTP) database.	Y	N
Syslogs	SPANTREE-2-BLOCK_PVID_LOCAL - The spanning tree port associated with the listed spanning tree instance (char) and interface (char) will be held in spanning tree blocking state until the port VLAN ID (PVID) inconsistency is resolved.	Y	Y
Syslogs	SPANTREE-2-BLOCK_PVID_PEER - The spanning-tree port with the specified spanning-tree instance and interface has a port VLAN ID inconsistency and will be held in a spanning-tree blocking state until the port VLAN ID inconsistency is resolved.	Y	Y
Syslogs	SPANTREE-2-CHNL_MISCFG - A misconfigured channel group (with channel group ID chars) was detected.	Y	Y
Syslogs	SPANTREE-2-LOOPGUARD_BLOCK - Spanning tree message timer has expired because no BPDUs were received from the designated bridge.	Y	Y
Syslogs	SPANTREE-2-LOOPGUARD_CONFIG_CHANGE - Spanning tree loopguard configuration for the listed interface in the error message has been changed.	Y	N
Syslogs	SPANTREE-2-LOOPGUARD_UNBLOCK - Spanning tree loop guard feature has unblocked an interface or port channel, which was in loop inconsistent state or blocking state earlier.	Y	N
Syslogs	SPANTREE-2-PVSTSIM_FAIL - A loop might be created if any of the PVST+ spanning trees have a better root than the internal spanning-tree (IST).	Y	N
Syslogs	SPANTREE-2-RECV_BAD_TLV - Listed interface received a Shared Spanning Tree Protocol (SSTP) BPDU that was missing the VLAN ID tag; the BPDU is discarded.	Y	N
Syslogs	SPANTREE-2-RECV_PVID_ERR - Listed interface received an SSTP BPDU that is tagged with a VLAN ID that does not match the VLAN ID on which the BPDU was received.	Y	N
Syslogs	SPANTREE-2-ROOTGUARD_BLOCK - On the listed interface a BPDU was received that advertises a superior spanning-tree root bridge (lower bridge ID, lower path cost, etc.) than that in use.	Y	N
Syslogs	SPANTREE-2-ROOTGUARD_CONFIG_CHANGE - The spanning-tree root guard configuration for the listed interface has changed.	Y	N
Syslogs	SPANTREE-2-ROOTGUARD_UNBLOCK - The listed interface is no longer receiving BPDUs advertising a superior root bridge (lower bridge ID, lower path cost, etc.).	Y	N
Syslogs	SPANTREE-2-RX_PORTFAST - This message means that a BPDU was received on the listed interface, which has the spanning-tree PortFast feature enabled.	Y	N
Syslogs	SPANTREE-2-UNBLOCK_CONSIST_PORT - The port VLAN ID and/or port type inconsistencies have been resolved.	Y	N
Syslogs	SPANTREE_VLAN_SW-2-MAX_INSTANCE - The number of currently active VLAN spanning-tree instances	Y	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

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Alarm Type	Alarm message information	Notify	Create Service Request
	has reached a platform-specific limit.		
Syslogs	C4K_STORE-2-OUTOFCHUNKS – The system has run out of memory.	Y	Y
Syslogs	C4K_CHASSIS-2-ALLCHASSISSEEPROMSINVALID – The contents of all of the serial EEPROMs in the chassis are invalid.	Y	Y
Syslogs	C4K_SUPERVISOR-2-CHASSISSEEPROMINVALID – The contents of the chassis's serial EEPROM are invalid.	Y	Y
Syslogs	C4K_SUPERVISOR-2-MUXBUFFERNOTPRESENT – The WS-X4K-MUX line card is either not connected to the backplane properly or is not present.	Y	Y
Syslogs	C4K_SYSMAN-2-POWERONSELFTESTFAIL – A power-on self test (POST) failure is detected on the supervisor module.	Y	Y

## Catalyst 6500 and 7600

[Back to top](#)

Alarm Type	Alarm message information	Notify	Create Service Request
Diagnostics	TestSPRPInbandPing – This test fails when the Switch Processor (SP) is not properly communicating with the Route Processor (RP) on the Supervisor module.	Y	Y
Diagnostics	TestScratchRegister – Monitors the health of the application-specific integrated circuits (ASICs) by writing values into registers then reading them back.	Y	Y
Diagnostics	TestMacNotification – Verifies the data and control path between the DFC modules.	Y	Y
Diagnostics	TestNonDisruptiveLoopback – Verifies the data path between the supervisor and the network ports of a line card.	Y	Y
Diagnostics	TestUnusedPortLoopback – A health monitoring test and runs every 60 seconds on admin-down ports.	Y	Y
Diagnostics	TestAsicSync – Periodically tests the status of bus and port synchronization ASICs.	Y	Y
Diagnostics	TestLoopback – Verifies the data path between the supervisor and the network ports of a line card.	Y	Y
Diagnostics	TestEarlMemOnBoot-up: An exhaustive test that tests all the bits and locations of EARL memories, supported by Generic Memory Testing Logic (GMTL); runs as a boot-up test.	Y	Y
Diagnostics	TestMgmtPortsLoopback: Tests layer 3 connectivity from the supervisor's in-band port to the Firewall/NAM service module to verify the health of the longest data path in the module.	Y	Y
Diagnostics	TestDataportLoopback: Tests layer 3 connectivity from the supervisor inbound port to one of the data ports on the service module.	Y	N
Diagnostics	TestDCPLoopback: Checks the data plane data path.	Y	N
Diagnostics	TestCCPLoopback: Checks the control plane data path.	Y	N
Diagnostics	TestNPLoopback: Verifies the data path between supervisor engine and four different NPs on ACE30.	Y	Y
Diagnostics	TestActiveToStandbyLoopback – Verifies the data path between the active supervisor and the network ports of the standby supervisor.	Y	N
Diagnostics	TestTransceiverIntegrity – Performed on the transceiver during transceiver Online Insertion and Removal (OIR) or card bootup to make sure the transceiver is supported.	Y	N
Diagnostics	TestNetflowInlineRewrite – Verifies netflow operation, ACL permit/deny, inline rewrite capabilities of the ASIC.	Y	Y
Diagnostics	TestNewIndexLearn – Makes sure that existing MAC address table entries can be updated.	N	N
Diagnostics	TestDontConditionalLearn – Verifies that the new source MAC addresses are not populated in	N	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

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Alarm Type	Alarm message information	Notify	Create Service Request
	the MAC address table when they should not be learned.		
Diagnostics	TestBadBpdu – Verifies that the Trap feature of the Layer 2 forwarding engine is working properly.	N	N
Diagnostics	TestBadBpduTrap – Verifies the Trap feature of the Layer 2 forwarding engine.	N	N
Diagnostics	TestMatchCapture – Verifies the ability to match on specific Layer 2 protocols in the Layer 2 forwarding engine.	N	N
Diagnostics	TestStaticEntry – Verifies the ability to populate static entries in the Layer 2 MAC address table.	Y	Y
Diagnostics	TestDontLearn – Verifies the Don't Learn feature of the Layer 2 forwarding engine.	N	N
Diagnostics	TestNewLearn – Verifies the Layer 2 source MAC address learning functionality of the Layer 2 forwarding engine.	Y	Y
Diagnostics	TestIndexLearn – Verifies the Index Learn feature of the Layer 2 forwarding engine.	Y	Y
Diagnostics	TestConditionalLearn – Verifies the ability to learn a Layer 2 source MAC address under specific conditions.	N	N
Diagnostics	TestTrap – Verifies the Trap feature of the Layer 2 forwarding engine.	N	N
Diagnostics	TestBpduTrap – this test is a combination of TestBpdu and TestTrap. TestTrap verifies the ability to trap or redirect packets to the CPU. TestBpdu verifies the ability to redirect BPDU packets to the CPU.	Y	Y
Diagnostics	TestProtocolMatchChannel – Verifies the ability to match on specific Layer 2 protocols in the Layer 2 forwarding engine.	Y	Y
Diagnostics	TestCapture – Verifies the Capture (cap1) feature of the Layer 2 forwarding engine.	N	N
Diagnostics	TestFibDevices – Verifies whether the Forwarding Information Base (FIB) ternary content addressable memory (TCAM) and adjacency devices are functional.	Y	Y
Diagnostics	TestPortSecurity – Verifies the ability to redirect packets to the switch processor, if a secure MAC address is transmitting the packets from a different port.	Y	Y
Diagnostics	TestAclRedirect – Verifies the ACL redirect feature of the layer 3 forwarding engine (Supervisor Engine 2T).		
Diagnostics	TestRBAcl – Verifies the role based ACL feature of the layer 3 forwarding engine (Supervisor Engine 2T).	Y	Y
Diagnostics	TestDQUP – Verifies the policer update packets can be generated when diagnostic packets hit QoS entry (Supervisor Engine 2T).	Y	Y
Diagnostics	TestInbandEdit – Verifies the inband edit packets of the layer 3 forwarding engine (Supervisor Engine 2T).	Y	Y
Diagnostics	TestIPv4FibShortcut – Verifies the IPV4 Forwarding Information Base (FIB) forwarding of the Layer 3 forwarding engine.	N	N
Diagnostics	TestNATFibShortcut – Verifies the ability to rewrite a packet based on network address translation (NAT) adjacency information (rewrite destination IP address).	N	N
Diagnostics	TestAclPermit – Verifies the access control list (ACL) permit functionality.	Y	Y
Diagnostics	TestNetflowShortcut – Verifies the Netflow forwarding of the Layer 3 forwarding engine.	N	N
Diagnostics	TestQos – Verifies whether the Quality of Service (QoS) input/output ternary content addressable memory (TCAM) is functional.	N	N
Diagnostics	TestIPv6FibShortcut – Verifies the IPV6 Forwarding Information Base (FIB) forwarding of the Layer 3 forwarding engine.	N	N
Diagnostics	TestMPLSFibShortcut – Verifies that the MPLS forwarding of the Layer 3 forwarding engine is working properly.	N	N
Diagnostics	TestL3Capture2 – Verifies the Layer 3 Capture (Capture 2) feature of the Layer 3 forwarding engine.	N	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

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Alarm Type	Alarm message information	Notify	Create Service Request
Diagnostics	TestL3TcamMonitoring – Enabled by default as a health monitoring test, verifies L3 packet switching (Supervisor Engine 2T).	Y	Y
Diagnostics	TestL2CTSLoopback - provides encapsulation for Layer 2 Ethernet packets sent from the supervisor engine inband port to each port inside the Ganita ASIC. The test sends back the Layer 2 Ethernet packet to the supervisor engine inband port after decapsulation with its original content.	Y	Y
Diagnostics	TestL3CTSLoopback - provides encapsulation for Layer 3 IPv4 packets sent from the supervisor engine inband port to each port inside the Ganita ASIC and sends back the Layer 3 IPv4 packet to the supervisor engine inband port after decapsulation with its original content.	Y	Y
Diagnostics	TestAcIDeny – Verifies the access control list (ACL) deny feature of the Layer 2 and Layer 3 forwarding engine.	N	N
Diagnostics	TestL3VlanMet – Verifies the multicast functionality of the replication engine.	Y	Y
Diagnostics	TestIngressSpan – Ensures that the port application-specific integrated circuit (ASIC) is able to tag packets for ingress Switched Port Analyzer (SPAN).	N	N
Diagnostics	TestEgressSpan – Verifies the proper operation of the egress Switched Port Analyzer (SPAN) replication functionality of the rewrite engine for both SPAN queues.	N	N
Diagnostics	TestFabricVlanLoopback – a non-disruptive test supported for supervisors and line cards that have fabric switching ASIC. Tests the data path between the in-band port of the card under test and the local fabric port responsible for switching the traffic from and to the in-band port.	Y	Y
Diagnostics	TestFabricInternalSnake – Internal snake test.	Y	Y
Diagnostics	TestFabricSnakeBackward – External snake test.	Y	Y
Diagnostics	TestSynchedFabChaNel – Sends a Serial Control Protocol (SCP) control message to the line card and fabric to query the synch status.	Y	Y
Diagnostics	TestFabricCh0Health – Constantly monitors the health of the ingress and egress data paths for fabric channel #0 on 10G line cards.	Y	Y
Diagnostics	TestFabricCh1Health – Constantly monitors the health of the ingress and egress data paths for fabric channel #1 on 10G line cards.	Y	Y
Diagnostics	TestFibTcamSSRAM – Exhaustive memory test that checks the Forwarding Information Base (FIB) ternary content addressable memory (TCAM) and Layer 3 adjacency static random access memory (SSRAM).	Y	Y
Diagnostics	TestFibTcam – Exhaustive memory test that checks the Forwarding Information Base (FIB) ternary content addressable memory (TCAM) (Supervisor Engine 2T).	Y	Y
Diagnostics	TestAsicMemory – Exhaustive memory test that checks all memories on a module (supervisor or line card) using the MarchC test algorithm.	Y	Y
Diagnostics	TestAcIQoS Tcam – Tests all the bits and locations of both access control lists (ACLs) and Quality of Service (QoS) Ternary Content Addressable Memory (TCAMs) on PFC3BXL, PFC3B, and Supervisor Engine 2T.	Y	Y
Diagnostics	TestNetflowTcam – Tests all the bits and locations of Netflow ternary content addressable memory (TCAM).	Y	Y
Diagnostics	TestQoS Tcam – Exhaustive memory tests for Quality of Service (QoS) ternary content addressable memory (TCAM) devices.	Y	Y
Diagnostics	TestIPSecClearPkt – Verifies that encryption is not performed on sent packets.	N	N
Diagnostics	TestHapiEchoPkt – Sends a Hapi Echo packet to the crypto engine using the control path to get a packet echoed back from the crypto engine.	N	N
Diagnostics	TestIPSecEncryptDecryptPkt – Verifies that the encryption and decryption processes are working correctly.	Y	N
Diagnostics	TestTrafficStress – Stress test the system by using all the line cards on the chassis and ensuring that no packets get dropped.	N	N
Diagnostics	TestEobcStressPing – Stress-test a particular line card's Ethernet out-of-band chaNel (EOBC) link with the supervisor.	Y	Y



## Cisco Smart Call Home

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Alarm Type	Alarm message information	Notify	Create Service Request
Diagnostics	ScheduleSwitchover – Allows the customer to trigger switch over at a desired date/time.	N	N
Diagnostics	TestFirmwareDiagStatus – Displays the result of power-on diag tests run by firmware during line card bring-up.	Y	Y
Diagnostics	TestOBFL – Verifies the on-board failure logging capabilities.	N	N
Diagnostics	TestCFRW – Performs a read write test on inserted compact flash (CF) card.	Y	N
Diagnostics	TestL3HealthMonitoring – Health monitoring test that runs periodically to check ASIC (Earl) error conditions.	Y	Y
Diagnostics	TestVslLocalLoopback – Verifies the hardware functionality of each port on a Vsl card before the Vsl link interface is up.	Y	Y
Diagnostics	TestVslStatus – Reports the status change detected by VSLP protocol.	Y	Y
Diagnostics	TestPortTxMonitoring – This test will error disable the failed port upon failure.	Y	N
Diagnostics	TestFabricFlowControlStatus – Detects chaNel rate reduction below the threshold, current fabric-chaNel utilization above the threshold, peak fabric-chaNel utilization and SP CPU utilization above the threshold.	Y	N
Diagnostics	TestSpuriousIsrDetection - Runs when an interrupt is detected on a fabric ASIC.	Y	N
Diagnostics	TestVDB - Check that ready bit is asserted and diag-fail bit is not.	Y	Y
Diagnostics	BusCoNectivityTest - A disruptive test and runs automatically during bootup and Health monitoring test.	Y	N
Diagnostics	TestIntPortLoopback - A nondisruptive health monitoring test.	Y	Y
Diagnostics	TestVslBridgeLink - Provides the diagnostic coverage not covered by the TestVslLocalLoopback test.	Y	Y
Diagnostics	TestVSAActiveToStandbyLoopback - Only GOLD test which tests the full datapath across the virtual switch links.	Y	Y
Diagnostics	TestIPSecBaseComponents - covers as much component parts in IPSec base module (Cheronia) card as possible in run-time environment for hardware functionality and integrity check.	Y	Y
Diagnostics	TestIPSecSPAComponents - checks the components in the IPSec Shared Port Adapter (SPA) sub-module (Zamboni) in a run-time environment for hardware functionality and integrity check.	Y	Y
Diagnostics	TestL3Capture - erifies that the Layer 3 capture (capture 1) feature of the Layer 3 forwarding engine is working properly.	Y	N
Environment	System minor alarm on fan-tray x fan-fail	Y	Y
Environment	System major alarm on backplane clock count	Y	Y
Environment	System minor alarm on clock x OK	Y	Y
Environment	System major alarm on VTT x outlet temperature	Y	N
Environment	System minor alarm on VTT x outlet temperature	Y	N
Environment	System minor alarm on VTT x OK	Y	Y
Environment	Module major alarm on module x fan-upgrade required	Y	N
Environment	System minor alarm on power-supply x fan-fail	Y	N
Environment	System minor alarm on power-supply x power-output-fail	Y	N
Environment	Module major alarm on module x inlet temperature	Y	N
Environment	Module major alarm on module x outlet temperature	Y	N
Environment	Module major alarm on RP x inlet temperature	Y	N
Environment	Module major alarm on RP x outlet temperature	Y	N



## Cisco Smart Call Home

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Alarm Type	Alarm message information	Notify	Create Service Request
Environment	Module major alarm on EARL x inlet temperature	Y	N
Environment	Module major alarm on EARL x outlet temperature	Y	N
Environment	Module major alarm on module x device-1 temperature	Y	N
Environment	Module major alarm on module x device-2 temperature	Y	N
Environment	System minor alarm on power-supply x incompatible with fan	Y	N
Environment	Module major alarm on module x insufficient cooling	Y	N
Environment	System minor alarm on backplane clock count	Y	Y
Environment	System minor alarm on backplane VTT count	Y	Y
Environment	System major alarm on backplane VTT count	Y	N
Environment	System minor alarm on backplane Fantray count	Y	N
Environment	Module minor alarm on module x inlet temperature	Y	N
Environment	Module minor alarm on module x outlet temperature	Y	N
Environment	Module minor alarm on module x device-1 temperature	Y	N
Environment	Module minor alarm on module x device-2 temperature	Y	N
Environment	Module minor alarm on RP x inlet temperature	Y	N
Environment	Module minor alarm on RP x outlet temperature	Y	N
Environment	Module minor alarm on EARL x inlet temperature	Y	N
Environment	Module minor alarm on EARL x outlet temperature	Y	N
Environment	Module minor alarm on module x asic-1 temperature	Y	N
Environment	Module minor alarm on module x asic-2 temperature	Y	N
Environment	Module minor alarm on module x asic-3 temperature	Y	N
Environment	Module minor alarm on module x asic-4 temperature	Y	N
Environment	Module minor alarm on module x asic-5 temperature	Y	N
Environment	Module minor alarm on module x asic-6 temperature	Y	N
Environment	Module minor alarm on module x aux-1 temperature	Y	N
Environment	Module major alarm on module x asic-1 temperature	Y	N
Environment	Module major alarm on module x asic-2 temperature	Y	N
Environment	Module major alarm on module x asic-3 temperature	Y	N
Environment	Module major alarm on module x asic-4 temperature	Y	N
Environment	Module major alarm on module x asic-5 temperature	Y	N
Environment	Module major alarm on module x asic-6 temperature	Y	N
Environment	Module major alarm on module x aux-1 temperature	Y	N
Environment	System minor alarm on power-supply x power-output-mode	Y	N
Environment	Power minor alarm on module x power-output-fail	Y	N
Syslogs	%C6KENV-SP-0-VTTMAJFAILED - Too many VTT failures to continue system operation.	Y	N
Syslogs	%C6KENV-SP-0-CLOCKMAJFAILED - Too many clocks failed to continue system operation.	Y	N
Syslogs	%C6K_PLATFORM-0-UNKNOWN_CHASSIS - The chassis type is not known.	Y	Y
Syslogs	%CI-0-SHUTFANGONE - Indicates that the chassis fan is missing.	Y	Y



