



System Messages

This appendix describes the IOS system messages specific for the switch and contains these sections:

- [Overview, page A-1](#)
- [How to Read System Messages, page A-2](#)
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This switch software release is based on Cisco IOS Release 12.0. It has been enhanced to support a set of features for the Catalyst 2900 XL and Catalyst 3500 XL switches. This appendix provides system messages that have been created or changed for these switches. This appendix does not provide Cisco IOS Release 12.0 commands and information already documented in the Cisco IOS Release 12.0 documentation on Cisco.com.



Note

From CMS (**Reports > System Messages**), you can display the system messages of the Catalyst 2900 XL and Catalyst 3500 XL switches when they are in a cluster where the command switch is a Catalyst 2950 switch running Release 12.1(6)EA2 or later or a Catalyst 3550 switch running Release 12.1(8)EA1 or later. The System Messages option is not available from the Catalyst 2900 XL and Catalyst 3500 XL switches.

Overview

The system software sends IOS system messages to the console (and, optionally, to a logging server on another system) during operation. Not all system messages mean problems with your system. Some messages are purely informational, and others can help diagnose problems with communications lines, internal hardware, or the system software. Each message includes the message itself, an explanation of the problem or condition, and, if available, a recommended course of action.

How to Read System Messages

System messages begin with a percent sign (%) and are structured as follows:

%FACILITY-SUBFACILITY-SEVERITY-MNEMONIC: Message-text

- FACILITY is a code consisting of two or more uppercase letters that indicate the facility to which the message refers. A facility can be a hardware device, a protocol, or a module of the system software. [Table A-1](#) lists the system facility codes.

Table A-1 Facility Codes

Code	Facility	Location
AAAA	TACACS+ authentication, authorization, and accounting security	AAAA Messages, page A-5
CAPITOLA	Internal module	CAPITOLA Messages, page A-7
CDP	Cisco Discovery Protocol	CDP Messages, page A-7
CHASSIS	Chassis	CHASSIS Message, page A-8
CMP	Cluster Membership Protocol module	CMP Messages, page A-8
CPU_NET	CPU network interface	CPU_NET Message, page A-9
ENVIRONMENT	Environment	ENVIRONMENT Messages, page A-9
FRANK	Gigabit Ethernet controller	FRANK Messages, page A-10
GBIC_1000BASET	Cisco GigaStack Gigabit Interface Converter	GBIC_1000BASET Messages, page A-15
GBIC_SECURITY	GBIC module security	GBIC_SECURITY Messages, page A-16
GIGASTACK	GigaStack GBIC	GigaStack Messages, page A-17
HW_MEMORY	Hardware memory	HW_MEMORY Messages, page A-18
INTERFACE	Interface API	INTERFACE Messages, page A-19
IP	Internet Protocol	IP Messages, page A-19
LRE_CPE	Long-Reach Ethernet (LRE) customer premises equipment (CPE)	LRE CPE Messages, page A-20
LRE_LINK	LRE link	LRE_LINK Messages, page A-22
MAT	MAC address table	MAT Messages, page A-23
MIRROR	Port monitoring	MIRROR Messages, page A-24
MODULES	Module insertion and extraction	MODULES Messages, page A-24
PERF5_HALT_MSG	PERF5 halt (manufacturing test)	PERF5_HALT_MSG Message, page A-25
PM	Port Manager	PM Messages, page A-26
PMSM	Port Manager state machine	PMSM Messages, page A-28
PORT_SECURITY	Port security	PORT_SECURITY Messages, page A-29
PRUNING	VTP pruning	PRUNING Messages, page A-30
RAC	Router autoconfiguration	RAC Message, page A-33
REGISTORS	Hardware register	REGISTORS Messages, page A-34
RTD	Runtime diagnostic	RTD Messages, page A-34
SNMP	Simple Network Management Protocol	RAC Message, page A-33

Table A-1 Facility Codes (continued)

Code	Facility	Location
SPANTREE	Spanning Tree Protocol	SPANTREE Messages, page A-35
SPANTREE_FAST	STP fast convergence	SPANTREE_FAST Messages, page A-39
STORM_CONTROL	Storm control	STORM_CONTROL Message Messages, page A-39
SW_VLAN	VLAN Manager	SW_VLAN Messages, page A-40
SYS	Operating system	SYS Messages, page A-42
TAC	Terminal Access Controller Access Control System Protocol	TAC Messages, page A-45
TTYDRIVER	Terminal driver	TTYDRIVER Messages, page A-46
VQPCLIENT	Dynamic VLAN VQP client	VQPCLIENT Messages, page A-47
VTP	Virtual Terminal Protocol	VTP Message, page A-50

- SEVERITY is a single-digit code from 0 to 7 that reflects the severity of the condition. The lower the number, the more serious the situation. [Table A-2](#) lists the message severity levels.

Table A-2 Message Severity Levels

Severity Level	Description
0 – emergency	System is unusable.
1 – alert	Immediate action required.
2 – critical	Critical condition.
3 – error	Error condition.
4 – warning	Warning condition.
5 – notification	Normal but significant condition.
6 – informational	Informational message only.
7 – debugging	Message that appears during debugging only.

- MNEMONIC is a code that uniquely identifies the error message.
- Message-text is a text string describing the condition. This portion of the message sometimes contains detailed information about the event, including terminal port numbers, network addresses, or addresses that correspond to locations in the system memory address space. Because the information in these variable fields changes from message to message, it is represented here by short strings enclosed in square brackets ([]). A decimal number, for example, is represented as [dec]. [Table A-3](#) lists the variable fields in messages.

Table A-3 Representation of Variable Fields in Messages

Representation	Type of Information
[dec]	Decimal
[char]	Single character
[chars]	Character string
[hex]	Hexadecimal integer
[inet]	Internet address

The following is a sample system message:

```
%LINK-2-BADVCALL: Interface [chars], undefined entry point
```

Some error messages also indicate the card and slot reporting the error. These error messages begin with a percent sign (%) and are structured as follows:

Error Message %CARD-SEVERITY-MSG:SLOT %FACILITY-SEVERITY-MNEMONIC: Message-text
where:

- CARD is a code that describes the type of card reporting the error.
- MSG is a mnemonic that means that this is a message. It is always shown as MSG.
- SLOT means that the slot number of the card reporting the error. It is shown as SLOT followed by a number. (For example, SLOT5.)

Error Message Traceback Reports

Some messages describe internal errors and contain traceback information. This information is very important and should be included when you report a problem to your technical support representative.

