9920 v21.2.2.0 EMS Message Catalog

Error Codes, Diagnostics, and System Resolution

Table of Contents

Abstract

The 9920 EMS Message Catalog for version 21.2.2.0 provides comprehensive documentation of error messages, underlying causes, corrective actions, and potential impacts across microservices and system components within the Extreme 9920 platform. It covers key services such as the Chassis Management Microservice, Interface Manager Microservice, API Gateway, CLI, and Security Microservices. Each microservice is mapped to specific error codes, detailing issues like failed database connections, hardware pipeline malfunctions, and microservice initialization failures. The guide offers technical resolutions including service restarts, system status checks, and escalation procedures to Extreme Networks support for more complex errors, enabling precise diagnostics and streamlined resolution processes for administrators managing the 9920 platform.

Preface

Read the following topics to learn about:

- The meanings of text formats used in this document.
- Where you can find additional information and help.
- How to reach us with questions and comments.

Text Conventions

Unless otherwise noted, information in this document applies to all supported environments for the products in question. Exceptions, like command keywords associated with a specific software version, are identified in the text.

When a feature, function, or operation pertains to a specific hardware product, the product name is used. When features, functions, and operations are the same across an entire product family, such as Extreme Networks switches or SLX routers, the product is referred to as *the switch* or *the router*.

Table 1: Notes and warnings

Icon	Notice type	Alerts you to...
💡	Tip	Helpful tips and notices for using the product
📝	Note	Useful information or instructions
➡️	Important	Important features or instructions
⚠️	Caution	Risk of personal injury, system damage, or loss of data
⚠️	Warning	Risk of severe personal injury

Table 2: Text

Convention	Description
`screen displays`	This typeface indicates command syntax, or represents information as it is displayed on the screen.
The words *enter* and *type*	When you see the word *enter* in this guide, you must type something, and then press the Return or Enter key. Do not press the Return or Enter key when an instruction simply says *type*.
Key names	Key names are written in boldface, for example **Ctrl** or **Esc**. If you must press two or more keys simultaneously, the key names are linked with a plus sign (+). Example: Press **Ctrl**+**Alt**+**Del**
Words in italicized type	Italics emphasize a point or denote new terms at the place where they are defined in the text. Italics are also used when referring to publication titles.
NEW!	New information. In a PDF, this is searchable text.

Table 3: Command syntax

Convention	Description
bold text	Bold text indicates command names, keywords, and command options.
italic text	Italic text indicates variable content.
`[ ]`	Syntax components displayed within square brackets are optional. Default responses to system prompts are enclosed in square brackets.
`{ x	y	z }`	A choice of required parameters is enclosed in curly brackets separated by vertical bars. You must select one of the options.
`x	y`	A vertical bar separates mutually exclusive elements.
`< >`	Nonprinting characters, such as passwords, are enclosed in angle brackets.
...	Repeat the previous element, for example, `member[member...]`.
`\`	In command examples, the backslash indicates a "soft" line break. When a backslash separates two lines of a command input, enter the entire command at the prompt without the backslash.

Documentation and Training

Find Extreme Networks product information at the following locations:

Current Product Documentation

Release Notes

Hardware and Software Compatibility for Extreme Networks products

Extreme Optics Compatibility

Other Resources such as articles, white papers, and case studies

Open Source Declarations

Some software files have been licensed under certain open source licenses. Information is available on the Open Source Declaration page.

Training

Extreme Networks offers product training courses, both online and in person, as well as specialized certifications. For details, visit the Extreme Networks Training page.

Help and Support

If you require assistance, contact Extreme Networks using one of the following methods:

Extreme Portal

Search the GTAC (Global Technical Assistance Center) knowledge base; manage support cases and service contracts; download software; and obtain product licensing, training, and certifications.

The Hub

A forum for Extreme Networks customers to connect with one another, answer questions, and share ideas and feedback. This community is monitored by Extreme Networks employees, but is not intended to replace specific guidance from GTAC.

Call GTAC

For immediate support: (800) 998 2408 (toll-free in U.S. and Canada) or 1 (408) 579 2800. For the support phone number in your country, visit www.extremenetworks.com/support/contact.