## Cisco Smart Call Home

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Alarm Type	Alarm message information	Notify	Create Service Request
Syslogs	%CPU_NET-0-QUEUE_STUCK: The CPU can no longer communicate with the network.	Y	N
Syslogs	%CRYPTO-0-AUDITFAIL: This is an encryption error message.	Y	N
Syslogs	%CRYPTO-0-SELF_TEST_FAILURE: The encryption engine doesn't operate in this state due to failure of one of the encryption self-tests.	Y	N
Syslogs	%CWAN_RP-0-LCLOG_MSG - An error has occurred on a module.	Y	N
Syslogs	%CWTLC-0-FATAL_EXCEPTION - WAN optical Service Module (CWTLC) message that indicates the OSM encountered a fatal exception.	Y	Y
Syslogs	%EARL_L2_ASIC-SP-0-FATAL_INTR - Indicates that critical interrupts caused system forwarding to cease.	Y	Y
Syslogs	%EARL_L2_ASIC-DFC7-0-EXCESSIVE_FT_TBL_ECC_ERR - Indicates that the EARL L2 ASIC detected too many errors in the forwarding table.	Y	Y
Syslogs	%EARL-0-TASK_SPAWN_FAIL: The system crashed while booting, as it was not able to spawn the Layer 2 task specified in the error message.	Y	Y
Syslogs	%ENVM-0-SHUT: The environmental monitor has initiated a system shutdown.	Y	N
Syslogs	%GPRSFLTMG-0-GPRS_DHCP: Signifies that the GPRS DHCP process has failed to start.	Y	N
Syslogs	%GPRSFLTMG-0-GPRS_SERVICE: Global Packet Radio Service Fault Management error message.	Y	N
Syslogs	%GPRSFLTMG-0-GTPv1NORESOURCE: Available resources are exhausted and caNot continue GGSN service	Y	N
Syslogs	%GPRSFLTMG-0-PACKETPARSINGERROR: A PDP context activation failed at the packet parsing state.	Y	N
Syslogs	%GPRSFLTMG-0-RESOURCE: Available resources are exhausted and caNot continue GGSN service.	Y	N
Syslogs	%GTP-0-NORESOURCE: Available resources are exhausted and GGSN service caNot continue.	Y	N
Syslogs	%GTP-0-PACKETPARSINGERROR: A PDP context activation has failed at the packet parsing state	Y	N
Syslogs	%EOBC-SP-0-EOBC_JAM_FATAL - Indicates a faulty hardware of the primary supervisor engine EOBC.	Y	Y
Syslogs	%LINK-0-REENTER: Indicates that an internal software error has occurred.	Y	Y
Syslogs	%PLATFORM_RPC-0-RESOURCE_CRASH: The system is unable to allocate memory for the RPC.	Y	N
Syslogs	%SCHED-0-WATCHDOG: Since the scheduler ran longer than the maximum configured time, the system must be made to reset.	Y	Y
Syslogs	%SERVICE_MODULE-0-INITWICFAILURE: The CSU/DSU driver detected a checksum error while downloading WIC firmware.	Y	N
Syslogs	%ATMCES-1-BAD1575: Related to ATM access concentrator protocol control information (PCI) port adapter driver message.	Y	N
Syslogs	%ATMCES-1-BADSLAVE: Related to ATM access concentrator protocol control information (PCI) port adapter driver message. The port adapter has failed its initialization.	Y	N
Syslogs	%ATMCES-1-ERRCREATEVC: Related to ATM access concentrator protocol control information (PCI) port adapter driver message. The port adapter has encountered errors in setting up the VC.	Y	N
Syslogs	%ATMCES-1-ERRRMVC: Related to ATM access concentrator protocol control information (PCI) port adapter driver message. The port adapter has encountered errors in setting up the VC.	Y	N
Syslogs	%ATMLC-1-INITFAIL: Related to Cisco Content Engine 7300 ATM line card software message. The ATM line card has failed its initialization.	Y	N



## Cisco Smart Call Home

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Alarm Type	Alarm message information	Notify	Create Service Request
Syslogs	%ATMOC-1-DISCOVER: The network module has failed its initialization.	Y	Y
Syslogs	%ATMOC-1-INITFAIL: The network module has failed its initialization.	Y	N
Syslogs	%ATMOC-1-INVALID_PCI_ID: The network module has failed its initialization.	Y	Y
Syslogs	%ATMOC-1-INVALIDPAK: Pak members have been corrupted.	Y	N
Syslogs	%ATMOC-1-PCMCIA: The PCMCIA controller contains down-level software.	Y	N
Syslogs	%ATMOC-1-PVP: The specified traffic type cannot be configured in a PVP.	Y	N
Syslogs	%ATMOC-1-TOOBIG: A packet greater than 256 bytes has been received on this interface.	Y	N
Syslogs	%ATMPA-1-CTRLMEMFAIL: A memory test failed within the PCI control memory.	Y	Y
Syslogs	%ATMPA-1-INVALIDCONFIG: The bandwidth requirements of the installed port adapters exceed the rated capability of the processor.	Y	N
Syslogs	%ATMPA-1-REGFAIL: The port adapter has failed to write a register.	Y	N
Syslogs	%DCU-1-NODCUPORTS: Related to ATM access concentrator PCI port adapter error message. The system has detected too many DCU ports.	Y	N
Syslogs	%DCU-1-NOMEMORY: Related to ATM access concentrator PCI port adapter error message. Memory exhaustion has occurred.	Y	N
Syslogs	%IMA-1-BAD_CMD: IMA firmware has rejected the command because of the current protocol state of the interface, or the opcode is undefined.	Y	N
Syslogs	%IMA-1-DISCOVER: Related to inverse multiplexing over ATM (IMA) error messages. The network module has failed its initialization.	Y	Y
Syslogs	%IMA-1-DOWNLOAD_FAILED: An error occurred during the download of firmware to the IMA network module.	Y	Y
Syslogs	%IMA-1-FPGA_DOWNLOAD_FAIL: An error occurred during the download of the FPGA on the IMA network module.	Y	N
Syslogs	%IMA-1-INVALID_PCI_ID: Related to inverse multiplexing over ATM (IMA) error messages.	Y	Y
Syslogs	%ALARM-1-CRITICAL_ALARM: A critical alarm event has occurred that needs your immediate attention. The system will shut down within two minutes.	Y	N
Syslogs	%ALIGN-1-FATAL: Alignment error.	Y	Y
Syslogs	%AMDPFE-1-DISCOVER: The software could not identify the interface card.	Y	Y
Syslogs	%AMDPFE-1-INITFAIL: The software failed to initialize/restart an Ethernet/Fast Ethernet interface.	Y	N
Syslogs	%AMDPFE-1-MEMERR: The interface could not access system resources for a long time. This problem may occur under very heavy loads.	Y	Y
Syslogs	%AMDPFE-1-NOMII: The MII transceiver was disconnected while the MII port was selected.	Y	N
Syslogs	%AT-1-NOMEM: Related to cable modem MAC controlled interface message. The hardware has failed to initialize correctly.	Y	N
Syslogs	%BCM3220-1-INITFAIL:	Y	Y
Syslogs	%C6KENV-1-SHUTDOWN_DISABLED: Automatic shutdown is disabled on this device; the system could not shut down the indicated component.	Y	N
Syslogs	%C6K_POWER-SP-1-PD_HW_FAULTY - Indicates that the module firmware detected a hardware problem.	Y	Y
Syslogs	%DEC241-INITFAIL: The Fast Ethernet port initialization has failed.	Y	Y
Syslogs	%ESWITCH-1-NOTPLX: Related to Ethernet switch port adapter error messages. A hardware error has occurred.	Y	N
Syslogs	%ESWITCH-1-PCIINIT: Related to Ethernet switch port adapter error messages. A hardware error has occurred.	Y	N



## Cisco Smart Call Home

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Alarm Type	Alarm message information	Notify	Create Service Request
Syslogs	%ESWITCH-1-TSWITCH: Related to Ethernet switch port adapter error messages. A hardware error has occurred.	Y	Y
Syslogs	%ESWITCH-1-TSWICHEALE: Related to Ethernet switch port adapter error messages. A hardware error has occurred.	Y	Y
Syslogs	%FDDI-1-NOMEMORY: The FDDI Management Information Base/Station Management (MIB/SMT) processing functions could not initialize because of insufficient memory.	Y	N
Syslogs	%FECPM-1-DISCOVER: Some of the interface controller devices on the FECPM NM did not initialize properly.	Y	Y
Syslogs	%FECPM-1-INITFAIL: Some of the interface controller devices on the FECPM NM did not initialize properly.	Y	Y
Syslogs	%FECPM-1-UNKNOWN_WIC: Related to FX1000 Gigabit Ethernet controller error messages. A possible hardware error resulted in the discovery of too few Gigabit Ethernet interfaces.	Y	N
Syslogs	%FX1000-1-DISCOVER: Related to FX1000 Gigabit Ethernet controller error messages. A possible hardware error resulted in the discovery of too few Gigabit Ethernet interfaces.	Y	Y
Syslogs	%FX1000-1-INITFAIL_NOMEM: Hardware related error message. Run the full suite of GOLD diagnostic tests and check if any specific test fails.	Y	Y
Syslogs	%I82541-IDBTYPE_UNK: The IDB type in the instance structure of the interface is undefined for this driver.	Y	N
Syslogs	%I82541-BAD_POOL: The driver failed to retrieve a pool of buffers from the software.	Y	N
Syslogs	%I82541-BAD_SB_NOMEM: The amount of available system memory was insufficient to create the subblock.	Y	N
Syslogs	%I82541-DISCOVER: Related to Intel 82543 Ethernet/Fast Ethernet/Gigabit Ethernet controller error messages. A possible hardware error has occurred.	Y	N
Syslogs	%ILACC-1-MEMERR: Related to ILACC driver error messages. An Ethernet interface has detected a hardware problem.	Y	N
Syslogs	%LANCE-1-INITFAIL: Related to the LAN controller. The hardware has failed to initialize correctly.	Y	Y
Syslogs	%LANCE-1-MEMERR: Related to the LAN controller. The hardware has failed to initialize correctly.	Y	Y
Syslogs	%LCGE-1-INITFAIL: The line card Gigabit Ethernet hardware initialization has failed.	Y	Y
Syslogs	%PQUICC_FE-1-INITFAILP: Related to Fast Ethernet MPC860 quad integrated communications controller message. The FEC could not allocate an I/O buffer pool.	Y	Y
Syslogs	%PQUICC_FE-1-SHOWFAIL: related to Fast Ethernet MPC860 quad integrated communications controller message. The FEC could not allocate sufficient memory to display the controller.	Y	N
Syslogs	%SBETH-1-BAD_SB_NOMEM: There was insufficient system memory to create the subblock.	Y	N
Syslogs	%SBETH-1-INITFAIL_NOMEM: The Ethernet port initialization failed due to insufficient memory.	Y	N
Syslogs	%SBFIFO-1-BAD_IDB: The packet FIFO MAC driver has failed to obtain an IDB for the packet FIFO MAC interface.	Y	N
Syslogs	%SBFIFO-1-BAD_SB_NOMEM: Indicates that there was insufficient system memory to create the IDB subblock.	Y	N
Syslogs	%SBFIFO-1-INITFAIL_NOMEM: The packet FIFO MAC port has failed to initialize because of insufficient memory.		N
Syslogs	%SONICT-1-INITFAIL: SONIC Ethernet interface-related and it states that a failure has occurred in the initialization sequence of the sonicT chip.	Y	N
Syslogs	%SPA_ETHER-1-ALLOCFAIL: The router has failed to allocate sufficient memory for a software module on the Ethernet SPA located in the specified subslot.	Y	N
Syslogs	%SWITCH-1-NOMEMORY: Related to a switch interface and it states that the CPU has been	Y	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

**Services, resources, and applications that are monitored are subject to change without notice.**

Alarm Type	Alarm message information	Notify	Create Service Request
	unable to access the memory it needs to carry out its functions.		
Syslogs	%IMA-1-MAILBOX_FULL: IMA network module mailboxes are full and caNot accept any more requests.	Y	N
Syslogs	%IMA-1-NETWORK_PROCESSOR_NOT_READY: An error has occurred during reset of the IMA network module.	Y	Y
Syslogs	%IMA-1-NO_ATM_CHANEL_AVAILABLE: Related to inverse multiplexing over ATM (IMA) error messages	Y	N
Syslogs	%IMA-1-NO_MAIL_REPLY: The IMA network module has failed to respond with the requested information	Y	N
Syslogs	%IMA-1-PCMCIA: The PCMCIA controller contains down-level software and is incompatible with the specified IMA network module.	Y	Y
Syslogs	%IMA-1-PROCESS_NEVER_RECEIVED_MAIL_REPLY: Related to inverse multiplexing over ATM (IMA) error messages. The previous process request was terminated before receiving a mail reply.	Y	N
Syslogs	%IMA-1-SHARED_MEMORY_ERROR: The memory on the network module has failed the power-on diagnostic check.	Y	N
Syslogs	%TI1570-1-DEVICEINITFAIL: Related to PCI/TI1570-based ATM port adapter and here the ATM port adapter has failed to complete hardware initialization.	Y	N
Syslogs	%TI1570-1-IDBINITFAIL: Related to PCI/TI1570-based ATM port adapter and here the ATM port adapter has failed to complete hardware initialization.	Y	N
Syslogs	%TI1570-1-INITFAIL: Related to PCI/TI1570-based ATM port adapter and here the ATM port adapter has failed to complete hardware initialization.	Y	N
Syslogs	%TI1570-1-INVALIDCONFIG: Related to PCI/TI1570-based ATM port adapter and the bandwidth requirements of the installed port adapters exceed the rated capability of the processor.	Y	N
Syslogs	%VPD-1-UNKNOWN_VIC: The software did not recognize the type of VIC plugged in to the voice processor deck.	Y	N
Syslogs	%VPD-1-UNSUPPORTED_VIC: The type VIC card that is plugged in to the VPD is not supported by this version of Cisco IOS software.	Y	N
Syslogs	%BRI-1-INITFAIL:		N
Syslogs	%BRI-1-NOMEMORY: The requested operation could not be accomplished because of a low memory condition.	Y	N
Syslogs	%M32X-1-AR_TIMEOUT: Related to M32X Basic Rate Interface (BRI) trunk card messages. The action request for a particular has failed after retry and has timed out.	Y	N
Syslogs	%PM-1-INCONSISTENT_PORT_STATE: The hardware and software port state has become inconsistent.	Y	N
Syslogs	%DSX1-1-FIRMWARE_RUNING: Related to ChaNelized E1 (Europe) and T1 (US) telephony standard error messages. The T1/E1 firmware is now ruNing after recovering from critical error.	Y	Y
Syslogs	%DSX1-1-FIRMWARE_STOPPED: Related to ChaNelized E1 (Europe) and T1 (US) telephony standard error messages. A critical error has occurred in the T1/E1 firmware, and it has stopped ruNing.	Y	N
Syslogs	%DSX1-1-M32_INPUT_CONGEST : The receiver caNot allocate receive buffers because the input queue is at its maximum; data is coming in faster than the receiver can handle.	Y	N
Syslogs	%HD-1-BADLOOPCABLE: Related to HD64570 serial controller error messages. Loopback mode is not allowed when using an X.21 DTE cable on a Quad serial NIM port.	Y	N
Syslogs	%HD-1-BADPORTADAPTER: Related to HD64570 serial controller error messages. A hardware or software error has occurred.	Y	Y
Syslogs	%AP-1-AUTH_PROXY_DDOS_ATTACK: The authentication proxy router is possibly undergoing a Distributed DOS attack.	Y	N



## Cisco Smart Call Home

# Monitoring Details for Cisco SMARTnet Service with Smart Call Home

**Services, resources, and applications that are monitored are subject to change without notice.**

Alarm Type	Alarm message information	Notify	Create Service Request
Syslogs	%AP-1-AUTH_PROXY_DOS_ATTACK: A host is continuously opening HTTP connections through the authentication proxy router without sending any data.	Y	N
Syslogs	%AP-1-AUTH_PROXY_RETRIES_EXCEEDED: A host has exceeded the limit for the maximum allowed number of login attempts.	Y	N
Syslogs	%FWSM-1-103001: Failover message. Primary unit is unable to communicate with the secondary unit over the failover cable.	Y	N
Syslogs	%FWSM-1-103003: (Primary) Other firewall network interface <i>interface_number</i> failed.	Y	N
Syslogs	%FWSM-1-103004: (Primary) Other firewall reports this firewall failed.	Y	Y
Syslogs	%FWSM-1-103005: (Primary) Other firewall reporting failure.	Y	N
Syslogs	%FWSM-1-104001: (Primary) Switching to ACTIVE (cause: <i>string</i> ).	Y	N
Syslogs	%FWSM-1-104003: (Primary) Switching to FAILED.	Y	N
Syslogs	%FWSM-1-105001: (Primary) Disabling failover.	Y	N
Syslogs	%FWSM-1-105002: (Primary) Enabling failover.	Y	N
Syslogs	%FWSM-1-105005: (Primary) Lost failover communications with mate on interface <i>interface_name</i> .	Y	N
Syslogs	%FWSM-1-105008: (Primary) Testing interface <i>interface_name</i> .	Y	N
Syslogs	%FWSM-1-105011: (Primary) Failover cable communication failure.	Y	N
Syslogs	%FWSM-1-105038: (Primary) Interface count mismatch.	Y	N
Syslogs	%FWSM-1-105039: (Primary) Unable to verify the Interface count with mate. Failover may be disabled in mate.	Y	N
Syslogs	%FWSM-1-105040: (Primary) Mate failover version is not compatible.	Y	N
Syslogs	%FWSM-1-105044: (Primary) Mate operational mode <i>mode</i> is not compatible with my mode <i>mode</i> . Embryonic limit exceeded <i>count</i> for outside_address/outside_port (global_address) inside_address/inside_port on interface <i>interface_name</i> .	Y	N
Syslogs	%FWSM-1-105045: (Primary) Mate license ( <i>number</i> contexts) is not compatible with my license ( <i>number</i> contexts).	Y	N
Syslogs	%FWSM-1-106021: Deny protocol reverse path check from <i>source_address</i> to <i>dest_address</i> on interface <i>interface_name</i> .	Y	N
Syslogs	%FWSM-1-106022: Deny protocol connection spoof from <i>source_address</i> to <i>dest_address</i> on interface <i>interface_name</i> .	Y	N
Syslogs	%FWSM-1-106101: The number of ACL log deny-flows has reached limit ( <i>number</i> ).	Y	N
Syslogs	%FWSM-1-107001: RIP auth failed from <i>IP_address</i> : version= <i>number</i> , type= <i>string</i> , mode= <i>string</i> , sequence= <i>number</i> on interface <i>interface_name</i> .	Y	N
Syslogs	%FWSM-1-107002: RIP packet failed from <i>IP_address</i> : version= <i>number</i> on interface <i>interface_name</i> .	Y	N
Error Counters – Register Name	R2D2_PB2AR_CP_PA_BAD_PKT_CNT2	Y	N
Error Counters – Register Name	R2D2_PB2AR_CP_PA_BAD_PKT_CNT3	Y	N
Error Counters – Register Name	R2D2_PB2AR_CP_PA_BAD_PKT_CNT6	Y	N
Error Counters – Register Name	R2D2_PB2AR_CP_PA_BAD_PKT_CNT7	Y	N
Error Counters – Register Name	R2D2_PB2AR_CP_PA_BAD_PKT_CNT4	Y	N
Error Counters – Register Name	R2D2_PB2AR_CP_PA_BAD_PKT_CNT5	Y	N
Error Counters – Register Name	R2D2_PB2AR_CP_PA_BAD_PKT_CNT8	Y	N
Error Counters – Register Name	R2D2_PB2AR_CP_PA_BAD_PKT_CNT9	Y	N
Error Counters – Register Name	R2D2_ARIC_CP_DBUS_CRC_ERR__0	Y	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

