# Message and Recovery Procedures

This chapter describes the Catalyst 3750-specific system messages in alphabetical order by facility. Within each facility, the messages are listed by severity levels 0 to 7: 0 is the highest severity level, and 7 is the lowest severity level. Each message is followed by an explanation and a recommended action.

**Note** The messages listed in this chapter do not include the hostname or the date/time stamp designation that displays only if the software is configured for system log messaging.

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# ACLMGR Messages

This section contains the access control list (ACL) manager messages. Most messages in this section are the result of a switch memory shortage, which includes hardware memory and label space but not CPU memory. Both kinds of memory shortages are described.

**Error Message** `ACLMGR-2-NOMAP: Cannot create ACL Manager data structures for VLAN Map [chars].`

**Explanation** This message means that the ACL manager was unable to allocate the data structures needed to describe a VLAN map in a form that can be loaded into hardware. This error is most likely caused by lack of free memory. [chars] is the VLAN map name.

**Recommended Action** Reduce other system activity to ease memory demands.

**Error Message** `ACLMGR-2-NOVLB: Cannot create memory block for VLAN [dec].`

**Explanation** This message means that the ACL manager was unable to save per-VLAN information needed for its correct operation. Some per-interface features, such as access groups or VLAN maps, will not be configured correctly. [dec] is the VLAN number.

**Recommended Action** Use a less complicated configuration that requires less memory.

**Error Message** `ACLMGR-2-NOVMR: Cannot create VMR data structures for access list [chars].`

**Explanation** This message means that the ACL manager was unable to allocate the value-mask result (VMR) data structures needed to describe an ACL in a form that can be loaded into hardware. This error is most likely caused by lack of available memory. [chars] is the access-list name.

**Recommended Action** Use a less complicated configuration that requires less memory.

**Error Message** `ACLMGR-3-ACLTCAMFULL: Acl Tcam Full. Drop packets on Output Acl label [dec] on [chars] [chars].`

**Explanation** This message means that there are too many ACLs configured for the platform-specific ACL TCAM table to support. [dec] is the label number, and [chars] represents the layer. The first [chars] is for Layer 3; the second for Layer 2. If only one layer of TCAM is full, only one string is displayed, and the other string is NULL.

**Recommended Action** Reduce the number of IP or MAC access lists to be applied to interfaces.

**Error Message** `ACLMGR-3-AUGMENTFAIL: Augmenting of access-map [chars] on [chars] label [dec] failed.`

**Explanation** This message means that the system ran out of CPU DRAM when attempting to merge internally required elements with the configured access maps. The first [chars] is the access-map name, the second [chars] is the direction in which the map was applied (*input* or *output*), and [dec] is the label number.

**Recommended Action** Reduce other system activity to ease memory demands.

**Error Message** `ACLMGR-3-IECPORTLABELERROR: ACL labels are out-of-sync on interface [chars], label [dec] is not available on asic [dec].`

**Explanation** This message means that an internal software error has occurred. [chars] is the interface name. The first [dec] is the label associated with the ACL, and the second [dec] is the ASIC number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `ACLMGR-3-INSERTFAIL: Insert of access-map [chars] #[dec] into [chars] label [dec] failed.`

**Explanation** This message means that the system ran out of CPU memory when trying to merge sections of an access map. The first [chars] is the map name, and the second [chars] is the direction in which the map was applied. The first [dec] is the entry number, and the second [dec] is the label number.

**Recommended Action** Reduce other system activity to ease memory demands. For example, remove any ACLs that have been defined but are not now used. Use simpler ACLs with fewer access control entries (ACEs). Use fewer VLANs, and remove any unneeded VLANs from the VLAN database.

**Error Message** `ACLMGR-3-INTTABLE: Not in truth table: VLMAP [dec] RACL [dec] Mcb [dec] Feat [dec].`

**Explanation** This message means that an unrecoverable software error occurred while trying to merge the configured input features. [dec] are internal action codes.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `ACLMGR-3-MAXRECURSION: Too many ([dec]) levels of recursion while merging ACLs (code [dec]).`

**Explanation** This message means that the configuration is too complicated for the platform-specific ACL merge code to support. The most likely cause is too many separate access lists in a single VLAN map or policy map. The first [dec] is the number of levels of recursion. The second [dec] is an internal code number of the merge stage that encountered the problem.

**Recommended Action** Reduce the number of IP or MAC access lists (considered separately) in any one VLAN or policy map to fewer than the number of levels reported by this log message.

**Error Message** `ACLMGR-3-MERGEFAIL: [chars] ACL merge error [dec] ([chars]) on [chars] label [dec].`

**Explanation** This message means that the ACL manager was unable to complete the merge of the configured features into a form suitable for loading into the hardware. Packets potentially affected by this feature will be sent to the CPU for processing instead. The most likely cause is specifying an ACL that is too large or too complex for the system. The first [chars] is the ACL-type error (*ip* or *mac*), the first [dec] is the error code, the second [chars] is the message string for the preceding error code, the second [dec] is the label number, and the third [chars] is either *input* or *output*.

**Recommended Action** Specify a smaller and less complicated configuration.

**Error Message** `ACLMGR-3-NOLABEL: Cannot allocate [chars] label for interface [chars].`

**Explanation** This message means that the ACL manager was unable to allocate a label for the features on this interface. This means that the hardware cannot be programmed to implement the features, and packets for this interface will be filtered in software. There is a limit of 256 labels per direction. The first [chars] is the direction (*input* or *output*); the second [chars] is the interface name.

**Recommended Action** Use a simpler configuration. Use the same ACLs on multiple interfaces, if possible.

**Error Message** `ACLMGR-3-OUTTTABLE: Not in truth table: RACL [dec] VLMAP [dec].`

**Explanation** This message means that an unrecoverable software error occurred while trying to merge the configured output features. [dec] are internal action codes.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `ACLMGR-3-PACLTTABLE: Not in truth table: IPSrcGrd [dec] PACL [dec].`

**Explanation** This message means that an unrecoverable software error occurred while trying to merge the configured port ACL features. The first [dec] is the action specified by IP source guard, and the second [dec] is the action specified by the port ACL.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `ACLMGR-3-QOSTTABLE: Not in truth table: ACL [dec] in map, action [dec].`

**Explanation** This message means that a software error occurred while trying to merge a QoS policy map. The first [dec] is the ACL number, and the second [dec] is the action corresponding to the specified ACL number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `ACLMGR-3-RELOADED: Reloading [chars] label [dec] feature.`

**Explanation** This message means that the ACL manager is now able to load more of the configured features on this label into the hardware. One or more features had previously been unloaded because of lack of space. [chars] is the direction (*input* or *output*), and [dec] is the label number.

**Recommended Action** No action is required.

**Error Message** `ACLMGR-3-UNKNOWNACTION: Unknown VMR access group action [hex].`

**Explanation** This message means that an internal software error has occurred. [hex] is an internal action code.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `ACLMGR-3-UNLOADING: Unloading [chars] label [dec] feature.`

**Explanation** This message means that the ACL manager was unable to fit the complete configuration into the hardware, so some features will be applied in software. This prevents some or all of the packets in a VLAN from being forwarded in hardware and requires them to be forwarded by the CPU. Multicast packets might be dropped entirely instead of being forwarded. [chars] is the direction (*input* or *output*), and [dec] is the label number.

**Recommended Action** Use a simpler configuration. Use the same ACLs on multiple interfaces, if possible.

# BADTRANSCEIVER Messages

This section contains the BADTRANSCEIVER message.

**Error Message** `BADTRANSCEIVER, PHY, LOG_WARNING: An innapropriate transceiver has been inserted in interface [chars].`

**Explanation** This message means that a defective module is installed in the specified interface. [chars] is the interface.

**Recommended Action** Remove the transceiver. If it was purchased from Cisco, contact your Cisco representative to have the transceiver replaced.

# BSPATCH Messages

This section contains boot loader patch messages.

**Error Message** `BSPATCH-1-RELOAD: System will reboot to activate newly patched Boot Loader.`

**Explanation** This message means that the switch will automatically reboot after the boot loader is patched.

**Recommended Action** If this message recurs, copy it exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `BSPATCH-1-PATCHED: Boot Loader patch ([chars]) installed.`

**Explanation** This message means that a boot loader patch is installed successfully. [chars] is the SDRAM refresh timer register setting.

**Recommended Action** If this message recurs, copy it exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `BSPATCH-3-FAILED: Failed to install Boot Loader patch ([chars]).`

**Explanation** This message means that the switch failed to apply a boot loader patch. [chars] is the SDRAM refresh timer register setting.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

# CFGMGR Messages

This section contains the configuration manager messages.

**Error Message** `CFGMGR-1-UNABLE_TO_SEND_RUN_CFG: unable to send running-cfg, bits: [hex], retrying...`

**Explanation** This message means that the system is unsuccessfully attempting to distribute the running configuration to the stack member switches. [hex] is the bit representation of the switch number.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `CFGMGR-1-UNABLE_TO_SEND_STARTUP_CFG: unable to send startup-cfg, bits: [hex], retrying...`

**Explanation** This message means that the system is unsuccessfully attempting to distribute the startup configuration file to the stack member switches. [hex] is the bit representation of the switch number.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `CFGMGR-3-ERROR_APPLYING_STARTUP_CFG: Error Applying Startup Config to Running Config.`

**Explanation** This message means that the system encountered an error when it was automatically applying the startup configuration to the running configuration.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `CFGMGR-4-SLAVE_WRITING_STARTUP_CFG: only master can do that.`

**Explanation** This message means that a stack member switch (slave) attempted to write to the startup configuration file; only the stack master can write to the startup configuration file.

**Recommended Action** No action is required.

**Error Message** `CFGMGR-5-UNABLE_TO_USE_PROVISIONED_CFG: Switch [dec] will receive the default configuration.`

**Explanation** This message means that the switch type of the specified switch does not match the provisioned configuration for its switch number; therefore, the default configuration is applied to this switch. [dec] is the stack member number.

**Recommended Action** No action is required.

**Error Message** `CFGMGR-6-APPLYING_RUNNING_CFG: as new master.`

**Explanation** This message means that a new stack master is applying the backed-up running configuration.

**Recommended Action** No action is required.

**Error Message** `CFGMGR-6-SPURIOUS_SLAVE_ADD: CFG MGR Recvd Spurious New Slave Notification: [int].`

**Explanation** This message means that configuration manager received a notification about adding a stack member switch (slave) that already exists in the stack. [int] is the switch number.

**Recommended Action** If this message recurs, copy it exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `CFGMGR-6-UNABLE_TO_NVGEN_BUSY_RUNNING_CFG: config file busy, retrying...`

**Explanation** This message means that the stack master is temporarily unable to generate the stack running configuration because another process is generating the configuration file.

**Recommended Action** No action is required. The action will be tried again.

**Error Message** `CFGMGR-6-UNABLE_TO_NVGEN_RUNNING_CFG: config file too large...`

**Explanation** This message means that the stack master is unable to generate the stack running configuration because the configuration file is too large.

**Recommended Action** Remove some configuration commands.

# CMP Messages

This section contains the Cluster Membership Protocol (CMP) messages.

**Error Message** `CMP-5-ADD: The Device is added to the cluster (Cluster Name: [chars], CMDR IP Address [IP_address]).`

**Explanation** This message means that the device is added to the cluster. [chars] is the cluster name, and [`IP_address`] is the Internet address of the command switch.

**Recommended Action** No action is required.

**Error Message** `CMP-5-MEMBER_CONFIG_UPDATE: Received member configuration from member [dec].`

**Explanation** This message means that the active or standby command switch received a member configuration. [dec] is the member number of the sender.

**Recommended Action** No action is required.

**Error Message** `CMP-5-MGMT_VLAN_CHNG: The management vlan has been changed to [dec].`

**Explanation** This message means that the management VLAN has changed. [dec] is the new management VLAN number.

**Recommended Action** No action is required.

**Error Message** `CMP-5-NBR_UPD_SIZE_TOO_BIG: Number of neighbors in neighbor update is [int], maximum number of neighbors allowed in neighbor update is [int].`

**Explanation** This message means that the number of cluster neighbors in the clustering neighbor update packet exceeds the number of neighbors supported by the clustering module. The first [int] is the new number of neighbors, and the second [int] the maximum number of neighbors.

**Recommended Action** No action is required.

**Error Message** `CMP-5-REMOVE: The Device is removed from the cluster (Cluster Name: [chars]).`

**Explanation** This message means that the device is removed from the cluster. [chars] is the cluster name.

**Recommended Action** No action is required.

# DOT1X Messages

This section contains the 802.1x messages.

**Error Message** `DOT1X-4-MEM_UNAVAIL: Memory was not available to perform the 802.1X action.`

**Explanation** This message means that the system memory is not sufficient to perform the 802.1x authentication.

**Recommended Action** Reduce other system activity to reduce memory demands.

**Error Message** `DOT1X-4-MSG_ERR: Unknown message event received.`

**Explanation** This message means that the 802.1x process received an unknown message event.

**Recommended Action** Restart the 802.1x process by entering the **dot1x system-auth-control** global configuration command. If this message recurs, reload the device.

**Error Message** `DOT1X-4-PROC_START_ERR: Dot1x unable to start.`

**Explanation** This message means that the system failed to create the 802.1x process.

**Recommended Action** Restart the 802.1x process by entering the **dot1x system-auth-control** global configuration command. If this message recurs, reload the device.

**Error Message** `DOT1X-4-UNKN_ERR: An unknown operational error occurred.`

**Explanation** This message means that the 802.1x process cannot operate because of an internal system error.

**Recommended Action** No action is required.

**Error Message** `DOT1X-5-ERR_CHANNELLING: Dot1x can not be enabled on Channelling ports.`

**Explanation** This message means that 802.1x could not be enabled on the channeling port. Trying to set 802.1x port-control to *auto* or *force-unauthorized* (force_unauth) mode on a channeling port, which is not allowed, caused this condition.

**Recommended Action** Disable channeling on the interface, and then enable 802.1x.

**Error Message** `DOT1X-5-ERR_DYNAMIC: Dot1x can not be enabled on Dynamic ports.`

**Explanation** This message means that 802.1x could not be enabled on the dynamic mode port. Trying to set 802.1x port-control to *auto* or *force-unauthorized* (force_unauth) mode on a dynamic mode port, which is not allowed, caused this condition.

**Recommended Action** Disable dynamic mode on the interface, and then enable 802.1x.

**Error Message** `DOT1X-5-ERR_DYNAMIC_VLAN: Dot1x can not be enabled on dynamic VLAN ports.`

**Explanation** This message means that 802.1x could not be enabled on the dynamic VLAN port. Trying to set 802.1x port-control to *auto* or *force-unauthorized* (force_unauth) mode on a dynamic VLAN port, which is not allowed, caused this condition.

**Recommended Action** Disable dynamic VLAN configuration on the interface, and then enable 802.1x.

**Error Message** `DOT1X-5-ERR_INVALID_AAA_ATTR: Got invalid AAA attribute settings [chars].`

**Explanation** This message means that the authorization settings obtained are either unsupported or invalid. [chars] is the text received from the RADIUS server.

**Recommended Action** Change the settings to valid values.

**Error Message** `DOT1X-5-ERR_INVALID_TUNNEL_MEDIUM_TYPE: Got an invalid value [chars] for TUNNEL_MEDIUM_TYPE [chars].`

**Explanation** This message means that the provided tunnel medium is either unsupported or invalid. [chars] is the text received from the RADIUS server.

**Recommended Action** Change the value to a valid tunnel medium.

**Error Message** `DOT1X-5-ERR_INVALID_TUNNEL_TYPE: Got an invalid value of [chars] for TUNNEL_TYPE [chars].`

**Explanation** This message means that the provided tunnel type is either unsupported or invalid. [chars] is the text received from the RADIUS server.

**Recommended Action** Change the value to a valid tunnel type.

**Error Message** `DOT1X-5-ERR_MULTI_ACCESS: Dot1x can not be enabled on voice vlan configured ports.`

**Explanation** This message means that 802.1x could not be enabled on a voice VLAN-configured port. Trying to set 802.1x port-control to *auto* or *force-unauthorized* (force_unauth) mode on a voice VLAN-configured port, which is not allowed, caused this condition.