Before contacting Extreme Networks for technical support, have the following information ready:

- Your Extreme Networks service contract number, or serial numbers for all involved Extreme Networks products
- A description of the failure
- A description of any actions already taken to resolve the problem
- A description of your network environment (such as layout, cable type, other relevant environmental information)
- Network load at the time of trouble (if known)
- The device history (for example, if you have returned the device before, or if this is a recurring problem)
- Any related RMA (Return Material Authorization) numbers

Subscribe to Product Announcements

You can subscribe to email notifications for product and software release announcements, Field Notices, and Vulnerability Notices.

1. Go to The Hub.
2. In the list of categories, expand the **Product Announcements** list.
3. Select a product for which you would like to receive notifications.
4. Select **Subscribe**.
5. To select additional products, return to the **Product Announcements** list and repeat steps 3 and 4.

You can modify your product selections or unsubscribe at any time.

Send Feedback

The User Enablement team at Extreme Networks has made every effort to ensure that this document is accurate, complete, and easy to use. We strive to improve our documentation to help you in your work, so we want to hear from you. We welcome all feedback, but we especially want to know about:

- Content errors, or confusing or conflicting information.
- Improvements that would help you find relevant information.
- Broken links or usability issues.

To send feedback, email us at documentation@extremenetworks.com.

Provide as much detail as possible including the publication title, topic heading, and page number (if applicable), along with your comments and suggestions for improvement.

What's New in this Guide

There are no new updates for Extreme 9920 software, release 21.2.2.0.

For more information about this release, see the *Extreme 9920 Software Release Notes, 21.2.2.0*.

Messages

The following topics provide information for troubleshooting device, system, and microservices error messages.

Chassis Management Microservice

LogID	Level	Message	Cause	Remedy	Impact
5001	Fatal	Unable to connect to Operational Database	Database down	Check Database status	Service not operational
5002	Info	Service started	Service starting	N/A	Chassis services becoming available
5003	Error	I2C timeout, please power-cycle chassis, waited for: %v	Service starting	Restart the chassis	Chassis service unavailable until service restart

LogID	Level	Message	Cause	Remedy	Impact
5004	Fatal	Unable to connect to gRPC server, Error: %v	gRPC server not found, connection not established	Service restarts automatically	Chassis service unavailable until service restart
5005	Error	gRPC failed with error: %v	gRPC message failed, service may be down	Service restarts automatically	Chassis service unavailable until service restart
5006	Fatal	Failed to initialize microservice	Component needed to start the chassis service is unavailable	Service restarts automatically	Chassis service unavailable until service restart
5007	Error	Error getting system uptime %d	Unknown	Retry later; if the problem persists, contact support	System uptime cannot be determined
5008	Error	Error processing event [%s], error [%d]	Received unknown event	Report issue to Extreme Networks support	Chassis Manager may not be fully functional
5009	Error	Received empty request	Received request with no content	Report issue to Extreme Networks support	None
5010	Error	Error unmarshalling received request %v	Received incompatible message	Report issue to Extreme Networks support	Some Chassis Manager functionality may not be available
5011	Error	Unknown message type %v	Chassis Manager incompatible with this message type	Report issue to Extreme Networks support	Some Chassis Manager functionality may not be available
5012	Error	Failed to Unmarshal message as JSON, error = %v	Chassis Manager incompatible with this message type	Report issue to Extreme Networks support	Some Chassis Manager functionality may not be available
5013	Warning	ActivateResponse returned Failure. Time: %v	Timeout during communication	Retry the command	Chassis Activate command failed