*Services, resources, and applications that are monitored are subject to change without notice.*

Alarm Type	Alarm message information	Notify	Create Service Request
Error Counters – Register Name	R2D2_ARIC_CP_DBUS_CRC_ERR__1	Y	N
Error Counters – Register Name	R2D2_ARIC_CP_CBL_PARITY_ERR__1	Y	Y
Error Counters – Register Name	R2D2_ARIC_CP_CBL_PARITY_ERR__0	Y	Y
Error Counters – Register Name	R2D2_ARIC_CP_SOFT_CRC_ERR__1	Y	Y
Error Counters – Register Name	R2D2_ARIC_CP_SOFT_CRC_ERR__0	Y	Y
Error Counters – Register Name	R2D2_ARIC_CP_DATA_CRC_ERR__1	Y	N
Error Counters – Register Name	R2D2_ARIC_CP_DATA_CRC_ERR__0	Y	N
Error Counters – Register Name	JA_DR_RI_0_HDRCRC_ERR_COUNTER	Y	Y
Error Counters – Register Name	JA_DR_RI_0_PKTCRC_ERR_COUNTER	Y	Y
Error Counters – Register Name	JA_DR_RI_1_HDRCRC_ERR_COUNTER	Y	Y
Error Counters – Register Name	JA_DR_RI_1_PKTCRC_ERR_COUNTER	Y	Y
Error Counters – Register Name	JA_FI_FR_CRC_PKT_ERR_1	Y	Y
Error Counters – Register Name	JA_FI_FR_CRC_HDR_ERR_1	Y	Y
Error Counters – Register Name	JA_FI_FR_CRC_PKT_ERR_0	Y	Y
Error Counters – Register Name	JA_FI_FR_RCV_ERR_1	Y	Y
Error Counters – Register Name	JA_FI_FR_RCV_ERR_0	Y	Y
Error Counters – Register Name	JA_TI_PG_BAD_PKT_CRC	Y	Y
Error Counters – Register Name	ME_AR_KIF_RX_PKTLEN_ERR_CNT	Y	Y
Error Counters – Register Name	ME_AR_KIF_RX_PKTMAXLEN_ERR_CNT	Y	Y
Error Counters – Register Name	ME_AR_KIF_RX_PKTCRC_ERR_CNT	Y	Y
Error Counters – Register Name	ME_AR_KIF_RX_CTL_ERR_CNT	Y	Y
Error Counters – Register Name	RO_PB2AR_CP_PA_BAD_PKT_CNT0	Y	N
Error Counters – Register Name	RO_PB2AR_CP_PA_BAD_PKT_CNT1	Y	N
Error Counters – Register Name	RO_PB2AR_CP_PA_BAD_PKT_CNT2	Y	N
Error Counters – Register Name	RO_PB2AR_CP_PA_BAD_PKT_CNT3	Y	N
Error Counters – Register Name	RO_PB2AR_CP_PA_BAD_PKT_CNT4	Y	N
Error Counters – Register Name	RO_PB2AR_CP_PA_BAD_PKT_CNT5	Y	N
Error Counters – Register Name	RO_PB2AR_CP_PA_BAD_PKT_CNT6	Y	N
Error Counters – Register Name	RO_PB2AR_CP_PA_BAD_PKT_CNT7	Y	N
Error Counters – Register Name	RO_PB2AR_CP_PA_BAD_PKT_CNT8	Y	N
Error Counters – Register Name	RO_PB2AR_CP_PA_BAD_PKT_CNT9	Y	N
Error Counters – Register Name	RO_PB2AR_CP_PA_BAD_PKT_CNT10	Y	N
Error Counters – Register Name	RO_PB2AR_CP_PA_BAD_PKT_CNT11	Y	N
Error Counters – Register Name	RO_PB2AR_CP_PA_BAD_PKT_CNT12	Y	N
Error Counters – Register Name	RO_PB2N_CP_PN_BAD_PKT_CNT0	Y	N
Error Counters – Register Name	RO_PB2N_CP_PN_BAD_PKT_CNT1	Y	N
Error Counters – Register Name	RO_PB2N_CP_PN_BAD_PKT_CNT2	Y	N
Error Counters – Register Name	RO_PB2N_CP_PN_BAD_PKT_CNT3	Y	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

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Alarm Type	Alarm message information	Notify	Create Service Request
Error Counters – Register Name	RO_PB2N_CP_PN_BAD_PKT_CNT4	Y	N
Error Counters – Register Name	RO_PB2N_CP_PN_BAD_PKT_CNT5	Y	N
Error Counters – Register Name	RO_PB2N_CP_PN_BAD_PKT_CNT6	Y	N
Error Counters – Register Name	RO_PB2N_CP_PN_BAD_PKT_CNT7	Y	N
Error Counters – Register Name	RO_PB2N_CP_PN_BAD_PKT_CNT8	Y	N
Error Counters – Register Name	RO_PB2N_CP_PN_BAD_PKT_CNT9	Y	N
Error Counters – Register Name	RO_PB2N_CP_PN_BAD_PKT_CNT10	Y	N
Error Counters – Register Name	RO_PB2N_CP_PN_BAD_PKT_CNT11	Y	N
Error Counters – Register Name	RO_PB2N_CP_PN_BAD_PKT_CNT12	Y	N
Error Counters – Register Name	RO_CDL_CDL_HT	Y	N
Error Counters – Register Name	RO_CDL_CDL_HC	Y	N
Error Counters – Register Name	RO_ARIC_CP_SOFT_CRC_ERR	Y	Y
Error Counters – Register Name	RO_ARIC_CP_DATA_CRC_ERR	Y	Y
Error Counters – Register Name	RO_ARIC_CP_DBUS_CRC_ERR	Y	Y
Error Counters – Register Name	RO_ARIC_CP_MAX_LEN_ERR	Y	Y
Error Counters – Register Name	RO_ASIC_CP_MIN_LEN_ERR	Y	Y
Error Counters – Register Name	RO_ASIC_CP_FIFO_FULL_ERR	Y	N
Error Counters – Register Name	RO_ASIC_CP_LENGTH_ERR	Y	N
Error Counters – Register Name	RO_ASIC_CP_CBL_PARITY_ERR	Y	Y
Error Counters – Register Name	PI_CI_S_HDR_FCS_REG	Y	Y
Error Counters – Register Name	PI_CI_S_RBUS_FCS_REG	Y	Y
Error Counters – Register Name	PI_CI_S_PKT_CRC_ERR_REG	Y	Y
Error Counters – Register Name	PI_CI_S_PKT_LEN_ERR_REG	Y	Y
Error Counters – Register Name	PI_GM_S_TX_PARERR_REG	Y	Y
Error Counters – Register Name	PI_GM_S_INCRC_ERR_REG	Y	Y
Error Counters – Register Name	PI_PN_S_CRC_ERR_CNT_REG	Y	Y
Error Counters – Register Name	PI_PN_S_RBUS_ERR_CNT_REG	Y	Y
Error Counters – Register Name	PI_MS_TCRC	Y	N
Error Counters – Register Name	TE_FI_FR_CRC_PKT_ERR_1	Y	Y
Error Counters – Register Name	TE_FI_FR_CRC_HDR_ERR_1	Y	Y
Error Counters – Register Name	TE_FI_FR_CRC_PKT_ERR_0	Y	Y
Error Counters – Register Name	TE_FI_FR_CRC_PKT_ERR_0	Y	Y
Error Counters – Register Name	TE_FI_FR_RCV_ERR_1	Y	Y
Error Counters – Register Name	TE_FI_FR_RCV_ERR_0	Y	Y
Error Counters – Register Name	TE_LS_SV_DBUS_PKT_CRC_ERR_CNT	Y	Y
Error Counters – Register Name	TE_LS_SV_DBUS_HDR_CRC_ERR_CNT	Y	Y
Error Counters – Register Name	TE_TI_PR_HC_HC_BAD_DHDR_CRC	Y	Y
Error Counters – Register Name	TE_TI_PR_HC_HC_BAD_RHDR_FCS2	Y	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

*Services, resources, and applications that are monitored are subject to change without notice.*

Alarm Type	Alarm message information	Notify	Create Service Request
Error Counters – Register Name	TE_TI_PG_BAD_PKT_CRC	Y	Y
Error Counters – Register Name	TE_FD_PG_PG_BAD_PKT_CRC	Y	N
Error Counters – Register Name	TE_FD_PG_HC_HC_BAD_DHDR_CRC	Y	Y
Error Counters – Register Name	TE_FD_PP_EC_EC_BAD_PKT_CRC	Y	N
Error Counters – Register Name	TE_LM_PP_EC_EC_BAD_PKT_CRC_TI	Y	Y
Error Counters – Register Name	TE_LM_PP_EC_EC_BAD_PKT_CRC_FI	Y	N
Error Counters – Register Name	TE_LM_PP_EC_EC_BAD_PKT_CRC_DDR	Y	Y
Error Counters – Register Name	TE_LM_PP_EC_EC_BAD_PKT_CRC_FD	Y	Y
Error Counters – Register Name	TE_DR_RI_CFG_HDRCRC_ERR_COUNTER	Y	Y
Error Counters – Register Name	TE_DR_RI_CFG_PKT_CRC_ERR_COUNTER	Y	Y
Error Counters – Register Name	HY_FI_FR_CRC_PKT_ERR_1	Y	Y
Error Counters – Register Name	HY_FI_FR_CRC_HDR_ERR_1	Y	Y
Error Counters – Register Name	HY_FI_FR_CRC_PKT_ERR_0	Y	Y
Error Counters – Register Name	HY_FI_FR_CRC_PKT_ERR_0	Y	Y
Error Counters – Register Name	HY_FI_FR_RCV_ERR_1	Y	Y
Error Counters – Register Name	HY_FI_FR_RCV_ERR_0	Y	Y
Error Counters – Register Name	HY_LS_SV_DBUS_PKT_CRC_ERR_CNT	Y	Y
Error Counters – Register Name	HY_LS_SV_DBUS_HDR_CRC_ERR_CNT	Y	Y
Error Counters – Register Name	HY_TI_PR_HC_HC_BAD_DHDR_CRC	Y	Y
Error Counters – Register Name	HY_TI_PR_HC_HC_BAD_RHDR_FCS2	Y	Y
Error Counters – Register Name	HY_TI_PG_BAD_PKT_CRC	Y	Y
Error Counters – Register Name	HY_FD_PG_PG_BAD_PKT_CRC	Y	Y
Error Counters – Register Name	HY_FD_PG_HC_HC_BAD_DHDR_CRC	Y	Y
Error Counters – Register Name	HY_FD_PP_EC_EC_BAD_PKT_CRC	Y	Y
Error Counters – Register Name	HY_LM_PP_EC_EC_BAD_PKT_CRC_TI	Y	Y
Error Counters – Register Name	HY_LM_PP_EC_EC_BAD_PKT_CRC_FI	Y	Y
Error Counters – Register Name	HY_LM_PP_EC_EC_BAD_PKT_CRC_DDR	Y	Y
Error Counters – Register Name	HY_LM_PP_EC_EC_BAD_PKT_CRC_FD	Y	Y
Error Counters – Register Name	HY_DR_RI_CFG_HDRCRC_ERR_COUNTER	Y	Y
Error Counters – Register Name	HY_DR_RI_CFG_PKT_CRC_ERR_COUNTER	Y	Y
Error Counters – Register Name	ME_LC_ERR_CNT_REG	Y	Y
Error Counters – Register Name	ME_FI_ERR_CNT0_REG	Y	Y
Error Counters – Register Name	ME_FI_ERR_CNT1_REG	Y	Y
Error Counters – Register Name	QC_CPU_CPUSM_STAT	Y	Y
Error Counters – Register Name	QC_PF1_CRC_ERR	Y	Y
Error Counters – Register Name	RC_CPU_CPUSM_STAT	Y	Y
Error Counters – Register Name	RC_BOC_STAT0	Y	Y
Error Counters – Register Name	PK_DDRPK_DDR_STATUS	Y	Y



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

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Alarm Type	Alarm message information	Notify	Create Service Request
Error Counters – Register Name	PK_TS_S_TCRC	Y	Y
Error Counters – Register Name	SP_CP_TUNE_INT_STATUS	Y	Y
Error Counters – Register Name	SP_CP_GEN_INT_STATUS	Y	Y
Error Counters – Register Name	SP_CP_INT_SUMMARY	Y	Y
Error Counters – Register Name	SP_CF_S_HDR_FCS_ERR	Y	Y
Error Counters – Register Name	SP_CF_GEN_INT_STATUS	Y	Y
Error Counters – Register Name	SP_CC_GEN_INT_STATUS	Y	Y
Error Counters – Register Name	SP_TW_GEN_INT_STATUS	Y	Y
Error Counters – Register Name	SP_RP_INT_PE	Y	Y
Error Counters – Register Name	SP_TI_GEN_INT_STATUS	Y	Y
Error Counters – Register Name	SP_RE_INT	Y	Y
Error Counters – Register Name	SP_CI_GEN_INT_STATUS	Y	Y
Error Counters – Register Name	ST_BADPKT_DROP_CNT_L	Y	Y
Error Counters – Register Name	SC_CB_GEN_INT_STATUS	Y	Y
Error Counters – Register Name	SC_CB_DBUS_HDR_BADFCS	Y	Y
Error Counters – Register Name	SC_CP_INTERRUPT	Y	Y
Error Counters – Register Name	SC_QM_QM_PAYLOAD_CRCERR_CNT	Y	Y
Error Counters – Register Name	SC_PN_INTERRUPT	Y	Y
Error Counters – Register Name	SC_PN_FCS_ERR_CNT	Y	Y
Error Counters – Register Name	SC_PC_INTERRUPT	Y	Y
Error Counters – Register Name	SC_PC_CRC_ERR_CNT	Y	Y
Error Counters – Register Name	SC_GXMAC_TX_BAD_FRAME_CNT	Y	Y
Error Counters – Register Name	DS_LTL_IF_LTL_IF_PKT_CRC_ERR_CNTR	Y	Y
Error Counters – Register Name	DS_LTL_IF_LTL_IF_PKT_LEN_ERR_CNTR	Y	Y
Error Counters – Register Name	DS_CBOC_HI_PKT_CRC_ERR	Y	Y
Error Counters – Register Name	DS_CBOC_LO_PKT_CRC_ERR	Y	Y
Error Counters – Register Name	DS_CBIC_PKT_CRC_ERR	Y	N
Error Counters – Register Name	DS_CBIC_PKT_LEN_ERR	Y	N
Error Counters – Register Name	DS_CBIC_RBUS_FCS	Y	N
Error Counters – Register Name	DS_CBIF_HDR_FCS_ERR	Y	N

## Catalyst 7200 and 7300

[Back to top](#)

Alarm Type	Alarm message information	Notify	Create Service Request
Environment	Temperature/Voltage alarm - Operating temperature has risen above the <Warning/Critical> threshold value.	Y	N
Environment	Fan number x failure (This failure is C7201 specific.) - One of router's cooling fans failed.	Y	N
Environment	Power supply state changes from x to y - One of the power supply test points underwent a state change.	Y	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

**Services, resources, and applications that are monitored are subject to change without notice.**

Alarm Type	Alarm message information	Notify	Create Service Request
Environment	Power minor/major alarm on Power Supply x inserted/removed - change in power supply status due to the removal or insertion of a power supply module in the system.	Y	N
Environment	Recovery - Device has recovered form a previously raised environmental alarm.	Y	N
Syslogs	ATMPA-0-BATMANERROR: misc_cntl_reg [hex]. Resetting the OC12 PA - The ASIC that interfaces the SAR engines to the VIP4 packet switching and routing processor has encountered an error that has caused the asic to fail.	Y	Y
Syslogs	%CRYPTO-0-SELF_TEST_FAILURE: Encryption self-test failed.	Y	Y
Syslogs	%ENVM-0-SHUT: Environmental Monitor initiated shutdown.	Y	Y
Syslogs	%ENVM-0-SHUTDOWN: Environmental Monitor initiated shutdown.	Y	Y
Syslogs	%ENVM-0-STATUS_NOT_READY: Environmental Monitor temperature sensor not ready.	Y	Y
Syslogs	%GPRSFLTMG-0-GPRS_SERVICE: GSN: [IP_address], TID: [hex][hex], APN: unanswered ECHOs are caused by missing routing entries in the GGSN.	Y	Y
Syslogs	%GPRSFLTMG-0-GTPv1NORESOURCE : GSN: [IP_address], TEID: [hex], APN: Available resources exhausted to continue GGSN service.	Y	Y
Syslogs	%GTP-0-GTPv1PACKETPARSINGERROR : GSN: [IP_address], TEID: [hex] - A PDP context activation failed at the packet parsing state.	Y	Y
Syslogs	%GTP-0-NORESOURCE : GSN: [IP_address], TID: [hex][hex], APN: [chars] - Available resources exhausted to continue GGSN service.	Y	Y
Syslogs	%GPRSFLTMG-0-GPRS_DHCP: [chars] - DHCP Process failed to start.	Y	Y
Syslogs	%MWAM-0-CORRECTABLE_ECC_ERR: A correctable ECC error has occurred.	Y	Y
Syslogs	%NETGX_CRYPTO-0-SELF_TEST_FAILURE: Encryption self-test failed ([chars]).	Y	Y
Syslogs	%OER_MC-0-EMERG - The device reported OER is INACTIVE.	Y	Y
Syslogs	%PACC-0-DLL_OUTOFLOCK: [chars] HW DLLs failed to lock in linecard at slot [dec].	Y	Y
Syslogs	%PACC-0-INITFAIL: [chars] initialization failure for slot [dec], [chars].	Y	Y
Syslogs	%SCHED-0-ISRWATCHDOG: Interrupt of level [dec] ruNing for a long time. [chars].	Y	Y
Syslogs	%SCHED-0-WATCHDOG: Scheduler ruNing for a long time, more than the maximum configured ([dec]) secs.[chars].	Y	Y
Syslogs	%SERIAL-0-BADPORT: [chars] (slot [dec]) [chars] [dec] - A very high rate of bad packets was received on the specified port.	Y	N
Syslogs	%SERIAL-0-DLL_OUTOFLOCK: [chars] HW DLLs failed to lock in linecard at slot [dec]	Y	Y
Syslogs	%SERIAL-0-INITFAIL: [chars] initialization failure for slot [dec], [chars].	Y	Y
Syslogs	%VPN_HW-0-SELF_TEST_FAILURE: Hardware Crypto self-test failed ([chars]).	Y	Y
Syslogs	%CRYPTO-0-AUDITFAIL: Encryption audit check found the wrong level of encryption in this image.	Y	Y
Syslogs	%DAS_ENV-0-SHUTDOWN: Slot [dec], [chars] [int] [chars] - The card environmental parameters that were specified are outside the normal range of operation.	Y	Y