**Recommended Action** Disable voice VLAN on the interface, and then enable 802.1x.

**Error Message** `DOT1X-5-ERR_PER_USR_IP_ACL: Applied per-user IP ACL was unsuccessful on interface [chars].`

**Explanation** This message means that 802.1x could not apply a per-user IP ACL, possibly because of an invalid per-user base (or *pub*) ACL from the RADIUS server. [chars] is the interface.

**Recommended Action** Examine the RADIUS pub ACL, and configure a valid one.

**Error Message** `DOT1X-5-ERR_PER_USR_MAC_ACL: Applied per-user MAC ACL was unsuccessful on interface [chars].`

**Explanation** This message means that 802.1x could not apply a per-user MAC ACL, possibly because of an invalid per-user base (or *pub*) ACL from the RADIUS server. [chars] is the interface.

**Recommended Action** Examine the RADIUS pub ACL, and configure a valid one.

**Error Message** `DOT1X-5-ERR_PROTO_TUNNELLING: Dot1x can not be enabled on protocol tunnelling enabled ports.`

**Explanation** This message means that 802.1x could not be enabled on the protocol-tunneling-enabled port. Trying to set 802.1x port-control to *auto* or *force-unauthorized* (force_unauth) mode on a protocol-tunneling-enabled port, which is not allowed, caused this condition.

**Recommended Action** Change the voice VLAN or the access VLAN on the interface, and then enable 802.1x.

**Error Message** `DOT1X-5-ERR_RADIUSVLAN_EQ_VVLAN: RADIUS attempted to assign a VLAN to Dot1x port [chars] whose Voice VLAN is same as AccessVlan.`

**Explanation** This message means that the RADIUS server attempted to assign a VLAN to a supplicant on a port with a voice VLAN that is equal to the access VLAN. [chars] is the port number.

**Recommended Action** Either update the RADIUS configuration to not assign the VLAN equal to the voice VLAN, or change the voice VLAN on this port.

**Error Message** `DOT1X-5-ERR_RSPAN_VLAN: Dot1x can not be enabled on ports configured in Remote SPAN vlan.`

**Explanation** This message means that 802.1x could not be enabled on the remote SPAN VLAN port. Trying to set 802.1x port-control to *auto* or *force-unauthorized* (force_unauth) mode on a port that is in a remote SPAN VLAN, which is not allowed, caused this condition.

**Recommended Action** Disable remote SPAN on the VLAN, and then enable 802.1x.

**Error Message** `DOT1X-5-ERR_SPANDST: Dot1x can not be enabled on [chars]. It is configured as a SPAN Dest port.`

**Explanation** This message means that 802.1x cannot be enabled on a port that is a SPAN destination port because these features are mutually exclusive. [chars] is the port.

**Recommended Action** Remove the SPAN destination port from the SPAN session before reconfiguring 802.1x on the port.

**Error Message** `DOT1X-5-ERR_TRUNK: Dot1x can not be enabled on Trunk port.`

**Explanation** This message means that 802.1x could not be enabled on the trunk port. Trying to set 802.1x port control to *auto* or *force-unauthorized* (force_unauth) mode on a trunk port, which is not allowed, caused this condition.

**Recommended Action** Disable trunking on the interface, and then enable 802.1x.

**Error Message** `DOT1X-5-ERR_TUNNEL: Dot1x can not be enabled on 802.1q tunnelling enabled ports.`

**Explanation** This message means that 802.1x could not be enabled on the 802.1Q tunneling-enabled-port. Trying to set 802.1x port-control to *auto* or *force-unauthorized* (force_unauth) mode on a 802.1Q-tunnel-enabled port, which is not allowed, caused this condition.

**Recommended Action** Disable 802.1Q tunneling on the interface, and then enable 802.1x.

**Error Message** `DOT1X-5-ERR_VLAN_INTERNAL: The VLAN [dec] is being used internally and cannot be assigned for use on the Dot1x port [chars] Vlan.`

**Explanation** This message means that the VLAN is used internally and cannot be assigned again for use on this port. [dec] is the VLAN ID. [chars] is the port number.

**Recommended Action** Update the configuration to not use this VLAN.

**Error Message** `DOT1X-5-ERR_VLAN_INVALID: The VLAN [dec] is invalid and cannot be assigned for use on the 802.1X port [chars] Vlan.`

**Explanation** This message means that the specified VLAN is out of range and cannot be assigned for use on this port. [dec] is the VLAN ID. [chars] is the port number.

**Recommended Action** Update the configuration to use a valid VLAN.

**Error Message** `DOT1X-5-ERR_VLAN_NOT_ASSIGNABLE: RADIUS tried to assign a VLAN to dot1x port [chars] whose VLAN cannot be assigned.`

**Explanation** This message means that the RADIUS server tried to assign a VLAN to a supplicant on a port whose VLAN cannot be changed, such as a routed port. [chars] is the port number.

**Recommended Action** Change the specified port to a Layer 2 port by using the **switchport** interface configuration command.

**Error Message** `DOT1X-5-ERR_VLAN_NOT_FOUND: Attempt to assign non-existent [chars] VLAN [chars] to dot1x port [chars].`

**Explanation** This message means that an attempt to assign a VLAN to a supplicant on a port fails because the VLAN was not found in the VTP database. [chars] is the port number.

**Recommended Action** Make sure that the VLAN exists, or use another VLAN.

**Error Message** `DOT1X-5-ERR_VLAN_RESERVED: The VLAN [dec] is a reserved vlan and cannot be assigned for use on the Dot1x port [chars] Vlan.`

**Explanation** This message means that the VLAN specified is a reserved VLAN and cannot be assigned for use on this port. [dec] is the VLAN ID. [chars] is the port number.

**Recommended Action** Update the configuration to not use this VLAN.

**Error Message** `DOT1X-5-ERR_VLAN_RSPAN_CONFIGURED: VLAN [dec] is configured as a Remote SPAN VLAN, which has Dot1x enabled interface(s) configured. Please disable Dot1x on all ports in this VLAN or do not enable RSPAN on this VLAN.`

**Explanation** This message means that remote SPAN should not be enabled on a VLAN in which ports are configured with 802.1x enabled. [dec] is the VLAN ID.

**Recommended Action** Either disable the remote SPAN configuration on the VLAN, or disable 802.1x on all the ports in this VLAN.

**Error Message** `DOT1X-5-ERR_VVID_NOT_SUPPORTED: Dot1x can not be enabled on this port with Voice VLAN configured.`

**Explanation** This message means that 802.1x and voice VLAN cannot be configured on the same port.

**Explanation** Remove the voice VLAN configuration on the port and retry the 802.1x authentication process.

**Error Message** `DOT1X-5-INVALID_INPUT: Dot1x Interface parameter is Invalid on interface [chars].`

**Explanation** This message means that the 802.1x interface parameter is out of the specified range or is invalid. [chars] is the interface.

**Recommended Action** See the CLI help by entering a **?** after the command to see the valid range.

**Error Message** `DOT1X-5-INVALID_MAC: Invalid MAC address (zero, broadcast or multicast mac address [chars] is trying to authenticate).`

**Explanation** This message means that authentication was attempted for a zero, broadcast, or multicast MAC address using 802.1x. 802.1x authentication is allowed only for a valid nonzero, nonbroadcast, or nonmulticast source MAC address.

**Recommended Action** Connect a 802.1x-supported host to the 802.1x-enabled port.

**Error Message** `DDOT1X-5-NOT_DOT1X_CAPABLE: Dot1x disabled on interface [chars] because it is not an Ethernet interface.`

**Explanation** This message means that you can enable 802.1x authentication only on Ethernet interfaces. [chars] is the interface.

**Recommended Action** Enable 802.1x authentication only on Ethernet interfaces.

**Error Message** `DOT1X-5-SECURITY_VIOLATION: Security violation on interface [chars], New MAC address [enet] is seen on the interface in [chars] mode.`

**Explanation** This message means that the port on the specified interface is configured in single-host mode. Any new host that the interface detects is perceived as a security violation. The port has been disabled. The first [chars] is the interface. [enet] is the MAC address. The second [chars] is the mode.

**Recommended Action** Verify that the port is configured to use only one host. Enter the **shutdown** interface configuration command and then the **no shutdown** interface configuration command to restart the port.

# DTP Messages

This section contains the Dynamic Trunking Protocol (DTP) messages.

**Error Message** `DTP-4-MEM_UNAVAIL: Memory was not available to perform the trunk negotiation action.`

**Explanation** This message means that the system is unable to negotiate trunks because of a lack of memory.

**Recommended Action** Reduce other system activity to ease memory demands.

**Error Message** `DTP-4-TMRERR: An internal timer error occurred when trunking on interface [chars].`

**Explanation** This message means that a timer used by the trunking protocol unexpectedly expired. [chars] is the trunked interface.

**Recommended Action** This problem is corrected internally and has no long-term ramifications. However, if more problems with trunking occur, reload the switch by using the **reload** privileged EXEC command.

**Error Message** `DTP-4-UNKN_ERR: An unknown operational error occurred.`

**Explanation** This message means that the system is unable to negotiate trunks because an internal operation generated an unexpected error.

**Recommended Action** Reload the switch by using the **reload** privileged EXEC command.

**Error Message** `DTP-5-DOMAINMISMATCH: Unable to perform trunk negotiation on port [chars] because of VTP domain mismatch.`

**Recommended Action** This message means that the two ports in the trunk negotiation belong to different VTP domains. Trunking can be configured only when the ports belong to the same VTP domain. [chars] is the port number.

**Recommended Action** Ensure that the ports in the trunk negotiation belong to the same VTP domain.

**Error Message** `DTP-5-ILGLCFG: Illegal config (on, isl--on,dot1q) on [chars].`

**Explanation** This message means that one end of the trunk link is configured as *on* with ISL encapsulation and that the other end is configured as *on* with 802.1Q encapsulation. [chars] is the interface.

**Recommended Action** This configuration is illegal and will not establish a trunk between two switches. You must change the encapsulation type so that both ends of the trunk match.

**Error Message** `DTP-5-NONTRUNKPORTON: Port [chars] has become non-trunk.`

**Explanation** This message means that the interface changed from a trunk port to an access port. [chars] is the interface that changed.

**Recommended Action** This message is provided for information only.

**Error Message** `DTP-5-TRUNKPORTCHG: Port [chars] has changed from [chars] trunk to [chars] trunk.`

**Explanation** This message means that the encapsulation type of the trunk port has changed. The first [chars] is the interface, the second is the original encapsulation type, and the third [chars] is the new encapsulation type.

**Recommended Action** This message is provided for information only.

**Error Message** `DTP-5-TRUNKPORTON: Port [chars] has become [chars] trunk.`

**Explanation** This message means that the interface has changed from an access port to a trunk port. The first [chars] is the interface, and the second [chars] is the encapsulation type.

**Recommended Action** This message is provided for information only.

# EC Messages

This section contains the EtherChannel, Link Aggregation Control Protocol (LACP), and Port Aggregation Protocol (PAgP) messages.

**Error Message** `EC-4-NOMEM: Not enough memory available for [chars].`

**Explanation** This message means that either the LACP or the PAgP EtherChannel could not obtain the memory it needed to initialize the required data structures. [chars] is the data structure name.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `EC-5-BUNDLE: Interface [chars] joined port-channel [chars].`

**Explanation** This message means that the listed interface joined the specified EtherChannel. The first [chars] is the physical interface, and the second [chars] is the EtherChannel interface.

**Recommended Action** No action is required.

**Error Message** `EC-5-CANNOT_ALLOCATE_AGGREGATOR: Aggregator limit reached, cannot allocate aggregator for group [dec].`

**Explanation** This message means that a new aggregator cannot be allocated in the group. [dec] is the affected group.

**Recommended Action** Change the port attributes of the ports in the group so that they match and join the same aggregator.

**Error Message** `EC-5-CANNOT_BUNDLE1: Port-channel [chars] is down, port [chars] will remain stand-alone.`

**Explanation** This message means that the state of the port channel (EtherChannel) is down, for example, the port channel might be administratively disabled or disconnected. The physical interface cannot join the bundle (EtherChannel) until the state of the port channel is up. The first [chars] is the EtherChannel. The second [chars] is the port number.

**Recommended Action** Ensure that the other ports in the bundle have the same configuration.

**Error Message** `EC-5-CANNOT_BUNDLE2: [chars] is not compatible with [chars] and will be suspended ([chars]).`

**Explanation** This message means that the interface has different interface attributes than other ports in the EtherChannel. For the interface to join the bundle (EtherChannel), change the interface attributes to match the EtherChannel attributes. The first [chars] is the interface to be bundled, the second [chars] is the physical interface (a switch port or a routed port) that is already in the bundle, and the third [chars] is the reason for the incompatibility.

**Recommended Action** Change the interface attributes to match the EtherChannel attributes.

**Error Message** `EC-5-CANNOT_BUNDLE_LACP: [chars] is not compatible with aggregators in channel [dec] and cannot attach to them ([chars]).`

**Explanation** This message means that the port has different port attributes than the port channel or ports within the port channel. For the port to join the bundle, change the port attributes so that they match the port. [chars] is the incompatible port. [chars] is the short interface name, such as Gi1/0/1, [dec] is the channel group number, and the last [chars] is the reason.

**Recommended Action** Match the port attributes to the port channel.

**Error Message** `EC-5-COMPATIBLE: [chars] is compatible with port-channel members.`

**Explanation** This message means that a port was not operational because its attributes were different from those of the port channel or ports within the port channel. The system has detected that the attributes of the port now match the port-channel attributes. [chars] is the affected port.

**Recommended Action** No action is required.

**Error Message** `EC-5-DONTBNDL: [chars] suspended: incompatible partner port with [chars].`

**Explanation** The configuration of the partner port differs from the configuration of other ports in the bundle. A port can only join the bundle when its global configuration and the configuration of the partner port are the same as other ports in the bundle. The first [chars] is the local interface that is being suspended, and the second [chars] is the local interface that is already bundled.

**Recommended Action** Verify that the configuration of the partner ports is the same for all ports in the bundle.

**Error Message** `EC-5-ERRPROT: Channel protocol mismatch for interface [chars] in group [dec]: the interface can not be added to the channel group.`

**Explanation** This message means that the interface cannot be added to the channel group with the specified mode. [chars] is the interface, and [dec] is the channel group.

**Recommended Action** Change the channel group or the mode for the interface.

**Error Message** `EC-5-ERRPROT2: Command rejected: the interface [chars] is already part of a channel with a different type of protocol enabled.`

**Explanation** This message means that the interface cannot be selected for the specified protocol because it is already part of a channel with a different type of protocol enabled. [chars] is the interface.

**Recommended Action** Remove the interface from the channel group.

**Error Message** `EC-5-ERRPROT3: Command rejected: the interface [chars] is already part of a channel.`

**Explanation** This message means that the interface cannot be unselected for the specified protocol because it is already part of a channel group. [chars] is the interface.

**Recommended Action** Remove the interface from the channel group.

**Error Message** `EC-5-L3DONTBNDL1: [chars] suspended: PAgP not enabled on the remote port.`

**Explanation** This message means that PAgP is enabled on the Layer 3 interface, but the partner port is not enabled for PAgP. In this mode, the port is placed in a suspended state. [chars] is the Layer 3 interface.

**Recommended Action** Enable PAgP on the remote side by using the **channel-group** interface configuration command.

**Error Message** `EC-5-L3DONTBNDL2: [chars] suspended: LACP currently not enabled on the remote port.`

**Explanation** This message means that LACP is enabled on a Layer 3 interface but is not enabled on the partner port. In this mode, the port is put in a suspended state. [chars] is the interface name.

**Recommended Action** Enable LACP on the remote side.

**Error Message** `EC-5-NOLACP: Invalid EC mode, LACP not enabled.`

**Explanation** This message means that the EtherChannel mode cannot be set because LACP is not included in the software image.

**Recommended Action** Install a software image that includes LACP, and set the EC mode to *on*.

**Error Message** `EC-5-NOPAGP: Invalid EC mode, PAgP not enabled.`

**Explanation** This message means that PAgP is not included in the Cisco IOS image and that the EtherChannel mode cannot be set to **desirable** or **auto**.

