



# Extreme 9920 Software Message Reference

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# Preface

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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

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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 ExtremeSwitching 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 <i>enter</i> and <i>type</i>	When you see the word <i>enter</i> 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 <i>type</i> .
<b>Key</b> names	Key names are written in boldface, for example <b>Ctrl</b> or <b>Esc</b> . If you must press two or more keys simultaneously, the key names are linked with a plus sign (+). Example: Press <b>Ctrl+Alt+Del</b>
<i>Words in italicized type</i>	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.
<b>NEW!</b>	New information. In a PDF, this is searchable text.

**Table 3: Command syntax**

Convention	Description
<b>bold</b> text	Bold text indicates command names, keywords, and command options.
<i>italic</i> text	Italic text indicates variable content.
[ ]	Syntax components displayed within square brackets are optional. Default responses to system prompts are enclosed in square brackets.
{ <b>x</b>   <b>y</b>   <b>z</b> }	A choice of required parameters is enclosed in curly brackets separated by vertical bars. You must select one of the options.
<b>x</b>   <b>y</b>	A vertical bar separates mutually exclusive elements.
< >	Nonprinting characters, such as passwords, are enclosed in angle brackets.
...	Repeat the previous element, for example, <i>member</i> [ <i>member</i> ...].
\	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 white papers, data sheets, and case studies

Extreme Networks offers product training courses, both online and in person, as well as specialized certifications. For details, visit [www.extremenetworks.com/education/](http://www.extremenetworks.com/education/).

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## Help and Support

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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 2826. For the support phone number in your country, visit: [www.extremenetworks.com/support/contact](http://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.

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## Send Feedback

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The Information Development 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, do either of the following:

- Access the feedback form at <https://www.extremenetworks.com/documentation-feedback/>.
- Email us at [documentation@extremenetworks.com](mailto:documentation@extremenetworks.com).

Provide the publication title, part number, and as much detail as possible, including the topic heading and page number if applicable, as well as your suggestions for improvement.



# What's New in this Guide

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The following table describes changes to this guide for the Extreme 9920 software, release 21.1.1.0.

**Table 4: Summary of changes**

Message type	Description	Topic
Microservices health	New messages: 4028 and 4029	<a href="#">Microservices Health</a> on page 16
Interface manager	New messages: 25019	<a href="#">Interface Manager Microservice</a> on page 12
Management service security	New message: 7010	<a href="#">Management Service Security Microservice</a> on page 15

For more information about this release, see the [Extreme 9920 Software Release Notes, 21.1.1.0](#).





# Messages

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

## Chassis Management Microservice

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Log messages for the Chassis Management microservice

LogID	Level	Message	Cause	Remedy	Impact
5001	Fatal	Unable to connect to Operational Database	Database is down	Check Database status	Service not operational
5002	Info	Service started	Service is starting up	NA	Chassis services becoming available
5003	Error	I2C timeout, please power-cycle chassis, waited for: %v	Service is starting up	Restart the chassis	Chassis unavailable until restarted
5004	Fatal	Unable to connect to gRPC server, Error: %v	The gRPC server could not be found and a connection could not be established	The service will restart automatically	The chassis service will not be available until the service is restarted

LogID	Level	Message	Cause	Remedy	Impact
5005	Error	gRPC failed with error: %v	A gRPC message failed, the service may be down	The service will restart automatically	The chassis service will not be available until the service is restarted
5006	Fatal	Failed to initialize microservice	One of components needed to start the chassis service is not available	The service will automatically restart	The chassis service is not available until it is restarted
5007	Error	Error getting system uptime %d	Unknown	Try again later, if the problem persists, contact support	System uptime cannot be determined
5008	Error	Error processing event [%s], error [%d]	An unknown event was received	Report the issue to Extreme Networks support	Chassis Manager may not be fully functional
5009	Error	Received empty request	A request with no contents was received	Report the issue to Extreme Networks support	None
5010	Error	Error unmarshalling received request %v	Incompatible message was received	Report the issue to Extreme Networks support	Some Chassis manager functionality may not be available
5011	Error	Unknown message type %v	Chassis manager is not compatible with this message type	Report the 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 is not compatible with this message type	Report the issue to Extreme Networks support	Some Chassis manager functionality may not be available
5013	Warning	ActivateResponse returned Failure. Time: %v	Timeout occurred during communication	Retry the command	Chassis Activate command failed
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 is going down	The chassis is rebooting or being shutdown, or the service is being upgraded	Chassis services will not be available until the service is restarted
5016	Info	System initialization in complete. All services are UP	System Initialization is complete	NA	System is up and running