## Carrier Routing System (CRS)

[Back to top](#)

Alarm Type	Alarm message information	Notify	Create Service Request
Syslogs	%FABRIC-FIA-0-ASIC_FATAL_FAULT : Fabric interface asic ASIC[dec] encountered fatal fault [hex] - [chars]: ndicates that the Fabric Interface ASIC (FIA) has encountered an internal fatal fault.	Y	Y



## Cisco Smart Call Home

# Monitoring Details for Cisco SMARTnet Service with Smart Call Home

**Services, resources, and applications that are monitored are subject to change without notice.**

Alarm Type	Alarm message information	Notify	Create Service Request
Syslogs	%FABRIC-FSDB-0-BARRIER_STALL_RACK_RELOAD : Rack [dec] reloading due to fabric barrier stall on the rack. Fabric shutdown log saved in file [chars]; indicates that rack has reloaded due to a fabric barrier stall on the rack.	Y	N
Syslogs	%FABRIC-FSDB-0-BARRIER_STALL_ROUTER_RELOAD : Router reloading due to fabric barrier stall. Fabric shutdown log saved in file [chars]. Router is brought down if Route Processor (RP) on the Designated Shelf Controller (DSC) rack has detected stalling on fabric barriers.	Y	N
Syslogs	%FABRIC-FSDB-0-FABRIC_LOSS_LC_RELOAD : [chars] reloading due to loss of fabric connectivity: A line card is reloading after detecting that it has lost all connectivity to the fabric.	Y	Y
Syslogs	%INFRA-SUB_UTIL-0-INIT_RETRY_SUCCEEDED : Subscriber Util succeeded in initializing the [chars] module upon retry: An error was previously encountered while initializing one of modules of the subscriber utility; however, the initialization was retried and succeeded.	Y	N
Syslogs	%L2-LC-0-TESTEMERG : [chars]: This is a test message for software test.	Y	N
Syslogs	%MGBL-CONFIG-0-INIT_FAILURE : Configuration Manager was unable to initialize the [chars] module. Error: '[chars]'. Initialization will be tried again after 60 seconds: Indicates an error was encountered while initializing one of the critical modules of the configuration manager server.	Y	N
Syslogs	%MGBL-CONFIG-0-INIT_RETRY_SUCCEEDED : Configuration Manager succeeded in initializing the [chars] module upon retry: An error was previously encountered while initializing one of the critical modules of the configuration manager server; however, the initialization was retried and succeeded.	Y	N
Syslogs	%MGBL-TTY-0-ISSU_STDBY_CON_AVAILABLE_STANDBY : Console is now available ([chars]) [hex], '[chars]': indicates that the Standby Console is available during In-Service Software Upgrades (ISSU) 'Load Exec', and the 'Load Done' Phase.	Y	N
Syslogs	%OS-QNET-0-EMG : [chars]: indicates an emergency level message was emitted by qnet, which was most likely due to some problem with the file system.	Y	N
Syslogs	%OS-SYSLOG-0-LOG_EMERG : [chars]: indicates an emergency level message was emitted by qnet, which was most likely due to some problem with the file system.	Y	N
Syslogs	%OS-SYSLOG-0-LOG_EMERG_OWNER_PLANE : [chars]: The error message indicates an emergency owner plane message logged.	Y	N
Syslogs	%PKT_INFRA-spp-0-EMERG : [chars]: indicates an emergency error has been detected with SPP.	Y	N
Syslogs	%PLATFORM-ASM-0-FAULT_RECOVERY_ERR : The fault recovery procedure for the FromFab component of the fabric driver has failed. The root fault was: [chars]: indicates that the Platform Manager failed to reset the ASICs, and the hardware on the Performance Route Processor (PRP) may not be in an operational state.	Y	N
Syslogs	%PLATFORM-ASM-0-SW_INIT_ERR : A software error occurred in the FrFab driver component during initialization: [chars] The fabric Performance Route Processor (PRP) drive which controls the 'FromFab' driver on the Route Processor (RP) has failed to initialize, and has not recovered automatically.	Y	N
Syslogs	%PLATFORM-CHP-0-FAULT_RECOVERY_ERR : The fault recovery procedure for the ToFab component of the fabric driver has failed. The root fault was: [chars]: indicates that the Platform Manager failed to reset the ASICs, and the hardware on the Performance Route Processor (PRP) may not be in an operational state.	Y	N
Syslogs	%PLATFORM-CIH-0-ASIC_ERROR_BOARD_RELOAD [chars][[dec]]: reload board due to too many reset: The error message indicates multiple resets occurred, and the CIH needs to reload board.	Y	Y
Syslogs	%PLATFORM-CIH-0-ASIC_ERROR_RELOAD_SYS [chars][[dec]]: [chars] error has occurred[chars]%s [hex] [chars]: indicates an ASIC error has occurred.	Y	N
Syslogs	%PLATFORM-CIH-0-ASIC_ERROR_SHUTDOWN_BOARD [chars][[dec]]: [chars] error has occurred[chars]%s [hex] [chars] [chars]: indicates an ASIC error has occurred.	Y	N
Syslogs	%PLATFORM-COMMON-0-LC_HEADLESS_ACT_RSP_HB_REQ_FAILURE : Headless RSP Detected: No HB requests from the active RSP: indicates that a Line Card has timed out, and is waiting for Heartbeat requests from the active RSP.	Y	N
Syslogs	%PLATFORM-COMMON-0-RSP_HEADLESS_ACT_RSP_HB_REQ_FAILURE : Headless RSP Detected: No HB requests from the active RSP: indicates that this RSP has timed out and is waiting for Heartbeat requests from the active RSP.	Y	N



## Cisco Smart Call Home

# Monitoring Details for Cisco SMARTnet Service with Smart Call Home

**Services, resources, and applications that are monitored are subject to change without notice.**

Alarm Type	Alarm message information	Notify	Create Service Request
Syslogs	%PLATFORM-CPUCTRL_SIP700_DLL-0-INIT_ERROR : CPU Control, DLL initialization error, [chars]s: The CPU Control, Dynamic Link Library (DLL) failed to initialize.	Y	N
Syslogs	%PLATFORM-CPUCTRL_SIP700-0-EVT_INIT_ERROR : CPU Control driver, event manager setup error, [chars]s: %PLATFORM-CPUCTRL_SIP700-0-EVT_INIT_ERROR : CPU Control driver, event manager setup error, [chars]s: The CPU Control driver failed to initialize the event manager.	Y	N
Syslogs	%PLATFORM-CPUCTRL_SIP700-0-INIT_ERROR : CPU Control driver, main setup error, [chars]s: The CPU Control driver failed to initialize.	Y	N
Syslogs	%PLATFORM-CPUCTRL_SIP700-0-INTR_INIT_ERROR : CPU Control driver, interrupt setup error, [chars]s: This error is generally indicative of a larger LC-wide problem; the CPU Control driver failed to initialize interrupt processing.	Y	N
Syslogs	%PLATFORM-DIAGS-0-LC_NP_LOOPBACK_FAILED : NP loopback failure count crossed threshold, [chars]: This line card has detected a problem with the packet punt, and injection path between this line card CPU, and some network processor(s), and the consecutive failure count has reached or crossed the failure threshold.	Y	Y
Syslogs	%PLATFORM-DISCOVERY-0-ERR ASIC-ERR: [chars]: System Controller ASIC detected a critical error that brings the node down.	Y	N
Syslogs	%PLATFORM-ENVMON-0-CARD_OVERTEMP_SHUTDOWN : Slot [chars] temperature [dec].[dec]C at or above STT [dec].[dec]C: indicates that the temperature has risen above the shutdown threshold limit.	Y	N
Syslogs	%PLATFORM-ENVMON-0-CHASSIS_OVERTEMP_SHUTDOWN : Chassis ambient temperature [dec].[dec]C at or over shutdown STT threshold [dec].[dec]C: indicates that the temperature on chassis has risen above the shutdown threshold limit.	Y	N
Syslogs	%PLATFORM-FAN-0-OVERCURRENT : ClkCtrl detected an overcurrent condition on Fan [chars]: Clock Control has detected an over-current condition.	Y	N
Syslogs	%PLATFORM-CARD-0-OVERCURRENT : ClkCtrl detected an overcurrent condition on card [chars]: Clock Control has detected an over-current condition.	Y	N
Syslogs	%PLATFORM-FFQ-0-SW_INIT_ERR : A software error occurred in the FromFab driver component during initialization: [chars]: The Performance Route Processor (PRP) Fabric Queue process, which controls the 'FromFab' driver on the Route Processor (RP), has failed to initialize, and cannot recover automatically.	Y	N
Syslogs	%PLATFORM-I2C_MASTERSHIP-0-ARBITRATION_LOCK_UNAVAILABLE : Lock Unavailable. Possible Reason: Other RP trying to boot up in Normal mode.	Y	N
Syslogs	%PLATFORM-LC_CPUCTRL-0-NO_RSP_ACT_ERROR : LC CPU controller driver detected no active RSP in the system:	Y	N
Syslogs	%PLATFORM-LC_QFPCPUCTRL-0-FATAL_ERR_INTR : Interrupt parity errors exceeded fatal threshold: indicates that CPU controller Field Programmable Gate Array (FPGA) has detected repeated parity errors on the CPU bus, or on one of the 'SPAQFPBridgeCtrlERP' buses.	Y	N
Syslogs	%PLATFORM-NP-0-NP_INIT_FAILURE: Persistent Initialization Failure: indicates that the Network Processor (NP) Initialization encountered a critical error. This is a hardware issue.	Y	N
Syslogs	%PLATFORM-NP-0-PEX_PARITY : Pex parity error: indicates that there was a parity error interrupt during the data phase of PEX WR transaction.	Y	Y
Syslogs	%PLATFORM-NP-0-TCAM_WRITE_PARITY_ERROR TCAM : write parity error. chip equals [dec]: indicates a parity error interrupt.	Y	Y
Syslogs	%PLATFORM-NP-0-TOP_INACTIVITY_WATCHDOG : NP[dec] has locked up. This is a fatal error, the only way to recover is to reboot the linecard: indicates that the NP detects an NP lockup through the top inactivity watchdog interrupt.	Y	N
Syslogs	%PLATFORM-NP-0-TOP_PERSISTANT_LOCKUP_ERROR : NP[dec] has locked up repeatedly. This is a fatal error, the linecard will be rebooted: indicates that the Primitive Resource Manager (PRM) signaled a possible NP lockup, and a fast reset was taken as corrective action, but the lockup re-appeared.	Y	N
Syslogs	%PLATFORM-NPUXBAR_BRIDGE-0-NO_ACTIVE_RSP : No Active RSP detected in the system: indicates that the NPU Crossbar bridge Field Programmable Gate Array (FPGA) detected that there is no active RSP in the system.	Y	N
Syslogs	%PLATFORM-PFM-0-CARD_RESET_ABORTED : [chars]: indicates that the card reset was aborted because the user disabled the card reset, which allows troubleshooting to be performed.	Y	N
Syslogs	%PLATFORM-PFM-0-CARD_RESET_REQ : [chars]: indicates that the Platform Fault Manager (PFM) Node is	Y	N



## Cisco Smart Call Home

# Monitoring Details for Cisco SMARTnet Service with Smart Call Home

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Alarm Type	Alarm message information	Notify	Create Service Request
	performing a card reset, based on a recovery action defined in the Application Fault Condition Database.		
Syslogs	%PLATFORM-PFM-0-GRACEFUL_CARD_RESET_TIMED_OUT : [chars]: indicates that the Grace Card Shutdown/Reset request with the System Manager timed out. The card might attempt to perform a non-grace reboot instead.	Y	N
Syslogs	%PLATFORM-PWR_SUPPLY-0-FAULT : ClkCtrl detected power supply power module failure [chars]: indicates that the ClkCtrl has detected a power supply module failure.	Y	N
Syslogs	%PLATFORM-QFPCPUBridgeFPGA-0-CPP0_FATAL_ERROR : CPP0 Fatal error detected.	Y	N
Syslogs	%PLATFORM-QFPCPUBridgeFPGA-0-CPP1_FATAL_ERROR : CPP1 Fatal error detected.	Y	Y
Syslogs	%PLATFORM-QFPCPUBridgeFPGA-0-FATAL_ERROR : QFP-CPU Bridge fatal error detected.	Y	N
Syslogs	%PLATFORM-QFPCPUBridgeFPGA-0-FATAL_ERROR : QFP-CPU Bridge fatal error detected: indicates that the QFP-CPU Bridge has detected an eCSR0 access error.	Y	N
Syslogs	%PLATFORM-QFPCPUBridgeFPGA-0-INT_ECSR_1 : QFP-CPU Bridge eCSR1 access error detected.	Y	N
Syslogs	%PLATFORM-QFPCPUBridgeFPGA-0-INT_HT0_CHAIN : QFP-CPU Bridge HT0 Chain error detected: indicates that the Quantum Flow Processor (QFP)-CPU Bridge has detected Hyper Transport Data Protocol (HTDP) error on the Hyper Transport interface (HT0).	Y	N
Syslogs	%PLATFORM-REDDRV-0-ARBITRATION_LOCK_UNAVAILABLE : Lock Unavailable: indicates the arbitration lock is unavailable, and that the function failed to grab the lock in DR mode.	Y	N
Syslogs	%PLATFORM-QFPCPUBridgeFPGA-0-INT_HT0_ERR_CMD : QFP-CPU Bridge HT0 Erroneous Command detected: indicates that Quantum Flow Processor (QFP)-CPU Bridge has detected an erroneous or invalid command on the Hyper Transport (HT0) Hyper Transport Data Protocol (HTDP) interface.	Y	N
Syslogs	%PLATFORM-QFPCPUBridgeFPGA-0-INT_HT0_INVALID_CMD : QFP-CPU Bridge HT0 Invalid Command detected: indicates that Quantum Flow Processor (QFP)-CPU Bridge has detected an erroneous or invalid command on the Hyper Transport (HT0) Hyper Transport Data Protocol (HTDP) interface.	Y	N
Syslogs	%PLATFORM-QFPCPUBridgeFPGA-0-INT_HT0_OFLOW : QFP-CPU Bridge HT0 Overflow error detected: indicates that the Quantum Flow Processor (QFP)-CPU Bridge has detected a Hyper Transport Data Protocol (HTDP) overflow error on the Hyper Transport interface (HT0).	Y	N
Syslogs	%PLATFORM-QFPCPUBridgeFPGA-0-INT_HT0_PROTO : QFP-CPU Bridge HT0 Protocol error detected: indicates that the Quantum Flow Processor (QFP)-CPU Bridge detected an HTDP protocol error on the Hyper Transport interface (HT0).	Y	N
Syslogs	%PLATFORM-RSP_CPUCTRL-0-BOARD_SEATING_ERROR : CPI self to LC status incorrect: indicates that there is no Route Switch Processor (RSP) detected in the system by the line-card.	Y	Y
Syslogs	%PLATFORM-SHELFMGR-0-CHASSIS_SHUTDOWN : CHASSIS SHUTDOWN initiated due to [chars]: indicates that the chassis is shutting down.	Y	N
Syslogs	%PLATFORM-SPAQFPBridgeCtrl-0-FATAL_ERROR : Fatal error: indicates that the SPA Bridge ASIC has encountered an unrecoverable error.	Y	Y
Syslogs	%PLATFORM-TFQ-0-SW_INIT_ERR : A software error occurred in the ToFab driver component during initialization: [chars]: The Performance Route Processor (PRP) Fabric Queue process, which controls the 'ToFab' driver on the Route Processor (RP), has failed to initialize, and cannot recover automatically. This is a software fault.	Y	N
Syslogs	%SERVICES-PERF_TRAFFIC_ALERT-0-ALM_EMERG : [chars][chars]ID [unsigned int]React [unsigned int] [chars]Src_IP [chars], Src_Port [unsigned int], Dst_IP [chars], Dst_Port [unsigned int]: indicates that the monitored flow has traffic issues as indicated by the react trigger.	Y	N
Syslogs	%SERVICES-PERF_TRAFFIC_ALERT-0-GRP_ALM_EMERG : [chars][chars]Class [chars]React [unsigned int] [chars]: indicates that the monitored flow has traffic issues as indicated by the react trigger.	Y	N
Syslogs	%SUBSCRIBER-DATABASE-0-INIT_FAILURE : Subscriber Database Manager was unable to initialize the [chars] module. Error: '[chars]'. Initialization will be tried again after 60 seconds: indicates that an error has occurred while initializing one of the critical modules of the configuration manager server.	Y	N
Syslogs	%SUBSCRIBER-DATABASE-0-INIT_RETRY_SUCCEEDED Subscriber Database Manager succeeded in initializing the [chars] module upon retry: An error was previously encountered while initializing one of the critical modules of the configuration manager server. However, the initialization was retried and succeeded.	Y	N
Syslogs	%FABRIC-FABRICQ-1-ERR_ASIC_GENERIC : Fabric Asic [dec] encountered generic error(s). Details: [chars]: indicates that the fabric queue has encountered an interrupt that has exceeded its threshold value.	Y	N