**Recommended Action** Obtain an image with PAgP included, or set the mode to *on* by using the **channel-group** *channel-group-number* **mode on** interface configuration command.

**Error Message** `EC-5-PORTDOWN: Shutting down [chars] as its port-channel is admin-down.`

**Explanation** This message means that the administrative state of the port is controlled by the administrative state of its aggregate port. If the administrative state of the aggregate port is down, the administrative state of the port is also forced to be down. [chars] is the physical interface.

**Recommended Action** Enter the **no shutdown** interface configuration command on the aggregate port to activate the aggregation port.

**Error Message** `EC-5-STAYDOWN: [chars] will remain down as its port-channel [chars] is admin-down.`

**Explanation** This message means that the administrative state of the aggregation port overrides that of the affected port. If the aggregation port is administratively down, all ports in the aggregation port are forced to be administratively down. The first [chars] is the physical interface, and the second [chars] is the EtherChannel.

**Recommended Action** Enter the **no shutdown** interface configuration command on the aggregation port to activate (unshut) the aggregation port.

**Error Message** `EC-5-STAYDOWN: no-shut not allowed on [chars]. Module [dec] not online.`

**Explanation** This message means that an interface with an EtherChannel configuration cannot be enabled by using the **no shutdown** interface configuration command because it is a member of an EtherChannel group and that EtherChannel group has been administratively shut down. The interface has an EtherChannel configuration, but no information is available yet about its port channel. [chars] is the interface, and [dec] is the module.

**Recommended Action** No action is required. Wait until the module is online to find out the port-channel setting of the EtherChannel.

**Error Message** `EC-5-UNBUNDLE: Interface [chars] left the port-channel [chars].`

**Explanation** This message means that the listed interface left the specified EtherChannel. The first [chars] is the physical interface, which can be a switch port or a routed port, and the second [chars] is the EtherChannel.

**Recommended Action** No action is required.

**Error Message** `EC-5-UNSUITABLE: [chars] will not join any port-channel, [chars].`

**Explanation** This message means that one of the interfaces cannot join the EtherChannel because it is configured for PortFast, as a VLAN Membership Policy Server (VMPS), for 802.1x, as a voice VLAN, or as a Switched Port Analyzer (SPAN) destination port. All of these are unsuitable configurations for EtherChannels. The first [chars] is the interface name, and the second [chars] describes the details of the unsuitable configuration.

**Recommended Action** Reconfigure the port; remove the unsuitable configuration.

# ETHCNTR Messages

This section contains the Ethernet controller messages. These messages are a result of a failure of the switch software when trying to program the hardware and lead to incorrect switch behavior.

**Error Message** `ETHCNTR-3-HALF_DUX_COLLISION_EXCEED_THRESHOLD: Collision at [chars] exceed threshold. Consider as loop-back.`

**Explanation** This message means that the collisions at a half-duplex port exceeded the threshold, and the port is considered as a loopback. On switches that support Power over Ethernet (PoE), this message might be displayed when a device that can be powered by either a PoE switch port or by AC power is not being powered by an external AC power source and is connected to a port that has been configured with the **power inline never** interface configuration command. [chars] is the port where the threshold was exceeded.

**Recommended Action** On switches that support PoE, remove the device or configure the port by entering the **power inline auto**, **shutdown**, and **no shutdown** interface configuration commands. No action is required on non-PoE switches. The port goes into error-disabled mode until the problem is resolved.

**Error Message** `ETHCNTR-3-LOOP_BACK_DETECTED: Loop-back detected on [chars].`

**Explanation** This message means that a loopback condition might be the result of a balun cable incorrectly connected to a port. On PoE switches, this message might appear when a device that can be powered by either a PoE switch port or by AC power is not being powered by an external AC power source and is connected to a port that has been configured with the **power inline never** interface configuration command. [chars] is the interface name.

**Recommended Action** On non-PoE switches, check the cables. If a balun cable is connected and the loopback condition is desired, no action is required. Otherwise, connect the correct cable, and then enable the port. On PoE switches, remove the device, or configure the port by entering the **power inline auto**, **shutdown**, and **no shutdown** interface configuration commands.

**Error Message** `ETHCNTR-3-NO_HARDWARE_RESOURCES: Not enough hardware resources. Shutting down [chars].`

**Explanation** This message means that there are too many VLANs and routed ports configured. [chars] is the short interface name, such as Gi1/0/1, or the VLAN name, such as VLAN0002.

**Recommended Action** Reduce the total number of VLANs and routed ports to less than 1023. To preserve configuration and connections across reboots, save the configuration.

# EXPRESS_SETUP Messages

This section contains messages for the Express Setup feature.

**Error Message** `EXPRESS_SETUP-3-UNABLE_TO_RESET_CONFIG: [chars].`

**Explanation** This message means that the system is unable to reset the configuration. [chars] is a text string that explains why the reset failed. For example, `error renaming config file`, `error removing config file`, or `error removing private config file`.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `EXPRESS_SETUP-6-CONFIG_IS_RESET: [chars].`

**Explanation** This message means that the configuration is reset. [chars] is a text message that clarifies the reset event, such as `The configuration is reset and the system will now reboot.`

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `EXPRESS_SETUP-6-MODE_ENTERED.`

**Explanation** This message means that the Express Setup mode is active.

**Recommended Action** No action is required.

**Error Message** `EXPRESS_SETUP-6-MODE_EXITED.`

**Explanation** This message means that the Express Setup mode is no longer active.

**Recommended Action** No action is required.

# FRNTEND_CTRLR Messages

This section contains the front-end controller messages.

**Error Message** `FRNTEND_CTRLR-2-SUB_INACTIVE: The front end controller [dec] is inactive.`

**Explanation** This message means that the front-end controller that controls the LEDs, the PoE features, and the fan-control features is now inactive on the port controlled by the front-end controller. This does not affect the traffic on the port. [dec] is the controller number.

**Recommended Action** Reset the switch. If the problem is not resolved by resetting the switch, contact your Cisco technical support representative because there might be a problem with the switch.

# GBIC_SECURITY Messages

This section contains the Cisco Gigabit Interface Converter (GBIC) and small form-factor pluggable (SFP) module security messages. The GBIC and SFP modules have a serial EEPROM that contains the serial number, security code, and cyclic redundancy check (CRC). When the module is inserted into the switch, the software reads the EEPROM to recompute the security code and CRC. The software generates an error message if the CRC is invalid or if the recomputed security code does not match the one stored in the EEPROM.

**Note** The switch supports SFP modules and does not support GBIC modules. Although the error message text refers to GBIC interfaces and modules, the messages from the switch actually refer to the SFP interfaces and modules.

**Error Message** `GBIC_SECURITY-4-EEPROM_CRC_ERR: EEPROM checksum error for GBIC in [chars].`

**Explanation** This message means that the GBIC in the specified port has invalid EEPROM data. [chars] is the port in which the GBIC is inserted.

**Recommended Action** Remove the GBIC from the port.

**Error Message** `GBIC_SECURITY-4-EEPROM_READ_ERR: Error in reading GBIC serial ID in [chars].`

**Explanation** This message means that an error occurred while the switch was reading the GBIC type from the EEPROM. [chars] is the port in which the GBIC is inserted.

**Recommended Action** Remove the GBIC from the port.

**Error Message** `GBIC_SECURITY-4-EEPROM_SECURITY_ERR: GBIC in [chars] failed security check.`

**Explanation** The GBIC in the specified port has invalid EEPROM data. [chars] is the port in which the GBIC is inserted.

**Recommended Action** Remove the GBIC from the port.

**Error Message** `GBIC_SECURITY-4-GBIC_INTERR: Internal error occurred in setup for GBIC interface [chars].`

**Explanation** This message means that the system could not allocate resources or had some other problem during the setup for the specified SFP interface. [chars] is the interface in which the SFP module is installed.

**Recommended Action** Reload the switch by using the **reload** privileged EXEC command. If the problem persists, find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

# GBIC_SECURITY_CRYPT Messages

This section contains the Cisco GBIC module and SFP module security messages. The switch recognizes the module as a Cisco module but identifies another problem with it.

**Note** The switch supports SFP modules and does not support GBIC modules. Although the error message text refers to GBIC interfaces and modules, the messages from the switch actually refer to the SFP interfaces and modules.

**Error Message** `GBIC_SECURITY_CRYPT-4-ID_MISMATCH: Identification check failed for GBIC interface [chars].`

**Explanation** This message means that the SFP module was identified as a Cisco SFP module, but the system was unable to verify its identity. [chars] is the interface in which the module is installed.

**Recommended Action** Check the list of supported SFP modules for this version of the system software. An upgrade might be required for newer modules. Otherwise, verify that the module was obtained from Cisco or from a supported vendor.

**Error Message** `GBIC_SECURITY_CRYPT-4-UNRECOGNIZED_VENDOR: GBIC interface [chars] manufactured by an unrecognized vendor.`

**Explanation** This message means that the SFP module was identified as a Cisco SFP module, but the system was unable to match its manufacturer with one of the known list of Cisco SFP vendors. [chars] is the interface in which the module is installed.

**Recommended Action** Check the list of supported SFP modules for this version of the system software. An upgrade might be required for newer modules.

**Error Message** `GBIC_SECURITY_CRYPT-4-VN_DATA_CRC_ERROR: GBIC interface [chars] has bad crc.`

**Explanation** This message means that the SFP module was identified as a Cisco SFP module, but it does not have a valid CRC in the EEPROM data. [chars] is the interface in which the module is installed.

**Recommended Action** Check the list of supported SFP modules for this version of the system software. An upgrade might be required for newer modules. Even if unrecognized, the module might operate but with limited functionality.

# GBIC_SECURITY_UNIQUE Messages

This section contains the Cisco GBIC module and SFP module security messages that identify whether the module is unique.

**Note** The switch supports SFP modules and does not support GBIC modules. Although the error message text refers to GBIC interfaces and modules, the messages from the switch actually refer to the SFP interfaces and modules.

**Error Message** `GBIC_SECURITY_UNIQUE-3-DUPLICATE_GBIC: GBIC interface [dec]/[dec] is a duplicate of GBIC interface [dec]/[dec].`

**Explanation** This message means that the SFP module was identified as a Cisco SFP module, but its vendor ID and serial number match that of another interface on the system. The first [dec]/[dec] is the interface of the duplicate SPF module, and the second [dec]/[dec] is the interface of the existing module.

**Recommended Action** Cisco SFP modules are assigned unique serial numbers. Verify that the module was obtained from Cisco or from a supported vendor.

**Error Message** `GBIC_SECURITY_UNIQUE-4-DUPLICATE_SN: GBIC interface [dec]/[dec] has the same serial number as another GBIC interface.`

**Explanation** This message means that the SFP module was identified as a Cisco SFP module, but its serial number matches that of another interface on the system. [dec]/[dec] is the interface in which the duplicate module is installed.

**Recommended Action** Cisco SFP modules are assigned unique serial numbers. Verify that the module was obtained from Cisco or from a supported vendor.

# HARDWARE Messages

This section contains hardware messages.

**Error Message** `HARDWARE-3-ASICNUM_ERROR: Port-ASIC number [dec] is invalid.`

**Explanation** This message means that the port ASIC number used is invalid. Each port ASIC is identified by an ID. [dec] is the ASIC number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `HARDWARE-3-INDEX_ERROR: Index value [dec] is invalid.`

**Explanation** This message means that the index into the hardware table is out-of-range. [dec] is the index value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `HARDWARE-3-INTRNUM_ERROR: Port-ASIC Interrupt number [dec] is invalid.`

**Explanation** This message means that the interrupt ID used in a port ASIC is invalid. [dec] is the interrupt number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `HARDWARE-3-PORTNUM_ERROR: port number [dec] is invalid.`

**Explanation** This message means that the port number used is invalid (out of range). Each interface in a given port ASIC is identified by an index value. [dec] is the port number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `HARDWARE-3-STATS_ERROR: Statistics ID [dec] is invalid.`

**Explanation** This message means that the statistics ID used is out of range. The statistics supported by the port ASIC are identified by an ID. [dec] is the statistics ID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

# HLFM Messages

This section contains messages from the local forwarding manager.

**Error Message** `HLFM-3-MACFREE_ERROR: MAC address [enet], vlan [dec] is still referenced; cannot free.`

**Explanation** This message means that an attempt was made to free a MAC address before releasing all references to it. [enet] is the MAC address, and [dec] is the VLAN ID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `HLFM-3-MAP_ERROR: IP address [IP_address] not in mac tables, mac-address [enet], vlan [dec].`

**Explanation** This message means that the IP address and MAC address tables are out of sync. [IP_address] is the IP address, [enet] is the MAC address, and [dec] is the VLAN ID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or

contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `HLFM-3-MOD_SD: Failed to modify Station Descriptor with index [dec], vlan [dec], di [dec], error [dec], mad [dec], ref-count [dec].`

**Explanation** This message means that the forwarding manager attempted to modify a station descriptor that is no longer in use or is invalid. The first [dec] is the station index, the second [dec] is the VLAN ID, the third [dec] is the destination index, the fourth [dec] is the error code, the fifth [dec] is the MAC address descriptor, and the sixth [dec] is the ref-count for this MAC address descriptor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `HLFM-3-SEND_FAIL: Failed to send RPC message, req [dec], [chars].`

**Explanation** This message means that there is a local resource error or that too many outgoing messages are queued for the message class. [dec] is the RPC request number, and [chars] is an optional comment.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

# IDBMAN Messages

This section contains the interface description block manager (IDBMAN) messages.

**Error Message** `IDBMAN-3-AGGPORTMISMATCH: [chars]: [chars]([dec] / [dec]) does not match internal slot/port state [chars]([dec] / [dec]).`

**Explanation** This message means that there is an internal error that caused an invalid aggregate port to be used by the software. The first [chars] is the name of the function where the error occurred. The second and third [chars] are the port-channel names, and the ([dec] / [dec]) are the slot and port numbers (slot/port).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or

contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `IDBMAN-3-DELETEDAGGPORT: [chars]([dec] / [dec]) Group [dec] has been deleted, but is being reused.`

**Explanation** This message means that there is an internal error that caused an interface that has been deleted to be reused for a new aggregate port. [chars] is the port-channel name, and the ([dec] / [dec]) are the slot and port numbers (slot/port). The last [dec] is the channel-group number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `IDBMAN-3-INVALIDAGGPORTBANDWIDTH: [chars]([dec] / [dec]) has an invalid bandwidth value of [dec].`

**Explanation** This message means that there is an internal error that caused an invalid bandwidth to be used for an aggregate port. [chars] is the port-channel name. The ([dec] / [dec]) are the slot and port numbers (slot/port). The last [dec] is the bandwidth.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `IDBMAN-3-INVALIDPORT: [chars]: trying to use invalid port number [dec] ( Max [dec] ).`

**Explanation** This message means that there is an internal error that caused an invalid port number to be used by the software. [chars] is the interface name. The first [dec] is the port number that is invalid, and the second [dec] is the maximum allowed value for a port number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `IDBMAN-3-INVALIDVLAN: [chars]: trying to use invalid Vlan [dec].`

**Explanation** This message means that there is an internal error that caused an invalid VLAN to be used by the software. [chars] is the interface name, and [dec] is the VLAN number that is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `IDBMAN-3-NOTANAGGPORT: [chars]( [dec] / [dec] ) is not an aggregate port.`

**Explanation** This message means that there is an internal error that caused an interface that is not an aggregate port to be used for aggregate port operations. [chars] is the interface name, and ([dec] / [dec]) are the slot and port number (slot/port).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `IDBMAN-3-PORTNOTINAGGPORT: [chars]([dec] / [dec]) is not present in Aggport [chars [([dec] / [dec]).`

**Explanation** This message means that an internal error has been detected. A port that was supposed to be in an aggregate port was found not to be. The first [chars] is the interface name, and the second [chars] is the port-channel name. The ([dec] / [dec]) are the slot and port numbers (slot/port).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `IDBMAN-3-VLANNOTSET: [chars]: Vlan [dec] not set since it already has Vlan [dec].`

**Explanation** This message means that there is an internal error that caused an interface to not have its VLAN set to the requested value. [chars] is the interface name. The first [dec] is the new VLAN number, and the second [dec] is the currently assigned VLAN number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or

contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `IDBMAN-4-ACTIVEPORTSINAGGPORT: [chars]( [dec] / [dec] ) has [dec] active ports, but is being removed.`

**Explanation** This message means that there is an internal error that caused an aggregate port with active ports to be removed. [chars] is the port-channel name, and the ([dec] / [dec]) are the slot and port number (slot/port). The last [dec] is the number of currently active ports.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

# ILPOWER Messages

This section contains the Power over Ethernet (PoE) messages.