LogID	Level	Message	Cause	Remedy	Impact
5017	Error	Firmware update to %s failed. Rolling back to previous firmware	The new firmware did not come up completely	Contact Customer Support	Firmware update failed
5018	Error	Software Rollback failed. msg: %s, err: %v	Firmware Rollback Failed	Contact Customer Support	Rollback due to failed firmware update failed
5019	Error	System initialization failed. Firmware %s, last reboot reason %v	TBD	Contact Customer Support	System Initialization Failed
5020	Error	Services %s are not up after %v	System Initialization failed	Contact Customer Support	System Initialization failed
5021	Info	Firmware change successful. Current Firmware version is %s	Firmware change successful	NA	Firmware changed
5022	Error	Sensor %s Current Value %d Crossed Warning Threshold %d	Thermal Monitoring	NA	Fan Speed might Increase
5023	Error	Sensor %s Current Value %d Crossed Warning Threshold %d	Thermal Monitoring	NA	Fan Speed might Increase
5024	Error	File %s Read Error %v	OS File Operation Read Error	NA	Value is NULL
5100	Fatal	Unable to Detect the Programming Device, Error: %v	Device in Unhealthy state	The system needs to be powered down	The slots and chassis service will not be available until the device is detected
5201	Info	Slot %v Inserted	Bootup or Insertion of the Linecard	NA	Slot becomes available
5202	Info	Slot %v Extracted	Extraction of the Linecard	NA	Slot becomes unavailable
5203	Info	Slot %v Powered Down	Linecard has been powered down	Check ConfigDB For SlotOff	Slot Ports/ Interface services are unavailable
5204	Info	Slot %v Powered UP	Linecard has been powered up after removal or using Config	NA	Slot Ports/ Interface services are available
5205	Error	Slot %v Failed	Linecard Entered an faulty State	TroubleShoot the LC using Poweroff/On , else replace if needed	Slot Ports/ Interface services are rendered DOWN

## Interface Manager Microservice

Log messages for the 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 the issue to Extreme Networks support	Service not operational
25003	Error	Management interface failed	Management interface creation failed	Report the issue to Extreme Networks support	Management interface not operational
25004	Error	Management interface failed	Management interface creation failed	Report the issue to Extreme Networks support	Management interface not operational
25005	Error	DB Operation failed	DB Operation failed	Report the issue to Extreme Networks support	interface not operational
25006	Error	Interface config replay failed	Mgmtsvc apigw did not respond or error is response	Report the issue to Extreme Networks support	interface not operational
25007	Error	Interface config replay failed	Mgmtsvc apigw did not respond or error is response	Report the issue to Extreme Networks support	interface not operational
25008	Error	Failed to Unmarshal message	Interface Manager is not compatible with this message type	Report the 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 the issue to Extreme Networks support	Interface not operational
25010	Error	Transpose of GNMI notification failed	Interface Manager is not compatible with this message type	Report the issue to Extreme Networks support	Some interface manager functionality may not be available
25011	Error	Conversion of values from GNMI failed	Interface Manager is not compatible with the value	Report the 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 the 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

Log ID	Level	Message	Cause	Remedy	Impact
25015	Info	Interface %v Admin UP	Interface Admin UP	None	None
25016	Info	Interface %v Admin DOWN	Interface Admin DOWN	None	None
25017	Error	Interface message handler Init failed	Init failure	Report the issue to Extreme Networks support	Some interface manager functionality may not be available
25019	Error	Media may not be breakout compatible	Either the media does not support breakout or media is not supported by Extreme Networks	Report the issue to Extreme Networks support if link does not come up	Link may not come up