LogID	Level	Message	Cause	Remedy	Impact
5014	Error	Failed converting value %v to scalar, continuing with next update	Incorrect value received in message	Retry the command or configuration; contact support if persistent	Command or config failed to apply and was ignored
5015	Info	Shutdown processing: %s	Chassis Service going down	Chassis rebooting, shutting down, or service is upgrading	Chassis service unavailable until service restart
5016	Info	System initialization in complete. All services are UP	System Initialization complete	N/A	System is up and running
5017	Error	Firmware update to %s failed. Rolling back to previous firmware	New firmware failed to instantiate	Contact Extreme Networks support	Firmware update failed
5018	Error	Sofware Rollback failed. msg: %s, err: %v	Firmware rollback failed	Contact Extreme Networks support	Rollback due to failed firmware update failed
5019	Error	System initialization failed. Firmware %s, last reboot reason %v	TBD	Contact Extreme Networks support	System Initialization Failed
5020	Error	Services %s are not up after %v	System Initialization failed	Contact Extreme Networks support	System Initialization failed
5021	Info	Firmware change successful. Current Firmware version is %s	Firmware change successful	N/A	Firmware changed
5022	Error	Sensor %s Current Value %d Crossed Warning Threshold %d	Thermal monitoring	N/A	Fan speed might Increase
5023	Error	Sensor %s Current Value %d Crossed Warning Threshold %d	Thermal monitoring	N/A	Fan speed might Increase
5024	Error	File %s Read Error %v	OS file operation read error	N/A	Value is NULL

LogID	Level	Message	Cause	Remedy	Impact
5100	Fatal	Unable to Detect the Programming Device, Error: %v	Device in unhealthy state	Power down the system	Slots and chassis service unavailable until device detected
5201	Info	Slot %v Inserted	Bootup or insert linecard	N/A	Slot becomes available
5202	Info	Slot %v Extracted	Extract linecard	N/A	Slot becomes unavailable
5203	Info	Slot %v Powered Down	Linecard powered down	Check ConfigDB for SlotOff	Slot Ports/ Interface services are unavailable
5204	Info	Slot %v Powered UP	Linecard powered up after removal or using config	N/A	Slot Ports/ Interface services unavailable
5205	Error	Slot %v Failed	Linecard entered faulty state	Troubleshoot LC using power down/ power on; replace if needed	Slot Ports/ Interface services rendered DOWN

Interface Manager Microservice

Log ID	Level	Message	Cause	Remedy	Impact
25001	Fatal	Init failed - Didn't receive Platform ready !	Platform not ready	Check stratum and tierra svc status or restart the system	Service not operational
25002	Fatal	Microservice Init failed	Microservice failed to start	Report issue to Extreme Networks support	Service not operational
25003	Error	Management interface failed	Management interface creation failed	Report issue to Extreme Networks support	Management interface not operational
25004	Error	Management interface failed	Management interface creation failed	Report issue to Extreme Networks support	Management interface not operational

Log ID	Level	Message	Cause	Remedy	Impact
25005	Error	DB Operation failed	DB operation failed	Report issue to Extreme Networks support	Interface not operational
25006	Error	Interface config replay failed	Mgmtsvc API GW did not respond or error is response	Report issue to Extreme Networks support	Interface not operational
25007	Error	Interface config replay failed	Mgmtsvc API GW did not respond or error is response	Report issue to Extreme Networks support	Interface not operational
25008	Error	Failed to Unmarshal message	Interface Manager incompatible with this message type	Report issue to Extreme Networks support	Some interface manager functionality may not be available
25009	Error	Failed to get Chassis MAC	Chassis Init might have failed	Report issue to Extreme Networks support	Interface not operational
25010	Error	Transpose of GNMI notification failed	Interface Manager incompatible with this message type	Report issue to Extreme Networks support	Some interface manager functionality may not be available
25011	Error	Conversion of values from GNMI failed	Interface Manager incompatible with the value	Report issue to Extreme Networks support	Some interface manager functionality may not be available
25012	Error	Mgmtsvc API GW connection failed	Mgmtsvc API GW down	Report issue to Extreme Networks support	Some interface manager functionality may not be available
25013	Info	Interface %v Operationally UP	Interface operationally up	None	None
25014	Info	Interface %v Operationally DOWN	Interface operationally down	None	None
25015	Info	Interface %v Admin UP	Interface Admin up	None	None
25016	Info	Interface %v Admin DOWN	Interface Admin dowon	None	None
25017	Error	Interface message handler Init failed	Init failure	Report issue to Extreme Networks support	Some interface manager functionality may not be available