**Error Message** `ILPOWER-3-CONTROLLER_ERR: Controller error, Controller number [dec]: [chars].`

**Explanation** This message means that an error reported or caused by the PoE controller is detected. [dec] is the controller instance, which is 0 to 5 on a 24-port PoE switch and 0 to 11 on a 48-port PoE switch. [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `ILPOWER-3-CONTROLLER_IF_ERR: Controller interface error, [chars]: [chars].`

**Explanation** This message means that an interface error is detected between the PoE controller and the system. The first [chars] is the interface. The second [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `ILPOWER-3-CONTROLLER_PORT_ERR: Controller port error, Interface [chars]: [chars].`

**Explanation** This message means that a port error reported by the PoE controller is detected. The first [chars] is the interface. The second [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `ILPOWER-3-ILPOWER_INTERNAL_IF_ERROR: Inline Power internal error, interface [chars]: [chars].`

**Explanation** This message means that a software check failed during PoE processing. The first [chars] is the interface. The second [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `ILPOWER-5-IEEE-DISCONNECT: Interface [chars]: PD removed.`

**Explanation** This message means that the powered device is no longer connected to the switch or that the connected powered device is being powered by an external AC power source. The switch is no longer providing power to the port. [chars] is the interface.

**Recommended Action** No action is required.

**Error Message** `ILPOWER-5-ILPOWER_POWER_DENY: Interface [chars]: inline power denied.`

**Explanation** This message means that there is not enough power remaining in the switch to supply to the PoE port. [chars] is the interface.

**Recommended Action** Connect the powered device to an external AC power source.

**Error Message** `ILPOWER-5-LINKDOWN_DISCONNECT: Interface [chars]: Link down disconnect.`

**Explanation** This message means that the powered device is no longer connected to the switch or that the connected powered device is being powered by an external AC power source. The switch is no longer providing power on the interface. [chars] is the interface.

**Recommended Action** No action is required.

**Error Message** `ILPOWER-5-POWER_GRANTED: Interface [chars]: Power granted.`

**Explanation** This message means that there is enough power available in the switch and that the switch is providing power to the interface. [chars] is the interface.

**Recommended Action** No action is required.

**Error Message** `ILPOWER-7-DETECT: Interface [chars]: Power Device detected:[chars].`

**Explanation** This message means that the switch has detected the attached powered device. The first [chars] is the interface. The second [chars] is the Cisco pre-standard powered device or the IEEE-compliant powered device.

**Recommended Action** No action is required.

# IMAGEMGR Messages

This section contains image manager messages, which are related to image compatibility within the stack.

**Error Message** `IMAGEMGR-6-AUTO_ADVISE_SW_INITIATED: Auto-advise-software process initiated for systems [bits: [hex]].`

**Explanation** This message means that systems with incompatible software have been detected in the switch stack. Auto-advise software informs you when not all switches in the stack are running the same software version. The stack master then attempts to upgrade all switches running different versions to the version that the master is running. The stack finds out whether or not software is available to be copied to the incompatible systems and if so, advises you how to copy it. Otherwise, the system informs you that the software on the switch stack needs to be updated. [bits [hex]] is the bit representation of the switch number.

**Recommended Action** No action is required.

**Error Message** `IMAGEMGR-6-AUTO_ADVISE_SW: [chars].`

**Explanation** This message means that a line of output from the auto-advise-software process is being displayed. [chars] is a text message reporting status of the upgrade process.

**Recommended Action** No action is required.

**Error Message** `IMAGEMGR-6-AUTO_COPY_SW_INITIATED: Auto-copy-software process initiated for systems [bits: [hex]].`

**Explanation** This message means that systems with incompatible software have been detected in the switch stack. The stack now finds out whether or not software is available to be copied to the incompatible systems and whether or not it is appropriate to automatically copy the software. [bits [hex]] is the bit representation of the switch number.

**Recommended Action** No action is required.

**Error Message** `IMAGEMGR-6-AUTO_COPY_SW: [chars].`

**Explanation** This message means that a line of output from the auto-copy-software process is being displayed. [chars] is a text message reporting status of the upgrade process.

**Recommended Action** No action is required.

**Error Message** `IMAGEMGR-6-AUTO_DOWNLOAD_SW_INITIATED: Auto-download-software process initiated for systems [bits: [hex]].`

**Explanation** This message means that systems with incompatible software have been detected in the switch stack. The stack now attempts to download software from a previously configured location and to install it to make the systems compatible. [bits [hex]] is the bit representation of the switch number.

**Recommended Action** No action is required.

**Error Message** `IMAGEMGR-6-AUTO_DOWNLOAD_SW: [chars].`

**Explanation** This message means that a line of output from the auto-download-software process is being displayed. [chars] is a text message reporting the status of the upgrade process.

**Recommended Action** No action is required.

# MAC_LIMIT Messages

This section contains the MAC_LIMIT messages, which describe the entries in the MAC address table.

**Error Message** `MAC_LIMIT-4-DROP: Vlan [dec] with Configured limit = [dec] has currently [dec] Entries.`

**Explanation** This message means that the number of MAC address table entries for a VLAN is less than or equal to the maximum number allowed. The first [dec] is the VLAN ID, the second [dec] is the maximum number of MAC address entries, and the third [dec] is the number of entries in the MAC address table.

**Recommended Action** Your network administrator configures this action.

**Error Message** `MAC_LIMIT-4-ENFORCE: Enforcing limit on Vlan [dec] with Configured limit = [dec].`

**Explanation** This message means that the number of MAC address entries for the VLAN exceeds the maximum number allowed and that the configured action is to limit the number of entries to the maximum allowed. The first [dec] is the VLAN ID, and the second [dec] is the maximum number of MAC address entries.

**Recommended Action** Your network administrator configures this action.

**Error Message** `MAC_LIMIT-4-EXCEED: Vlan [dec] with Configured limit = [dec] has currently [dec] Entries.`

**Explanation** This message means that the number of MAC address entries for a VLAN exceeds the maximum number allowed. The first [dec] is the VLAN ID, the second [dec] is the maximum number of MAC address entries, and the third [dec] is the number of entries in the MAC address table.

**Recommended Action** Your network administrator configures this action.

# MAC_MOVE Messages

This section contains the MAC_MOVE messages.

**Error Message** `MAC_MOVE-4-NOTIF: Host [enet] in vlan [dec] is flapping between port [chars] and port [chars].`

**Explanation** This message means that the host is moving between the specified ports. [enet] is the Ethernet address of the host, [dec] is the VLAN ID, the first [chars] is the first port, and the second [chars] is the second port.

**Recommended Action** Check your network for loops.

# PHY Messages

This section contains the PHY messages.

**Error Message** `PHY-4-BADTRANSCEIVER: An inappropriate transceiver has been inserted in interface [chars].`

**Explanation** This message means that a transceiver that should not be used is in the specified interface.

**Recommended Action** Remove the transceiver. If the transceiver is a Cisco device, contact your Cisco technical support representative.

**Error Message** `PHY-4-CHECK_SUM_FAILED: SFP EEPROM data check sum failed for SFP interface [chars].`

**Explanation** This message means that the SFP module was identified as a Cisco SFP, but the system cannot read the vendor data information to verify whether it is correct. [chars] is the interface in which the SFP module is installed.

**Recommended Action** Remove and then reinsert the SFP module. If it fails again with the same error message, the SFP might be defective.

**Error Message** `PHY-4-EXCESSIVE_ERRORS: Excessive FCS, data, or idle word errors found on interface [chars].`

**Explanation** This message means that the system detected excessive frame check sequence (FCS), data word, or idle word errors on the specified interface. [chars] is the interface.

**Recommended Action** Enter the **show interface** privileged EXEC command on the specified interface, and check for cyclic redundancy check (CRC) and other input errors. If errors are excessive, enter the **shutdown** interface configuration command and then the **no shutdown** interface configuration command to reset the interface.

**Error Message** `PHY-4-MODULE_DUP: SFPs in [chars] and in [chars] have duplicate vendor-id and serial numbers.`

**Explanation** The SFP module was identified as a Cisco SFP, but its vendor ID and serial number match that of another SFP in the system. The first [chars] is the interface in which the SFP is installed, the second [chars] is the interface where the duplicate SFP is installed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

# PIMSN Messages

This section contains the PIMSN messages for the Protocol Independent Multicast (PIM) snooping feature.

**Error Message** `PIMSN-6-IGMPSN_GLOBAL: PIM Snooping global runtime mode [chars] due to IGMP Snooping [chars].`

**Explanation** This message means that IGMP snooping must be enabled for PIM snooping to run. When IGMP snooping is disabled, PIM snooping is disabled. When IGMP snooping is re-enabled, PIM snooping is re-enabled. The first [chars] is the PIM snooping mode, and the second [chars] is the IGMP snooping mode.

**Recommended Action** No action is required.

**Error Message** `PIMSN-6-IGMPSN_VLAN: PIM Snooping runtime mode on vlan [dec] [chars] due to IGMP Snooping [chars].`

**Explanation** This message means that IGMP snooping must be enabled for PIM snooping to run. When IGMP snooping is disabled, PIM snooping is disabled. When IGMP snooping is re-enabled, PIM snooping is re-enabled. [dec] is the VLAN ID, the first [chars] is the PIM snooping mode, and the second [chars] is the IGMP snooping mode.

**Recommended Action** No action is required.

# PLATFORM Messages

This section contains low-level platform-specific messages.

**Error Message** `PLATFORM-1-CRASHED: [chars].`

**Explanation** This message means that the system is attempting to display the failure message from the previous failure. [chars] is the description of the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM-3-NO_HARDWARE_RESOURCES: Not enough hardware resources. Shutting down [chars].`

**Explanation** This message means that there are too many VLANs and routed ports. [chars] is the short interface name, such as Gi1/0/1, or the VLAN name, such as VLAN0002.

**Recommended Action** Reduce the total number of VLANs and routed ports to be less than 1023. To preserve configurations and connections across reboots, save the configuration.

**Error Message** `PLATFORM-3-PW_REC_HRPC_BAD_LENGTH: Received incompatible length (=[dec]) in set-password-recovery HRPC message from box [dec].`

**Explanation** This message means that the system received an incompatible length parameter in the set-password-recovery HRPC message. This can be caused by a stack operating with incompatible software versions on different stack members. The first [dec] is the length and the second [dec] is the switch.

**Recommended Action** Make sure that all stack members are running compatible software images. If the problem persists, find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM-3-PW_REC_HRPC_NOT_ON_MASTER: Set-password-recovery HRPC msg from box [dec] received on master.`

**Explanation** This message means that the stack master has received a set-password-recovery HRPC message. These messages should be received on stack member switches only. [dec] is the switch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or

contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM-3-PW_REC_HRPC_ONLY_ON_MASTER: Get-password-recovery HRPC msg from box [dec] received on slave.`

**Explanation** This message means that a stack member switch has received a get-password-recovery HRPC message. These messages should only be received by the stack master. [dec] is the switch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

# PLATFORM_FBM Messages

This section contains the platform fallback bridging manager (FBM) messages.

**Error Message** `PLATFORM_FBM-4-RECOVERED: Fallback bridging recovered from resource crunch.`

**Explanation** This message means that fallback bridging has recovered from an earlier lack of resource.

**Recommended Action** No action is required.

**Error Message** `PLATFORM_FBM-4-RESOURCE_CRUNCH: Fallback bridging on bridge-group [dec] is experiencing a resource crunch. One or more bridge-groups may not be functional. It will recover automatically when system recovers from resource crunch. Delete the bridge-group to immediately recover.`

**Explanation** This message means that fallback bridging could not be configured properly. The most likely cause is a TCAM-full condition on at least one stack member.

**Recommended Action** The switch automatically recovers, but this could take some time. For an immediate recovery, use the **shutdown** interface configuration command to disable the port and stop the traffic flow to the switch. Use the **clear mac-address-table dynamic** privileged EXEC command to remove all MAC addresses from the TCAM. Use the **no shutdown** interface configuration command to re-enable the port.

# PLATFORM _IPC Messages

This section contains the Catalyst 3750 Inter-Process Communication (IPC) protocol messages. The IPC protocol handles communication between the stack master switch and stack member switches.

**Error Message** `PLATFORM_IPC-3-COMMON: [chars].`

**Explanation** This message means that there has been an IPC failure. [chars] describes the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM_IPC-3-MASTER: [chars].`

**Explanation** This message means that there has been an IPC failure on the stack master. [chars] describes the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM_IPC-3-MAX_LENGTH_EXCEEDED: [chars].`

**Explanation** This message means that an internal IPC application error occurred when an IPC message was sent that exceeded the maximum length. [chars] describes the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM_IPC-3-SLAVE: [chars].`

**Explanation** This message means that there has been an IPC failure on a stack member (slave) switch. [chars] describes the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or

contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM_IPC-3-STACK_EVENT: [chars].`

**Explanation** This message means that there has been an IPC failure in the stack. [chars] describes the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

# PLATFORM_PBR Messages

This section contains policy based routing (PBR) messages.

**Error Message** `PLATFORM_PBR-2-NO_RMAP: Cannot create PBR data structures for route-map [chars].`

**Explanation** This message means that the PBR manager could not allocate the internal data structures for this route-map. A likely cause is lack of available memory. [chars] is the route-map.

**Recommended Action** Simplify the configuration so that it requires less memory.

**Error Message** `PLATFORM_PBR-3-INSTALL_FAIL: Policy route-map [chars] not installed in hardware.`

**Explanation** This message means that the PBR manager was unable to install the complete route-map in hardware, so the packets are forwarded to the CPU for processing. [chars] is the route-map.

**Recommended Action** Simplify route-map configurations. For example, use the same route-map on multiple interfaces.

**Error Message** `PLATFORM_PBR-3-NO_LABEL: Cannot allocate label for route-map [chars].`

**Explanation** This message means that the PBR manager could not allocate a label for this route-map. As a result, the hardware cannot be programmed to implement policy routing. There is a limit of 247 labels for policy routing. [chars] is the route-map.

**Recommended Action** Simplify the configuration with label sharing. Use the same route-maps on multiple interfaces, if possible.

**Error Message** `PLATFORM_PBR-3-UNSUPPORTED_RMAP: Route-map [chars] not supported for Policy-Based Routing.`

**Explanation** This message means that the route-map attached to an interface for policy routing contains an action that is not supported on this platform. This is a hardware limitation. [chars] is the route-map.

**Recommended Action** Use the **route-map** *map-tag* **permit** global configuration command and the **set ip next-hop** *ip-address* route-map configuration command to reconfigure the route map to use only these supported actions.

**Error Message** `PLATFORM_PBR-4-CPU_SUPPORTED_ACTION: Set action in sequence [dec] of route-map [chars] supported by forwarding to CPU.`

**Explanation** This message means that the route-map attached to an interface for policy-based routing contains an action that is not supported in hardware, so the packets are forwarded to the CPU for processing. The route-map actions that invoke this forwarding are **set interface**, **set ip default next-hop**, **set default interface**, or **set ip df**. [dec] is the action number, and [chars] is the route-map.

**Recommended Action** Use the **set ip next-hop** *ip-address* route-map configuration command to reconfigure the route map action to route the packet to the specified next hop.

**Error Message** `PLATFORM_PBR-4-RETRY_INSTALL: Route-map [chars] installed in hardware upon retry.`

**Explanation** This message means that the PBR manager was able to fit the complete configuration into the hardware. One or more route-maps previously failed to load because of lack of resources. [chars] is the route-map.

**Recommended Action** No action is required.

**Error Message** `PLATFORM_PBR-4-SDM_MISMATCH: [chars] requires sdm template routing.`

**Explanation** This message means that the routing template is not enabled. [chars] is the text string PBR.

**Recommended Action** Modify the SDM template to enable the routing template. Use the **sdm prefer** routing configuration command, and then reload the switch by using the **reload** privileged EXEC command.

