

ASR 5500/VPC: TACACS Failure - Unable to Login Due to Max Connections Reached

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Introduction

This document describes how to clear hung sessions on StarOS when Terminal Access Controller Access-Control System (TACACS) failure happens and you are unable to log in to the Aggregation Services Router (ASR) 5500 / ASR 5000 / Virtual Port Channels (vPC).

Problem

You are unable to login into ASR 5500/ASR 5000/VPC after TACACS failure due to the "Max Connections Reached" error.

This error is constantly reported in show logs:

```
- [vpn 5902 error] [8/0/4484 <vpnmgr:1> luser_auth.c:681] [context: local, contextID: 1]
[software internal system syslog]
Localuser subsystem internal error: Unable to setup AAA session. MAX sessions reached/0.
```

The CLI **show tacacs summary** shows total of thirty active TACACS sessions of the chassis in-use but the actual users are disconnected from the chassis.

When a TACACS user enters the TACACS password; the chassis instantly fails the authentication without contacting the TACACS server.

Currently only the local account credential can access the chassis. Users are unable to connect via TACACS.

Solution

Step 1. Run **show tacacs summary** to find stale sessions.

Step 2. Log in via console connection with TACACS user. If you have 30 or fewer sessions from Step 1., then you can login with TACACS user to the chassis directly (no need for a console connection) and proceed with the next step.

Step 3. Navigate to the hidden mode and execute **test tacacs force-logout <session-number>**.

Related Information

- [Cisco ASR 5000 Series Configuration Guides](#)
- [Technical Support & Documentation - Cisco Systems](#)