Log ID	Level	Message	Cause	Remedy	Impact
25019	Error	Media may not be breakout compatible	Either the media does not support breakout or media is not supported by Extreme Networks	Report issue to Extreme Networks support if link does not come up	Link may not come up
25020	Info	Interface %v speed set to %v	Interface speed change	None	None
25021	Info	Interface %v FEC set to %v	Interface FEC change	None	None

Management Service API GW Microservice

Log ID	Level	Message	Cause	Remedy	Impact
6001	Info	gRPC request executed successfully	gRPC request has been executed successfully	No action required	None
6002	Error	accClient gNMI: Erred for gRPC connection	Client streaming failed	No action required	API GW or CLI client cannot send logs to security service
cli6003	Error	accClient GNMI : Log rpc failed	Client streaming failed	No action required	API GW or CLI client cannot send logs to security service
6004	Fatal	ConfigDB handle initialization failed	Database instance creation failed	Report issue to Extreme Networks support	Affects config operation or retrieval of state data
6005	Fatal	StateDB handle initialization failed with error	Database instance creation failed	Report issue to Extreme Networks support	Affects config operation or retrieval of state data
6006	Fatal	Persistent-stateDb handle initialization failed	Database instance creation failed	Report issue to Extreme Networks support	Affects config operation or retrieval of state data
6007	Fatal	Requisite flags for apigw not set; cannot proceed, exiting	Requisite flags not set for apigw service	Report issue to Extreme Networks support	Apigw service launch fails

Log ID	Level	Message	Cause	Remedy	Impact
6008	Fatal	Micro-service configuration failed	Microservice callback is nil	Report issue to Extreme Networks support	Apigw dependent services launch fails
6009	Fatal	Failed initializing microservice	Microservice configuration file does not exist or has errors	Report issue to Extreme Networks support	Service start fails

Management Service CLI Microservice

Log ID	Level	Message	Cause	Remedy	Impact
8001	Info	Command executed successfully.	Command executed successfully	No action required	None
8002	Info	Firmware update file downloaded.	Command executed successfully	No action required	None
8003	Error	Failed to retrieve file.	Command failed to execute successfully	Resolve error indicated	Operation failed
8004	Info	Activating firmware. System will reboot if successful.	Command executed successfully	No action required	None
8005	Error	Failed to activate firmware.	Command failed to execute successfully	Resolve error indicated	Operation failed
8006	Info	Rolling back firmware to previous image. System will reboot if successful.	Command executed successfully	No action required	None
8007	Error	Failed to rollback firmware.	Command failed to execute successfully	Resolve error indicated	Operation failed
8008	Error	Failed to resolve host.	Command failed to execute successfully	Resolve error indicated	Operation failed
8009	Error	Failed to import https certificate.	Command failed to execute successfully	Resolve error indicated	Operation failed
8010	Info	Successfully imported https certificate.	Command failed to execute successfully	No action required	None

Management Service Security Microservice

Log ID	Level	Message	Cause	Remedy	Impact
7001	Info	Request executed successfully	Request success	No action required	None
7002	Info	User authentication is successful	User authenticated	No action required	None
7003	Error	Failed to authenticate the user	User authentication failed	Examine failure reason; verify correct authentication info is passed	Authentication failed
7004	Info	Access token is generated for the user	Access token generation success	No action required	None
7005	Error	Failed to issue access token	Access token not issued	Examine the failure reason and take appropriate action	Access token issue failed
7006	Error	Token validation failed	Token validation failed	Examine failure reason; verify correct authentication info is passed	Validate token failed
7007	Error	Failed to authorize the user.	User authorization failed	Examine the failure reason, take appropriate action	Authorization failed
7008	Error	Failed to bring security microservice up as reboot reason not fetched from chassis microservice update.	Failed to fetch reboot reason updated from chassis manager	Examine whether chassis microservice is up	Microservice does not come up

Log ID	Level	Message	Cause	Remedy	Impact
7009	Error	NewClientID cannot be served for any client other than XVM client	User authorization failed because not an XVM client	NewClientID can be used only by XVM client with proper endpoint information to identify as an XVM client	Authorization failed
7010	Info	All SSH sessions with user name have been deleted because of user account deletion in system	User session deleted	No action required	All active SSH sessions with this user name will be deleted