## Management Service API GW Microservice

Log messages for the API GW microservice

Log ID	Level	Message	Cause	Remedy	Impact
6001	Info	gRPC request executed successfully	Indicates that the grpc request has been executed successfully	No action is required	None
6002	Error	accClient gNMI: Erred for gRPC connection	Indicates that the client streaming failed	No action is required.	Client cant send logs to security service. Client can be apigw or cli
6003	Error	accClient GNMI : Log rpc failed	Indicates that the client streaming failed	No action is required.	Client cant send logs to security service. Client can be apigw or cli
6004	Fatal	ConfigDB handle initialization failed	Indicates that database instance creation failed	Report the issue to Extreme Networks support	Any config operation or retrieval of state data will be impacted
6005	Fatal	StateDB handle initialization failed with error	Indicates that database instance creation failed	Report the issue to Extreme Networks support	Any config operation or retrieval of state data will be impacted
6006	Fatal	Persistent-stateDb handle initialization failed	Indicates that database instance creation failed	Report the issue to Extreme Networks support	Any config operation or retrieval of state data will be impacted
6007	Fatal	Requisite flags for apigw not set; cannot proceed, exiting	Requisite flags for apigw service is not set	Report the issue to Extreme Networks support	Apigw service launch will fail

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

## Management Service CLI Microservice

Log messages for the CLI microservice

Log ID	Level	Message	Cause	Remedy	Impact
8001	Info	Command executed successfully.	Indicates that command has been executed successfully.	No action is required.	None
8002	Info	Firmware update file downloaded.	Indicates that command has been executed successfully.	No action is required.	None
8003	Error	Failed to retrieve file.	Indicates that command failed to execute successfully.	Resolve the error indicated	Operation did not succeed
8004	Info	Activating firmware. System will reboot if successful.	Indicates that command has been executed successfully.	No action is required	None
8005	Error	Failed to activate firmware.	Indicates that command failed to execute successfully.	Resolve the error indicated	Operation did not succeed
8006	Info	Rolling back firmware to previous image. System will reboot if successful.	Indicates that command has been executed successfully.	No action is required	None
8007	Error	Failed to rollback firmware.	Indicates that command failed to execute successfully.	Resolve the error indicated	Operation did not succeed
8008	Error	Failed to resolve host.	Indicates that command failed to execute successfully.	Resolve the error indicated	Operation did not succeed
8009	Error	Failed to import https certificate.	Indicates that command failed to execute successfully.	Resolve the error indicated	Operation did not succeed
8010	Info	Successfully imported https certificate.	Indicates that command failed to execute successfully.	No action is required	None

## Management Service Security Microservice

Log messages for the Security microservice.

Log ID	Level	Message	Cause	Remedy	Impact
7001	Info	Request executed successfully	Indicates that request has been executed successfully	No action is required	None
7002	Info	User authentication is successful	Indicates that the user is authenticated successfully	No action is required	None
7003	Error	Failed to authenticate the user	Indicates failure to authenticate the user	Examine the failure reason and make sure correct authentication info is passed	Authentication failed
7004	Info	Access token is generated for the user	Indicates successful generation of access token	No action is required	None
7005	Error	Failed to issue access token	Indicates failure to issue access token	Examine the failure reason and take appropriate action	Access token issue failed
7006	Error	Token validation failed	Indicates failure to validate the token	Examine the failure reason and take appropriate action	Validate token failed
7007	Error	Failed to authorize the user.	Indicates failure to authorize the user	Examine the failure reason and 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 by chassis manager	Examine whether chassis microservice is up	Microservice does not come up
7009	Error	NewClientID cannot be served for any client other than XVM client	Indicates failure to authorize the user which is not an XVM client	NewClientID can be used by only XVM client with proper endpoint information to identify as an XVM client	Authorization failed.
7010	Info	All SSH sessions with user name has been deleted because of user account deletion in system	Indicates successful deletion of user session	No action is required	All active SSH sessions with this user name will be deleted

## Microservices Health

Log messages related to microservice health.