# PLATFORM_PM Messages

This section contains platform port manager (PM) messages.

**Error Message** `PLATFORM_PM-3-IFCOUNTERROR: Unit number [dec] of interface [chars] is more than max allowed value of [dec].`

**Explanation** This message means that there are too many interfaces configured for the interface type. [dec] is the interface count, [chars] is the interface, and [dec] is the maximum number of interfaces.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM_PM-3-INTVLANINUSE: internal vlan-id [dec] allocated for interface [chars] is still in use.`

**Explanation** This message means that an internal VLAN ID allocated for an interface is still in use. [dec] is the VLAN ID, and [chars] is the interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM_PM-3-NOINTVLAN: internal vlan of interface [chars] is not active for vlan-id [dec].`

**Explanation** This message means that internal vlan_data is not active for the given VLAN ID. [chars] is the interface, and [dec] is the VLAN ID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

# PLATFORM_RPC Messages

This section contains platform-specific remote procedure call (RPC) messages. The RPC function in the switch stack allows instances of code running on the various systems in a stack to intercommunicate by using a virtual function-call mechanism.

**Error Message** `PLATFORM_RPC-0-RESOURCE_CRASH: [chars].`

**Explanation** This message means that the system is unable to allocate memory for RPC. [chars] describes the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM_RPC-3-BAD_CLASS: Bad Class in RPC message: [int].`

**Explanation** This message means that there is a missing entry in the class table for a message class. [int] is the number of the missing message class.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM_RPC-3-MSG_THROTTLED: RPC Msg Dropped by throttle mechanism: type [int], class [int], max_msg [int], total throttled [int].`

**Explanation** This message means that there are too many outgoing messages queued for a message class. An RSP message was dropped. The first [int] is the message type, the second [int] is the message class, the third [int] is the maximum number of messages that can be queued before throttling occurs, and the last [int] is the total number of messages that have been throttled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM_RPC-3-PERSISTENT_UNABLE_TO_SEND: System is consistently unable to send RPC message: [chars], paks_outstanding: [int].`

**Explanation** This message means that the system is experiencing a persistent low-level transport failure in sending RPC messages. [chars] is a description of the error returned by the low-level packet-sending driver that triggered the error (usually one of these: *fifo full*, *fifo empty*, *out of buf*, *out of mem*, *null pointer*, *misc failure*), and [int] is the number of packets outstanding (packets from the RPC code to the driver that have not yet been sent).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM_RPC-3-RESP_FAIL: Unexpected response or failure, class [dec], req [dec], switch [dec], error [dec], [chars].`

**Explanation** This message means that the platform received an unexpected response. The first [dec] is RPC request class, the second [dec] is the RPC request number, the third [dec] is the destination switch number, the fourth [dec] is the returned error number, and [chars] is an optional comment.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM_RPC-3-SEND_FAIL: Failed to send RPC message in class [dec], req [dec], [chars].`

**Explanation** This message means that there is a local resource error or that too many outgoing messages are queued for the message class. The first [dec] is RPC request class, the second [dec] is the RPC request number, and [chars] is an optional comment.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM_RPC-3-UNABLE_TO_SEND: System is unable to send RPC message: [chars], paks_outstanding: [int].`

**Explanation** This message means that the system had a low-level transport failure when trying to send an RPC message. [chars] is a description of the error returned by the low-level packet sending driver that triggered the error (usually one of these: *fifo full*, *fifo empty*, *out of buf*, *out of mem*, *null pointer*, *misc failure*), and [int] is the number of packets outstanding (packets from the RPC code to the driver that have not yet been sent).

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

# PLATFORM_SPAN Messages

This section contains the Switched Port Analyzer (SPAN) messages.

**Error Message** `PLATFORM_SPAN-3-PACKET_DROP: Decreases egress SPAN rate.`

**Explanation** This message means that egress SPAN rates are falling because SPAN is enabled with multicast routing or fallback bridging.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

# PLATFORM_UCAST Messages

This section contains platform unicast routing messages.

**Error Message** `PLATFORM_UCAST-3-ADJ: [chars].`

**Explanation** This message means that the adjacency module for unicast routing encountered an error. [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM_UCAST-3-ARP: [chars].`

**Explanation** This message means that the ARP module for unicast routing encountered an error. [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM_UCAST-3-CEF: [chars].`

**Explanation** This message means that the Cisco Express Forwarding (CEF) module for unicast routing encountered an error. [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM_UCAST-3-DYNAMIC: [chars].`

**Explanation** This message means that the dynamic address tracking mechanism for unicast routing encountered an error. [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM_UCAST-3-ERROR: [chars].`

**Explanation** This message means that an internal unicast routing error occurred. [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM_UCAST-3-HSRP: [chars].`

**Explanation** This message means that the Hot Standby Router Protocol (HSRP) module for unicast routing encountered an error. [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM_UCAST-3-INTERFACE: [chars].`

**Explanation** This message means that a unicast routing interface error occurred. [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM_UCAST-3-RPC: [chars].`

**Explanation** This message means that the RPC module for unicast routing encountered an error. [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

# PLATFORM_VLAN Messages

This section contains platform VLAN messages.

**Error Message** `PLATFORM_VLAN-3-LOCK_FAIL: Failed to lock vlan-id [dec], associated mapped vlan id value [dec].`

**Explanation** This message means that the VLAN lock operation failed. This can occur if the VLAN is already active in the system or if the VLAN ID is not active. The first [dec] is the VLAN ID, and the second [dec] is the mapped-vlan-id (MVID).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or

contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM_VLAN-3-MVID_ERROR: Mapped Vlan ID value [dec] associated with vlan-id [dec] is invalid.`

**Explanation** This message means that an active VLAN is not correctly associated with a mapped-vlan-id (MVID). The first [dec] is the VLAN ID, and the second [dec] is the MVID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PLATFORM_VLAN-3-UNLOCK_FAIL: Failed to unlock vlan-id [dec], associated mapped vlan id value [dec].`

**Explanation** This message means that the switch failed to unlock a VLAN ID. The most likely cause is that the VLAN is already unlocked. The first [dec] is the VLAN ID, and the second [dec] is the MVID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

# PM Messages

This section contains the port manager messages. The port manager is a state machine that controls all the logical and physical interfaces. All features, such as VLANs, UDLD, and so forth, work with the port manager to provide switch functions.

**Error Message** `PM-2-LOW_SP_MEM: Switch process available memory is less than [dec] bytes.`

**Explanation** This message means that the available memory for the switch processor is low. This can occur when too many Layer 2 VLANs are configured. [dec] is the available memory.

**Recommended Action** Remove features from the system to reduce memory usage.

**Error Message** `PM-2-NOMEM: Not enough memory available for [chars].`

**Explanation** This message means that the port manager subsystem could not obtain the memory it needed to initialize the specified operation. [chars] is the port manager operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PM-2-VLAN_ADD: Failed to add VLAN [dec] - [chars].`

**Explanation** This message means that the software failed to add the VLAN to the VLAN Trunking Protocol (VTP) database. [dec] is the VLAN ID, and [chars] specifies the reason for the failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PM-3-INTERNALERROR: Port Manager Internal Software Error ([chars]: [chars]: [dec]: [chars]).`

**Explanation** This message means that an internal software error occurred in the port manager. The parameters identify the problem for Cisco technical support. The first [chars] is the error message, and the second [chars] is the filename. [dec] is the line number, and the last [chars] is the function name.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PM-4-BAD_APP_ID: an invalid application id ([dec]) was detected.`

**Explanation** This message means that the port manager detected an invalid request. [dec] is the application ID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case

with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PM-4-BAD_APP_REQ: an invalid [chars] request by the '[chars]' application was detected.`

**Explanation** This message means that the port manager detected an invalid request. The first [chars] is the invalid request, and the second [chars] is the application making the request.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PM-4-BAD_CARD_COOKIE: an invalid card cookie was detected.`

**Explanation** This message means that the port manager detected an invalid request.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PM-4-BAD_CARD_SLOT: an invalid card slot ([dec]) was detected.`

**Explanation** This message means that the port manager detected an invalid request. [dec] is the slot number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PM-4-BAD_COOKIE: [chars] was detected.`

**Explanation** This message means that the port manager detected an invalid request. [chars] is the invalid request.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PM-4-BAD_HA_ENTRY_EVENT: Invalid Host access entry event ([dec]) is received.`

**Explanation** This message means that an invalid host access entry event was received; the host access table entry event should be an add, delete, or update event. [dec] is the event that is received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PM-4-BAD_PORT_COOKIE: an invalid port cookie was detected.`

**Explanation** This message means that the port manager detected an invalid request.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PM-4-BAD_PORT_NUMBER: an invalid port number ([dec]) was detected.`

**Explanation** This message means that the port manager detected an invalid request. [dec] is the port number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PM-4-BAD_VLAN_COOKIE: an invalid vlan cookie was detected.`

**Explanation** This message means that the port manager detected an invalid request.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PM-4-BAD_VLAN_ID: an invalid vlan id ([dec]) was detected.`

**Explanation** This message means that the port manager detected an invalid request. [dec] is the VLAN ID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PM-4-ERR_DISABLE: [chars] error detected on [chars], putting [chars] in err-disable state.`

**Explanation** This message means that the port manager detected a misconfiguration or misbehavior and placed the interface in an error-disabled state. A recovery is attempted after the configured retry time (the default is 5 minutes). On PoE switches, this message might appear when a device that can be powered by either a PoE switch port or by AC power is not being powered by an external AC power source and is connected to a port that has been configured with the **power inline never** interface configuration command. [chars] is the port where the threshold was exceeded. The first [chars] is the error, and the second and third [chars] are the affected interfaces.

**Recommended Action** On non-PoE switches, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. On PoE switches, remove the device or configure the port by entering the **power inline auto**, **shutdown**, and **no shutdown** interface configuration commands. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PM-4-ERR_RECOVER: Attempting to recover from [chars] err-disable state on [chars].`

**Explanation** This message means that the port manager is attempting to bring the interface up after taking it down to the error-disabled state. The first [chars] is the error, and the second [chars] is the affected interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PM-4-EXT_VLAN_INUSE: VLAN [dec] currently in use by [chars].`

**Explanation** This message means that the port manager failed to allocate the VLAN for external use because the VLAN is being used by another feature. [dec] is the VLAN that is being used, and [chars] is the feature that is using it.

**Recommended Action** Reconfigure the feature (for example, the routed port) to use another internal VLAN or to request another available VLAN.

**Error Message** `PM-4-EXT_VLAN_NOTAVAIL: VLAN [dec] not available in Port Manager.`

**Explanation** This message means that the port manager failed to allocate the requested VLAN. The VLAN is probably being used as an internal VLAN by other features. [dec] is the requested VLAN.

**Recommended Action** Try to configure a different VLAN on the device.

**Error Message** `PM-4-INACTIVE: putting [chars] in inactive state because [chars].`

**Explanation** This message means that the port manager has been blocked from creating a virtual port for the switch port and VLAN, causing the port to be in an inactive state. The reason for this condition is specified in the error message. The first [chars] is the interface name, and the second [chars] is the reason.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PM-4-INT_FAILUP: [chars] failed to come up. No internal VLAN available.`

**Explanation** This message means that the port manager failed to allocate an internal VLAN, and therefore the interface cannot be enabled. [chars] is the interface name.

**Recommended Action** Remove the extended-range VLAN by using the **no vlan** *vlan-id* global configuration command to free up resources.

**Error Message** `PM-4-INT_VLAN_NOTAVAIL: Failed to allocate internal VLAN in Port Manager.`

**Explanation** This message means that the port manager failed to find any available internal VLAN.

**Recommended Action** Delete some extended-range VLANs created by users, or remove some features (such as routed ports) that require internal VLAN allocation. To delete extended-range VLANs, use the **no vlan** *vlan-id* global configuration command. To delete a routed port, use the **no switchport** interface configuration command.

**Error Message** `PM-4-INVALID_HOST_ACCESS_ENTRY: Invalid Host access entry type ([dec]) is received.`

**Explanation** This message means that an invalid host access entry type was received; the host access entry should be a configured or a dynamic type. [dec] is the entry type that is received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PM-4-LIMITS: The number of vlan-port instances on [chars] exceeded the recommended limit of [dec].`

**Explanation** This message means that the total number of individual VLAN ports, counted over the module or switch, has exceeded the recommended limit. VLANs can be counted more than once; if VLAN 1 is carried on ten interfaces, it will count as ten VLAN ports. On some platforms bundling is also ignored for purposes of this count; if eight interfaces on the same module are in one bundle, and the port channel is carrying VLAN 1, it will count as eight VLAN ports. [chars] is the module name (for example, switch or the module number), and [dec] is the recommended limit.

**Recommended Action** Reduce the number of trunks and VLANs configured in the module or switch as recommended in [dec]. Enter the **show interfaces trunk** privileged EXEC command to see the total number of trunks and VLANs.

**Error Message** `PM-4-NO_SUBBLOCK: No PM subblock found for [chars].`

**Explanation** This message means that the port manager failed to find the subblock for this interface. [chars] is the interface name.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PM-4-PORT_BOUNCED: Port [chars] was bounced by [chars].`

**Explanation** This message means that during a switchover when the port was in the link-down state, the port manager restarted the port. A port can be restarted only when the port data structures are not consistent in the active and standby supervisors. Active ports in the link-down state are returned to the link-up state when the port is restarted (the re-activation event). The first [chars] is the port number, and the second [chars] is the re-activation event.

**Recommended Action** No action is required.

**Error Message** `PM-4-PVLAN_TYPE_CFG_ERR: Failed to set VLAN [dec] to a [chars] VLAN.`

**Explanation** This message means that the platform failed to set a private VLAN type. [dec] is the VLAN ID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PM-4-TOO_MANY_APP: application '[chars]' exceeded registration limit.`

**Explanation** This message means that the port manager detected an invalid request. [chars] is the application.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PM-4-UNKNOWN_HOST_ACCESS: Invalid Host access value ([dec]) is received.`

**Explanation** This message means that the host access table is being accessed with an invalid host access value. [dec] is the value that is received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `PM-4-VMPS_CFG: Dynamic access VLAN [dec] same as voice vlan on [chars].`

**Explanation** This message means that the access VLAN ID on the VMPS server is the same as the voice VLAN ID on the interface. [dec] is the access VLAN ID, and [chars] is the physical interface.

**Recommended Action** Assign the access VLAN on the VMPS server to a VLAN ID that is different from the voice VLAN ID.

# QOSMGR Messages

This section contains the quality of service (QoS) manager messages. An incorrect QoS setting causes these messages.

**Error Message** `QOSMGR-3-FEATURE_NOT_FOUND: Cannot find feature for [chars].`

**Explanation** This message means that an internal software error has occurred. [chars] is the description of the feature that the software cannot find.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `QOSMGR-3-FILTERTYPE_INVALID: Internal Error Invalid Policy filtertype [dec].`

**Explanation** This message means that an internal software error has occurred. [dec] is the invalid filter type identification.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case

with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `IQOSMGR-3-MERGE_RES_COUNT: Internal Error Invalid count.`

**Explanation** This message means that an internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `QOSMGR-3-NO_POLICER_QOSLABEL: Creating port Class Label Failed.`

**Explanation** This message means that an internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `QOSMGR-3-NO_VMR_QOSLABEL: qm_generate_vmrs have no qos label.`

**Explanation** This message means that an internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `QOSMGR-3-NULL_POLICER: Internal Error Invalid Policer.`

**Explanation** This message means that an internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case

with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `QOSMGR-3-POLICER_RES_COUNT: Internal Error Invalid Policer count.`

**Explanation** This message means that an internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `QOSMGR-3-POLICYMAP_NOT_FOUND: Cannot find policymap for [chars].`

**Explanation** This message means that an internal software error has occurred. [chars] is the policy-map name.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `QOSMGR-3-QUEUE_PTR_ERROR: queue pointers out of order [hex] [hex] [hex] [hex].`

**Explanation** This message means that an internal software error has occurred. [hex] [hex] [hex] [hex] are the software-computed queue pointer values. The parameters provide error details for Cisco Technical Support.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `QOSMGR-3-RESERVE_COUNT_ERROR: Reserved Count Exceeding total [dec].`

**Explanation** This message means that an internal software error has occurred in the allocated reserved buffers. [dec] is the reserved count computed by the software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `QOSMGR-3-RESOURCE_INTERNAL: Internal Error in resource allocation.`

**Explanation** This message means that an internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `QOSMGR-3-VMRSEQ_INVALID: Internal Error Invalid VMR sequence.`

**Explanation** This message means that an internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `QOSMGR-4-ACTION_NOT_SUPPORTED: Action is not supported in policymap [chars].`

**Explanation** This message means that an action other than the **set**, **trust**, and **police** policy-map class configuration commands was configured in a policy map. This is a hardware limitation. [chars] is the policy-map name.