Microservices Health

Log ID	Level	Message	Cause	Remedy	Impact
4001	Info	Health monitoring port not configured	Health monitoring port not configured	None	Health monitoring not supported
4002	Info	Starting health monitoring on port %v	Health monitoring started on this port	None	None
4003	Fatal	Failed to process microservice configuration file	File does not exist or has errors	Report issue to Extreme Networks support	Service not started
4004	Info	Go Version: [%s], OS/Arch: [%s/%s]	Go version and architecture information	None	None
4005	Info	Starting microservice [%s]	Microservice starting	None	None
4006	Info	[%s]: Worker Shutdown started	Service shutdown stops each worker thread	None	Service unavailable until restarted
4007	Info	[%s]: Worker Shutdown done	Worker thread stopped successfully	None	Service unavailable until restarted
4008	Info	Starting Shutdown of Microservice, received signal	Microservice shutting down	None	Service unavailable until restarted

Log ID	Level	Message	Cause	Remedy	Impact
4009	Error	Completed shutting down all worker threads, exiting	Microservice shutdown completed	None	Service unavailable until restarted
4010	Info	[%s]: Worker Started	New worker thread starting	None	None
4011	Info	Starting Watchdog processing	Watchdog worker thread starting	None	None
4012	Error	[%s]: Microservice is dead	Microservice not responding to the watchdog	Service stopped or malfunctioning; restart service	Service may not be responding
4013	Warning	[%s]: Service already dead	Service already stopped	None	None
4014	Warning	[%s]: Watchdog state unknown	Incorrect value received in message	Retry the command or configuration; report issue to Extreme Networks support if persistent	Command or config failed to apply and was ignored
4015	Info	Watchdog Starting	Watchdog worker thread starting	None	None
4016	Error	K3S Liveliness check failed	Microservice seems unresponsive	If issue persists, restart service	Service is unavailable
4017	Error	K3S Readiness check failed	Service still instantiating or failed	If issue persists, restart service	Service is unavailable
4018	Panic	Panic	Service encountered unrecoverable error	Report issue to Extreme Networks support	Service will be restarted
4019	Fatal	Fatal error	Service encountered unrecoverable error	Report issue to Extreme Networks support	Service will be restarted
4020	Error	Failed to resolve host IP: %s	Configuration file may be missing	Report issue to Extreme Networks support	Service may not function correctly
4021	Info	Completed setting up pprof for %v with %v interval, %v allowed archives	Profiling started for service	None	Periodic pprof collection for service

Log ID	Level	Message	Cause	Remedy	Impact
4022	Error	Failed to set up pprof for %v with %v interval, %v allowed archives	Profiling started for service	Report issue to Extreme Networks support	Periodic prof collection for service unavailable
4023	Error	Failed to process gNMI/gRPC notification	Notification may have unexpected or invalid data	Report issue to Extreme Networks support	Service may not function as expected
4024	Error	Memory read failure	Virtual memory issue	Report issue to Extreme Networks support	Inconsistent memory information
4025	Warning	High memory usage	Memory consumption above threshold	Report issue to Extreme Networks support	Service may recover or fail after some time elapses
4026	Error	File read failure	Invalid or inaccessible path/file	Report issue to Extreme Networks support	Inconsistent file or disk information
4027	Error	Platform component property processing failed	Invalid or unexpected platform component key/path	Report issue to Extreme Networks support	Service may not function as expected
4028	Fatal	Requisite flags for db migration app not set; cannot proceed, exiting.	Requisite flags for db migration app not set	Report issue to Extreme Networks support	DB migration service launch fails
4029	Fatal	Fatal error	DB migration encountered error	Report issue to Extreme Networks support	Service may not function as expected

Onboard PCAP Agent

Log ID	Level	Message	Cause	Remedy	Impact
19001	Error	Failed to create PCAP directory %v. Error = %v	System issue	Report issue to Extreme Networks support	Agent onboard packet capture does not work
19002	Error	Failed to change current working directory to PCAP directory %v. Error = %v	System Issue	Report issue to Extreme Networks support	Agent onboard packet capture does not work