Log ID	Level	Message	Cause	Remedy	Impact
4001	Info	Health monitoring port not configured	The port of health monitoring for this services is not configured	None	Health monitoring for this services is 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	Contact support	This service will not start
4004	Info	Go Version: [%s], OS/Arch: [%s/%s]	Go version and Architecture information	None	None
4005	Info	Starting microservice [%s]	A microservice is being started	None	None
4006	Info	[%s]: Worker Shutdown started	As part of a service shutdown each worker thread is stopped	None	This service will be unavailable until restarted
4007	Info	[%s]: Worker Shutdown done	This worker thread has successfully stopped	None	This service will be unavailable until restarted
4008	Info	Starting Shutdown of Microservice, received signal	A Microservice is being shut down	None	This service will be unavailable until restarted
4009	Error	Completed shutting down all worker threads, exiting	Microservice shutdown completed	None	This service will be unavailable until restarted
4010	Info	[%s]: Worker Started	A new worker thread was started for this service	None	None
4011	Info	Starting Watchdog processing	The watchdog thread is started for this service	None	None
4012	Error	[%s]: Microservice is dead	The microservice is not responding to the watchdog	The service is stopping or may be malfunctioning. Restart the service	The service may no longer be responding
4013	Warning	[%s]: Service already dead	The service was already stopped	None	None



Log ID	Level	Message	Cause	Remedy	Impact
4014	Warning	[%s]: Watchdog state unknown	Incorrect value received in message	Retry the command or configuration, contact support if persistent	Command or config failed to apply and was ignored
4015	Info	Watchdog Starting	The watchdog worker thread is started	None	None
4016	Error	K3S Liveliness check failed	The microservice seems to not be responding	If this issue persists, restart the service	The service is not available
4017	Error	K3S Readiness check failed	The service is still coming up or has failed	If this issue persists, restart the service	The service is not available
4018	Panic	Panic	The service encountered an unrecoverable error	Contact customer Support	The service will be restarted
4019	Fatal	Fatal error	The service encountered an unrecoverable error	Contact customer Support	The service will be restarted
4020	Error	Failed to resolve host IP: %s	A configuration file may be missing	Contact Customer Support	The 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
4022	Error	Failed to set up pprof for %v with %v interval, %v allowed archives	Profiling started for service	Contact customer support	Periodic prof collection for service will not be available
4023	Error	Failed to process gNMI/gRPC notification	The notification may have unexpected or invalid data	Contact customer support	The service may not function as expected
4024	Error	Memory read failure	Virtual memory issue	Contact customer support	Inconsistent memory information
4025	Warning	High memory usage	Memory consumption above threshold	Contact customer support	Service may recover or fail after sometime
4026	Error	File read failure	Invalid or inaccessible path/file	Contact customer support	Inconsistent file or disk information
4027	Error	Platform component property processing failed	Invalid or Unexpected platform component key/path	Contact customer support	Service may not function as expected

Log ID	Level	Message	Cause	Remedy	Impact
4028	Fatal	Requisite flags for db migration app not set; cannot proceed, exiting.	Requisite flags for db migration app is not set	Report the issue to Extreme Networks support	DB migration service launch will fail
4029	Fatal	Fatal error	DB migration encountered error	Contact customer support.	Service may not function as expected

## Onboard PCAP Agent

Log messages for the Onboard PCAP (packet capture) agent.

Log ID	Level	Message	Cause	Remedy	Impact
19001	Error	Failed to create PCAP directory %v. Error = %v	System issue	Report the issue to Extreme Networks support	Agent onboard packet capture will not work
19002	Error	Failed to change current working directory to PCAP directory %v. Error = %v	System Issue	Report the issue to Extreme Networks support	Agent onboard packet capture will not work
19003	Fatal	Failed to get message bus topic for Onboard PCAP configuration. Topic = %v Error = %v	System Issue	Report the issue to Extreme Networks support	Agent onboard packet capture will not work
19004	Fatal	Failed to connect to message bus for Onboard PCAP state updates. Message bus = %v	System Issue	Report the issue to Extreme Networks support	Agent onboard packet capture will not work properly
19005	Error	Failed to add mirror entry to hardware table. Port = %v Error = %v	Hardware pipeline issue.	Report the issue to Extreme Networks support	Agent onboard packet capture will 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 the issue to Extreme Networks support	Agent onboard packet capture will not work properly on the specified port
19007	Error	Failed to initialize Onboard PCAP microservice	System issue.	Report the issue to Extreme Networks support	Agent onboard packet capture will 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 will not work properly on the specified port