**Recommended Action** Configure only the supported actions of **set**, **trust**, and **police** when in policy-map class configuration mode.

**Error Message** `QOSMGR-4-CLASS_NOT_SUPPORTED: Classification is not supported in classmap [chars].`

**Explanation** This message means that an unsupported **match** class-map configuration command was configured in a policy map and attached to an egress interface or that more than one **match** class-map command was configured. This is a hardware limitation. [chars] is the class-map name.

**Recommended Action** Reconfigure the class map or the policy map. Use only the **match ip dscp** *dscp-list* class-map configuration command in a policy map that is attached to an egress interface. Only one match per class map is supported.

**Error Message** `QOSMGR-4-COMMAND_FAILURE: Execution of [chars] command failed.`

**Explanation** This message means that the command to configure a QoS setting failed. This is possibly due to lack of hardware resources. [chars] is the description of the command.

**Recommended Action** Check if any other messages indicate resource failure. If other messages indicate that the hardware resources are exceeded, retry the command with a smaller configuration. Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `QOSMGR-4-HARDWARE_NOT_SUPPORTED: Hardware limitation has reached for policymap [chars].`

**Explanation** This message means that the policy-map configuration has exceeded the limitation of the hardware. You configured more QoS ACL entries than the number specified in the Switch Database Management (SDM) template. [chars] is the policy-map name.

**Recommended Action** Reconfigure the class map or the policy map, and reduce the number of QoS ACLs.

**Error Message** `QOSMGR-4-MATCH_NOT_SUPPORTED: Match type is not supported in classmap [chars].`

**Explanation** This message means that an unsupported match type was entered. Only the **access-group** *acl-index-or-name*, **ip dscp** *dscp-list*, and **ip precedence** *ip-precedence-lis*t match types are supported with the **match** class-map configuration command. [chars] is the class-map name.

**Recommended Action** Reconfigure the class map; use only the **match access-group**, **match ip dscp**, and **match ip precedence** class-map configuration commands within the class map.

**Error Message** `QOSMGR-4-NOT_SUPPORTED: Action '[chars]' is not supported for a policymap attached to output side.`

**Explanation** This message means that a **set** or **trust** policy-map class configuration command was configured in a policy map and attached to an egress interface. A warning message is logged, and the actions do not take affect. This is a hardware limitation. [chars] is either the set or trust action.

**Recommended Action** Do not configure a **set** or **trust** policy-map class configuration command in a policy map and attach it to an egress interface. These policy-map actions are supported only on ingress interfaces.

**Error Message** `QOSMGR-4-POLICER_PLATFORM_NOT_SUPPORTED: Policer configuration has exceeded hardware limitation for policymap [chars].`

**Explanation** This message means that the policy-map configuration has exceeded the limitation of the hardware. You configured more policers together in all policy maps (by using the **police** or **police aggregate** policy-map class configuration command) than supported by hardware. [chars] is the policy-map name.

**Recommended Action** Reconfigure the class maps or the policy maps, or delete the policy map from some interfaces.

**Error Message** `QOSMGR-4-POLICER_POLICY_NOT_SUPPORTED: Number of policers has exceeded per policy hardware limitation for policymap [chars].`

**Explanation** This message means that the policy-map configuration has exceeded the limitation of the hardware. You configured more policers in a policy map (by using the **police** or **police aggregate** policy-map class configuration command) than supported. [chars] is the policy-map name.

**Recommended Action** Reconfigure the class map or the policy map, and reduce the number of policers.

# RMON Messages

This section contains the remote network monitoring (RMON) messages.

**Error Message** `RMON-5-FALLINGTRAP: Falling trap is generated because the value of [chars] has fallen below the falling-threshold value [dec].`

**Explanation** This message means that a falling trap has been generated. The value of the specified MIB object has fallen below the falling threshold value. [chars] is the MIB object, and [dec] is the threshold value.

**Recommended Action** Take appropriate action on the specified MIB object.

**Error Message** `RMON-5-RISINGTRAP: Rising trap is generated because the value of [chars] exceeded the rising-threshold value [dec].`

**Explanation** This message means that a rising trap has been generated. The value of the specified MIB object has exceeded the rising threshold value. [chars] is the MIB object, and [dec] is the threshold value.

**Recommended Action** Take appropriate action on the specified object.

# SDM Messages

This section contains the Switch Database Management (SDM) message.

**Error Message** `SDM-6-MISMATCH_ADVISE: [chars].`

**Explanation** This message means that a stack member cannot support the SDM template that the stack master is using. Switches in the SDM mismatch state are not functional stack members. This error follows the STACKMGR-6-SWITCH_ADDED_SDM error message if it reports SDM_MISMATCH. [chars] displays mismatch information and recommended corrective actions.

**Recommended Action** Downgrade the SDM template of the stack master to make it compatible with the stack member switches. For example, if the stack master uses the aggregator routing template, the message recommends downgrading the stack master to the desktop routing template by using the **sdm prefer vlan desktop** global configuration command.

# SPAN Messages

This section contains the Switched Port Analyzer (SPAN) messages.

**Error Message** `SPAN-3-MEM_UNAVAIL: Memory was not available to perform the SPAN operation.`

**Explanation** This message means that the system was unable to perform a SPAN operation because of a lack of memory.

**Recommended Action** Reduce other system activity to ease the memory demands.

**Error Message** `SPAN-3-UNKN_ERR: An internal error occurred during a SPAN operation.`

**Explanation** This message means that SPAN detected an error in its internal operation.

**Recommended Action** The error might be transient. Try the SPAN operation again. If a second attempt also fails, reload the switch by using the **reload** privileged EXEC command to complete the operation.

**Error Message** `SPAN-3-UNKN_ERR_PORT: An internal error occurred when configuring SPAN on port [chars].`

**Explanation** This message means that SPAN detected an error in its internal operation. [chars] is the interface.

**Recommended Action** The error might be transient. Try the SPAN operation again. If the second attempt also fails, reload the switch by using the **reload** privileged EXEC command to complete the operation.

# SPANTREE Messages

This section contains the spanning-tree messages.

**Error Message** `SPANTREE-2-BLOCK_BPDUGUARD: Received BPDU on port [chars] with BPDU Guard enabled. Disabling port.`

**Explanation** This message means that a bridge protocol data unit (BPDU) was received on an interface that has the spanning tree BPDU guard feature enabled. As a result, the interface was administratively shut down. [chars] is the interface name.

**Recommended Action** Either remove the device sending BPDUs, or disable the BPDU guard feature. The BPDU guard feature can be locally configured on the interface or globally configured on all ports that have PortFast enabled. To disable BPDU guard on an interface, use the **no spanning-tree bpduguard enable** interface configuration command. To disable BPDU guard globally, use the **no spanning-tree portfast bpduguard default** global configuration command. After you have removed the device or disabled BPDU guard, re-enable the interface by entering the **no shutdown** interface configuration command.

**Error Message** `SPANTREE-2-BLOCK_PVID_LOCAL: Blocking [chars] on [chars]. Inconsistent local vlan.`

**Explanation** This message means that the spanning-tree port associated with the listed spanning-tree instance and interface will be held in the spanning-tree blocking state until the port VLAN ID (PVID) inconsistency is resolved. The listed spanning-tree instance is that of the native VLAN ID of the listed interface. The first [chars] is the interface, and the second [chars] is the spanning-tree instance.

**Recommended Action** Verify that the configuration of the native VLAN ID is consistent on the interfaces on each end of the 802.1Q trunk connection. When corrected, spanning tree automatically unblocks the interfaces, as appropriate.

**Error Message** `SPANTREE-2-BLOCK_PVID_PEER: Blocking [chars] on [chars]. Inconsistent peer vlan.`

**Explanation** This message means that the spanning-tree port associated with the listed spanning-tree instance and interface will be held in the spanning-tree blocking state until the port VLAN ID (PVID) inconsistency is resolved. The listed spanning-tree instance is that of the native VLAN ID of the interface on the peer switch to which the listed interface is connected. The first [chars] is the interface, and the second [chars] is the spanning-tree instance.

**Recommended Action** Verify that the configuration of the native VLAN ID is consistent on the interfaces on each end of the 802.1Q trunk connection. When interface inconsistencies are corrected, spanning tree automatically unblocks the interfaces.

**Error Message** `SPANTREE-2-CHNL_MISCFG: Detected loop due to etherchannel misconfiguration of [chars] [chars].`

**Explanation** This message means that a misconfiguration of a channel group has been detected. For example, the ports on one side of the EtherChannel either are not configured to be in the channel or failed to bundle into the channel and the other side has successfully bundled the ports into the EtherChannel. The first [chars] is the port, and the second [chars] is the VLAN.

**Recommended Action** Identify the local ports using the **show interfaces status err-disabled** privileged EXEC command, and then check the EtherChannel configuration on the remote device by using the **show etherchannel summary** privileged EXEC command on the remote device. After the configuration is correct, enter the **shutdown** and then **no shutdown** interface configuration commands on the associated port-channel interfaces.

**Error Message** `SPANTREE-2-LOOPGUARD_BLOCK: Loop guard blocking port [chars] on [chars].`

**Explanation** This message means that the spanning-tree message age timer has expired because no BPDUs were received from the designated bridge. Because this condition could be caused by a unidirectional-link failure, the interface is put into the blocking state and marked as loopguard-inconsistent to prevent possible loops from being created. The first [chars] is the port name, and the second [chars] is the spanning-tree mode displayed in the **show spanning-tree** privileged EXEC command.

**Recommended Action** Enter the **show spanning-tree inconsistentports** privileged EXEC command to review the list of interfaces with loopguard inconsistencies. Find out why devices connected to the listed ports are not sending BPDUs. One reason might be that they are not running the STP. If so, you should disable loop guard on the inconsistent interfaces by using the **spanning-tree guard none** interface configuration command or by starting the STP on the remote side of the links.

**Error Message** `SPANTREE-2-LOOPGUARD_CONFIG_CHANGE: Loop guard [chars] on port [chars] on [chars].`

**Explanation** This message means that the spanning-tree loopguard configuration for the listed interface has been changed. If enabled, the interface is placed into the blocking state. It is marked as loopguard-inconsistent when the message-age timer expires because no BPDUs were received

from the designated bridge. This feature is mainly used to detect unidirectional links. The first [chars] is the loopguard state (*enable* or *disable*), the second [chars] is the interface name, and the third [chars] is the spanning-tree instance.

**Recommended Action** Verify that this is the desired configuration for the listed interface. Correct it if this is not the desired configuration; otherwise, no further action is required.

**Error Message** `SPANTREE-2-LOOPGUARD_UNBLOCK: Loop guard unblocking port [chars] on [chars].`

**Explanation** This message means that the listed interface has received a BPDU, and therefore, if the inconsistency was caused by a unidirectional link failure, the problem no longer exists. The loopguard-inconsistency is cleared for the interface, which is taken out of the blocking state, if appropriate. The first [chars] is the port name, and the second [chars] is the spanning-tree mode displayed in the **show spanning-tree** privileged EXEC command.

**Recommended Action** No action is required.

**Error Message** `SPANTREE-2-PVSTSIM_FAIL: Superior PVST BPDU received on VLAN [dec] port [chars], claiming root [dec]:[enet]. Invoking root guard to block the port.`

**Explanation** This message means that root guard blocked a port that might cause a spanning-tree loop. When a PVST+ switch is connected to an MST switch, the IST root (MSTOO) becomes the root for all PVST+ spanning trees. A loop can occur if any of the PVST+ spanning trees have a better root than IST. To prevent the loop, root guard blocks the port on the MST switch that receives the superior message from the PVST+ side. The first [dec] is the VLAN ID, [chars] is the short interface name, such as Gi1/0/1, the second [dec] is the root bridge priority, and [enet] is the root bridge MAC address.

**Recommended Action** When spanning tree converges after a new switch or switch port is added to the topology, root guard might temporarily block the port and then automatically restore it. If the port remains blocked, identify the root bridge from this error message, and configure a less favorable priority for the VLAN spanning tree. There could be other superior PVST roots, and the port cannot recover until all such roots are cleared. Alternatively, try disabling and then enabling the VLAN port.

**Error Message** `SPANTREE-2-RECV_1Q_NON_1QTRUNK: Received 802.1Q BPDU on non 802.1Q trunk [chars] [chars].`

**Explanation** This message means that the listed interface on which a Shared Spanning Tree Protocol (SSTP) BPDU was received was in trunk mode but was not using 802.1Q encapsulation. The first [chars] is the port, and the second [chars] is the VLAN.

**Recommended Action** Verify that the configuration and operational state of the listed interface and that of the interface to which it is connected are in the same mode (*access* or *trunk*). If the mode is trunk, verify that both interfaces have the same encapsulation (*ISL* or *802.1Q*). If the encapsulation types are different, use the **switchport trunk encapsulation** interface configuration command to make them consistent. When the encapsulation is consistent, spanning tree automatically unblocks the interface.

**Error Message** `SPANTREE-2-RECV_BAD_TLV: Received SSTP BPDU with bad TLV on [chars] [chars].`

**Explanation** This message means that the listed interface received an SSTP BPDU without the VLAN ID tag. The BPDU is discarded. The first [chars] is the port, and the second [chars] is the VLAN that received the SSTP BPDU.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SPANTREE-2-RECV_PVID_ERR: Received BPDU with inconsistent peer vlan id [dec] on [chars] [chars].`

**Explanation** This message means that the listed interface received an SSTP BPDU that is tagged with a VLAN ID that does not match the VLAN ID on which the BPDU was received. This occurs when the native VLAN is not consistently configured on both ends of an 802.1Q trunk. [dec] is the VLAN ID, the first [chars] is the port, and the second [chars] is the VLAN.

**Recommended Action** Verify that the configurations of the native VLAN ID is consistent on the interfaces on each end of the 802.1Q trunk connection. When the configurations are consistent, spanning tree automatically unblocks the interfaces.

**Error Message** `SPANTREE-2-ROOTGUARD_BLOCK: Root guard blocking port [chars] on [chars].`

**Explanation** This message means that on the listed interface a BPDU was received that advertises a superior spanning-tree root bridge (lower bridge ID, lower path cost, and so forth) than that in use. The interface is put into blocking state and marked as *root-guard inconsistent* to prevent a suboptimal spanning-tree topology from forming. The first [chars] is the port name, and the second [chars] is the spanning-tree mode displayed in the output of the **show spanning-tree** privileged EXEC command.

**Recommended Action** Enter the **show spanning-tree inconsistentports** privileged EXEC command to review the list of interfaces with root-guard inconsistencies. Find out why devices connected to the listed ports are sending BPDUs with a superior root bridge, and take action to prevent more occurrences. When the inaccurate BPDUs have been stopped, the interfaces automatically recover and resume normal operation. Make sure that it is appropriate to have root guard enabled on the interface.

**Error Message** `SPANTREE-2-ROOTGUARD_CONFIG_CHANGE: Root guard [chars] on port [chars] on [chars].`

**Explanation** This message means that the spanning-tree root guard configuration for the listed interface has changed. If enabled, any BPDU received on this interface that advertises a superior spanning-tree root bridge (lower bridge ID, lower path cost, and so forth) to that already in use

causes the interface to be put into the blocking state and marked as *root-guard inconsistent*. The first [chars] is the root-guard state (*enable* or *disable*), the second [chars] is the interface, and the third [chars] is the spanning-tree instance.

**Recommended Action** Verify that this is the desired configuration for the listed interface. Correct it if it is not the desired configuration; otherwise, no action is required.