Log ID	Level	Message	Cause	Remedy	Impact
19003	Fatal	Failed to get message bus topic for Onboard PCAP configuration. Topic = %v Error = %v	System Issue	Report issue to Extreme Networks support	Agent onboard packet capture does not work
19004	Fatal	Failed to connect to message bus for Onboard PCAP state updates. Message bus = %v	System Issue	Report issue to Extreme Networks support	Agent onboard packet capture does not work
19005	Error	Failed to add mirror entry to hardware table. Port = %v Error = %v	Hardware pipeline issue	Report issue to Extreme Networks support	Agent onboard packet capture does not work properly on the specified port
19006	Error	Failed to remove mirror entry to hardware table. Port = %v Error = %v	Hardware pipeline issue	Report issue to Extreme Networks support	Agent onboard packet capture does not work properly on the specified port
19007	Error	Failed to initialize Onboard PCAP microservice	System issue	Report issue to Extreme Networks support	Agent onboard packet capture does not work
19008	Error	Failed to remove mirror entry to hardware table. Port = %v Error = %v	Hardware pipeline issue	Report the issue to Extreme Networks support	Agent onboard packet capture does not work properly on the specified port
19009	Fatal	Failed to initialize packet streaming client for ingress mirror	CPU packet manager issue	Report issue to Extreme Networks support	Agent onboard packet capture unable to capture ingress packets

Log ID	Level	Message	Cause	Remedy	Impact
19010	Fatal	Failed to initialize packet streaming client for egress mirror	CPU packet manager issue	Report issue to Extreme Networks support	Agent onboard packet capture unable to capture egress packets
19011	Fatal	Failed to initialize packet streaming client for routemap acl	CPU packet manager issue	Report issue to Extreme Networks support	Agent onboard packet capture unable to capture routemap ACL-logged packets
19012	Fatal	Failed to initialize packet streaming client for listener policy acl	CPU packet manager issue	Report issue to Extreme Networks support	Agent onboard packet capture unable to capture listener policy ACL-logged packets
19013	Error	Failed to remove mirror entry to hardware table. Port = %v Error = %v	Hardware pipeline issue	Report issue to Extreme Networks support	Agent onboard packet capture does not work properly on the specified port
19014	Error	Failed to create new PCAP file. Create Error = %v Writer Error = %v	System issue	Report the issue to Extreme Networks support	Agent onboard packet capture does not work
19015	Warning	Disk usage is above %v percent. Stopping all packet capture	Flash memory usage has gone above critical limit for onboard pcap to work	Clean up space by removing old files before critical limit reached	Agent onboard packet capture does not work if flash memory usage exceeds critical limit

Log ID	Level	Message	Cause	Remedy	Impact
19016	Warning	Disk Usage is above %v percent	Flash memory usage has gone above warning limit for onboard pcap	Clean up space by removing old files before critical limit reached	No impact until critical limit is reached; message is just a warning that critical limit soon reached
19017	Warning	Maximum limit of %d Pcap files already created, Remove old Pcap files to continue.!!	Maximum number of supported PCAP files are already created	If packet capture must continue, delete old PCAP files; else remove all onboard PCAP and ACL logging configurations.	No impact until critical limit is reached; message is just a warning that critical limit soon reached

Packet Manager Microservice

Log ID	Level	Message	Cause	Remedy	Impact
24001	Fatal	Packet management service initialization failed	Packet manager microservice failed to start	Report issue to Extreme Networks support	CPU packet management not operational on the device
24003	Fatal	Packet Transmit service initialization failed	Packet manager failed to start server	Report issue to Extreme Networks support	CPU packet management not operational on the device
24004	Error	Client service connection to packet management is down	Client stream to packet manager closed	Report issue to Extreme Networks support	CPU packet management for service temporarily not operational
24005	Error	Client registration to receive CPU packets failed	Client registration type unknown	Report issue to Extreme Networks support	CPU packet management for client service not operational
24006	Error	Packet Receive service failed, re-establishing connection	Packet received handling error, re-establishing connection	Report issue to Extreme Networks support if re-connection fails	CPU packet management temporarily not operational on the device
24007	Info	Client registered to packet management service	Client stream to packet manager successful	None	None