The following sample message includes traceback information:

```
-Process= "Exec", level= 0, pid= 17  
-Traceback= 1A82 1AB4 6378 A072 1054 1860
```

Error Message and Recovery Procedures

This section lists the switch system messages 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.

AAAA Messages

This section contains the TACACS+ authentication, authorization, and accounting security error messages.

Error Message AAAA-3-BADCOMM: Trying config command but should not be.

Explanation An internal error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message AAAA-3-BADREG: Illegal registry call.

Explanation An internal error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message AAAA-3-DLRFORKFAIL: Failed to fork process for [chars].

Explanation Quite likely, the switch ran out of memory. Other explanations are possible.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message AAAA-3-ILLSGNAME: Illegal server-group name [chars] (type [chars]).

Explanation The given server-group name is a name that could conflict with internally chosen lists.

Recommended Action Pick a different server-group name.

Error Message AAAA-3-INTERNAL_ERROR: [chars]

Explanation This is an internal software error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message AAAA-3-LISTCREATE: The list [dec] for [chars] is NULL. This should never be.

Explanation One of the method-lists created at startup was not created. This might cause a reload.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message AAAA-3-NOADMINPROC: [chars]

Explanation Administrative process has been enabled but somehow could not run.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message AAAA-3-NOREG: [chars] method [dec] has no registry!

Explanation An internal error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message AAAA-3-NOSERV: No name for servergroup in method [chars]

Explanation An internal error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message AAAA-3-NOSG: No server-group passed through parser.

Explanation An internal error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

CAPITOLA Messages

This section contains the Capitola internal module error messages.

Error Message CAPITOLA_MOD-3-APIBADVALUE:\n[chars]: Bad passed in value [chars] is [dec].

Explanation Error in initialization of port monitor subsystem.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message CAPITOLA_MOD-3-NULLPTR:\n[chars]: Did not expect NULL pointers.

Explanation Derived pointers are NULL and could be from bad derivation values.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

CDP Messages

This section contains the Cisco Discovery Protocol error messages.

Error Message CDP-4-DUPLEX_MISMATCH: Duplex mismatch discovered on [chars] ([chars]), with [chars] [chars] ([chars]).

Explanation CDP discovered a mismatch of duplex configuration.

Recommended Action Configure the interfaces to the same duplex (full or half).

Error Message CDP-4-NATIVE_VLAN_MISMATCH: Native VLAN mismatch discovered on [chars] ([dec]), with [chars] [chars] ([dec]).

Explanation CDP discovered a mismatch of native-VLAN configurations.

Recommended Action Configure the interfaces to the same native VLAN.

CHASSIS Message

This section contains the chassis error message.

Error Message CHASSIS-5-BLADE_EXTRACT

Explanation The message means that the hot-swap switch has been pressed.

Recommended Action Extract the module.

CMP Messages

This section contains the Cluster Membership Protocol error messages.

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

Explanation The message means that the device is added to the cluster: [chars] is the cluster name, and [inet] 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 command switch received a member configuration: [dec] is the member number.

Recommended Action No action is required.

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

Explanation The message means that the device is removed from the cluster: [chars] is the cluster name.

Recommended Action No action is required.

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

Explanation The management VLAN has been changed.

Recommended Action No action is required.

CPU_NET Message

This section contains the CPU network interface error message.

Error Message CPU_NET-0-QUEUE_STUCK: The interface between the CPU and the switch has become stuck. The switch must now reset to clear this condition. Retrieval queue [dec].

Explanation The CPU can no longer communicate with the network.

Recommended Action Reload the system.

ENVIRONMENT Messages

This section contains the environment error messages.

Error Message ENVIRONMENT-2-FAN_FAULT: System Fault: FAN FAULT is detected.

Explanation This message means that an internal fan fault is detected. This message is available only on the Catalyst 3524-PWR XL switch.

Recommended Action Either check the switch itself, or use the **show env** privileged EXEC command to check if a fan on the switch has failed. The Catalyst 3524-PWR XL switch can operate normally with one failed fan. Replace the switch at your convenience.

Error Message ENVIRONMENT-2-OVER_TEMP: System Fault: OVER TEMPERATURE condition is detected.

Explanation This message means that an overtemperature condition is detected. This message is available only on the Catalyst 3524-PWR XL switch.

Recommended Action Use the **show env** command to check if an overtemperature condition exists. If it does:

- Place the switch in an environment that is within 32 to 113°F (0 to 45°C).
- Make sure fan intake and exhaust areas are clear.

If a multiple-fan failure is causing the switch to overheat, replace the switch.

FRANK Messages

This section contains the Gigabit Ethernet controller error messages.

Error Message FRANK-1-BUFFER_STORE_FAIL: 64B frame storage failure on [chars]

Explanation When storing 64-B frames, the controller has ignored the buffer congestion warnings and kept storing until a buffer reject. Hence, the port bandwidth allocation limit was increased to allow the last frame to be stored without rejection. In spite of this, the frame storage has failed.

Recommended Action This error prevents a crucial workaround for the controller from executing. This brings down the switch and causes it to reload.

Error Message FRANK-1-BUFFER_STORE_SET_FAIL: 64B frame storage cap_set failure on [chars].

Explanation When storing 64-B frames, the controller has ignored the buffer congestion warnings and kept storing until a buffer reject. Hence, the port bandwidth allocation limit needs to be increased to allow the last frame to be stored without rejection. However, the set for the extra allocation value has failed.

Recommended Action This error prevents a crucial workaround for the controller from executing. This brings down the switch and causes it to reload.

Error Message FRANK-1-DIST_FIFO_POLL_HANDLE: [chars]: Failed to allocate molecule handle

Explanation A molecule chain is sent by the CPU to the controller driver to read the values of all the distribution FIFO registers for the controller. The memory allocation for this molecule has failed during initialization, and this command cannot be issued to the controller.

Recommended Action This error prevents a crucial workaround for the controller from executing. This brings down the switch and causes it to reload.

Error Message FRANK-1-INSTANCE_NOT_FOUND: Instance to be removed not found\n

Explanation The controller instance to be removed was not found in the linked list of instances.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message FRANK-1-MODULE_INVALID: Module inserted in slot [int] is invalid\n

Explanation The module inserted in the slot does not have a device identification that is a Gigabit Ethernet controller-based module.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message FRANK-1-MODULE_UNKNOWN: Module inserted in slot [int] is of unknown type\n

Explanation The module inserted in the slot has an unidentified device ID.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message FRANK-1-UNKNOWN_FRAME_NOTIFY_FORMAT: Frame Update Notify = [hex] and Queue Type is [dec] for Queue [dec]\n

Explanation An unknown frame notify format was found. The queue type and queue number are displayed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message FRANK-3-ADDR_TBL_ENTRIES_EXCEEDED: \nGig Interface: Out of addr tbl entries \n

Explanation The Gigabit interface has run out of free address table entries for the address map.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message FRANK-3-BIST_FAILURE: \n[chars] : Bist Failure \n

Explanation The built-in self-test on the controller port has failed.