## Cisco Smart Call Home

# Monitoring Details for Cisco SMARTnet Service with Smart Call Home

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Alarm Type	Alarm message information	Notify	Create Service Request
Syslogs	%FABRIC-FIA-1-ARB_SERDES_0_FAIL_0 : Arbitration Serdes Link 0 Failure on FIA 0: indicates Arbitration Serdes link failed on a Fabric Interface ASIC (FIA).	Y	N
Syslogs	%FABRIC-FIA-1-ARB_SERDES_0_FAIL_1 : Arbitration Serdes Link 0 Failure on FIA 1: indicates Arbitration Serdes link failed on a Fabric Interface ASIC (FIA).	Y	N
Syslogs	%FABRIC-FIA-1-ARB_SERDES_1_FAIL_0 : Arbitration Serdes Link 1 Failure on FIA 0: indicates Arbitration Serdes link failed on a Fabric Interface ASIC (FIA).	Y	N
Syslogs	%FABRIC-FIA-1-ARB_SERDES_1_FAIL_0 : Arbitration Serdes Link 1 Failure on FIA 0: indicates Arbitration Serdes link failed on a Fabric Interface ASIC (FIA).	Y	N
Syslogs	%FABRIC-FIA-1-ARB_SERDES_1_FAIL_1 : Arbitration Serdes Link 1 Failure on FIA 1: indicates Arbitration Serdes link failed on a Fabric Interface ASIC (FIA).	Y	N
Syslogs	%FABRIC-FIA-1-DATA_SERDES_0_FAIL_0 : Data Serdes Link 0 Failure on FIA 0: indicates Data Serdes link failed on a Fabric Interface ASIC (FIA).	Y	N
Syslogs	%FABRIC-FIA-1-DATA_SERDES_0_FAIL_1 : Data Serdes Link 0 Failure on FIA 1: indicates Data Serdes link failed on a Fabric Interface ASIC (FIA).	Y	N
Syslogs	%FABRIC-FIA-1-DATA_SERDES_1_FAIL_0 : Data Serdes Link 1 Failure on FIA 0: indicates Data Serdes link failed on a Fabric Interface ASIC (FIA).	Y	N
Syslogs	%FABRIC-FIA-1-DATA_SERDES_1_FAIL_1 : Data Serdes Link 1 Failure on FIA 1: indicates Data Serdes link failed on a Fabric Interface ASIC (FIA).	Y	N
Syslogs	%FABRIC-FIA-1-DATA_SERDES_2_FAIL_0 : Data Serdes Link 2 Failure on FIA 0: indicates Data Serdes link failed on a Fabric Interface ASIC (FIA).	Y	N
Syslogs	%FABRIC-FIA-1-DATA_SERDES_2_FAIL_1 : Data Serdes Link 2 Failure on FIA 1: indicates Data Serdes link failed on a Fabric Interface ASIC (FIA).	Y	N
Syslogs	%FABRIC-FIA-1-DATA_SERDES_3_FAIL_0 : Data Serdes Link 3 Failure on FIA 0: indicates Data Serdes link failed on a Fabric Interface ASIC (FIA).	Y	N
Syslogs	%FABRIC-FIA-1-DATA_SERDES_3_FAIL_1 : Data Serdes Link 3 Failure on FIA 1: indicates Data Serdes link failed on a Fabric Interface ASIC (FIA).	Y	N
Syslogs	%FABRIC-FIA-1-SUSTAINED_CRC_ERR : Fabric interface ASIC-[dec] has sustained CRC errors: indicates that the Fabric interface ASIC is reporting a sustained rate of CRC errors.	Y	Y
Syslogs	%FABRIC-FIA-1-TEMP_TOO_HIGH_0 : Crossbar fabric interface ASIC-0 temperature is too high: indicates that the crossbar fabric interface ASIC-0 is reporting a very high temperature.	Y	N
Syslogs	%FABRIC-FIA-1-TEMP_TOO_HIGH_1 : Crossbar fabric interface ASIC-1 temperature is too high: indicates that the crossbar fabric interface ASIC-0 is reporting a very high temperature.	Y	N
Syslogs	%FABRIC-FSDB-1-ERR_PLANE_CONFIG : Fabric hardware found at location [chars] is inconsistent with current configured values : [chars]: The fabric plane configuration for this multi-chassis system cannot be implemented.	Y	N
Syslogs	%FABRIC-FSDB-1-FABRIC_UPDOWN : Fabric [chars] for data traffic: If the fabric is reported down, it means that none of the fabric planes are up.	Y	N
Syslogs	%PLATFORM-ENVMON-1-CANTSHUT: indicates that Envmon attempted to shutdown the specified slot due to severely out-of-range conditions, but was unable to do so. The request to sysldr to shut the card failed.	Y	N
Syslogs	%PLATFORM-ENVMON-1-ENV_POWER_FAILURE: indicates that Powershell failure environmental conditions exist on the specified slot.	Y	Y
Syslogs	%PLATFORM-ENVMON-1-ENV_POWER_FAULT: indicates that Powershell failure environmental conditions exist on the specified slot.	Y	Y
Syslogs	%PLATFORM-ENVMON-1-FAN_REMOVE: indicates that the fan blower module specified was detected as removed.	Y	N
Syslogs	%PLATFORM-ENVMON-1-PEM_REMOVE: indicates that the power entry module specified was detected as removed.	Y	Y
Syslogs	%PLATFORM-ENVMON-1-SHUTDOWN: indicates that an environmental sensor has remained in a dangerous operating range, and sysldr is requested to shutdown card to avoid possible damage.	Y	Y



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

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Alarm Type	Alarm message information	Notify	Create Service Request
Syslogs	%PLATFORM-ENVMON-1-SPA_CANTSHUT: indicates that Envmon attempted to shutdown the specified spa due to severely out-of-range conditions, but was unable to do so.	Y	Y
Syslogs	%PLATFORM-ENVMON-1-SPA_SHUTDOWN: indicates that an environmental sensor on the spa has remained in a critical operating range, and is being shutdown to avoid possible damage.	Y	Y
Syslogs	%PLATFORM-BRIDGE-1-XAUI_0_RX_ALIGN_LOSS_3: indicates that Rx alignment loss on XAUI to NPU-0 interface on bridge instance-3.	Y	N
Syslogs	%PLATFORM-BRIDGE-1-XAUI_0_STAT_VEC_0: indicates that XAUI to NPU-0 state error on bridge instance-0.	Y	N
Syslogs	%PLATFORM-FABARBITER-1-SERDES_ERROR: indicates that crossbar fabric arbiter driver detected a serdes error.	Y	N
Syslogs	%PLATFORM-FABMGR-1-ARB_SERDES_FAIL: indicates a persistent failure in serdes link.	Y	N
Syslogs	%PLATFORM-FABMGR-1-BAD_XBAR: indicates that Persistent failure in serdes links to all connected line cards.	Y	N
Syslogs	%PLATFORM-FABMGR-1-PERSISTENT_SERDES_FAIL: indicates a persistent failure in serdes link.	Y	Y
Syslogs	%PLATFORM-LC_QFPCPUCTRL-1-BOARD_REV_ERROR: indicates a CPU controller board revision (MB.DB) mismatch. MB represents Mother Board, DB represents Daughter Board.	Y	N
Syslogs	%PLATFORM-LC_QFPCPUCTRL-1-BOARD_REV_PAR_ERROR: indicates that a CPU controller board revision parity error was encountered on either mother board or daughter board.	Y	Y
Syslogs	%PLATFORM-LC_QFPCPUCTRL-1-CPU_PAR_ERROR: indicates that CPU controller FPGA detected a parity error on the CPU A/D bus during data reception from the CPU.	Y	N
Syslogs	%PLATFORM-LC_QFPCPUCTRL-1-DEV_VERSION_ERROR: indicates that the CPU controller driver software is not compatible with the CPU controller hardware version.	Y	Y
Syslogs	%PLATFORM-LC_QFPCPUCTRL-1-ERP_PAR_ERROR_0: indicates that the CPU controller FPGA detected a parity error on the SPAQFPBridgeCtrl0 ERP bus during data reception from SPAQFPBridgeCtrl0.	Y	Y
Syslogs	%PLATFORM-LC_QFPCPUCTRL-1-ERP_PAR_ERROR_1: indicates that the CPU controller FPGA detected a parity error on the SPAQFPBridgeCtrl1 ERP bus during data reception from SPAQFPBridgeCtrl1.	Y	Y
Syslogs	%PLATFORM-NFEA_PAL-1-FLOWEXP_LIMIT: indicates that the number of flow exporter support in hardware is limited. The config has resulted in exceeding this limit.	Y	N
Syslogs	%PLATFORM-FAULT_MGR-1-MSG_INFO: indicates that this is an informational message %s - message that needs to be displayed to the user.	Y	N
Syslogs	%PLATFORM-NPUXBAR_BRIDGE-1-EBS_OC_CRC_ERR: indicates that EBS from GigE LC Fabric Interface ASIC CRC error.	Y	N
Syslogs	%PLATFORM-NPUXBAR_BRIDGE-1-EBS_OC_DELM_ERR: indicates that EBS from GigE LC Fabric Interface ASIC delm error.	Y	N
Syslogs	%PLATFORM-NPUXBAR_BRIDGE-1-EBS_OC_HDR_CRC_ERR: indicates that BS from GigE LC Fabric Interface ASIC header checksum error.	Y	N
Syslogs	%PLATFORM-NPUXBAR_BRIDGE-1-LBUS_PARITY_ERR: indicates that Local Bus PARITY error.	Y	N
Syslogs	%PLATFORM-POWERMGR-1-POWER_MODE_WARN: indicates that when the E7 card is configured in Performance mode and there is less power available, then this log message is displayed, which warns the user that the LC will be in Green mode.	Y	N
Syslogs	%PLATFORM-PRP_HW-1-NVRAM_LOW_BATTERY_ERROR: indicates that the Performance Route Processor (PRP) NVRAM battery level is low.	Y	Y
Syslogs	%PLATFORM-PRP_HW-1-OIR_OUT: indicates that Disk0 is removed on Performance Route Processor 3 (PRP3).	Y	N
Syslogs	%PLATFORM-PSARB-1-WRONG_SLOT: indicates that the card pairing requires primary/standby cards in specific slots, and active RP's need to be in separate LR's.	Y	Y
Syslogs	%PLATFORM-PWRMON-1-IDPROM_INVALID: indicates that "The IDPROM may be corrupted."	Y	N
Syslogs	%PLATFORM-PWRMON-1-ZERO_CAPACITY: indicates that "Capacity in the IDPROM is zero."	Y	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

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Alarm Type	Alarm message information	Notify	Create Service Request
Syslogs	%PLATFORM-SHELFMGR-1-ALL_FANTRAYS_OFF: indicates two possibilities: 1) An alarm has occurred. Software has detected that both fan controller cards have been removed from the chassis, and gives the user 45 seconds to insert at least one of them back into the chassis. If no action is taken within 45 seconds, the chassis will be shut down. 2) A previously occurred alarm has been cleared.	Y	Y
Syslogs	%PLATFORM-SHELFMGR-1-BOTH_FC_REMOVED: indicates two possibilities: 1) An alarm has occurred. Software has detected that both fan controller cards have been removed from the chassis, and gives the user 45 seconds to insert at least one of them back into the chassis. If no action is taken within 45 seconds, the chassis will be shut down. 2) A previously occurred alarm has been cleared.	Y	Y
Syslogs	%PLATFORM-SHELFMGR-1-NO_POWER_AVAIL: indicates that the system has attempted to power up the target node; however, the system does not have the electrical power needed to perform the request.	Y	Y
Syslogs	%PLATFORM-BRIDGE-1-XAUI_0_STAT_VEC_O: indicates that if the error persists, then reload the board by entering the reload location command.	Y	N
Syslogs	%PLATFORM-CBC-1-CANBUS_A_FAILED: indicates that the CBC detected a CANBUS A failure. This may be a serious failure; however, the system may continue functioning as expected despite the failure.	Y	Y
Syslogs	%PLATFORM-CBC-1-CANBUS_PWR_SEQ_FAILED: indicates that the CBC alarm occurred indicating that the power up sequence has failed.	Y	Y
Syslogs	%PLATFORM-CBC-1-SLOT_ID_CHANGE: indicates that CBC detected an unexpected slot id change. The system can no longer manage or monitor the card's environment conditions.	Y	Y
Syslogs	%PLATFORM-CBC-1-VERSION_ERROR: indicates that the CBC on the slot has an incorrect firmware type programmed. The firmware major version does not match the card type.	Y	Y
Syslogs	%PLATFORM-SPAQFPBridgeCtrl-1-ERP_ERROR: indicates that the SPA Bridge ASIC detected an ERP timeout, parity, or protocol error.	Y	N
Syslogs	%PLATFORM-SPAQFPBridgeCtrl-1-MBIT_ECC_ERROR: indicates that the SPA Bridge ASIC detected a MultiBit uncorrectable ECC error.	Y	Y
Syslogs	%PLATFORM-SPAQFPBridgeCtrl-1-PARITY_ERROR: indicates that the SPA Bridge ASIC detected a Parity error.	Y	Y
Syslogs	%PLATFORM-SPAQFPBridgeCtrl-1-SPA_FATAL_ISR: indicates that the SPA Bridge ASIC has detected a SPA fatal interrupt.	Y	N
Syslogs	%PLATFORM-SPAQFPBridgeCtrl-1-SPI_BUS1_ERROR: indicates that the SPA Bridge ASIC detected a SPI4 or Bus Error on SPA 1.	Y	N
Syslogs	%PLATFORM-SPAQFPBridgeCtrl-1-SPI_BUS3_ERROR: indicates that the SPA Bridge ASIC detected a SPI4, or Bus Error on SPA 3.	Y	N
Syslogs	%PLATFORM-SYSLDR_RP-1-NODE_RELOAD_NOW: indicates that the PRP has received a reload notification and it is going to be reloaded soon. This message is logged after the NODE_RELOAD message is logged.	Y	N
Syslogs	%PLATFORM-SYSLDR-1-PING_FAILURE: indicates that the Fabric ping failed for the specified card.	Y	N
Syslogs	%PLATFORM-SYSLDR-1-PING_FAILURE_BOOT: indicates that after the boot, the card never succeeded in replying to the fabric pings.	Y	N
Syslogs	%PLATFORM-SYSLDR-1-SELF_PING_FAILURE: indicates that the Self fabric ping failed for the active RP. The chassis will be reloaded with non redundant RP chassis, or the failover will happen with the redundant RP chassis.	Y	N
Syslogs	%SERVICES-PERF_TRAFFIC_ALERT-1-ALM_ALERT: indicates that the monitored flow has traffic issues, as indicated by the react trigger.	Y	N
Syslogs	%SERVICES-PERF_TRAFFIC_ALERT-1-GRP_ALM_ALERT: indicates that the monitored flow has traffic issues as indicated by the react trigger.	Y	N
Syslogs	%PLATFORM-CIH-1-ASIC_ERROR_RELOAD_BOARD: indicates that error has occurred [chars]%s [hex] [chars] [chars].	Y	N
Syslogs	%PLATFORM-CROSSBAR-1-IN_MEM_ERROR_LNK0: indicates that the Crossbar driver detected an input memory error on link 0.	Y	N
Syslogs	%PLATFORM-CROSSBAR-1-IN_MEM_ERROR_LNK1: indicates that Crossbar driver detected an input memory error on link 1.	Y	N



## Cisco Smart Call Home

# Monitoring Details for Cisco SMARTnet Service with Smart Call Home

**Services, resources, and applications that are monitored are subject to change without notice.**

Alarm Type	Alarm message information	Notify	Create Service Request
Syslogs	%PLATFORM-CROSSBAR-1-OUT_MEM_ERROR_LNK1: indicates that Crossbar driver detected an output memory error on link 1.	Y	N
Syslogs	%PLATFORM-CROSSBAR-1-SERDES_ERROR_LNK0: indicates that the Crossbar driver detected a serdes error on link 0.	Y	N
Syslogs	%PLATFORM-CROSSBAR-1-SERDES_ERROR_LNK1: indicates that the Crossbar driver detected a serdes error on link 1.	Y	N
Syslogs	% PLATFORM-DSC-1-ERR_LOST_ALL_FABRIC_RACKS: indicates that this node has loss connectivity with all fabric racks before the fabric planes came up.	Y	N
Syslogs	%FABRIC-FIA-1-TEMP_TOO_HIGH_1 <b>Crossbar fabric interface ASIC-1 temperature is too high.</b>	Y	N
Syslogs	%MEDIA-FLASHFS_HES-1-INIT_FAILED: Flash device initialization failed. Error: [chars]	Y	N
Syslogs	%FABRIC-FSDB-1-ERR_PLANE_CONFIG: Fabric hardware found at location [chars] is inconsistent with current configured values : [chars].	Y	N
Syslogs	%FABRIC-INGRESSQ_DLL-1-ERR_ASIC_GENERIC [chars]: Ingressq encountered a device error that has exceeded its threshold value.	Y	N
Syslogs	%FABRIC-INGRESSQ_DLL-1-ERROR_HW_ACCESS [chars] Error: [chars]: Ingressq Driver encountered an error during access to the ASIC.	Y	N
Syslogs	%IP-PLATFORM_IPV4-1-DLERR [chars]: [chars]: This is an error message in the XR 12000 platform, specific to IPv4 support that indicates errors in opening a dll, or finding a well-known function in dll.	Y	N
Syslogs	%HA-HA_WD-1-ABORTING [chars], Aborting: low performances, cache misses, slow response for telnet and ping; the router may slowdown sending its routing updates.	Y	N
Syslogs	%HA-HA_WD-1-CPU_HOG_5 - Process [chars] pid [dec] tid [dec] prio [dec] using [dec]% is hogging CPU and will be terminated.	Y	N
Syslogs	%HA-HA_WD-1-CPU_HOG_ALERT - Process [chars] pid [dec] tid [dec] prio [dec] using [dec]% is the top user of CPU.	Y	N
Syslogs	%HA-HA_WD-1-CURRENT_STATE: Persistent Hog detected for more than [dec] seconds	Y	N
Syslogs	%HA-HA_WD-1-DISK_ALERT - A monitored device [chars] is above [dec]% utilization. Current utilization equals [dec]: indicated disk's usage is above 99% or exceeded the threshold.	Y	N
Syslogs	L2-PLIM-1-ERR_HW_THRESHOLD_RELOAD_NODE - Device: [chars]%s. Error: [chars]. Threshold of [chars] has been crossed. Software action: [chars]: A hardware error is detected on the PLIM, and the error threshold has been crossed.	Y	N
Syslogs	%L2-SPA_ETHER-1-LTRACE_INIT_ERR [chars]: Jacket process spawns the SPA process, and waits for the initialization to complete. But initialization fails, putting SPA into FAILED state.	Y	N
Syslogs	%L2-VPA_8P_GE-1-LTRACE_INIT_ERR [chars]: Jacket process spawns the SPA process, and waits for the initialization to complete. But initialization fails putting SPA into FAILED state.	Y	N
Syslogs	%MEDIA-FLASHFS_HES-1-BADDEVOPEN: Flash device could not be opened.	Y	N
Syslogs	%HA-REDCON-1-STANDBY_NOT_READY: The standby card is not ready.	Y	N
Syslogs	%HA-REDCON-1-STANDBY_READY: Standby card is ready.	Y	N
Syslogs	%L2-ATM_RM-1-SYSDB_ERR [chars] : [chars]: Error in sysdb operation.	Y	N
Syslogs	%L2-ether_spa_mac_error-1-RECOVERY_FAILED A Maximum MAC Error recovery retries has occurred for [dec]/[dec]/[dec]. PORT DISABLED after exceeding maximum retries. LINK force DOWN.	Y	N
Syslogs	%PLATFORM-BRIDGE-1-NPU_0_SCH_MEMP_ERR_0 - NPU-0 scheduler mem parity error – 0: There is an error in the hardware of the line card (LC).	Y	Y
Syslogs	%PLATFORM-BRIDGE-1-NPU_0_SCH_MEMP_ERR_1 - NPU-0 scheduler mem parity error – 1: There is an error in the hardware of the line card (LC).	Y	Y
Syslogs	%PLATFORM-BRIDGE-1-NPU_0_SCH_MEMP_ERR_2 - NPU-0 scheduler mem parity error – 2: There is an error in the hardware of the line card (LC).	Y	Y
Syslogs	%PLATFORM-BRIDGE-1-NPU_0_SCH_MEMP_ERR_3 - NPU-0 scheduler mem parity error – 3: There is an error in the hardware of the line card (LC).	Y	Y



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

*Services, resources, and applications that are monitored are subject to change without notice.*