Log ID	Level	Message	Cause	Remedy	Impact
24008	Info	Packet management service ready	Packet manager microservice started	None	None
24009	Info	Software Packet transmit/receive service ready	CPU port connection successful	None	None
24010	Info	Packet management service is waiting for chassis Online	Chassis not yet online	None	None
24011	Fatal	Packet management service is unable to get chassis status	Mgmtsvc API GW connection failed	Report issue to Extreme Networks support	CPU packet management not operational on the device
24012	Fatal	Packet management service is unable to identify platform	Unable to read platform name from StateDB	Report issue to Extreme Networks support	CPU packet management not operational on the device
24013	Info	Chassis status online	Received chassis status online	None	None
24014	Error	Failure while reading packets from CPU, re-establishing connection	Error reading from CPU, re-connecting to CPU port	Report issue to Extreme Networks support	CPU packet management temporarily not operational on the device
24015	Error	Temporary failure in transmitting packets from software	Socket full, unable to send packets to CPU port	None	Some Packets transmitted from software dropped
24016	Error	Unable to transmit packets from software, reconnecting to CPU port	Socket error, reconnecting to CPU port	Report issue to Extreme Networks support	CPU packet management temporarily not operational on the device
24017	Fatal	Aborting Packet management service	Permanent failure reading/writing to CPU port	Report issue to Extreme Networks support	CPU packet management not operational on the device
24018	Fatal	Packet management service is shutting down	Packet manager microservice restart	Report issue to Extreme Networks support	CPU packet management not operational on the device

Policy Based Direction Microservice

Log ID	Level	Message	Cause	Remedy	Impact
18000	Fatal	Failed to initialize microservice	Failed to launch MS	Report issue to Extreme Networks support	Agent PBD Microservice will not be available
18001	Error	PBD Agent P4 Initialization Failed, err=%v	Init failed	Report issue to Extreme Networks support	PBD Operation on P4 may not work
18002	Error	Failed to check P4 PipelineReady, err=%v	Pipeline ready	Report issue to Extreme Networks support	PBD Operation on P4 may not work
18003	Warning	Pipeline is not ready. Retrying	Pipeline ready	Report issue to Extreme Networks support	PBD Operation on P4 may not work
18004	Error	Error: Failed to delete from hardware : %+v %v	Hardware table programming	Report issue to Extreme Networks support	Ingress ACLs for PBD will not work
18005	Error	Error: Failed to insert to hardware : %+v %v	Hardware table programming	Report issue to Extreme Networks support	Ingress ACLs for PBD will not work

Service Plane Interface Manager Agent

Log ID	Level	Message	Cause	Remedy	Impact
11000	Fatal	Failed to initialize microservice	Failed to launch MS	Report issue to Extreme Networks support	Agent Intf MicroService is unavailable
11001	Error	Agent-sp-intf P4 Initialization Failed, err=%v	Init failed	Report issue to Extreme Networks support	H/W Table Read/ Write Operation does not work
11002	Error	Failed to check P4 PipelineReady, err=%v	Pipeline ready	Report issue to Extreme Networks support	H/W Table Read/ Write Operation does not work

Log ID	Level	Message	Cause	Remedy	Impact
11003	Warning	Pipeline is not ready. Retrying	Pipeline ready	Report issue to Extreme Networks support	H/W Table Read/ Write Operation does not work
11004	Error	Failed to check P4 Connection Ready, err=%v	Pipeline ready	Report issue to Extreme Networks support	H/W Table Read/ Write Operation does not work

Service Plane Agent

Log ID	Level	Message	Cause	Remedy	Impact
16000	Fatal	Error %v: Failed to initialize agent-svcplane microservice	Failed to launch MS	Report issue to Extreme Networks support	Agent Svcplane MicroService is unavailable

Service Plane NextHop Agent

| Log ID	Level	Message	Cause	Remedy	Impact
10000	Fatal	Failed to initialize microservice	Failed to launch MS	Report issue to Extreme Networks support	Agent NextHop MicroService is unavailable
10001	Error	NHOP Agent P4 Initialization Failed, err=%v	Init failed	Report issue to Extreme Networks support	NextHop Operation on P4 may not work
10002	Error	Failed to check P4 PipelineReady, err=%v	Pipeline ready	Report issue to Extreme Networks support	NextHop Operation on P4 may not work
10003	Warning	Pipeline is not ready. Retrying	Pipeline ready	Report issue to Extreme Networks support	NextHop Operation on P4 may not work
10004	Error	Failed to check P4 Connection Ready, err=%v	Pipeline ready	Report issue to Extreme Networks support	NextHop Operation on P4 may not work