Recommended Action The BIST failure on the controller port will cause the controller port to be disabled due to POST failure.

Error Message FRANK-3-BIST_PHASE_FAILURE: \n[chars] :Bist Phase Failure \n

Explanation The built-in self-test on the controller port has failed.

Recommended Action The BIST failure on the controller port will cause the controller port to be disabled due to POST failure.

Error Message FRANK-3-FRAME_INVALID: \nException [hex] Seen on Gig Interface [chars]\n

Explanation A frame-invalid error was seen on the Gigabit port.

Recommended Action Reboot the switch.

Error Message FRANK-3-GLOBAL_INIT_FAILED: Global Init Failed\n

Explanation The global initialization of the controller modules has failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message FRANK-3-INIT_FAILED:\ n[chars] Initialization failed [[hex]]\n

Explanation The controller initialization has failed, and the failure error code is printed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message FRANK-3-INVALID_FWD_RAM_CFG:\n[chars]: Invalid Fwd Ram Config\n

Explanation The notify queue space overlaps with the address table space.

Recommended Action The forwarding RAM configuration for the Gigabit port is invalid. Reboot the system.

Error Message FRANK-3-INVALID_VLAN_DESC: Deleting invalid vlan desc!!\n

Explanation Attempt to free a VLAN descriptor entry that does not exist from the VLAN table.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message FRANK-3-MAINBOARD_INIT_FAILED: Unable to create Mainboard Process\n

Explanation The creation of the mainboard process for the controller initialization has failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message FRANK-3-MEMORY_INIT_FAILED: \nSlot [dec] Initialization failed:Out of Memory\n

Explanation Memory initialization for the controller port instance has failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message FRANK-3-MODULE_CFG_NOT_FOUND: Module configuration not found\n

Explanation The configuration for the controller module could not be found.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message FRANK-3-MODULE_INIT_FAILED: Module initialization failed\n

Explanation The initialization for the controller module failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message FRANK-3-MODULE_INSERT_FAIL: Module in slot [dec] bringup failed

Explanation The module could not be hot-inserted.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message FRANK-3-STATIC_ADDR_NOT_FOUND: \n[chars] :Static Address Not Found

Explanation A static address entry that needs to be deleted from the static address table was not found in the table.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message FRANK-3-SYSTEM_INFO_FAILURE: Failed to get system configuration information\n

Explanation The system configuration information for the switch chassis could not be obtained.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message FRANK-3-UNKNOWN_VLAN_EVENT: Unknown vlan event\n

Explanation A VLAN event that is not recognized by the driver was triggered.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message FRANK-3-VLAN_CAP_FIND_FAILED: Cap Find Failed\n

Explanation Capicola find on the VLAN membership object for that port has failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message FRANK-3-VLAN_DESC_EXCEEDED: Out of vlan desc!!\n

Explanation There are no unused VLAN descriptors left in the VLAN descriptor table for that VLAN ID.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message FRANK-6-MODULE_INSERTED: Module in slot [dec] is inserted

Explanation A Gigabit Ethernet controller-based module has been hot-inserted in a slot.

Recommended Action No action is required.

Error Message FRANK-6-MODULE_REMOVED: Module in slot [dec] was removed

Explanation The module has been removed from the slot.

Recommended Action No action is required.

GBIC_1000BASET Messages

This section contains the 1000BASE-T Cisco Gigabit Interface Converter (GBIC) error messages.

Error Message GBIC_1000BASET-6-GBIC_1000BASET_DEFAULT_CONFIG: 1000-BaseT GBIC module is detected in [chars]. Speed and duplex will be autonegotiated

Explanation 1000-BaseT GBIC modules only support autonegotiation on speed and duplex.

Recommended Action No action is required.

Error Message GBIC_1000BASET-6-GBIC_1000BASET_NO_CONFIG_DUPLEX: Configuration ignored. 1000-BaseT GBIC modules only support autonegotiation on duplex.

Explanation 1000-BaseT GBIC modules only support autonegotiation on duplex.

Recommended Action No action is required.

Error Message GBIC_1000BASET-6-GBIC_1000BASET_NO_CONFIG_NEGOTIATE: Configuration ignored. 1000-BaseT GBIC modules only support autonegotiation.

Explanation 1000-BaseT GBIC modules only support autonegotiation.

Recommended Action No action is required.

Error Message GBIC_1000BASET-6-GBIC_1000BASET_NO_CONFIG_SPEED: Configuration ignored. 1000-BaseT GBIC modules only support autonegotiation on speed.

Explanation 1000-BaseT GBIC modules only support autonegotiation on speed.

Recommended Action No action is required.

GBIC_SECURITY Messages

This section contains the Cisco GBIC module security messages. The GBIC modules have a serial EEPROM that contains the module serial number, the vendor name and ID, a unique security code, and cyclic redundancy check (CRC). When the GBIC module is inserted into the switch, the software reads the EEPROM to check the serial number and the vendor name and ID, and to recompute the security code and CRC. The switch shuts down the interface and displays a GBIC_SECURITY error message if the GBIC serial number, the vendor name or ID, the security code, or CRC is invalid.

Error Message GBIC_SECURITY-4-DUPLICATE_SN: GBIC interface [chars] has the same serial number as another GBIC interface.

Explanation This message means that the GBIC was identified as a Cisco GBIC, but its serial number matches that of another interface on the system. [chars] is the interface in which the GBIC is installed.

Recommended Action Cisco GBICs are assigned unique serial numbers. Verify that the GBIC was obtained from Cisco or a supported vendor.

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 GBIC interface. [chars] is the interface in which the GBIC is installed.

Recommended Action Reload the switch by using the **reload** privileged EXEC command. If the problem persists, call your Cisco technical support representative.

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

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

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

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

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

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

Error Message GBIC_SECURITY-4-VN_DATA_CRC_ERROR: GBIC interface [chars] has bad crc.

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

Recommended Action Check the list of supported GBICs for this version of the system software. An upgrade might be required for newer GBICs. Even if unrecognized, the GBIC might still operate properly, perhaps with limited functionality.