Log ID	Level	Message	Cause	Remedy	Impact
19009	Fatal	Failed to initialize packet streaming client for ingress mirror	CPU packet manager issue.	Report the issue to Extreme Networks support	Agent onboard packet capture will not be able to capture ingress packets
19010	Fatal	Failed to initialize packet streaming client for egress mirror	CPU packet manager issue.	Report the issue to Extreme Networks support	Agent onboard packet capture will not be able to capture egress packets
19011	Fatal	Failed to initialize packet streaming client for routemap acl	CPU packet manager issue.	Report the issue to Extreme Networks support	Agent onboard packet capture will not be able to capture routemap ACL logged packets
19012	Fatal	Failed to initialize packet streaming client for listener policy acl	CPU packet manager issue.	Report the issue to Extreme Networks support	Agent onboard packet capture will not be able 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 the issue to Extreme Networks support	Agent onboard packet capture will 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 will 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 and start capture again	Agent onboard packet capture will not work if flash memory usage has gone above critical limit
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 it reaches critical limit	There will not be any impact till critical limit is reached. This message is just a warning that critical limit will be reached soon
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 it is needed to continue packet capture, delete old PCAP files. Else remove all onboard PCAP and ACL logging configurations.	There will not be any impact till critical limit is reached. This message is just a warning that critical limit will be reached soon

## Packet Manager Microservice

Log messages for the Packet Manager microservice

Log ID	Level	Message	Cause	Remedy	Impact
24001	Fatal	Packet management service initialization failed	Packet manager microservice failed to start	Report the 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 the 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 the 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 the issue to Extreme Networks support	CPU packet management for client service not operational
24006	Error	Packet Receive service failed, re-establishing connection	Packet receive handling error, re-establishing connection	Report the 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
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 is not yet online	None	None
24011	Fatal	Packet management service is unable to get chassis status	Mgmtsvc API GW connection failed	Report the 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 the issue to Extreme Networks support	CPU packet management not operational on the device
24013	Info	Chassis status online	Received chassis status online	None	None

Log ID	Level	Message	Cause	Remedy	Impact
24014	Error	Failure while reading packets from CPU, re-establishing connection	Error reading from CPU, re-connecting to CPU port	Report the issue to Extreme Networks support if re-connection fails	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 the issue to Extreme Networks support	CPU packet management temporarily not operational on the device
24017	Fatal	Aborting Packet management service	Permanent failure in reading/writing to CPU port	Report the 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 the issue to Extreme Networks support	CPU packet management not operational on the device

## Policy Based Direction Microservice

Log messages for the Policy Based Direction microservice.

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

## Service Plane Interface Manager Agent

Log messages for the Service Plane Interface Manager agent

Log ID	Level	Message	Cause	Remedy	Impact
11000	Fatal	Failed to initialize microservice	Failed to launch MS	Report the issue to Extreme Networks support	Agent Intf MicroService will not be available
11001	Error	Agent-sp-intf P4 Initialization Failed, err=%v	Init failed	Report the issue to Extreme Networks support	H/W Table Read/Write Operation will not work
11002	Error	Failed to check P4 PipelineReady, err=%v	Pipeline ready	Report the issue to Extreme Networks support	H/W Table Read/Write Operation will not work
11003	Warning	Pipeline is not ready. Retrying	Pipeline ready	Report the issue to Extreme Networks support	H/W Table Read/Write Operation will not work
11004	Error	Failed to check P4 Connection Ready, err=%v	Pipeline ready	Report the issue to Extreme Networks support	H/W Table Read/Write Operation will not work

## Service Plane Agent

Log messages for the 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 the issue to Extreme Networks support	Agent Svcplane MicroService will not be available

## Service Plane NextHop Agent

Log messages for the Service Plane NextHop agent

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

Log ID	Level	Message	Cause	Remedy	Impact
10004	Error	Failed to check P4 Connection Ready, err=%v	Pipeline ready	Report the issue to Extreme Networks support	NextHop Operation on P4 may not work
10005	Error	Not able to fetch the counters for NextHop table. Error %v	Counters not available	Report the issue to Extreme Networks support	Statistics for NextHop will not work
10006	Warning	P4 Connection is not ready. Retrying	P4 connection not ready	Report the issue to Extreme Networks support	NextHop Operation on P4 may not work

## Service Plane SFCS Agent

Log messages for the Service Plane SFCS agent

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

## Service Plane Target Proxy Microservice

Log messages for the Service Plane Target Proxy microservice.

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