Log ID	Level	Message	Cause	Remedy	Impact
10005	Error	Not able to fetch the counters for NextHop table. Error %v	Counters not available	Report issue to Extreme Networks support	Statistics for NextHop does not work
10006	Warning	P4 Connection is not ready. Retrying	P4 connection not ready	Report issue to Extreme Networks support	NextHop Operation on P4 may not work

Service Plane SFCS Agent

Microservice	Log ID	Level	Message	Cause	Remedy	Impact
23000	Fatal	Failed to initialize microservice	Microservice failed to launch	Report issue to Extreme Networks support	Agent SFCS MicroService is unavailable	
23001	Error	SFCS Agent P4 Initialization Failed, err=%v	Init failed	Report issue to Extreme Networks support	H/W Table Read/Write Operation does not work	
23002	Error	Failed to check P4 PipelineReady, err=%v	Pipeline ready	Report issue to Extreme Networks support	H/W Table Read/Write Operation does not work	
23003	Warning	Pipeline is not ready. Retrying	Pipeline ready	Report issue to Extreme Networks support	H/W Table Read/Write Operation does not work	
23004	Error	Failed to check P4 Connection Ready, err=%v	Pipeline ready	Report issue to Extreme Networks support	H/W Table Read/Write Operation does not work	
23005	Error	Not able to fetch the counters for SFCS table. Error %v	Counters not available	Report issue to Extreme Networks support	Statistics for SFCS does not work	
23006	Warning	P4 Connection is not ready. Retrying	P4 connection not ready	Report issue to Extreme Networks support	H/W Table Read/Write Operation does not work	

Service Plane Target Proxy Microservice

Log ID	Level	Message	Cause	Remedy	Impact
21000	Fatal	Failed to initialize microservice	Microservice failed to launch	Report issue to Extreme Networks support	Agent Target Proxy Microservice is unavailable
21001	Error	Target Proxy Agent P4 Initialization Failed, err=%v	Init failed	Report issue to Extreme Networks support	Target Proxy Operation on P4 may not work
21002	Error	Failed to check P4 PipelineReady, err=%v	Pipeline ready	Report issue to Extreme Networks support	Target Proxy Operation on P4 may not work
21003	Warning	Pipeline is not ready. Retrying	Pipeline ready	Report issue to Extreme Networks support	Target Proxy Operation on P4 may not work
21004	Error	Error: Failed to delete from hardware : %+v %v	Hardware table programming	Report issue to Extreme Networks support	Egress ACLs for Target Proxy do not work
21005	Error	Error: Failed to insert to hardware : %+v %v	Hardware table programming	Report issue to Extreme Networks support	Egress ACLs for Target Proxy do not work
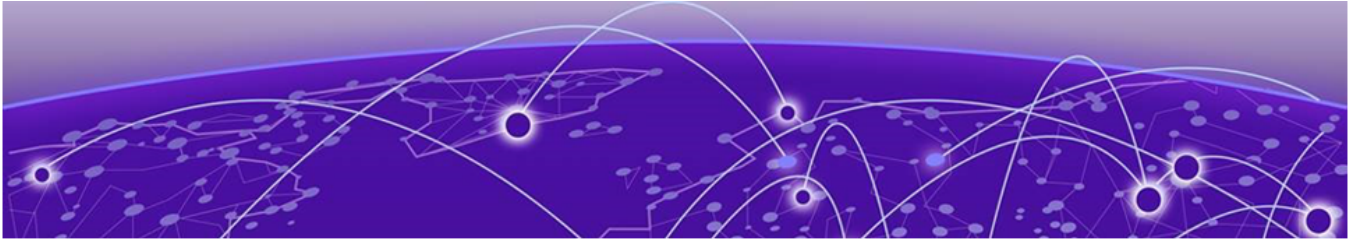
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