GigaStack Messages

This section contains the Cisco GigaStack Gigabit Interface Converter (GBIC) error messages.

Error Message GIGASTACK-1-NO_LOOP_DETECT: The link neighbor of link [dec] of Gigastack GBIC in [chars] did not respond to the loop detection request. If loop topology is deployed, make sure all switches in the stack are running the latest software.

Explanation No acknowledgement for GigaStack loop detection request is received from one of the links on a GigaStack GBIC. Either the neighboring switch does not support the GigaStack loop-breaking algorithm, or the link between the two GigaStack GBICs is broken. Under this condition, a GigaStack loop topology is not automatically detected, and the connectivity between switches in the stack could be lost.

Recommended Action If loop topology is used in the GigaStack, make sure that the latest software is running on all switches in the stack. Verify that the GigaStack GBICs involved are functioning.

Error Message GIGASTACK-3-INIT_FAILURE: Gigastack GBIC in [chars] initialization failed.

Explanation GigaStack GBIC failed POST.

Recommended Action Remove the GigaStack GBIC, and re-insert it into the GBIC slot.

Error Message GIGASTACK-6-LOOP_BROKEN

Explanation A loop formed by GigaStack modules is broken because of link loss. Link 2 of the Master Loop Breaker is re-enabled to replace the broken line.

Recommended Action No action is required.

Error Message GIGASTACK-6-LOOP_DETECTED

Explanation A loop has been detected in the GigaStack, and this GigaStack GBIC is selected as the master loop breaker. Link 2 of this GigaStack GBIC is disabled to break the loop.

Recommended Action No action is required.

Error Message GIGASTACK-6-NO_LOOP_DETECT

Explanation No acknowledgement for GigaStack loop detection request is received from one of the links on a GigaStack GBIC. Either the neighboring switch does not support the GigaStack loop-breaking algorithm, or the link between the two GigaStack GBICs is broken. Under this condition, a GigaStack loop topology is not automatically detected, and the connectivity between switches in the stack could be lost.

Recommended Action If loop topology is used in the GigaStack, make sure that the latest software is running on all switches in the stack. Verify that the GigaStack GBICs involved are functioning.

Error Message GIGASTACK-6-LOOP_BROKEN: Link loss is detected in the Gigastack loop\nLink 2 of the Gigastack GBIC in [chars] is re-enabled.

Explanation A loop formed by GigaStack modules is broken because of link loss. Link 2 of the master loop breaker is re-enabled to replace the broken link

Recommended Action No action is required.

Error Message GIGASTACK-6-LOOP_DETECTED: Gigastack GBIC in [chars] is selected as Master Loop Breaker. \nLink 2 of the Gigastack GBIC is disabled to break the loop.

Explanation A loop is detected in the GigaStack, and this GigaStack GBIC is selected as the master loop breaker. Link 2 of this GigaStack GBIC is disabled to break the loop.

Recommended Action No action is required.

HW_MEMORY Messages

This section contains the hardware memory error messages.

Error Message HW_MEMORY-3-READMEMFAIL: \n[chars]: Failed to read [chars] from ASIC.

Explanation Failed to read memory from hardware.

Recommended Action If this is happening with all features on the switch, this is a hardware failure. Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message HW_MEMORY-3-WRITEMEMFAIL: \n[chars]: Failed to write [chars] to ASIC.

Explanation Failed to write memory to hardware.

Recommended Action If this is happening with all features on the switch, this is a hardware failure. Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

INTERFACE Messages

This section contains the interface API error messages.

Error Message INTERFACE_API-1-NOMORESWIDB: No more SWIDB can be allocated, maximum allowed [dec]

Explanation No more Interfaces can be created because the maximum number of SWIDB allowed for this platform has been reached.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message INTERFACE_API-4-BADPOINTER: Function [chars] detected an invalid [chars] pointer of [hex], ignoring

Explanation A software error has occurred, this message is displayed when an invalid pointer is detected.

Recommended Action No action is required.

IP Messages

This section contains the Internet Protocol error messages.

Error Message IP-5-ACL: [chars]

Explanation Error occurred in IP access checks.

Recommended Action No action is required.

LRE CPE Messages

This section contains the Long-Reach Ethernet (LRE) customer premises equipment (CPE) initialization error messages.

Error Message LRE_CPE-3-NOVERCKSUM: Could not fetch CPE firmware version and checksum on interface [chars].

Explanation Could not retrieve the CPE device firmware version and checksum.

Recommended Action Verify that the CPE device has a microcontroller. Make sure that the CPE device has the latest firmware. Make sure that there is an LRE link.

Error Message LRE_CPE-3-UNKNOWNMODEL: CPE has unrecognizable model number [chars] on interface [chars]

Explanation The model number string in the CPE EEPROM does not match a known CPE device model number.

Recommended Action If this is a Cisco supported CPE device, the model number string in the CPE EEPROM must be reprogrammed.

Error Message LRE_CPE-3-WRONGAPPVER: CPE on interface [chars] reported unsupported version of application firmware [chars]. Minimum application firmware version needed [chars]

Explanation Each CPE device requires a currently supported application firmware version for it to function correctly. This CPE device has a application firmware version that predates the earliest supported version.

Recommended Action Upgrade the application firmware on the CPE device to a version that supports the current requirements.

Error Message LRE_CPE-3-WRONGBOOTVER: CPE on interface [chars] reported unsupported version of bootloader firmware [chars]. Minimum bootloader firmware version needed [chars]

Explanation Each CPE device requires a currently supported bootloader firmware version for it to function correctly. This CPE device has a bootloader firmware version that predates the earliest supported version.

Recommended Action Upgrade the bootloader firmware on the CPE device to a version that supports the current requirements.

Error Message LRE_CPE-3-WRONGPATCH: CPE on interface [chars] has wrong patch version [hex]. Patch version [hex] or higher is needed for this CPE.

Explanation Each CPE device requires a currently supported patch version for it to function. This CPE device has a patch version that predates the earliest supported version.

Recommended Action Upgrade the patch on the CPE device to a recent version that supports the current requirements.

Error Message LRE_CPE-3-INVALIDPATCH: CPE on interface [chars] has invalid LRE firmware.

Explanation The LRE firmware header does not have a valid signature, or this firmware header information is inconsistent with the firmware contents.

Recommended Action If the CPE device is Cisco-certified, reapply the CPE device firmware.

Error Message LRE_CPE-3-INVALIDPHY: CPE on interface [chars] has an unsupported Ethernet PHY.

Explanation The Ethernet PHY device on this CPE device is not supported.