**Error Message** `SPANTREE-2-ROOTGUARD_UNBLOCK: Root guard unblocking port [chars] on [chars].`

**Explanation** This message means that the listed interface is no longer receiving BPDUs advertising a superior root bridge (lower bridge ID, lower path cost, and so forth). The root-guard inconsistency is cleared for the interface, and the blocking state is removed from the interface. The first [chars] is the port name, and the second [chars] is the spanning-tree mode displayed in **show spanning-tree** privileged EXEC command.

**Recommended Action** No action is required.

**Error Message** `SPANTREE-2-UNBLOCK_CONSIST_PORT: Unblocking [chars] on [chars]. Port consistency restored.`

**Explanation** This message means that the port VLAN ID or port type inconsistencies have been resolved and spanning tree will unblock the listed interface of the listed spanning-tree instance as appropriate. The first [chars] is the interface, and the second [chars] is the spanning-tree instance.

**Recommended Action** No action is required.

**Error Message** `SPANTREE-3-BAD_PORTNUM_SIZE: Rejected an attempt to set the port number field size to [dec] bits (valid range is [dec] to [dec] bits).`

**Explanation** This message means that an error occurred in the platform-specific code that caused it to request more or less bits than are possible. The spanning-tree port identifier is a 16-bit field, which is divided evenly between the port priority and port number, with each subfield being 8 bits. This allows the port number field to represent port numbers between 1 and 255. However, on systems with more than 255 ports, the size of port number portion of the port ID must be increased to support the number of ports. This is performed by the spanning-tree subsystem at system initialization because the maximum number of ports on a particular platform will not change. This error occurs because of an error in the platform-specific code, which causes it to request more or less bits than are possible. The first [dec] is the number of bits for the port number, and the second and third [dec] describe the valid range.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show version** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SPANTREE-3-PORT_SELF_LOOPED: [chars] disabled.- received BPDU src mac ([enet]) same as that of interface.`

**Explanation** This message means that a BPDU was received on the listed interface with a source MAC address that matches the one assigned to the listed interface. This means that a port might be looped back to itself, possibly because of an installed diagnostic cable. The interface will be administratively shut down. [chars] is the interface that received the BPDU, and [enet] is the source MAC address.

**Recommended Action** Check the interface configuration and any cable connected to the interface. When the problem is resolved, re-enable the interface by entering the **no shutdown** interface configuration command.

**Error Message** `SPANTREE-4-PORT_NOT_FORWARDING: [chars] [chars] [chars] [chars].`

**Explanation** This message appears when a port-not-forwarding alarm is set or cleared. The first [chars] is the mode (for example, assert or clear), and the second [chars] is the severity (for example, minor). The third [chars] is the interface name, and the fourth [chars] is the alarm string (for example, port not forwarding).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SPANTREE-5-EXTENDED_SYSID: Extended SysId [chars] for type [chars].`

**Explanation** This message means that the extended system ID feature is either enabled or disabled for the given type of spanning tree. If enabled, the spanning-tree instance identifier is stored in the lower portion of the bridge ID priority field and limits the allowed values for the bridge priority from 0 to 61440, in increments of 4096. If disabled, the bridge ID priority field consists only of the configured priority, but some spanning-tree features might not be available on a given platform (for example, support for 4096 VLANs). On some platforms, this feature might be mandatory. The first [chars] is the extended system ID state (*enable* or *disable*), and the second [chars] is the spanning-tree instance.

**Recommended Action** No action is required.

**Error Message** `SPANTREE-5-ROOTCHANGE: Root Changed for [chars] [dec]: New Root Port is [chars]. New Root Mac Address is [enet].`

**Explanation** This message means that the root switch changed for a spanning-tree instance. The first [chars] and [dec] is the interface ID for the previous root port, the second [chars] is the interface ID for the new root port, and [enet] is the Ethernet address of the new root port.

**Recommended Action** No action is required.

**Error Message** `SPANTREE-5-TOPOTRAP: Topology Change Trap for [chars] [dec].`

**Explanation** This message means that a trap was generated because of a topology change in the network.

**Recommended Action** No action is required.

**Error Message** `SPANTREE-6-PORT_STATE: Port [chars] instance [dec] moving from [chars] to [chars].`

**Explanation** This message means that the port state changed. The first [chars] is the interface name. [dec] is the spanning-tree instance ID. The second [chars] is the old state (such as listening, learning, or forwarding, and so forth), and the third [chars] is the new state.

**Recommended Action** No action is required.

**Error Message** `SPANTREE-7-BLOCK_PORT_TYPE: Blocking [chars] on [chars]. Inconsistent port type.`

**Explanation** This message means that the listed interface is being held in the spanning-tree blocking state until the port-type inconsistency is resolved. The first [chars] is the interface, and the second [chars] is the spanning-tree instance.

**Recommended Action** Verify that the configuration and operational states of the listed interface and those of the interface to which it is connected are in the same mode (*access* or *trunk*). If the mode is trunk, verify that both interfaces have the same encapsulation (*ISL* or *802.1Q*). When these parameters are consistent, spanning tree automatically unblocks the interface.

**Error Message** `SPANTREE-7-PORTDEL_SUCCESS: [chars] deleted from Vlan [dec].`

**Explanation** This message means that the interface has been deleted from VLAN. [chars] is the interface, and [dec] is the VLAN ID.

**Recommended Action** No action is required.

**Error Message** `SPANTREE-7-RECV_1Q_NON_TRUNK: Received 802.1Q BPDU on non trunk [chars] [chars].`

**Explanation** This message means that an SSTP BPDU was received on the listed interface, which is not an operational trunking interface. The first [chars] is the port name, and the second [chars] is the VLAN name.

**Recommended Action** Verify that the configuration and operational state of the listed interface and that of the interface to which it is connected are in the same mode (*access* or *trunk*). If the mode is trunk, verify that both interfaces have the same encapsulation (*none*, *ISL*, or *802.1Q*). When these parameters are consistent, spanning tree automatically unblocks the interface.

# SPANTREE_FAST Messages

This section contains the spanning-tree fast-convergence message.

**Error Message** `SPANTREE_FAST-7-PORT_FWD_UPLINK: [chars] [chars] moved to Forwarding (UplinkFast).`

**Explanation** This message means that the listed interface has been selected as the new path to the root switch for the listed spanning-tree instance. The first [chars] is the spanning-tree instance, and the second [chars] is the interface.

**Recommended Action** No action is required.

# SPANTREE_VLAN_SW Messages

The section contains the per-VLAN spanning-tree-specific message.

**Error Message** `SPANTREE_VLAN_SW-2-MAX_INSTANCE: Platform limit of [dec] STP instances exceeded. No instance created for [chars] (port [chars]).`

**Explanation** This message means that the number of currently active VLAN spanning-tree instances has reached a platform-specific limit. No additional VLAN instances will be created until the number of existing instances drops below the platform limit. [dec] is the spanning-tree instance limit, and the first [chars] is the smallest VLAN number of those VLANs that are unable to have spanning-tree instances created.

**Recommended Action** Reduce the number of currently active spanning-tree instances by either disabling some of the currently active spanning-tree instances or deleting the VLANs associated with them. You must manually enable the spanning trees that could not be created because of limited instances.

# STACKMGR Messages

This section contains stack manager system messages. These messages are related to the status of switches within the stack.

**Error Message** `STACKMGR-6-HDM_GET_DEVICE_RECORD_FAIL: Device Manager could not get device record.`

**Explanation** This message means that this switch could not get the device record for some or all other switches in the stack.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `STACKMGR-6-MASTER_ELECTED: Switch [dec] has been elected as MASTER of the stack.`

**Explanation** This message means that the specified switch has been elected stack master. [dec] is the switch number of the elected stack master.

**Recommended Action** No action is required.

**Error Message** `STACKMGR-6-MASTER_READY: Master Switch [dec] is READY.`

**Explanation** This message means that the stack master is ready for use. [dec] is the stack master switch number.

**Recommended Action** No action is required.

**Error Message** `STACKMGR-6-MSG_FAIL: Failed to retrieve stack message from port-asic [dec] in direction [dec].`

**Explanation** This message means that stack manager module failed to retrieve stack messages. The first [dec] is the ASIC ID, and the second [dec] is the direction.

**Recommended Action** No action is required.

**Error Message** `STACKMGR-6-NORECORD: Switch removed event for switch [dec] with no switch record.`

**Explanation** This message means that the stack manager received a switch-removed event for which there is no switch record. [dec] is the switch number.

**Recommended Action** No action is required.

**Error Message** `STACKMGR-6-STACK_LINK_CHANGE: Stack Port [chars] Switch [dec] has changed to state [chars].`

**Explanation** This message means that the specified stack port status has changed state to up or down. The first [chars] is the stack port (1 or 2), [dec] is the switch number, and the second [chars] is the new state (up or down).

**Recommended Action** No action is required.

**Error Message** `STACKMGR-6-SWITCH_ADDED: Switch [dec] has been ADDED to the stack.`

**Explanation** This message means that the specified stack member switch has been added to the stack. [dec] is the switch number.

**Recommended Action** No action is required.

**Error Message** `STACKMGR-6-SWITCH_ADDED_SDM: Switch [dec] has been ADDED to the stack (SDM_MISMATCH).`

**Explanation** This message means that the specified switch has been added to the stack. [dec] is the switch number. SDM_MISMATCH means that the added switch cannot support the SDM template that the stack master is using. Subsequent SDM-6-MISMATCH_ADVISE messages explain the mismatch and recommend corrective actions.

**Recommended Action** No action is required unless SDM_MISMATCH is displayed. For SDM_MISMATCH corrective actions, see SDM-6-MISMATCH_ADVISE.

**Error Message** `STACKMGR-6-SWITCH_ADDED_VM: Switch [dec] has been ADDED to the stack (VERSION_MISMATCH).`

**Explanation** This message means that a switch that has been added to the stack has a different software version. [dec] is the switch number.

**Recommended Action** No action is required.

**Error Message** `STACKMGR-6-SWITCH_READY: Switch [dec] is READY.`

**Explanation** This message means that the switch is ready. [dec] is the switch number.

**Recommended Action** No action is required.

**Error Message** `STACKMGR-6-SWITCH_REMOVED: Switch [dec] has been REMOVED from the stack.`

**Explanation** This message means that the specified switch has been removed from the stack. [dec] is the switch number.

**Recommended Action** No action is required.

# STORM_CONTROL Messages

This section contains the storm control messages.

**Error Message** `STORM_CONTROL-3-FILTERED: A [chars] storm detected on [chars]. A packet filter action has been applied on the interface.`

**Explanation** This message means that the amount of traffic detected on the interface has exceeded the configured threshold values. The system is filtering the excess traffic. The first [chars] is the traffic type, and the second [chars] is the interface.

**Recommended Action** Determine and fix the root cause of the excessive traffic on the interface.

**Error Message** `STORM_CONTROL-3-SHUTDOWN: A packet storm was detected on [chars]. The interface has been disabled.`

**Explanation** This message means that the amount of traffic detected on the interface has exceeded the configured threshold values. Since the interface is configured to shutdown if a packet storm event is detected, it has been placed in an error-disabled state. [chars] is the affected interface.

**Recommended Action** You can enable error-disable recovery by using the **errdisable recovery** global configuration command to automatically re-enable the interface. You should determine and fix the root cause of the excessive traffic on the interface.

# SUPERVISOR Messages

This section contains the supervisor ASIC message. This ASIC controls the CPU and the switch send and receive ports.

**Error Message** `SUPERVISOR-3-FATAL: [chars].`

**Explanation** This message means that an internal error occurred in the supervisor ASIC. [chars] is the detailed error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

# SUPQ Messages

This section contains the supervisor queue messages. These messages are related to CPU send and receive queues.

**Error Message** `SUPQ-3-THROTTLE_CPU_QUEUE: Invalid application ID [dec] used for throttling.`

**Explanation** This message means that an application has passed an invalid application ID for throttle check. [dec] is the internal application identifier.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SUPQ-4-CPUHB_RECV_STARVE: [chars].`

**Explanation** This message means that the system has detected that messages directed to the CPU are delayed. [chars] is the detailed error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SUPQ-4-CPUHB_SLOW_TRANSMIT: [chars].`

**Explanation** This message means that the system is warning you about a slowdown of the transmit interface. [chars] is the detailed error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SUPQ-4-CPUHB_TX_FAIL: [chars].`

**Explanation** This message means that the system is warning you about the transmit interface discarding the heartbeat message. [chars] is the detailed error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SUPQ-4-PORT_QUEUE_STUCK: Port queue Stuck for asic [dec] port [dec] queue [dec].`

**Explanation** This message means that the system has detected that an interface queue is not being cleared in a reasonable time. The first [dec] is the ASIC, the second [dec] is the interface, and the third [dec] is the queue number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SUPQ-4-RECV_QUEUE_STUCK: Receive queue Stuck for asic [dec] queue [dec].`

**Explanation** This message means that the system has detected that the receive queue is not being cleared in a reasonable time. The first [dec] is the ASIC, and the second [dec] is the queue number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5..

# SW_DAI Messages

This section contains the dynamic ARP inspection (DAI) messages.

**Error Message** `SW_DAI-4-ACL_DENY: [dec] Invalid ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]]).`

**Explanation** This message means that the switch has received ARP packets considered invalid by ARP inspection. The packets are erroneous, and their presence shows that administratively denied packets were seen in the network. This log message appears when packets have been denied by ACLs either explicitly or implicitly (with static ACL configuration). These packets show attempted man-in-the-middle attacks in the network. The first [dec] is the number of invalid ARP packets. The first [chars] is either Req (request) or Res (response), and the second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

**Recommended Action** No action is required.

**Error Message** `SW_DAI-4-DHCP_SNOOPING_DENY: [dec] Invalid ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]]).`

**Explanation** This message means that the switch has received ARP packets considered invalid by ARP inspection. The packets are erroneous, and their presence might show attempted man-in-the-middle attacks in the network. This log message appears when the sender's IP and MAC address binding for the received VLAN is not present in the DHCP snooping database. The first [dec] is the number of invalid ARP packets. The first [chars] is either Req (request) or Res (response), and the second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

**Recommended Action** No action is required.

**Error Message** `SW_DAI-6-DHCP_SNOOPING_PERMIT: [dec] ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]]).`

**Explanation** This message means that the switch has received ARP packets that have been permitted because the sender's IP and MAC address match the DHCP snooping database for the received VLAN. The first [dec] is the number of valid ARP packets. The first [chars] is either Req (request) or Res (response), and the second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

**Recommended Action** No action is required.

**Error Message** `SW_DAI-4-INVALID_ARP: [dec] Invalid ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]]).`

**Explanation** This message means that the switch has received ARP packets considered invalid by ARP inspection. The packets do not pass one or more validation checks of the source or destination MAC address or the IP address. The first [dec] is the number of invalid ARP packets. The first [chars] is either Req (request), Res (response), or Invalid Opcode. The second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

**Recommended Action** No action is required.

**Error Message** `SW_DAI-4-PACKET_BURST_RATE_EXCEEDED: [dec] packets received in [dec] seconds on [chars].`

**Explanation** This message means that the switch has received the given number of ARP packets in the specified burst interval. The interface is in the error-disabled state when the switch receives packets at a higher rate than the configured packet rate every second over the configured burst interval. The message is logged just before the interface is error disabled and if the configured burst interval is more than a second. The first [dec] is the number of packets, the second [dec] is the number of seconds, and [chars] is the affected interface.

**Recommended Action** No action is required.

**Error Message** `SW_DAI-4-PACKET_RATE_EXCEEDED: [dec] packets received in [dec] milliseconds on [chars].`

**Explanation** This message means that the switch has received the given number of ARP packets for the specified duration on the interface. This message is logged just before the port is put into the error-disabled state because of the exceeded packet rate and when the burst interval is set to 1 second. The first [dec] is the number of packets, the second [dec] is the number of milliseconds, and [chars] is the affected interface.

**Recommended Action** No action is required.

**Error Message** `SW_DAI-4-SPECIAL_LOG_ENTRY: [dec] Invalid ARP packets [[time-of-day]].`

**Explanation** This message means that the switch has received ARP packets considered invalid by ARP inspection. The packets are erroneous, and their presence might show attempted man-in-the-middle attacks in the network. This message differs from other SW_DAI messages in that this message captures all messages when the rate of incoming packets exceeds the dynamic ARP inspection logging rate. [dec] is the number of invalid ARP packets, and [time-of-day] is the time of day.