Alarm Type	Alarm message information	Notify	Create Service Request
Syslogs	%FABRIC-INGRESSQ_DLL-1-ERR_INIT [Char]: The Ingressq driver failed to initialize the device, resulting in the restart of the Ingressq driver process.	Y	N
Syslogs	%HA-HA_WD-1-DISK_ALERT: A monitored device [chars] is above [dec]% utilization. Current utilization equals [dec].	Y	N
Syslogs	%FABRIC-FSDB-1-FABRIC_UPDOWN Fabric [chars] for data traffic: The fabric card fluctuates for various reasons like: poor contact, defect, etc. If the fabric is reported down, it means that none of the fabric planes are UP. If the fabric is not UP, system cannot be used for any data traffic.	Y	N
Syslogs	%FABRIC-FSDB-1-PLANE_UPDOWN Fabric [chars] for data traffic: The fabric card fluctuates for various reasons like: poor contact, defect, etc. If the fabric is reported down, it means that none of the fabric planes are UP. If the fabric is not UP, system cannot be used for any data traffic.	Y	N
Syslogs	%PLATFORM-BRIDGE-1-XAUI_0_MGT_CV_3 XAUI to NPU-0 MGT code violation on bridge-3: Fabric card issues for various reasons like: poor contact, defect, etc.	Y	N
Syslogs	%PLATFORM-BRIDGE-1-NPU_1_XAUI_RDY_3 <b>NPU-1 XAUI not ready on bridge – 3:</b> This is an issue with the line card.	Y	N
Syslogs	<b>%PLATFORM-BRIDGE-1-XAUI_0_RX_ALIGN_LOSS_3</b> XAUI to NPU-0 Rx alignment loss – 3: This is a bit error log on the line card, which causes a loss of a series of packets.	Y	Y
Syslogs	%PLATFORM-BRIDGE-1-XAUI_0_RX_ALIGN_LOSS_1 XAUI to NPU-0 Rx alignment loss – 1: It is an issue with lane alignment control logic for XAUI interface within NP ASIC	Y	Y
Syslogs	%PLATFORM-BRIDGE-1-XAUI_0_RX_ALIGN_LOSS_2 XAUI to NPU-0 Rx alignment loss – 2: This error occurred due to an issue with the line card. Line card hardware should be replaced.	Y	Y
Syslogs	%PLATFORM-BRIDGE-1-XAUI_0_RX_ALIGN_LOSS_0 XAUI to NPU-0 Rx alignment loss – 0: This error occurred due to an issue with the line card. Line card hardware should be replaced.	Y	Y
Syslogs	%PLATFORM-BRIDGE-1-XAUI_0_MGT_CV_3 XAUI to NPU-0 MGT code violation on bridge-3: This error occurred due to an issue with the line card. Line card hardware should be replaced.	Y	Y
Syslogs	%PLATFORM-BRIDGE-1-XAUI_0_MGT_CV_0 XAUI to NPU-0 MGT code violation on bridge-1: This error occurred due to an issue with the line card. Line card hardware should be replaced.	T	T
Syslogs	%PLATFORM-BRIDGE-1-XAUI_0_MGT_CV_1 XAUI to NPU-0 MGT code violation on bridge-1: This error occurred due to an issue with the line card. Line card hardware should be replaced.	Y	Y
Syslogs	%PLATFORM-BRIDGE-1-XAUI_0_MGT_CV_2 XAUI to NPU-0 MGT code violation on bridge-3: This error occurred due to an issue with the line card. Line card hardware should be replaced.	Y	Y
Syslogs	%PLATFORM-BRIDGE-1-XAUI_0_MGT_CV_2 XAUI to NPU-0 MGT code violation on bridge-3: This error occurred due to an issue with the line card. Line card hardware should be replaced.	Y	Y
Syslogs	%PLATFORM-BRIDGE-1-QDR_MEM_ECC_FAIL_2 QDR memory ECC failure on bridge-2: This error occurred due to an issue with the line card. Line card hardware should be replaced.	Y	Y
Syslogs	%PLATFORM-BRIDGE-1-QDR_MEM_ECC_FAIL_0 QDR memory ECC failure on bridge-0: This error occurred due to an issue with the line card. Line card hardware should be replaced in slot 1.	Y	Y
Syslogs	%PLATFORM-BRIDGE-1-NPU_0_XAUI_RDY_3 NPU-0 XAUI not ready on bridge – 3: This error occurred due to an issue in the 8-Port 10GE Low Queue Line Card.	Y	Y

## GSR 12000

[Back to top](#)

Alarm Type	Alarm message information	Notify	Create Service Request
Environment	System minor alarm on x/y/CPU0 host__InletTemp temp x(C),th:y(C): indicates that the temperature has exceeded the minor threshold limit on <LOCATION>.	Y	N
Environment	System major alarm on x/y/CPU0 host__InletTemp temp x(C),th:y(C): indicates that the temperature has exceeded the major threshold limit on <LOCATION>.	Y	N
Environment	System critical alarm on x/y/CPU0 host__InletTemp temp x(C),th:y(C): indicates that the temperature has exceeded the critical threshold limit on <LOCATION>.	Y	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

**Services, resources, and applications that are monitored are subject to change without notice.**

Alarm Type	Alarm message information	Notify	Create Service Request
	exceeded critical threshold limit on <LOCATION>.		
Environment	System minor alarm on 0/2/CPU0 host__MB_12V volt 13000mV,th:12840mV: indicates that a minor voltage alarm has occurred on <LOCATION>.	Y	N
Environment	System minor alarm on 0/2/1 spa-volt 130 ,th:120: indicates that a minor voltage alarm has occurred on <LOCATION>.	Y	N
Environment	System major alarm on 0/2/CPU0 host__MB_12V volt 13000mV,th:12840Mv: indicates that a major voltage alarm has occurred on the card <LOCATION>.	Y	N
Environment	System major alarm on 0/2/1 spa-volt 130: indicates that a major voltage alarm has occurred on the card <LOCATION> ,th:120	Y	N
Environment	System critical alarm on 0/2/CPU0 host__MB_12V volt 13000mV,th:12840Mv: indicates that a critical voltage alarm has occurred on the card <LOCATION>.	Y	Y
Environment	System critical alarm on 0/2/1 spa-volt 130 ,th:120: indicates that a critical voltage alarm has occurred on the card <LOCATION>.	Y	Y
Environment	Power minor alarm on 0/24/CPU0 pwrs-shl-fail 1 ,th:-2: indicates a minor alarm due to power-shelf failure.	Y	N
Environment	Power major alarm on 0/24/CPU0 pwrs-shl-fail 1 ,th:-2: indicates a major alarm due to power-shelf failure.	Y	N
Environment	Power critical alarm on 0/24/CPU0 pwrs-shl-fail 1 ,th:-2: indicates a critical alarm due to power-shelf failure.	Y	Y
Environment	Power minor alarm on 0/24/CPU0 pwrs-shl-fault 1 ,th:-2: indicates a minor alarm due to faulty power-shelf.	Y	N
Environment	Power major alarm on 0/24/CPU0 pwrs-shl-fault 1 ,th:-2: indicates a major alarm due to faulty power-shelf.	Y	N
Environment	Power critical alarm on 0/24/CPU0 pwrs-shl-fault 1 ,th:-2: indicates a critical alarm due to faulty power-shelf.	Y	Y
Environment	System minor alarm on 0/5/1 spa-temp 56 ,th:55: indicates a minor alarm that the SPA temperature on <LOCATION>has risen above the minor threshold limit.	Y	Y
Environment	System major alarm on 0/5/1 spa-temp 56 ,th:55: indicates that the SPA temperature on <LOCATION>has risen above the majorthreshold limit.	Y	Y
Environment	System critical alarm on 0/5/1 spa-temp 56 ,th:55: indicates that the SPA temperature on <LOCATION>has risen above the criticalthreshold limit.	Y	Y
Environment	System minor alarm on 0/2/CPU0 host__MB_12A curr 130A,th:128A: indicates that a minor alarm has occurred on <LOCATION> due to abnormal current condition.	Y	Y
Environment	System major alarm on 0/2/CPU0 host__MB_12A curr 130A,th:128A: indicates that a major alarm has occurred on <LOCATION> due to abnormal current condition.	Y	N
Environment	System critical alarm on 0/2/CPU0 host__MB_12A curr 130A,th:128A: indicates that a critical alarm has occurred on <LOCATION> due to abnormal current condition.	Y	Y
Environment	Power minor alarm on 0/24/CPU0 pwrs-nonop 1 ,th:-2: indicates a minor power alarm on <LOCATION>.	Y	N
Environment	Power major alarm on 0/24/CPU0 pwrs-nonop 1 ,th:-2: indicates a major power alarm on <LOCATION>.	Y	N
Environment	Power critical alarm on 0/24/CPU0 pwrs-nonop 1 ,th:-2: indicates a critical power alarm on <LOCATION>.	Y	Y
Environment	Power minor alarm on Fan slot 29 fans 1 ,th:1: indicates that the router's cooling fan on slot <SLOT>has malfunctioned.	Y	N
Environment	Power major alarm on Fan slot 29 fans 1 ,th:1: indicates that the router's cooling fan on slot <SLOT>has malfunctioned.	Y	Y
Environment	Power critical alarm on Fan slot 29 fans 1 ,th:1: indicates that the router's cooling fan on slot <SLOT>has malfunctioned.	Y	Y

**NOTE:** Syslogs for the GSR 12000 are listed in the CRS table. Syslogs for the ASR 9000, GSR12000, and CRS are the same.



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

*Services, resources, and applications that are monitored are subject to change without notice.*

ISR (800, 2800, 3800, 1900, 2900, 3900)

[Back to top](#)

Alarm Type	Alarm message information	Notify	Create Service Request
Environment	System minor alarm on Temperature Sensor – Overheated (C861, C881, 881SRST, 888, 891, IAD886, C1803, 1812).	Y	N
Environment	System critical alarm on Outlet Temperature Sensor – Overheated (C1861).	Y	N
Environment	System critical alarm on Temperature Sensor – Overheated (C2811, 2821, 2851).	Y	N
Environment	System minor alarm on Fan – Failed (C861, C881, 881SRST, 888, 891, IAD886, C1803, 1812, C1861).	Y	N
Environment	System minor alarm on Fan 2 – Failed (C1841, 2801, IAD2801, 1805, C2811, 2821, 2851, C3825, 3845).	Y	N
Environment	System notification alarm on Power Over Ethernet – Down (C881, 881SRST, 888, 891, IAD886).	Y	Y
Environment	System warning alarm on RTC - Out of battery (C1803, 1812, C1841, 2801, IAD2801, 1805, C1803, 1812).	Y	N
Environment	System critical alarm on Inlet Temperature Sensor – Overheated (c1861).	Y	N
Environment	System minor alarm on -48V power supply – Failed (C1861).	Y	N
Environment	System notification alarm on -48V power supply – Failed (C2811, 2821, 2851).	Y	N
Environment	System minor alarm on -12V power supply – Failed (C1861).	Y	N
Environment	System notification alarm on Redundant Power Supply - Standby/faulty (C2811, 2821, 2851, C3825, 3845).	Y	Y
Environment	System notification alarm on Redundant Power Supply – Removed (C2811, 2821, 2851, C3825, 3845).	Y	N
Environment	System notification alarm on Redundant Power Supply - Not available (C2811, 2821, 2851, C3825, 3845).	Y	N
Environment	System minor alarm on Voltage Sensor 4 - Exceeded warning threshold (C3825, 3845).	Y	N
Environment	System minor alarm on Voltage Sensor 4- Exceeded critical threshold (C3825, 3845).	Y	N
Environment	System minor alarm on Voltage Sensor 4 - High voltage, system down (C3825, 3845).	Y	N
Environment	System critical alarm on Temperature Sensor - Exceeded threshold (C3825, 3845).	Y	N
Environment	System critical alarm on System Power Supply 2 - Thermal warning (C3825, 3845).	Y	N
Environment	System minor alarm on System Power Supply 2 - Multiple failures detected (C3825, 3845).	Y	Y
Environment	System minor alarm on System Power Supply 2- Input voltage failed (C3825, 3845).	Y	N
Environment	System minor alarm on System Power Supply 2 - DC output voltage failed (C3825, 3845).	Y	Y
Environment	System minor alarm on Auxiliary (-48V) Power Supply 2 – Failed (C3825, 3845).	Y	Y
Environment	System minor alarm on System Power Supply 2 Fan – Failed (C3825, 3845).	Y	N
Environment	System minor alarm on System Power Unit - Wrong RPS is coNected (C1941, 2901, C2911, c2951, c39451).	Y	N
Environment	System critical alarm on System Power Unit - Wrong RPS or not coNected correctly (C1941, 2901, C2911, c2951, c39451).	Y	N
Environment	System minor alarm on System Power Unit - Both RPS FRUs need to be the same (C1941, c2901, C2911, c2951, c39451).	Y	N
Environment	System minor alarm on System Power Unit - PS in RPS are incompatible (C1941, 2901, C2911, c2951, c39451).	Y	N
Environment	System critical alarm on System Power Unit - RPS is not available for backup (C1941, 2901, C2911, c2951, c39451).	Y	Y
Environment	System major alarm on System Fan - Fan failed (C1941, 2901).	Y	Y
Environment	System major alarm on System Power Unit - RPS temperature in warning state (C1941, 2901, C2911, c2951, c39451).	Y	N
Environment	System critical alarm on System Power Unit - RPS temperature in critical state (C1941, 2901, C2911, c2951, c39451).	Y	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

**Services, resources, and applications that are monitored are subject to change without notice.**

Alarm Type	Alarm message information	Notify	Create Service Request
Environment	System critical alarm on System Power Unit - RPS fan failed (C1941, 2901, C2911, 2951, 3945).	Y	N
Environment	System critical alarm on System Power Unit - DiscoNected or powered off (C1941, 2901, C2911, 2951, 3945).	Y	N
Environment	System minor alarm on System Power Unit - RPS POST failed (C1941, 2901, C2911, 2951, 3945).	Y	Y
Environment	System critical alarm on System Power Unit - RPS OIR insertion not supported (C1941, 2901, C2911, 2951, 3945).	Y	N
Environment	System critical alarm on System Power Unit – RPS is not ready for configuration (C1941, 2901, C2911, 2951, 3945).	Y	Y
Environment	System major alarm on Inlet Outlet Temperature Sensor - Right Intake 58C exceeds 57C limit (C2911, 2951, 3945).	Y	N
Environment	System major alarm on Inlet Outlet Temperature Sensor - Right Exhaust 76C exceeds 75C limit (C2911, 2951, 3945).	Y	N
Environment	System major alarm on System Power Unit - PSU2 96C exceeds threshold 95C (C2911, 2951, 3945).	Y	N
Environment	System major alarm on Inlet Outlet Temperature Sensor - Left Intake 58C exceeds 57C limit (C2911, 2951, 3945).	Y	N
Environment	System major alarm on Inlet Outlet Temperature Sensor - Left Exhaust 76C exceeds 75C limit (C2911, 2951, 3945).	Y	N
Environment	System critical alarm on CPU Temperature Sensor - 116C exceeds 115C limit (C2911, 2951, 3945).	Y	N
Environment	System critical alarm on CPU Temperature Sensor - 116C exceeds 115C limit; Sys down (C2911, 2951, 3945).	Y	N
Environment	System critical alarm on System Power Unit - Internal PSU 2 removed (C2911, 2951, 3945).	Y	N
Environment	System minor alarm on System Power Unit - Internal PSU 2 POE power failed (C2911, 2951, 3945).	Y	N
Environment	System minor alarm on Fan Tray Fan 5 – Failed (C2911, 2951, 3945).	Y	Y
Environment	System minor alarm on Fan Tray - Two fan failed; Replace fan tray (C2911, 2951, 3945).	Y	Y
Environment	System major alarm on Fan Tray - Multi fan failed; Replace fan tray (C2911, 2951, 3945).	Y	Y
Environment	System major alarm on Fan Tray - Fan tray is missing (C2911, 2951, 3945).	Y	Y
Environment	Recovered : System normal alarm on System Fan - Fan is normal now.	N	N
Environment	Recovered : System normal alarm on Fan Tray Fan 5 – OK.	N	N
Environment	Recovered : System normal alarm on Fan Tray - Fan tray is detected.	N	N
Environment	Recovered : System normal alarm on Inlet Outlet Temperature Sensor - Right Intake normal.	N	N
Environment	Recovered : System normal alarm on System Power Unit - PSU2 temperature is normal.	N	N
Environment	Recovered : System normal alarm on CPU Temperature Sensor - Temperature is normal.	N	N
Environment	Recovered : System normal alarm on System Power Unit - Internal PSU 2 POE power is restored.	N	N
Syslogs	%C870_FE-1-INITFAILP : C870/FE([dec]/[dec]), Init failed at [chars].	Y	N
Syslogs	%C870_FE-1-MACADDRFAIL : C870/FE([dec]/[dec]), Unable to set the Mac-address for the interface.	Y	N
Syslogs	%C870_FE-2-NOISL : Interface [chars] does not support ISL.	Y	N
Syslogs	%C870_FE-1-SHOWFAIL : C870/FE([dec]/[dec]), Memory error at [chars].	Y	N
Syslogs	%C870_FE-1-TXERR : [chars]: Fatal transmit error. Restarting.	Y	N
Syslogs	%C870_HW_CRYPT0-0-SEC_KAT_FAILURE : Motorola SEC 1.0 Known Answer.	Y	N
Syslogs	%C1800_HW_CRYPT0-0-SEC_KAT_FAILURE : Motorola SEC 2.0 Known Answer Test failed ([chars]).	Y	N
Syslogs	%C1800-1-NOWICOUNTRYCODE: Router cookie corrupted.	Y	Y
Syslogs	%C3800_ENV1-1-BP_THERMAL : System detected a thermal warning on the Backplane.	Y	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

**Services, resources, and applications that are monitored are subject to change without notice.**

Alarm Type	Alarm message information	Notify	Create Service Request
Syslogs	%C3800_ENVM-1-PS_THERMAL : System detected a thermal warning on SYS PS [dec]. The PS is close to autoshtutdown.	Y	N
Syslogs	%PQ3_TSEC-1-GRSFAIL: Gi0/0, Graceful stop failed.	Y	N
Syslogs	%PQ3_TSEC_BACKPLANE-1-INITFAIL: Gi0/0, Sync failed, MACCFG1 = 0x.	Y	N
Syslogs	%HDV2-1-INITFAIL: HDV2 in slot %d: Failed to initialize.	Y	N
Syslogs	%IOCTRL-1-SCC_DMA_ERROR: SCC ChaNel %d: %s DMA Error Occurred.	Y	N
Syslogs	%IOCTRL-1-TIMER_NO_START: System IO Controller timer %d failed to start.	Y	N
Syslogs	%IOCTRL-1-I2C_ERROR: I2C R/W Error accessing device @ 0x%2x : %s.	Y	N
Syslogs	%IOCTRL-1-GPIO_ERROR: GPIO R/W Error: %s 0 - The specified GPIO operation, sourced from the system IO controller, failed.	Y	N
Syslogs	%IOCTRL-1-SPI_ERROR: %s - The specified SPI operation, sourced from the system IO controller, failed.	Y	N
Syslogs	%IOCTRL-1-HSIB_ERROR: IO Controller Node %d : %s - Error was detected on the System IO controller internal bus.	Y	N
Syslogs	%BPSM_ERROR-2-BPSM_INTERNAL_ERR: Backplane Switch Internal Error: %s.	Y	N
Syslogs	%WLAN_AP_INTF-1-CREATE_INTERFACE: Error creating wlan-ap interface. User will be unable to console into embedded AP module.	Y	N
Syslogs	%WLAN_AP_SM-1-INITFAIL: Embedded AP registration with Service Monitor failed	Y	N
Syslogs	%SSLVPN-1-LICENSE_EXPIRED: IOS SSLVPN evaluation license has expired.	Y	N
Syslogs	%PLATFORM-2-NO_POLL_TIMER: CaNot allocate a polling timer.	Y	N
Syslogs	%PLATFORM-1-SPUR_INT: Detected spurious timer interrupt.	Y	N
Syslogs	%PLATFORM-2-CIU_ALLOC_ERR: CaNot allocate the CIU interrupt type %d.	Y	N
Syslogs	%PLATFORM-2-CIU_INV_TYPE : Invalid CIU interrupt type [dec].	Y	N
Syslogs	%PLATFORM-2-CIU_ENA_ERR : CaNot enable the CIU interrupt type [dec].	Y	N
Syslogs	%PLATFORM-2-CIU_DIS_ERR : CaNot disable the CIU interrupt - [chars] type [dec].	Y	N
Syslogs	%PLATFORM-2-CIU_DEALLOC_ERR : CaNot deallocate the CIU interrupt - [chars] type [dec].	Y	N
Syslogs	%PLATFORM-2-ISR_ERR_MSG : [chars], [hex] [hex] - The platform interrupt service routine detects abnormal events.	Y	N
Syslogs	%PLATFORM-0-PCIE_ERR : [chars] Detect PCIe [dec] error, [hex], [hex], [hex], [hex], [hex] - The system has detected a severe PCIe error.	Y	N
Syslogs	%PLATFORM-1-UNRECOGNIZED_BOARD_TYPE: Unrecognized main board type: 0x%02X.	Y	N
Syslogs	%VENOM-1-INITFAIL : EVM-HD in slot [dec]: Failed to initialize.	Y	N
Syslogs	%VENOM-1-FIRMWARE_DOWNLOAD_FAILURE : EVM-HD in slot [dec]: FPGA download failed.	Y	N
Syslogs	%VENOM-1-CARD_NOT_SUPPORTED : EVM-HD in slot [dec]: The system does not support EVM-HD in this slot.	Y	N
Syslogs	%PLATFORM-2-FPA_MEM_ERR : FPA memory error - [hex].	Y	N
Syslogs	%PLATFORM-2-BOOT_BUS_ERR : MIO Boot bus error [hex].	Y	N
Syslogs	%PLATFORM-2-PHY_CONFIG : [chars], Onboard GE PHY configuration failed	Y	N
Syslogs	%DXMRVL_STORM_CONTROL-2-SHUTDOWN : Storm control shut down [chars].	Y	N
Syslogs	%SECONDCORE-2-BOOTERROR : [chars] on 2nd core [chars] [dec] times.	Y	N
Syslogs	%SECONDCORE-2-INVALIDEVENT : Unexpected event [chars] in [chars] state.	Y	N
Syslogs	%ENVMON-1-POWER_WARNING : : [chars] - Error has occurred in the power supply.	Y	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