Recommended Action Cisco does not support this CPE device. Replace this CPE device with one that is supported.

Error Message LRE_CPE-3-INVALIDMODE: CPE on interface [chars] is in invalid mode [chars].

Explanation The CPE device is in a mode that is inconsistent with its other characteristics, such as the model number. The model number might imply a MAC mode while the CPE device is in PHY mode.

Recommended Action Make sure that the CPE device model number is correctly set. Also make sure that the CPE device has the correct LRE firmware and if applicable, that the CPE class identifier is correctly set.

Error Message LRE_CPE-5-SSNCHANGED: CPE unit on interface [chars] changed.

Explanation The CPE system serial number changed. This usually means that the CPE device on this interface was replaced.

Recommended Action No action is required.

LRE_LINK Messages

This section contains the Long-Reach Ethernet link error messages.

Error Message LRE_LINK-3-UPDOWN: Interface [chars], changed state to [chars]

Explanation This message means that the link between the LRE port and the CPE device has been lost and that no Ethernet traffic is being transferred. This could be the result of reconfiguring the port, reconfiguring a profile in use by this port, a physical disconnection or reconnection of the LRE connector on the switch, or by someone disconnecting the CPE LRE cable or cycling its power. It might also be caused by any substantial interruption of the signal or cabling between the LRE port and the CPE device.

Recommended Action If someone is reconfiguring the port or the profile in use, ignore this message. However, if the LRE link does not go back up within a minute or so, it could mean a physical disconnection at the switch or CPE device or a loss of power to the CPE device.

Error Message LRE_LINK-3-PROFILE_FAILURE: Interface [chars], profile [chars] failure

Explanation When the switch reloads or when the LRE link is lost, the LRE port first attempts to briefly establish link with the CPE device in a common, reduced rate mode. This is so that the switch can exchange configuration information with the CPE device to achieve the link rate of the profile configured for the port. When the reduced rate is achieved, link is dropped briefly, and the LRE and CPE ports attempt to establish the profile link rate. If, after a time (typically 30 seconds), no LRE link is established, this message appears, and the port LED is amber. The port continues to attempt to establish link, starting from the reduced rate. This message could also mean that the switch or CPE device is faulty.

Recommended Action Change the profile on the port to one that has a lower rate or has a longer reach. There might be too many impairments on the connection between the switch and the CPE device for the ports to sustain the profile rate. If you suspect the switch or CPE device is faulty, contact Cisco Systems.

Error Message LRE_UPGRADE-3-INIT_SYSTEM: Upgrade module failed to initialize

Explanation The LRE Upgrade module failed to initialize.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative, and provide the representative with the gathered information.

Error Message LRE_UPGRADE-4-INIT_RESOURCE: [chars]

Explanation The LRE Upgrade module cannot locate a required resource.

Recommended Action Report this message to your service representative.

Error Message LRE_UPGRADE-4-TERMINATE: Upgrade on [chars] terminated

Explanation The CPE device was disconnected or changed in the middle of an upgrade.

Recommended Action No action is required.

Error Message LRE_UPGRADE-3-LOCAL_FAILURE: [chars]

Explanation The LRE Upgrade is unable to download the firmware to a local controller.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, Call your Cisco technical support representative, and provide the representative with the gathered information.

MAT Messages

This section contains the MAC address table error messages.

Error Message MAT-1-BADFRAME: A bad packet is received on switch port [chars]

Explanation A packet with either a switch error, a network error, or a wrong port number is received by the address learning process.

Recommended Action If problems persist, copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message MAT-1-NOMEM: Could not allocate memory for [chars] at line [dec] in [chars]

Explanation System ran out of memory; internal software error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message MAT-1-SELFADDRRCVD: One of switch's own addresses [enet] is received on module [dec] port [dec]

Explanation A packet with the source address that is the same as one of the switch's own addresses is received by the address learning process.

Recommended Action Detach end stations connected to the port one at a time to identify the device that generates the packet. If the problem persists, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message MAT-2-MAXMACCOUNT: Maximum number of MAC addresses ([dec]) has been reached in the address table.

Explanation The address table can only handle a certain number of MAC addresses.

Recommended Action Reduce the number of MAC addresses in the address table.

Error Message MAT-2-SECURITYREJECT: Security violation occurred on module [dec] port [dec] caused by MAC address [enet]

Explanation A packet with an unexpected source address is received on a secure port.

Recommended Action Remove the station with the unexpected MAC address from the secure port, or add the MAC address to the secure address table of the secure port.

MIRROR Messages

This section contains the port monitoring error messages.

Error Message MIRROR-4-MIRROR_ENABLED: \n[chars]: Mirror bit in MIRROR registered is already enabled.

Explanation The switch is configuring a different mirror-to port, but mirroring is already enabled.

Recommended Action No action is required.

Error Message MIRROR-4-MONPORT_MISMATCH: \n[chars]: Monitor port on register [dec] does not match given one [dec].

Explanation The switch is expecting the same values in terms of monitor ports.

Recommended Action No action is required.

MODULES Messages

This section contains the module insertion and extraction error messages.

Error Message MODULES-0-CANT_EXTRACT: NOTE: Dynamic module extraction is not supported. The switch must now be reset because the module in slot [dec] was removed.

Explanation Dynamic module extraction is not supported.

Recommended Action Do not remove modules while the system is running.

Error Message MODULES-0-CANT_INSERT: NOTE: Dynamic module insertion is not supported. Please execute the 'reload' command to bring the module in slot [dec] on line.

Explanation Dynamic module insertion is not supported.

Recommended Action Reload the system to bring the module on-line.

Error Message MODULES-1-MUST_RESET: Transient problem detected with module in slot [dec] which requires reset. Module will be reset and restarted.

Explanation A port problem is detected on the module. The module is reset and is restarted.

Recommended Action If the module continues to reset and restart, copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message MODULES-3-MAC_TBL_SIZE

Explanation The dynamic module insertion supports less MAC addresses.

Recommended Action Reboot the system to use the module.

Error Message MODULES-3-MAC_TBL_SIZE: Inserted module in slot [dec] supports only [dec] MAC addresses. The running system supports [dec] MAC addresses. Please use a module which supports [dec] MAC addresses, or reboot the system to use this module.

Explanation Dynamic module insertion supports less MAC addresses.

Recommended Action Reboot the system to use the module.

PERF5_HALT_MSG Message

This section contains the PERF5 halt (manufacturing test) error message.