**Recommended Action** No action is required.

**Error Message** `SW_DAI-6-ACL_PERMIT: [dec] ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]]).`

**Explanation** This message means that the switch has received ARP packets that are permitted as a result of an ACL match. The first [dec] is the number of valid ARP packets. The first [chars] is either Req (request) or Res (response), and the second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

**Recommended Action** No action is required.

**Error Message** `SW_DAI-6-DHCP_SNOOPING_PERMIT: [dec] ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]]).`

**Explanation** This message means that the switch has received ARP packets that have been permitted because the sender's IP and MAC address match the DHCP snooping database for the received VLAN. The first [dec] is the number of valid ARP packets. The first [chars] is either Req (request) or Res (response), and the second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

**Recommended Action** No action is required.

# SW_VLAN Messages

This section contains the VLAN manager messages. The VLAN manager receives information from the VTP and enables the proper VLAN membership on all interfaces through the port manager.

**Error Message** `SW_VLAN-3-VLAN_PM_NOTIFICATION_FAILURE: VLAN Manager synchronization failure with Port Manager over [chars].`

**Explanation** This message means that the VLAN manager dropped a notification from the port manager because of a lack of ready pool space. [chars] is the type of port manager notification.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or

contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SW_VLAN-3-VTP_PROTOCOL_ERROR: VTP protocol code internal error [chars].`

**Explanation** This message means that the VTP code encountered an unexpected error while processing a configuration request, a packet, or a timer expiration. [chars] is the internal error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SW_VLAN-4-BAD_PM_VLAN_COOKIE_RETURNED: VLAN manager unexpectedly received a bad PM VLAN cookie from the Port Manager, VLAN indicated [dec].`

**Explanation** This message means that the VLAN manager received an upcall and a VLAN cookie from the port manager, which translated to a bad VLAN number. [dec] is the VLAN ID.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SW_VLAN-4-BAD_STARTUP_VLAN_CONFIG_FILE: Failed to configure VLAN from startup-config. Fallback to use VLAN configuration file from non-volatile memory.`

**Explanation** This message means that the VLAN software did not use the VLAN configuration from the startup-configuration file. It will use the binary VLAN configuration file in NVRAM memory.

**Recommended Action** No action is required.

**Error Message** `SW_VLAN-4-BAD_VLAN_CONFIGURATION_FILE: VLAN configuration file contained incorrect verification word [hex].`

**Explanation** This message means that the VLAN configuration file read by the VLAN manager did not begin with the correct value. The VLAN configuration file is invalid, and it has been rejected. [hex] is the incorrect verification value.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SW_VLAN-4-BAD_VLAN_CONFIGURATION_FILE_VERSION: VLAN configuration file contained unknown file version [dec].`

**Explanation** This message means that the VLAN configuration file read by the VLAN manager contained an unrecognized file version number, which might mean an attempt to regress to an older version of the VLAN manager software. [dec] is the file version number.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SW_VLAN-4-BAD_VLAN_TIMER_ACTIVE_VALUE: Encountered incorrect VLAN timer active value [chars].`

**Explanation** This message means that, because of a software error, a VLAN timer was detected as active when it should have been inactive or as inactive when it should have been active. [chars] is the VLAN timer active value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SW_VLAN-4-EXT_VLAN_INTERNAL_ERROR: Extended VLAN manager received an internal error [dec] from [chars] [chars].`

**Explanation** This message means that an unexpected error code was received by the VLAN manager from the extended-range VLAN configuration software. [dec] is the error code. The first [chars] is the function, and the second [chars] describes the error code.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SW_VLAN-4-EXT_VLAN_INVALID_DATABASE_DATA: Extended VLAN manager received bad data of type [chars] value [dec] from function [chars].`

**Explanation** This message means that invalid data was received by the extended-range VLAN manager from an extended-range VLAN configuration database routine. The first [chars] is the data type, [dec] is the number received, and the second [chars] is the function name.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error.

Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SW_VLAN-4-IFS_FAILURE: VLAN manager encountered file operation error call = [chars] / file = [chars] / code = [dec] ([chars]) / bytes transferred = [dec].`

**Explanation** This message means that the VLAN manager received an unexpected error return from a Cisco IOS file system (IFS) call while reading the VLAN database. The first [chars] is the function call name, and the second [chars] is the file name. [dec] is the error code, the third [chars] is the textual interpretation of the error code, and the second [dec] is the number of bytes transferred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SW_VLAN-4-NO_PM_COOKIE_RETURNED: VLAN manager unexpectedly received a null [chars] type cookie from the Port Manager, data reference [chars].`

**Explanation** This message means that the VLAN manager queried the port manager for a reference cookie but received a NULL pointer instead. The first [chars] is the type of port manager cookie, and the second [chars] is the interface or VLAN that is the source of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SW_VLAN-4-STARTUP_EXT_VLAN_CONFIG_FILE_FAILED: Failed to configure extended range VLAN from startup-config. Error [chars].`

**Explanation** This message means that the VLAN software failed to use an extended-range VLAN configuration from the startup configuration file. All extended-range VLAN configurations are lost after the system boots up. [chars] is a description of the error code.

**Recommended Action** No action is required.

**Error Message** `SW_VLAN-4-VLAN_CREATE_FAIL: Failed to create VLANs [chars]: [chars].`

**Explanation** This message means that the specified VLANs could not be created. The port manager might not have completed the VLAN creation requests because the VLANs already exist as internal VLANs. The first [chars] is the VLAN ID, and the second [chars] describes the error.

**Recommended Action** Check the internal VLAN usage by using **show vlan internal usage** privileged EXEC command, reconfigure the feature that is using the internal VLANs, and try to create the VLANs again. If this message appears again, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SW_VLAN-4-VTP_INTERNAL_ERROR: VLAN manager received an internal error [dec] from vtp function [chars] [chars].`

**Explanation** This message means that the VLAN manager received an unexpected error code from the VTP configuration software. [dec] is the error code, the first [chars] is the VTP function, and the second [chars] is the error-code description.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SW_VLAN-4-VTP_INVALID_DATABASE_DATA: VLAN manager received bad data of type [chars] value [dec] from vtp database function [chars].`

**Explanation** This message means that the VLAN manager received invalid data from a VTP configuration database routine. The first [chars] is the data type; [dec] is the inappropriate value that was received, and the second [chars] is the VTP database function.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SW_VLAN-4-VTP_INVALID_EVENT_DATA: VLAN manager received bad data of type [chars] value [dec] while being called to handle a [chars] event.`

**Explanation** This message means that the VLAN manager received invalid data from the VTP configuration software. The first [chars] is the data type, [dec] is the value of that data, and the second [chars] is the VTP event.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SW_VLAN-4-VTP_SEM_BUSY: VTP semaphore is unavailable for function [chars]. Semaphore locked by [chars].`

**Explanation** This message means that the VTP database is not available. You should access the VTP database later. The first [chars] is the function name that you want to configure, and the second [chars] is the function name that is using the VTP database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SW_VLAN-4-VTP_USER_NOTIFICATION: VTP protocol user notification: [chars].`

**Explanation** This message means that the VTP code encountered an unusual diagnostic situation. [chars] is a description of the situation.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `SW_VLAN-6-OLD_CONFIG_FILE_READ: Old version [dec] VLAN configuration file detected and read OK. Version [dec] files will be written in the future.`

**Explanation** This message means that the VLAN software detected an old version of the VLAN configuration file format. It interpreted the file without a problem, but it will create files using the new format in the future. The first [dec] is the old version number, and the second [dec] is the new version number.

**Recommended Action** No action is required.

**Error Message** `SW_VLAN-6-VTP_MODE_CHANGE: VLAN manager changing device mode from [chars] to [chars].`

**Explanation** This message means that an automatic VTP mode device change occurred upon receipt of a VLAN configuration database message containing more than a set number of VLANs. The first [chars] is the previous mode, and the second [chars] is the current mode.

**Recommended Action** No action is required.

# SWITCH_QOS_TB Messages

This section contains the QoS trusted boundary (TB) messages.

**Error Message** `SWITCH_QOS_TB-5-TRUST_DEVICE_DETECTED: [chars] detected on port [chars], port trust enabled.`

**Explanation** This message means that the trusted boundary software detected a device matching the trusted device setting for the port and has modified the port trust state. The first [chars] is the type of device detected, and the second [chars] is the port ID.

**Recommended Action** No action is required.

**Error Message** `SWITCH_QOS_TB-5-TRUST_DEVICE_LOST: [chars] no longer detected on port [chars], port set to untrusted.`

**Explanation** This message means that the trusted boundary software lost contact with a trusted device and has set the port trust state to untrusted. The first [chars] is the type of device detected, and the second [chars] is the port ID.

**Recommended Action** No action is required.

# TCAMMGR Messages

This section contains the ternary content-addressable memory manager (TCAMMGR) messages.

**Error Message** `TCAMMGR-3-GROW_ERROR: cam region [dec] can not grow.`

**Explanation** This message means that the specified CAM region is configured as a static region with a fixed number of entries, and a caller requested to add more CAM entries. [dec] is the CAM region.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `TCAMMGR-3-HANDLE_ERROR: cam handle [hex] is invalid.`

**Explanation** This message means that the CAM handle used by the caller is not valid. [hex] is the handle value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `TCAMMGR-3-INDEX_ERROR: cam value/mask index [dec] is invalid.`

**Explanation** This message means that the CAM index used by the caller is not valid. [dec] is the index value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `TCAMMGR-3-MOVE_ERROR: cam entry move from index [int] to index [int] failed.`

**Explanation** This message means that moving a CAM entry from one index to another failed. [int] is the index value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `TCAMMGR-3-REGION_ERROR: cam region [dec] is invalid.`

**Explanation** This message means that the CAM region is not valid. [dec] is the region.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `TCAMMGR-3-REGMASK_ERROR: invalid cam region [dec] mask [dec] pair.`

**Explanation** This message means that a caller attempted to install an entry with an invalid mask for the region. Only a predetermined set of masks is allowed in a region. The first [dec] is the region, and the second [dec] is the mask.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

# UDLD Messages

This section contains UniDirectional Link Detection (UDLD) messages.

**Error Message** `UDLD-0-STOPPED:UDLD process stopped:[chars].`

**Explanation** This message means that the UDLD process stopped because it cannot read the unique system identifier that is being used by UDLD. The system identifier is used to identify the device that is sending the UDLD packets. [chars] is the UDLD process name.

**Recommended Action** Reload the switch by using the **reload** privileged EXEC command. 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 error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `UDLD-3-UDLD_IDB_ERROR: UDLD error handling [chars] interface [chars].`

**Explanation** This message means that a software error occurred in UDLD processing associated with a specific interface. The first [chars] is the event, and the second [chars] is the interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `UDLD-3-UDLD_INTERNAL_ERROR: UDLD internal error [chars].`

**Explanation** This message means that a software check failed during UDLD processing. [chars] is a description of the internal error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `UDLD-3-UDLD_INTERNAL_IF_ERROR: UDLD internal error, interface [chars] [chars].`

**Explanation** This message means that a software check failed during UDLD processing. The first [chars] is the interface, and the second [chars] is a description of the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `UDLD-4-UDLD_PORT_DISABLED: UDLD disabled interface [chars], [chars] detected.`

**Explanation** This message means that the UDLD Protocol disabled an interface because it detected connections between neighbors that were functioning only in one direction, which might potentially cause spanning-tree loops or interfere with connectivity. The cause is likely to be hardware related, either due to a bad port, a bad cable, or a misconfigured cable. The first [chars] is the interface, and the second [chars] is the error detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `UDLD-6-UDLD_PORT_RESET: UDLD reset interface [chars].`

**Explanation** This message means that the UDLD Protocol detected a unidirectional connection between neighbors. Reset the port that was disabled by UDLD by using the **udld reset** privileged EXEC command or through a hardware action such as a link-state change. [chars] is the interface.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

# UFAST_MCAST_SW Messages

This section contains UplinkFast (UFAST) packet transmission messages.

**Error Message** `UFAST_MCAST_SW-3-PROC_START_ERROR: No process available for transmitting UplinkFast packets.`

**Explanation** This message means that UplinkFast packets will not be sent because the process could not be created.

**Recommended Action** UplinkFast does not work unless you reload the switch software. If this problem persists even after reload, find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `UFAST_MCAST_SW-4-MEM_NOT_AVAILABLE: No memory is available for transmitting UplinkFast packets on Vlan [dec].`

**Explanation** This message means that UplinkFast packets will not be sent on VLAN [dec] due to memory limitations. [dec] is the VLAN ID.

**Recommended Action** Reduce other system activity to ease memory demands.

# VQPCLIENT Messages

This section contains VLAN Query Protocol (VQP) client messages.

**Error Message** `VQPCLIENT-2-CHUNKFAIL: Could not allocate memory for VQP.`

**Explanation** This message means that an error occurred when the system tried to allocate memory for the VQP client.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `VQPCLIENT-2-DENY: Host [enet] denied on interface [chars].`

**Explanation** This message means that the VLAN Membership Policy Server (VMPS) has denied access for the given host MAC address to an interface. [enet] is the host MAC address, and [chars] is the interface name.

**Recommended Action** No action is normally required. If you think that the host should have been allowed access, verify the configuration on the VMPS.

**Error Message** `VQPCLIENT-2-INITFAIL: Platform-specific VQP initialization failed. Quitting.`

**Explanation** This message means that an error occurred during initialization of the VQP client platform-specific code.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `VQPCLIENT-2-IPSOCK: Could not obtain IP socket.`

**Explanation** This message means that an error occurred when the system attempted to open an IP socket to the VMPS.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `VQPCLIENT-2-PROCFAIL: Could not create process for VQP. Quitting.`

**Explanation** This message means that an error occurred while creating a process for the VQP client.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-5.

**Error Message** `VQPCLIENT-2-SHUTDOWN: Interface [chars] shutdown by VMPS.`

**Explanation** This message means that the VMPS has directed that an interface be shut down. [chars] is the interface name.

**Recommended Action** No action is normally required. If you think that the port should not have been shut down, verify the configuration on the VMPS.

**Error Message** `VQPCLIENT-2-TOOMANY: Interface [chars] shutdown by active host limit.`

**Explanation** This message means that the system has shut down an interface because too many hosts have requested access to that port. [chars] is the interface name.

**Recommended Action** To reactivate the port, remove the excess hosts, and enter a **no shutdown** interface configuration command on the interface.

**Error Message** `VQPCLIENT-3-IFNAME: Invalid interface ([chars]) in response.`

**Explanation** This message means that the VMPS has sent an unsolicited response with an unknown interface name. [chars] is the name of the unknown interface.

**Recommended Action** Verify the VMPS configuration.

**Error Message** `VQPCLIENT-3-THROTTLE: Throttling VLAN change on [chars].`

**Explanation** This message means that an attempt was made to change the VLAN assignment for an interface more often than once every 10 seconds. The VLAN change is denied. [chars] is the interface name.

**Recommended Action** No action is normally required. If the message recurs, verify the VMPS configuration. Verify that unexpected hosts are not connected to the port.

**Error Message** `VQPCLIENT-3-VLANNAME: Invalid VLAN ([chars]) in response.`

**Explanation** This message means that the VMPS has specified a VLAN name that is unknown to the switch. [chars] is the invalid VLAN name.

**Recommended Action** Make sure that the VLAN exists on the switch. Verify the VMPS configuration.

**Error Message** `VQPCLIENT-7-NEXTSERV: Trying next VMPS [IP_address].`

**Explanation** This message means that the system has lost connectivity with the current VMPS and is changing to the next server in its list. [IP_address] is the address of the next server in the list.

**Recommended Action** This is a debug message only. No action is required.

**Error Message** `VQPCLIENT-7-PROBE: Probing primary server [IP_address].`

**Explanation** This message means that the system is trying to reestablish connectivity with the primary VMPS at the given IP address.

**Recommended Action** This is a debug message only. No action is required.

**Error Message** `VQPCLIENT-7-RECONF: Reconfirming VMPS responses.`

**Explanation** This message means that the switch is reconfirming all responses with the VMPS.

**Recommended Action** This is a debug message only. No action is required.