

# Software Error 364

Document ID: 10794

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- Introduction
- Prerequisites
  - Requirements
  - Components Used
  - Conventions
- Software Error 364
- Related Information

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## Introduction

This document explains software error 364. This error can occur on the IPX, IGX, or BPX switches.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

This document is not restricted to specific software and hardware versions.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Software Error 364

Software error (swerr) 364 is logged when a connection is routed off a trunk and the connection load units are removed from the trunk. This results in a negative value. The error is the result of an incorrect loading view on the node that logged it.

The swerr Data field indicates the node and trunk with which it does not agree, as this example shows:

No.	Type	Number	Data (Hex)	PC (Hex)	PROC	SwRev	Date	Time
1.	Error	364	080E0001	3004D17A	TRNS	9.3.45	08/18/03	21:51:06
			01					= number of conns.
			00					= local domain (01 = GTWY_DOMAIN)
			0E					= trunk number
			08					= node number

Issue the **dspload** command for the trunk on both the node that logged the error and the node in conflict to show the load inconsistency.

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## Related Information

- **Cisco WAN Switching Solutions – Cisco Documentation**
  - **Guide to New Names and Colors for WAN Switching Products**
  - **WAN Switching Software ( registered customers only)**
  - **Technical Support & Documentation – Cisco Systems**
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