Error Message PERF5_HALT_MSG-1-PERF5HALTERR: Restarting conversation [dec] [chars]\n [chars] Tx [dec] frames, Rx [dec] frames\n [chars] Tx [dec] frames, Rx [dec] frames\n

Explanation An halt error causes the Perf5 test to either restart or halt.

Recommended Action Based on the error message, locate the problem, correct it, and rerun the test.

PM Messages

This section contains the Port Manager error messages.

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

Explanation The Port Manager subsystem could not obtain the memory it needed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message PM-3-NON_SWITCHABLE_PORT: Non-switchable port:[chars].

Explanation A **switchport configuration** command is only valid on ports that support hardware packet switching.

Recommended Action Do not attempt to use **switchport** commands on standard routed ports. Check the name of the interface you are configuring against the actual hardware.

Error Message PM-3-PORT_NOT_SHUTDOWN: [chars].

Explanation A **switchport configuration** command is only valid on ports that are shut down.

Recommended Action Do not attempt to use **switchport** commands until the port is shut down.

Error Message PM-3-POWER_INLINE_BAD: [chars] is drawing too much power

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message PM-4-BIT_OUTOFRANGE: bit [dec] is not in the expected range of [dec] to [dec]

Explanation An invalid request was detected by the bitlist subsystem.

Recommended Action No action is required.

Error Message PM-4-BIT_OUTOFRANGE: bit [dec] is not in the expected range of [dec] to [dec]

Explanation An invalid request was detected by the Port Manager.

Recommended Action No action is required.

Error Message PM-4-BAD_CARD_COOKIE: An invalid card cookie was detected

Explanation An invalid request was detected by the Port Manager.

Recommended Action No action is required.

Error Message PM-4-BAD_CARD_SLOT: An invalid card slot ([dec]) was detected

Explanation An invalid request was detected by the Port Manager.

Recommended Action No action is required.

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

Explanation An invalid request was detected by the Port Manager.

Recommended Action No action is required.

Error Message PM-4-BAD_PORT_COOKIE: An invalid port cookie was detected

Explanation An invalid request was detected by the Port Manager.

Recommended Action No action is required.

Error Message PM-4-BAD_PORT_NUMBER: An invalid port number ([dec]) was detected

Explanation An invalid request was detected by the Port Manager.

Recommended Action No action is required.

Error Message PM-4-BAD_VLAN_COOKIE: An invalid vlan cookie was detected

Explanation An invalid request was detected by the Port Manager.

Recommended Action No action is required.

Error Message PM-4-BAD_VLAN_ID: An invalid vlan id ([dec]) was detected

Explanation An invalid request was detected by the Port Manager.

Recommended Action No action is required.

Error Message PM-4-ERR-DISABLE: <error reason> error detected on <intf>, putting <intf> in err-disable state

Explanation The errdisable feature detected a certain error on the interface named <intf>. The interface is disabled due to an UDLD error. This message is preceded by the UDLD error message, which explains the exact UDLD error that occurred on the interface. This is a protective measure that puts the interface in error-disabled state when it detects a misconfiguration or misbehavior. The switch attempts a recovery after the recovery interval expires (default is 5 minutes).

Recommended Action Correct the UDLD problem and restart the interface by using the **no shutdown** interface configuration command. Alternatively, you can enable port by using the **errdisable recovery** global configuration command. When the errdisable interval expires from the time the port is disabled, the errdisable feature tries to restart the port. If the specified UDLD or other UDLD errors occur again, the interface again shuts down. This cycle continues until the error goes away, or the recovery for that reason is disabled.

Error Message PM-4-ERR-RECOVER: Attempting to recover from <error reason> err-disable state on <intf>

Explanation This is an attempt to restart the interface after shutting it down to error-disabled state. This happens when the recovery is configured for the <error reason> and when the errdisable recovery time has elapsed.

Recommended Action No specific action is required. The errdisable feature tries to recover the interface by restarting the port. If the interface is disabled again due to the <error reason>, correct the cause of the error.

PMSM Messages

This section contains the Port Manager state machine error messages.

Error Message PMSM-4-BADEVENT: Event '[chars]' is invalid for the current state '[chars]': [chars] [chars]

Explanation The Port Manager subsystem attempted to post an event to a state machine that is invalid for the current state.

Recommended Action No action is required.

Error Message PMSM-4-INIT: Internal error while initializing state machine '[chars]', state '[chars]': [chars]

Explanation An invalid request was detected by the Port Manager.

Recommended Action No action is required.

Error Message PMSM-4-NOTIDLE: Attempted to stop state machine [chars] [chars] but it is not idle

Explanation The Port Manager subsystem attempted to stop a state machine that has events pending.

Recommended Action No action is required.

Error Message PMSM-4-STOPPED: Event '[chars]' ignored because the state machine is stopped: [chars] [chars]

Explanation The Port Manager subsystem attempted to post an event to a state machine that has already been stopped.

Recommended Action No action is required.

Error Message PMSM-4-TOOMANY: Event '[chars]' ignored because there are too many pending events:[chars] [chars]

Explanation The Port Manager subsystem attempted to post an event to a state machine that already has the maximum number of events pending.

Recommended Action No action is required.

Error Message PMSM-4-UNKNOWN: Event ([dec]) is unknown for the state machine:[chars] [chars]

Explanation The Port Manager subsystem attempted to post an unknown event to a state machine.

Recommended Action No action is required.

PORT_SECURITY Messages

This section contains the port security error messages.

Error Message PORT_SECURITY-2-SECURITYREJECT

Explanation A packet with an unexpected source address is received on a secure port.

Recommended Action Remove the station with the unexpected MAC address from the secure port, or add the MAC address to the secure address table of the secure port.

Error Message PORT_SECURITY-2-SECURITYREJECT: Security violation occurred on module [dec] port [dec] caused by MAC address [enet]

Explanation A packet with unexpected source address is received on a secure port.

Recommended Action Remove the station with the unexpected MAC address from the secure port, or add the MAC address to the secure address table of the secure port.

PRUNING Messages

This section contains the VLAN Trunking Protocol (VTP) pruning error messages.