**Services, resources, and applications that are monitored are subject to change without notice.**

Alarm Type	Alarm message information	Notify	Create Service Request
Syslogs	%ENVMON-2-FAN_TRAY_MISSING : Critical Warning: Fan tray was removed. Please re-insert fan tray to prevent system from overheating.	Y	N
Syslogs	%ENVMON-1-FAN_TRAY_MISSING_SHUTDOWN: Critical Warning: Fan tray is missing. Please re-insert fan tray, otherwise system will shut down within %d seconds.	Y	N
Syslogs	%ENVMON-1-SYSTEM_FAN_FAILED_SHUTDOWN: Critical Warning: System Fan Failed. Please remove failed fan and replace with new fan, otherwise the system will shut down within %d seconds.	Y	N
Syslogs	%ENVMON-2-SYSTEM_FAN_FAILED: Warning: System Fan Failed. Please remove failed fan and replace with new fan.	Y	N
Syslogs	%ENVMON-2-ONE_FAN_FAILED: Warning Fan %d failed. Rotation speed is now high for all other fans. Please replace system fan tray.	Y	N
Syslogs	%ENVMON-1-MULTI_FAN_FAILED_SHUTDOWN: Critical Warning: multi-fan failures detected. Replace fan tray, otherwise the system will shut down within %d seconds.	Y	N
Syslogs	%ENVMON-2-MULTI_FAN_FAILED: Warning: multi-fan failures detected. Please replace fan tray.	Y	N
Syslogs	%ENVMON-1-NO_PROCESS: Failed to create environmental monitor process.	Y	N
Syslogs	%ENVMON-1-CPU_WARNING_OVERTEMP: Critical Warning: CPU temperature [dec]C exceeds threshold [dec]C. Please resolve system cooling immediately to prevent system damage.	Y	N
Syslogs	%ENVMON-1-CPU_CRITICAL_OVERTEMP: Critical Warning: CPU temperature [dec]C exceeds [dec]C threshold. Please resolve system cooling immediately to prevent system damage, otherwise system will be shut down within [dec] seconds from now.	Y	N
Syslogs	%ENVMON-2-IN_OUTLET_OVERTEMP: Warning: [chars] Temperature [dec]C Exceeds [dec]C. Please resolve system cooling to prevent system damage.	Y	N
Syslogs	%ENVMON-2-OVERTEMP: One or more temperature sensor exceed threshold at %TN.	Y	N
Syslogs	%SFP-1-FAILURE: Transceiver module SFP is failed in %s port.	Y	N
Syslogs	%SFP-1-NOT_IDENTIFIED: Unidentified transceiver module in %s port.	Y	N
Syslogs	%NVRAM-2-NO_GOOD_SECTORS: No good sectors in [char] region.	Y	N
Syslogs	%NVRAM-2-INIT_STAT_ERASE_FAILED : Stats Sector [dec] erase failed during initialization.	Y	Y
Syslogs	%NVRAM-2-INIT_STAT_FAILED : Stats Sector initialization failed.	Y	Y
Syslogs	%NVRAM-4-ERASE_INT_LEVEL : Erase function called with interrupt level [dec].	Y	Y
Syslogs	%DXMRVL_DRV_ERR-2-DXMRVL_DRV_INTER_ERR : DXMRVL driver Layer Internal Error: [chars].	Y	Y
Syslogs	%MAINBOARD-2-INITFAIL: %s %d failed.	Y	N
Syslogs	%MAINBOARD-1-UNKNOWN_WIC: Slot %d, wic card has an unknown id %x.	Y	N
Syslogs	%MAINBOARD -2-SCCFAIL: Failed to start SCC for port %d on interface %s.	Y	N
Syslogs	%MAINBOARD -2-INVALID_TXRX: %s doesn't support different tx speed (%d) and rx speed (%d).	Y	N
Syslogs	%PLATFORM -2-SM_ERROR: The SM Slot number %d does not exist on the IO Controller.	Y	N
Syslogs	%MAINBOARD -0-ECC_MULTIPLE: An uncorrectable multiple bit error has occurred in DRAM at location 0x%x.	Y	N
Syslogs	%MAINBOARD -2-PARITY: An uncorrectable parity error has occurred in the %s component at location 0x%x.	Y	N
Syslogs	%MAINBOARD -2-MSI_ALLOC_ERR: CaNot allocate the MSI interrupt type %d, name %s.	Y	N
Syslogs	%MAINBOARD -2-MSI_PARA_ERR: MSI API Prameter check failure - %s: slot %d, source %d, type %d, number %d.	Y	N
Syslogs	%MAINBOARD -2-MSI_DEALLOC_ERR: CaNot deallocate the MSI interrupt - slot %d, source %d, type %d, number %d.	Y	N
Syslogs	%MAINBOARD -2-SCC_STI_ERR: An error has occurred in the SCC STI: STI Error Status Register == 0x%x.	Y	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

*Services, resources, and applications that are monitored are subject to change without notice.*

Alarm Type	Alarm message information	Notify	Create Service Request
Syslogs	%MAINBOARD -2-HDLC_ERR: An error has occurred in HDLC Gasket %d: HDLC Error Status Register == 0x%x.	Y	N
Syslogs	%MAINBOARD -2-HDLC_STI_ERR: An error has occurred in the HDLC STI Gasket %d: HDLC STI Error Status Register == 0x%x.	Y	N
Syslogs	%MAINBOARD -2-HWIC_CRC_ERR: A CRC error has occurred in HWIC Gasket %d, Error Status reg0 == 0x%x.	Y	N
Syslogs	%PLATFORM -0-SURPRISE_OIR: Non-managed Online removal of card in slot %d.	Y	N
Syslogs	%PLATFORM -0-NM_REMOVED_SM2NM: Network module was removed from the SM2NM adapter in slot %d.	Y	N
Syslogs	%DSPRM-3-DSPALARM: Received alarm indication from dsp (0/1). Resetting the DSP.	Y	N
Syslogs	%DSPRM-2-DSPALARM: Received alarm indication from dsp (0/1). Resetting the DSP.	Y	N
Syslogs	%C5510-1-NO_RING_DESCRIPTOR: No more ring descriptors available on slot 5 dsp 13.	Y	N
Syslogs	%C5510-1-C5510_CHPI_ERROR: cHPI error for pa_bay 0 pump 1 dsp 14.	Y	N
Syslogs	%C5510-1-C5510_HPI_TIMEOUT: HPI Timeout error for pa_bay 0 pump 0 dsp.	Y	N
Syslogs	%CCH323-2-GTWY_REGSTR_FAILED_ALT_GK: Gateway RTP-GW-1 failed attempt to register with Alternate Gatekeeper.	Y	N
Syslogs	%CCH323-2-GTWY_REGSTR_FAILED: Gateway RTP-GW-1 failed to register with Gatekeeper BXB-Video even after 2 retries.	Y	N

## MDS 9000

[Back to top](#)

Alarm Type	Alarm message information	Notify	Create Service Request
Diagnostics	RMON_ALERT - The monitored object value is above or below the configured threshold value.	Y	N
Diagnostics	SUP_FAILURE - The standby supervisor failed to come up.	Y	Y
Diagnostics	LINECARD_FAILURE - All ports on this module will be unusable until the failure is cleared.	Y	Y
Diagnostics	PORT_FAILURE - A hardware failure has occurred on the Interface.	Y	N
Diagnostics	SW_CRASH - A service has terminated its execution abnormally and a syslog message is recorded.	Y	Y
Diagnostics	SW_SYSTEM_INCONSISTENT - An Upgrade process is aborted without user requesting an abort and/or due to an error.	Y	N
Diagnostics	BOOTFLASH_FAILURE - Bootflash on the active supervisor module failed and a switchover is forced.	Y	Y
Diagnostics	EOBC_FAILURE - An EOBC failure occurred on the active supervisor and a switchover is forced.	Y	Y
Diagnostics	INBAND_FAILURE - Inband connectivity failed on the module <module_no>.	Y	Y
Diagnostics	POWER_UP_DIAGNOSTICS_FAILURE - This alarm is generated when the linecard fails to bootup after it is powered up successfully.	Y	Y
Diagnostics	NAME_SERVER_DATABASE_FULL - Generated when the name server database has maximum allowed device entries in the fabric and a new host or target tries to register itself to name server.	Y	Y
Diagnostics	NVRAM_FAILURE - Non-Volatile memory corrupted or failed on supervisor module.	Y	Y
Diagnostics	FREEDISK_FAILURE - Indicate that the "/tmp" directory can be full or near full.	Y	Y
Diagnostics	MGMT_PORT_FAILURE (SUP_FAILURE Management ethernet channel failed).	Y	Y
Environment	FAN_FAILURE: Fan module number x failed.	Y	Y
Environment	POWER_SUPPLY_FAILURE: This is a temperature alarm message for module x.	Y	Y



## Cisco Smart Call Home

# Monitoring Details for Cisco SMARTnet Service with Smart Call Home

**Services, resources, and applications that are monitored are subject to change without notice.**

Alarm Type	Alarm message information	Notify	Create Service Request
Environment	TEMPERATURE_ALARM: This is a temperature alarm message for module x.	Y	N
Environment	TEMPERATURE_MAJOR_ALARM Major Temperature Alarm for module x.	Y	N
Environment	TEMPERATURE_MINOR_ALARM Minor Temperature Alarm for module x	Y	N
Environment	TEMPERATURE_MAJOR_ALARM Recovered: Major Temperature Alarm for module x.	Y	N
Environment	TEMPERATURE_MINOR_ALARM Recovered: Minor Temperature Alarm for module x.	Y	N
Syslogs	%PORT-5-IF_UP: Interface %s is up %s.	N	N
Syslogs	%PORT-5-IF_DOWN_NONE: Interface %s is down (None).	Y	N
Syslogs	%PORT-5-IF_DOWN_HW_FAILURE: Interface %s is down (Hardware Failure).	Y	N
Syslogs	%PORT-5-IF_DOWN_LOOPBACK_DIAG_FAILURE: Interface %s is down (Diag failure).	Y	N
Syslogs	%PORT-5-IF_DOWN_ERROR_DISABLED: Interface %s is down (Error disabled).	Y	N
Syslogs	%PORT-5-IF_DOWN_SOFTWARE_FAILURE: Interface %s is down (Port software failure).	Y	N
Syslogs	%PORT-5-IF_DOWN_LINK_FAILURE: Interface %s is down (Link failure).	Y	N
Syslogs	%PORT-5-IF_DOWN_OFFLINE: Interface %s is down (Offline).	Y	N
Syslogs	%PORT-5-IF_DOWN_NON_PARTICIPATING: Interface %s is down (Non participating).	Y	N
Syslogs	%PORT-5-IF_DOWN_INITIALIZING: Interface %s is down (Initializing).	Y	N
Syslogs	%PORT-5-IF_DOWN_INACTIVE: Interface %s is down (Inactive).	Y	N
Syslogs	%PORT-5-IF_DOWN_ADMIN_DOWN: Interface %s is down (Administratively down).	Y	N
Syslogs	%PORT-5-IF_DOWN_CHANEL_ADMIN_DOWN: Interface %s is down (ChaNel admin down).	Y	N
Syslogs	%PORT-5-IF_DOWN_SUSPENDED: Interface %s is down (Suspended).	Y	N
Syslogs	%PORT-5-IF_DOWN_CHANEL_MEMBERSHIP_UPDATE_IN_PROGRESS: Interface %s is down (ChaNel membership update in progress).	Y	N
Syslogs	%PORT-5-IF_DOWN_RCF_IN_PROGRESS: Interface %s is down (RCF in progress).	Y	N
Syslogs	%PORT-5-IF_DOWN_ELP_FAILURE_ISOLATION_REVISION_MISMATCH: Interface %s is down (Isolation due to ELP failure: revision mismatch).	Y	N
Syslogs	%PORT-5-IF_DOWN_ELP_FAILURE_ISOLATION_CLASSF_PARAM_ERR: Interface %s is down (Isolation due to ELP failure: class F param error).	Y	N
Syslogs	%PORT-5-IF_DOWN_ELP_FAILURE_ISOLATION_CLASSN_PARAM_ERR: Interface %s is down (Isolation due to ELP failure: class N param error).	Y	N
Syslogs	%PORT-5-IF_DOWN_ELP_FAILURE_ISOLATION_UNKNOWN_FLOW_CTL_CODE: Interface %s is down (Isolation due to ELP failure: invalid flow control code).	Y	N
Syslogs	%PORT-5-IF_DOWN_ELP_FAILURE_ISOLATION_UNKNOWN_FLOW_CTL_PARAM: Interface %s is down (Isolation due to ELP failure: invalid flow control param).	Y	N
Syslogs	%PORT-5-IF_DOWN_ELP_FAILURE_ISOLATION_INVALID_PORT_NAME: Interface %s is down (Isolation due to ELP failure: invalid port name).	Y	N
Syslogs	%PORT-5-IF_DOWN_ELP_FAILURE_ISOLATION_INVALID_SWITCH_NAME: Interface %s is down (Isolation due to ELP failure: invalid switch name).	Y	N
Syslogs	%PORT-5-IF_DOWN_ELP_FAILURE_ISOLATION_RATOV_EDTOV_MISMATCH: Interface %s is down (Isolation due to ELP failure: R_A_TOV or E_D_TOV mismatch).	Y	N
Syslogs	%PORT-5-IF_DOWN_ELP_FAILURE_ISOLATION_LOOPBACK_DETECTED: Interface %s is down (Isolation due to ELP failure: invalid transmit B2B credit).	Y	N
Syslogs	%PORT-5-IF_DOWN_ELP_FAILURE_ISOLATION_INVALID_TX_BBCREDIT: Interface %s is down (Isolation due to ELP failure: loopback detected).	Y	N
Syslogs	%PORT-5-IF_DOWN_ELP_FAILURE_ISOLATION_INVALID_PAYLOAD_SIZE: Exchange link parameter (ELP) failed on the interface due to invalid payload size.	Y	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

**Services, resources, and applications that are monitored are subject to change without notice.**

Alarm Type	Alarm message information	Notify	Create Service Request
Syslogs	%PORT-5-IF_DOWN_ELP_FAILURE_ISOLATION: (ELP) failed on the interface.	Y	N
Syslogs	%PORT-5-IF_DOWN_ESC_FAILURE_ISOLATION: (ESC) failed on the interface.	Y	N
Syslogs	%PORT-5-IF_DOWN_DOMAIN_OVERLAP_ISOLATION: Interface is isolated because of a domain overlap.	Y	N
Syslogs	%PORT-5-IF_DOWN_DOMAIN_ADDR_ASSIGN_FAILURE_ISOLATION: Isolated due to a failure while assigning a domain.	Y	N
Syslogs	%PORT-5-IF_DOWN_DOMAIN_OTHER_SIDE_EPORT_ISOLATED: Isolating this interface due to the remote end being isolated.	Y	N
Syslogs	%PORT-5-IF_DOWN_DOMAIN_INVALID_RCF_RECEIVED: Invalid RCF received.	Y	N
Syslogs	%PORT-5-IF_DOWN_DOMAIN_MANAGER_DISABLED: Isolated due to domain manager being disabled.	Y	N
Syslogs	%PORT-5-IF_DOWN_ZONE_MERGE_FAILURE_ISOLATION: Isolated due to a failure during zone merge.	Y	N
Syslogs	%PORT-5-IF_DOWN_VSAN_MISMATCH_ISOLATION: This is a trunking interface and the VSANs configured do not match with the VSANs configured on the remote end.	Y	N
Syslogs	%PORT-5-IF_DOWN_PARENT_ADMIN_DOWN: Parent interface is down.	Y	N
Syslogs	%PORT-5-IF_DOWN_SRC_PORT_NOT_BOUND: TuNel port source interface unbound.	Y	N
Syslogs	%PORT-5-IF_DOWN_INTERFACE_REMOVED: Interface removed.	Y	N
Syslogs	%PORT-5-IF_DOWN_FCOT_NOT_PRESENT: The Fibre ChaNel Optical Transceiver has been removed.	Y	N
Syslogs	%PORT-5-IF_DOWN_FCOT_VENDOR_NOT_SUPPORTED: The Fibre ChaNel optical transceiver inserted is not a supported one.	Y	N
Syslogs	%PORT-5-IF_DOWN_INCOMPATIBLE_ADMIN_MODE: The configured mode is not supported on this interface.	Y	N
Syslogs	%PORT-5-IF_DOWN_INCOMPATIBLE_ADMIN_SPEED: The configured speed is not supported on this interface.	Y	N
Syslogs	%PORT-5-IF_DOWN_SUSPENDED_BY_MODE: This interface belongs to a PortChaNel and operational mode of the interface is different from that of the PortChaNel.	Y	N
Syslogs	%PORT-5-IF_DOWN_SUSPENDED_BY_SPEED: This interface belongs to a PortChaNel and the operational speed of the interface is different from that of the PortChaNel.	Y	N
Syslogs	%PORT-5-IF_DOWN_SUSPENDED_BY_WWN: This interface belongs to a PortChaNel and remote switch WWN of the interface is different from that of the PortChaNel.	Y	N
Syslogs	%PORT-5-IF_DOWN_DOMAIN_MAX_RETRANSMISSION_FAILURE: Remote end domain manager not responding.	Y	N
Syslogs	%PORT-5-IF_DOWN_EPP_FAILURE: Trunk protocol failed.	Y	N
Syslogs	%PORT-5-IF_DOWN_PORT_VSAN_MISMATCH_ISOLATION: Isolated due to a mismatch in the configured port VSAN of the local and remote ends.	Y	N
Syslogs	%PORT-5-IF_DOWN_LOOPBACK_ISOLATION: The interface is looped back to another interface on the same switch.	Y	N
Syslogs	%PORT-5-IF_DOWN_UPGRADE_IN_PROGRESS: Upgrade of the linecard software is in progress.	Y	N
Syslogs	%PORT-5-IF_DOWN_INCOMPATIBLE_ADMIN_RXBBCREDIT: The configured receive B2B credit size is not supported	Y	N
Syslogs	%PORT-5-IF_DOWN_INCOMPATIBLE_ADMIN_RXBUFSIZE: The configured receive buffer size is not supported.	Y	N
Syslogs	%PORT-5-IF_DOWN_PORT_CHANEL_MEMBERS_DOWN: This is a PortChaNel interface and all its members are operationally down.	Y	N
Syslogs	%PORT-5-IF_DOWN_ZONE_REMOTE_NO_RESP_ISOLATION: The interface was isolated because of a remote zone server not responding.	Y	N
Syslogs	%PORT-5-IF_DOWN_MODULE_REMOVED: Interface is down because the module was removed.	Y	N



