

System messages

This section provides details on system messages to facilitate effective monitoring and maintenance of the system.

- Information about process management, on page 1
- How to Find Error Message Details, on page 1

Information about process management

Process management is the infrastructure for starting and monitoring software on a router.

- It is platform independent.
- It provides consistent error messages across platforms running on Cisco IOS XE.

Remote monitoring and system messages

You can access system messages by logging in to the console through Telnet protocol and monitoring your system components remotely from any workstation that supports the Telnet protocol. While direct involvement in process management is not required, reviewing system messages regarding process failures and other issues is recommended.

How to Find Error Message Details

Provides guidance on using the Error Message Decoder tool to resolve system errors by entering specific message strings to retrieve detailed explanations and recommended troubleshooting steps.

To show further details about a process management or a syslog error message, enter the error message into the Error Message Decoder tool at: https://www.cisco.com/cgi-bin/Support/Errordecoder/index.cgi .

For example, enter the message `%PMAN-0-PROCESS_NOTIFICATION` into the tool to view an explanation of the error message and the recommended action to be taken.

Table 1: Error Message: %PMAN-0-PROCESS_NOTIFICATION

Explanation	Recommended Action
The process lifecycle notification component failed, preventing proper detection of a process start and stop. This problem is likely the result of a software defect in the software subpackage.	Note the time of the message and investigate the kernel error message logs to learn more about the problem and see if it is correctable. If the problem cannot be corrected or the logs are not helpful, copy the error message exactly as it appears on the console along with the output of the **show tech-support** command and provide the gathered information to a Cisco technical support representative.

Table 2: Error Message: %PMAN-0-PROCFAILCRIT

Explanation	Recommended Action
A process important to the functioning of the router has failed.	Note the time of the message and investigate the error message logs to learn more about the problem. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at: http://www.cisco.com/tac . Search for resolved software issues using the Bug Search Tool at: https://bst.cloudapps.cisco.com/bugsearch . If you still require assistance, open a case with the Technical Assistance Center at: http://tools.cisco.com/ServiceRequestTool/create/ , or contact your Cisco technical support representative. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Table 3: Error Message: %PMAN-3-PROCFAILOPT

Explanation	Recommended Action
A process that does not affect the forwarding of traffic has failed.	Note the time of the message and investigate the kernel error message logs to learn more about the problem. Although traffic will still be forwarded after receiving this message, certain functions on the router may be disabled because of this message and the error should be investigated. If the logs are not helpful or indicate a problem you cannot correct, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. Search for resolved software issues using the Bug Search Tool at: https://bst.cloudapps.cisco.com/bugsearch . If you still require assistance, open a case with the Technical Assistance Center at: http://tools.cisco.com/ServiceRequestTool/create/ , or contact your Cisco technical support representative. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Table 4: Error Message: %PMAN-3-PROCFAIL

Explanation	Recommended Action
The process has failed as the result of an error.	This message will appear with other messages related to the process. Check the other messages to determine the reason for the failures and see if corrective action can be taken. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at: http://www.cisco.com/tac . Search for resolved software issues using the Bug Search Tool at: https://bst.cloudapps.cisco.com/bugsearch . If you still require assistance, open a case with the Technical Assistance Center at: http://tools.cisco.com/ServiceRequestTool/create/ , or contact your Cisco technical support representative. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Table 5: Error Message: %PMAN-3-PROCFAIL_IGNORE

Explanation	Recommended Action
A process failure is being ignored due to the user-configured debug settings.	If this behavior is desired and the debug settings are set according to a user's preference, no action is needed. If the appearance of this message is viewed as a problem, change the debug settings. The router is not expected to behave normally with this debug setting. Functionalities such as SSO switchover, router reloads, FRU resets, and so on will be affected. This setting should only be used in a debug scenario.

Table 6: Error Message: %PMAN-3-PROCHOLDDOWN

Explanation	Recommended Action
The process was restarted too many times with repeated failures and has been placed in the hold-down state.	This message will appear with other messages related to the process. Check the other messages to determine the reason for the failures and see if corrective action can be taken. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at: http://www.cisco.com/tac . Search for resolved software issues using the Bug Search Tool at: https://bst.cloudapps.cisco.com/bugsearch . If you still require assistance, open a case with the Technical Assistance Center at: http://tools.cisco.com/ServiceRequestTool/create/ , or contact your Cisco technical support representative. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Table 7: Error Message: %PMAN-3-RELOAD_RP_SB_NOT_READY

Explanation	Recommended Action
The route processor is being reloaded because there is no ready standby instance.	Ensure that the reload is not due to an error condition.

Table 8: Error Message: %PMAN-3-RELOAD_RP

Explanation	Recommended Action
The RP is being reloaded.	Ensure that the reload is not due to an error condition. If it is due to an error condition, collect information requested by the other log messages.

Table 9: Error Message: %PMAN-3-RELOAD_SYSTEM

Explanation	Recommended Action
The system is being reloaded.	Ensure that the reload is not due to an error condition. If it is due to an error condition, collect information requested by the other log messages.

Table 10: Error Message: %PMAN-3-PROC_BAD_EXECUTABLE

Explanation	Recommended Action
The executable file used for the process is bad or has permission problem.	Ensure that the named executable is replaced with the correct executable.

Table 11: Error Message: %PMAN-3-PROC_BAD_COMMAND

Explanation	Recommended Action
The executable file used for the process is missing, or a dependent library is bad.	Ensure that the named executable is present and the dependent libraries are good.

Table 12: Error Message: %PMAN-3-PROC_EMPTY_EXEC_FILE

Explanation	Recommended Action
The executable file used for the process is empty.	Ensure that the named executable is non-zero in size.

Table 13: Error Message: %PMAN-5-EXITACTION

Explanation	Recommended Action
The process manager is exiting.	Ensure that the process manager is not exiting due to an error condition. If it is due to an error condition, collect information requested by the other log messages.

Table 14: Error Message: %PMAN-6-PROCSHUT

Explanation	Recommended Action
The process has gracefully shut down.	No user action is necessary. This message is provided for informational purposes only.

Table 15: Error Message: %PMAN-6-PROCSTART

Explanation	Recommended Action
The process has launched and is operating properly.	No user action is necessary. This message is provided for informational purposes only.

Table 16: Error Message: %PMAN-6-PROCSTATELESS

Explanation	Recommended Action
The process has requested a stateless restart.	No user action is necessary. This message is provided for informational purposes only.