Error Message PRUNING-1-INVTLV: rx summary in domain [chars] with invalid TLV value: [hex]

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message PRUNING-1-JOININVFSTV: Join rx on trunk [chars]-invalid first vlan: [dec]

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message PRUNING-1-JOININVLEN: Join rx on trunk [chars]-invalid len: [dec] ([dec])

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message PRUNING-1-JOININVLSTV: Join rx on trunk [chars]-invalid last vlan: [dec]

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message PRUNING-3-INVASSOC: Invalid vlan local assoc: [hex] ([chars])

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message PRUNING-3-INVLNKST: Invalid link state:[hex]

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message PRUNING-3-INVPMODE: Invalid pruning mode:[hex]

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message PRUNING-3-INVSPSTST: Invalid SPT state: [hex]

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message PRUNING-3-ISDEFAULT: Cannot modify default VLAN id [dec]

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message PRUNING-3-NODOMAIN: Domain [chars]([dec]) not found

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message PRUNING-3-NOTRUNK: Trunk [hex] not found([chars])

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message PRUNING-3-NOVLAN: Vlan [dec] not found ([chars])

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message PRUNING-4-NOBUF: No mbuf to build join

Explanation No explanation is available at this time.

Recommended Action No action is required.

Error Message PRUNING-5-JOINDIFFDOMAIN: Domain [chars] not found in rx Join (trunk [hex])

Explanation No explanation is available at this time.

Recommended Action No action is required.

Error Message PRUNING-5-JOINDISCARD: rx Join on trunk [hex] when pruning disabled

Explanation No explanation is available at this time.

Recommended Action No action is required.

Error Message PRUNING-5-JOINNONAME: No domain name in rx Join (trunk [hex])

Explanation No explanation is available at this time.

Recommended Action No action is required.

Error Message PRUNING-5-JOINNOTRUNK: Trunk [hex] not found for rx Join

Explanation No explanation is available at this time.

Recommended Action No action is required.

Error Message PRUNING-5-LEARNDOMAIN: Learn domain [chars] from network

Explanation No explanation is available at this time.

Recommended Action No action is required.

Error Message PRUNING-6-FSMSTCHG: T[chars],V[dec]:st=[chars],event=[chars],newst=[chars]

Explanation No explanation is available at this time.

Recommended Action No action is required.

RAC Message

This section contains the router autoconfiguration error message.

Error Message RAC-3-RACNOIPL: Cannot find lease information for interface [chars]

Explanation An internal error meaning that DHCP-lease information is missing for the interface.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

REGISTORS Messages

This section contains the hardware register error messages.

Error Message REGISTORS-3-ERRONREAD: [chars]: Failed to read [chars] register.

Explanation Failed to read a register.

Recommended Action If this is happening with all features on the switch, this is a hardware failure. Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message REGISTORS-3-ERRONWRITE: [chars]: Failed to write [chars] register.

Explanation Failed to write a register.

Recommended Action If this is happening with all features on the switch, this is a hardware failure. Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

RTD Messages

This section contains the runtime diagnostic error messages.

Error Message RTD-1-ADDR_FLAP [chars] relearning [dec] addrs per min

Explanation Normally, MAC addresses are learned once on a port. Occasionally, when a switched network reconfigures, due to either manual or STP reconfiguration, addresses learned on one port are relearned on a different port. However, if there is a port anywhere in the switched domain that is looped back to itself, addresses will jump back and forth between the real port and the port that is in the path to the looped back port. In this message, [chars] is the interface, and [dec] is the number of addresses being learnt.

Recommended Action Determine the real path (port) to the MAC address. Use the **debug ethernet-controller addr** command to see the alternate path-port on which the address is being learned. Go to the switch attached to that port. Note that the **show cdp neighbors** command is useful in determining the next switch. Repeat this procedure until the port is found that is receiving what it is transmitting, and remove that port from the network.

Error Message RTD-1-LINK_FLAP [chars] link down/up [dec] times per min

Explanation An excessive number of link down-up events has been noticed on this interface: [chars] is the interface, and [dec] is the number of times that the link goes up and down. This might be the result of reconfiguring the port, or it might mean a faulty device at the other end of the connection.

Recommended Action If someone is reconfiguring the interface or device at the other side of the interface, ignore this message. However, if no one is manipulating the interface or device at the other end of the interface, it is likely that the Ethernet transceiver at one end of the link is faulty and should be replaced.

Error Message RTD-1-DEAD_PHY: The PHY on [chars] is dead

Explanation The runtime diagnostic code is no longer able to communicate with the PHY for this interface. This is most likely due to an electrostatic discharge (ESD) event.

Recommended Action Process a return materials authorization (RMA) for the switch or module that contains the malfunctioning ports.

SNMP Messages

This section contains the Simple Network Management Protocol error messages.

Error Message SNMP-4-NOENGINEID: Remote snmpEngineID for [IP_address] not found when creating user:[chars]

Explanation An attempt to create a user failed. This is probably because the engine ID of the remote agent (or SNMP manager) was not configured.

Recommended Action No action is required.

SPANTREE Messages

This section contains the Spanning Tree Protocol error messages.

Error Message SPANTREE-2-BLOCK_PORT_TYPE: Blocking [chars] on vlan [dec]. Inconsistent port type.

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

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

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

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

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message SPANTREE-2-BPDUGUARD-SHUTDOWN: Portfastguard shutting down port
<interface> vlan <vlan> eg. SPANTREE-2-BPDUGUARD-SHUTDOWN: Portfastguard shutting
down port <intf> vlan <vlan>

Explanation This message means that a BPDU was received on the listed interface, which has the spanning-tree PortFast feature enabled. Because spanning-tree BPDU guard is also enabled, the interface is administratively shut down. [intf] is the interface that received the BPDU.

Recommended Action Verify the PortFast configuration on the interface. If the PortFast settings are correct, verify that the interface is connected to only a host or router and not to a bridge or a switch. After resolving the conflict, re-enable the interface by entering the **no shutdown** interface configuration command.

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

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message SPANTREE-2-RECV_1Q_NON_TRUNK: Received 802.1Q BPDU on non trunk [chars] on vlan [dec].

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

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

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

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

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message SPANTREE-2-ROOTGUARD_BLOCK: Rootguard blocking port [chars] VLAN [dec].

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message SPANTREE-2-ROOTGUARD_CONFIG_CHANGE: Rootguard [chars] on port [chars] VLAN [dec].

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message SPANTREE-2-ROOTGUARD_UNBLOCK: Rootguard unblocking port [chars] VLAN [dec].

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

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

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message SPANTREE-3-PORT_SELF_LOOPED: [chars] disabled.

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

SPANTREE_FAST Messages

This section contains the Spanning Tree Protocol fast convergence error messages.

Error Message SPANTREE_FAST-6-PORT_FWD_UPLINK: Port [chars] in vlan [dec] moved to Forwarding (UplinkFast).

Explanation No explanation is available at this time.

Recommended Action No action is required.

Error Message SPANTREE_FAST-6-RECD_INF_BPDU: Received inferior BPDU on port [chars] in [chars].

Explanation No explanation is available at this time.