## Cisco Smart Call Home

# Monitoring Details for Cisco SMARTnet Service with Smart Call Home

**Services, resources, and applications that are monitored are subject to change without notice.**

Alarm Type	Alarm message information	Notify	Create Service Request
Syslogs	%PORT-5-IF_TRUNK_UP: The interface is trunking, and the VSAN is up.	Y	N
Syslogs	%PORT-5-IF_TRUNK_DOWN: The interface is trunking. The VSAN is down because of the reason shown in the error message.	Y	N
Syslogs	%PORT-3-IF_UNSUPPORTED_TRANSCEIVER: Transceiver for interface %s is not supported.	Y	N
Syslogs	%PORT-5-IF_DOWN_PEER_CLOSE: The FCIP peer coNected to this interface closed the TCP coNection.	Y	N
Syslogs	%PORT-5-IF_DOWN_PEER_RESET: TCP coNection to the FCIP peer got reset.	Y	N
Syslogs	%PORT-5-IF_DOWN_TCP_MAX_RETRANSMIT: Interface is down buckeye it reached the maximum allowed retransmission failures.	Y	N
Syslogs	%PORT-5-IF_DOWN_TCP_KEEP_ALIVE_EXPIRED: The TCP session to the FCIP peer was closed because of the loss of the TCP keep alive.	Y	N
Syslogs	%PORT-5-IF_DOWN_TCP_PERSIST_TIMER_EXPIRED: TCP session to the FCIP peer closed because the TCP persist timer expired.	Y	N
Syslogs	%PORT-5-IF_DOWN_ETH_LINK_DOWN: Ethernet link to which the FCIP interface is bound is down.	Y	N
Syslogs	%PORT-5-IF_DOWN_ETH_IF_DOWN: Ethernet link to which the FCIP interface is bound is down.	Y	N
Syslogs	%PORT-5-IF_DOWN_CFG_CHANGE: FCIP interface temporarily down because of reconfiguration.	Y	N
Syslogs	%PORT-5-IF_DOWN_SRC_PORT_REMOVED: The link source port of this FCIP interface has been removed.	Y	N
Syslogs	%PORT-5-IF_DOWN_SRC_MOD_NOT_ONLINE: The module that has the source port of this FCIP interface is not online.	Y	N
Syslogs	%PORT-5-IF_DOWN_BIT_ERR_RT_THRES_EXCEEDED: The port has detected a bit error rate too high in frames received from the neighbor device.	Y	N
Syslogs	%PORT-5-IF_DOWN_TOO_MANY_INTR: The port has received too many hardware interrupts.	Y	N
Syslogs	%PORT-5-IF_DOWN_INVALID_CONFIG: The local and peer interface have a PortChaNel membership misconfiguration.	Y	N
Syslogs	%PORT-5-IF_DOWN_PORT_BIND_FAILURE: Port binding failed on this port.	Y	N
Syslogs	%PORT-5-IF_DOWN_FABRIC_BIND_FAILURE: Fabric binding failed on this port.	Y	N
Syslogs	%PORT-5-IF_DOWN_NO_TRUNK_OPER_VSANS_ISOLATION: The trunk port is isolated as there are no common VSANs to be brought up with the peer port.	Y	N
Syslogs	%PORT-5-IF_DOWN_FICON_VSAN_DOWN: FICON is being enabled on the VSAN of this port.	Y	N
Syslogs	%PORT-5-IF_DOWN_INVALID_ATTACHMENT: The peer interface does not have the compatible security attributes.	Y	N
Syslogs	%PORT-5-IF_DOWN_PORT_BLOCKED: The port has been blocked by the FICON configuration.	Y	N
Syslogs	%PORT-5-IF_DOWN_TOO_MANY_INVALID_FLOGIS: The port is suspended because of receiving a large number of invalid FLOGIs.	Y	N
Syslogs	%PORT-5-IF_DOWN_DENIED_DUE_TO_PORT_BINDING: The F port is suspended because it is being denied by port binding.	Y	N
Syslogs	%PORT-5-IF_DOWN_FCSP_AUTHENT_FAILURE: The port failed Fibre ChaNel Security Protocol (FC-SP) authentication with its peer.	Y	N
Syslogs	%PORT-5-IF_DOWN_BUNDLE_MISCFG: One port across a link is part of a PortChaNel while the other is not.	Y	N
Syslogs	%PORT-5-IF_DOWN_INVALID_FABRIC_BINDING: Fabric binding failed.	Y	N
Syslogs	%PORT-5-IF_DOWN_FICON_NOT_ENABLED: FICON is not enabled on the port.	Y	N
Syslogs	%PORT-5-IF_DOWN_FICON_BEING_ENABLED: FICON is being enabled on the port.	Y	N
Syslogs	%PORT-5-IF_DOWN_OHMS_EXTERNAL_LB_TEST: The interface is down because it is ruNing external loopback tests.	Y	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

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Alarm Type	Alarm message information	Notify	Create Service Request
Syslogs	%PORT-5-IF_DOWN_NOS_RCVD: The physical link has gone down.	Y	N
Syslogs	%PORT-5-IF_DOWN_OLS_RCVD: The physical link has gone down.	Y	N
Syslogs	%PORT-5-IF_DOWN_DPVM_VSAN_NOT_FOUND: The specified dynamic VSAN is not configured on this switch.	Y	N
Syslogs	%PORT-5-EC_DISABLED_AS_LICENSE_NOT_PRESENT: The Enterprise Package license is not available.	Y	N
Syslogs	%PORT-5-IF_DOWN_DOMAIN_NOT_ALLOWED_ISOLATION: There are not enough allowed domains to merge the VSANs across the link.	Y	N
Syslogs	%PORT-5-IF_DOWN_VIRTUAL_IVR_DOMAIN_OVERLAP_ISOLATION: Isolated due to virtual IVR domain overlap.	Y	N
Syslogs	%PORT-5-MODULE_BRINGUP_NOT_ALLOWED: Module is not allowed to be operational due to the current system state.	Y	N
Syslogs	%PORT-5-MODULE_INDEX_RESTORE_ERROR: Restore of module index may fail due to overlap of indices.	Y	N
Syslogs	%PORT-5-IF_BRINGUP_ALLOWED_FCOT_CHECKSUM_ERR: SFP checksum on this interface failed.	Y	N
Syslogs	%PORT-5-IF_BRINGUP_NOT_ALLOWED_PORT_CONFIG_FAILURE: This error message could have occurred due to a interface misconfiguration.	Y	N
Syslogs	%PORT-5-IF_DOWN_LOCALLY_DISRUPTIVE_RECONFIGURATION: Fcdomain applied a locally disruptive reconfiguration.	Y	N
Syslogs	%PORT-5-MODULE_UNLIMITED_OSM_SEQ_FAILED: Enable/Disable of unlimited oversubscription failed for module %d.	Y	N
Syslogs	%PORT-5-IF_DOWN_PORT_ACT_LICENSE_NOT_AVAILABLE: Interface %s is not allowed to come up (port activation license not available).	Y	N

## Nexus 7000

[Back to top](#)

Alarm Type	Alarm message information	Notify	Create Service Request
Diagnostics	ManagementPortLoopback - Places the external Ethernet management port into loopback, sends a diagnostic packet to it, and verifies it is received.	Y	Y
Diagnostics	EOBCPortLoopback - Checks the internal Ethernet Out-of-Band ChaNel (EOBC) coNectivity.	Y	Y
Diagnostics	USB - Checks for the initialization of the USB controller on the supervisor card.	Y	Y
Diagnostics	CryptoDevice - Checks for the initialization of the Cavium Security chip on the Supervisor card.	Y	Y
Diagnostics	ASICRegisterCheck - Monitors the health of the application-specific integrated circuits (ASICs).	Y	Y
Diagnostics	SpineControlBus - Checks the standby control bus coNectivity from the spine card to the active Supervisor card.	Y	Y
Diagnostics	NVRAM - Periodically verifies the checksum of a small block of NVRAM.	Y	N
Diagnostics	RealTimeClock - Compares the RTC time with system clock, and verifies they are in sync.	Y	N
Diagnostics	PrimaryBootROM - Checks the integrity of the image programmed on the primary bootrom.	Y	N
Diagnostics	SecondaryBootROM - Verifies the image programmed on the secondary bootrom.	Y	N
Diagnostics	CompactFlash - Performs a read write test on the internal compact flash that stores bootup images.	Y	N
Diagnostics	ExternalCompactFlash - Performs a read write test External compact flash in slot 0.	Y	N
Diagnostics	PwrMgmtBus - Verifies the power management card and the power management Bus.	Y	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

**Services, resources, and applications that are monitored are subject to change without notice.**

Alarm Type	Alarm message information	Notify	Create Service Request
Diagnostics	SystemMgmtBus - Checks the functionality of system management bus that connects the supervisor to fan-tray, power supplies and system identification PROMs.	Y	N
Diagnostics	PortLoopback - Health monitoring test and at linecard bootup.	Y	N
Diagnostics	RewriteEngineLoopback - Verifies whether the forwarding device and rewrite engine on the linecards are functional.	Y	N
Diagnostics	LogFlash(ExternalCompactFlash) - LogFlash test performs a read/write test on the external LogFlash on the supervisor module slot1.	Y	N
Diagnostics	CMP_FAILURE - The device has a CMP failure with message <message from message description>.	Y	Y
Diagnostics	SUP_FAILURE - Standby supervisor failed and needs to be rebooted.	Y	Y
Diagnostics	LINECARD_FAILURE - Line card is not recognized by the device or the device is unable to bring up the line card.	Y	Y
Diagnostics	PORT_FAILURE - A Hardware failure has occurred on the interface <port string> and the port is down.	Y	N
Diagnostics	SW_CRASH - A service has terminated its execution abnormally and a syslog message is recorded.	Y	N
Diagnostics	SW_SYSTEM_INCONSISTENT	Y	N
Environment	TEMPERATURE_ALARM - This is a temperature faultalarm message for module x.	Y	N
Environment	TEMPERATURE_ALARM - This is a Minor temperature alarm message for module x.	Y	N
Environment	TEMPERATURE_ALARM - This is a Major temperature alarm message for module x.	Y	N
Environment	FAN_FAILURE - Fan Tray FAN_TRAY_NUM is reporting an alarm.	Y	Y
Environment	POWER_SUPPLY_FAILURE - There is insufficient power to operate all FRUs in the system.	Y	Y
Environment	POWER_SUPPLY_SHUTDOWN - Power Supply POWER_MOD has reported a power supply shutdown alarm.	Y	N
Environment	POWER_SUPPLY_FAILURE - Fan failure in power supply.	Y	Y
Environment	POWER_SUPPLY_ALERT - Detected an unsupported power supply.	Y	N
Syslogs	No_license_Installed	Y	N
Syslogs	License_will_expire	Y	N
Syslogs	License_expired	Y	N
Syslogs	License_file_missing	Y	N

## Nexus 5000 and FEX

[Back to top](#)

Alarm Type	Alarm message information	Notify	Create Service Request
N5K Diagnostics	TestFabricPort - The Port(s) have failed this diagnostic test either during Power-On-Self-Test or during the Run Time monitoring.	Y	Y (if ports fail > 25%)
N5K Diagnostics	TestForwardingEngine - The Port(s) have failed this diagnostic test either during Power-On-Self-Test or during the Run Time monitoring.	Y	Y (if ports fail > 25%)
N5K Diagnostics	TestForwardingEnginePort - The Port(s) have failed this diagnostic test either during Power-On-Self-Test or during the Run Time monitoring.	Y	Y (if ports fail > 25%)
N5K Diagnostics	TestFrontPort - The Port(s) have failed this diagnostic test either during Power-On-Self-Test or during the Run Time monitoring.	Y	Y (if ports fail > 25%)
N5K Diagnostics	TestInbandPort - Since switch CPU can no longer run the appropriate control plane protocols, switch can no longer function.	Y	Y



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

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Alarm Type	Alarm message information	Notify	Create Service Request
N5K Diagnostics	TestFabricEngine - Fabric ASIC has reported major failure.	Y	Y
N5K Diagnostics	TestSPROM - Software determines module type based on information stored in Module SPROM.	Y	Y
N5K Diagnostics	TestOBFL - This failure can occur on module 1 only. OBFL is Onboard Fault Logging.	Y	Y
N5K Diagnostics	TestLED - LED control is done via the same transport mechanism to control other key components on a module.	Y	N
N5K Environment	TestFAN -- fan speed <speed> out of range >= expected. <speed> rpm.	Y	N
N5K Environment	TestPowerSupply	N	N
N5K Environment	TestTemperatureSensor	N	N
N5K Environment	TEMPERATURE_ALARM --- Sensor.	Y	Y
N5K Environment	PowerSupplyFailure	Y	Y
N5K Environment	Multiple fans missing or failed.	Y	N
N5K Environment	One fan missing or failed.	Y	N
N5K Syslog	No license installed for feature, is on grace license, will expire in D H.	Y	N
N5K Syslog	License for feature, will expire in H M.	Y	N
N5K Syslog	License has expired for feature.	Y	N
N5K Syslog	License file is missing for feature.	Y	N
Fex Diagnostics	Forwarding ASIC port failure - The Port(s) on the forwarding engine ASICs have failed this diagnostic test either during Power-On-Self-Test or during the Run Time monitoring.	Y	Y
Fex Diagnostics	Forwarding ASIC failure - The forwarding engine ASICs have failed this diagnostic test either during Power-On-Self-Test or during the Run Time monitoring.	Y	Y
Fex Diagnostics	OBFL Flash failure - This test verifies the integrity of the On Board Failure Logging flash (OBFL).	Y	N
Fex Diagnostics	GPIO Access failure - Tests the general purpose I/O (GPIO) components.	Y	N
Fex Environment	Temperature Alarm – Temp has exceeded threshold value.	Y	N
Fex Environment	PowerSupplyFailure - The device is currently working with only one Power Supply unit.	Y	N
Fex Environment	PowerSupplyOIR - Indicates a change in power supply status.	Y	N
Fex Environment	TEMPERATURE_ALARM --- Sensor - An access failure to Temperature Sensor is recorded on the device.	Y	N
Fex Environment	Fan failure.	Y	N
Fex Environment	Fan tray missing.	Y	N
Fex Environment	Module shutdown due to FAN failure.	Y	N
Fex Environment	Module shutdown due to over-temperature condition.	Y	N

## Nexus 4000

[Back to top](#)

Alarm Type	Alarm message information	Notify	Create Service Request
Diagnostics	TestFrontPort & TestForwardingPort - The Port(s) have failed this diagnostic test during the Run Time monitoring.	Y	Y if ports failed >25%
Diagnostics	FREEDISK_FAILURE - Indicates that the " /tmp" directory can be full or near full.	Y	N
Diagnostics	NVRAM_FAILURE - Non-Volatile memory corrupted or failed on switch module <x>.	Y	N



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

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Alarm Type	Alarm message information	Notify	Create Service Request
Diagnostics	MGMT_PORT_FAILURE - Management Ethernet Port communications failed for the active supervisor module.	Y	N
Diagnostics	BOOTFLASH_FAILURE - On the switch module, the boot flash stores various vital information required for the operation of the switch.	Y	N
Environment	Temperature Alarm.	Y	N
Environment	Outstanding Alarms support: The device has recorded a <component> status of '<failure_status_from show environment>'.	Y	N
Environment	Recovery Alarms support: This message indicates that the device has recovered from a previous environmental alarm condition.	Y	N
Syslogs	No license installed for feature, is on grace license, will expire in D H- The evaluation license installed for the <feature> is ruNing under grace period.	Y	N
Syslogs	License for feature, will expire in H M - The evaluation license installed for the <package> will expire in <show_license_usage:comments> and will be disabled soon.	Y	N
Syslogs	License has expired for feature.	Y	N
Syslogs	License file is missing for feature.	Y	N

#### Cisco.com Technical Support Resources for Users of Smart Call Home

The Cisco website offers a full range of online resources to help you use Smart Call Home. Please be sure to visit the award-winning support website and support community.

#### Visit the [Smart Call Home Product Page](#) for Smart Call Home Information

The Smart Call Home product page on Cisco.com is your starting point for learning about and using Smart Call Home. You can see which Cisco products support Smart Call Home and find links to technical content that will help you design, configure, maintain, troubleshoot and optimize your network with Smart Call Home.

#### Visit the [Cisco Support Website](#) for Smart Call Home Technical Resources

The Cisco Support Website is your comprehensive base of technical knowledge and tools to help you design, operate and troubleshoot your Smart Call Home products and technologies. The website offers robust features that enable you to:

##### *Find technical content*

Explore the library of 90,000+ documents (like the [Smart Call Home User Guide](#)) and use troubleshooting tools to diagnose and resolve technical issues quickly

##### *Personalize your support*

Customize the [My Cisco web portal](#) to be your central hub for viewing modular information on your products, notifications, Service Requests, and more

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#### Use the [Cisco Support Community](#) for Technical Questions on Smart Call Home

Join the Cisco Support Community to learn more about Smart Call Home by interacting with networking peers and experts worldwide. The community offers a variety of resources that help you:



## Cisco Smart Call Home

### Monitoring Details for Cisco SMARTnet Service with Smart Call Home

***Services, resources, and applications that are monitored are subject to change without notice.***

#### *Connect with peers*

Ask questions, get answers and share insights in the discussion forums (such as the [Network Infrastructure](#) forum)

#### *Learn from Cisco experts*

Learn about specific networking topics via online [Ask the Expert](#) discussions, interactive webinars and archived sessions; or explore expert blogs and videos (like [Smart Call Home Configuration on UCS](#))

#### *Share knowledge*

Collaborate with peers to post wiki content, and share documents through social media outlets like [Facebook](#) or [Twitter](#)

#### **Call or Email the [Smart Services Bureau](#) for Technical Questions on Smart Call Home**

Smart Call Home customers can contact the Smart Services Bureau for help with registration, device configuration, help navigating the Smart Call Home portal, or any other assistance needed while using Smart Call Home. This resource is included with the service and available globally, 24 hours per day, 5 days per week.



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