Recommended Action No action is required.

Error Message SPANTREE_FAST-6-RECD_RLQ_REPLY: Received RLQ response PDU on port [chars] in [chars].

Explanation No explanation is available at this time.

Recommended Action No action is required.

Error Message SPANTREE_FAST-6-RECD_RLQ_REQ: Received RLQ request PDU on port [chars] in [chars].

Explanation No explanation is available at this time.

Recommended Action No action is required.

STORM_CONTROL Message Messages

This section contains the storm control error message.

Error Message STORM_CONTROL-2-SHUTDOWN

Explanation Excessive traffic has been detected on a port that has been configured to be shut down if a storm event is detected.

Recommended Action When the source of the packet storm has been corrected, re-enable the port by using the port-configuration commands.

SW_VLAN Messages

This section contains the VLAN Manager error messages.

Error Message SW_VLAN-3-VTP_PROTOCOL_ERROR: VTP protocol code internal error:[chars]

Explanation VLAN Trunking Protocol (VTP) protocol code encountered an unexpected error when processing a configuration request, packet, or timer expiration.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

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 The VLAN manager received an upcall from the Port Manager containing a VLAN cookie that translated to a bad VLAN number.

Recommended Action No action is required.

Error Message SW_VLAN-4-BAD_VLAN_CONFIGURATION_FILE: VLAN configuration file contained incorrect verification word:[hex]

Explanation The VLAN configuration file read by the VLAN manager did not begin with a correct value that would indicate a valid VLAN configuration file. It has been rejected.

Recommended Action No action is required.

Error Message SW_VLAN-4-BAD_VLAN_CONFIGURATION_FILE_VERSION: VLAN configuration file contained unknown file version:[dec]

Explanation The VLAN configuration file read by the VLAN manager contained an unrecognized file version number. (This might mean an attempt to regress to an older version of the VLAN manager software.)

Recommended Action No action is required.

Error Message SW_VLAN-4-BAD_VLAN_TIMER_ACTIVE_VALUE: Encountered incorrect VLAN timer active value:[chars]

Explanation Due to a software error, a VLAN timer was detected as active when it should have been inactive or inactive when it should have been active.

Recommended Action No action is required.

Error Message SW_VLAN-4-IFS_FAILURE: VLAN manager encountered file operation error:call = [chars] / failure code (errno) = [dec] / bytes transfered = [dec]

Explanation The VLAN manager received an unexpected error return from a IOS file system call.

Recommended Action No action is required.

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 The VLAN manager queried the Port Manager for a reference cookie but received a NULL pointer instead.

Recommended Action No action is required.

Error Message SW_VLAN-4-VTP_INTERNAL_ERROR: VLAN manager received an internal error [dec] from vtp function [chars]:[chars]

Explanation An unexpected error code was received by the VLAN Manager from the VTP configuration software.

Recommended Action No action is required.

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 Invalid data was received by the VLAN Manager from a VTP configuration database routine.

Recommended Action No action is required.

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 Invalid data was received by the VLAN Manager from the VTP configuration software.

Recommended Action No action is required.

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 The VLAN software detected an old version of the VLAN configuration file format. It was able to interpret the file with no problems but will create files using the new format in the future.

Recommended Action No action is required.

Error Message SW_VLAN-6-VTP_MODE_CHANGE: VLAN manager changing device mode from [chars] to [chars].

Explanation Some switch devices must automatically change VTP device modes upon receipt of a VLAN configuration database containing more than a set number of VLANs, depending on the device. This message means that such a spontaneous conversion has occurred, what the previous mode was, and what the current mode is.

Recommended Action No action is required.

SYS Messages

This section contains the operating system error messages.

Error Message SYS-2-CHUNKBADELESIZE: Chunk element size is more than 64k for [chars]

Explanation Chunk manager cannot function properly with big chunk elements.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message SYS-2-CHUNKBADPOOLSIZE: Bad poolsize returned by the system :[int]

Explanation The system returns a non-optimal pool size. You need to change pool sizes.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message SYS-2-CHUNKBOUNDSIB: Error noticed in the sibling of the chunk [chars]Chunk index :[dec], Chunk real max :[dec]

Explanation A software error occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message SYS-2-CHUNKEXPANDFAIL: Could not expand chunk pool for [chars]. No memory available

Explanation There is not enough processor memory left to increase this chunk pool.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message SYS-2-CHUNKINCONSIS: Inconsistent counters for chunk : [chars]total free [dec]/[dec], total sibs [dec]/[dec], total alloc [dec]/[dec]

Explanation The system returns a nonoptimal pool size. You need to change pool sizes.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message SYS-2-EXCEPTIONDUMP: System Crashed, Writing Core....

Explanation The system has crashed because of an exception. A core is being generated.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message SYS-2-INLIST1: Buffer in list, ptr= [hex], caller= [hex]

Explanation An internal software error occurred.

Recommended Action If this messages recurs, copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message SYS-2-SHARED1: Attempt to return buffer with sharecount [dec], ptr= [hex], caller= [hex]

Explanation An internal software error occurred.

Recommended Action If this messages recurs, copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message SYS-3-BAD_RESET: Questionable reset of process [dec] on tty[t-line]\n

Explanation A process was reset without giving it a chance to clean itself up.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message SYS-3-DUP_TIMER: Same tty[t-line] in linewatch_timers, type [dec]

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message SYS-3-LOGGER_FLUSHED: System was paused for [time-stamp] to ensure console debugging output.

Explanation Debugging or informational messages are being generated faster than they can be displayed on the console. To guarantee that they can be seen, the rest of the system was paused until the console output catches up. This can break time-critical behavior, such as maintaining an ISDN link.

Recommended Action Consider using conditional debugging, turning off console logging, using the **no logging console guaranteed** command, or turning off link-state messages for some interfaces.

Error Message SYS-3-LOGGER_FLUSHING: System pausing to ensure console debugging output.

Explanation Debugging or informational messages are being generated faster than they can be displayed on the console. To guarantee that they can be seen, the rest of the system is paused until the console output catches up. This can break time-critical behavior, such as maintaining an ISDN link.

Recommended Action Consider using conditional debugging, turning off console logging, using the **no logging console guaranteed** command, or turning off link-state messages for some interfaces.

Error Message SYS-6-READ_BOOTFILE_FAIL: [chars] [chars].

Explanation A configured boot system command failed.

Recommended Action If a system image was eventually loaded, no action is required. If the system image did not load as configured, copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

TAC Messages

This section contains the Terminal Access Controller Access Control System Protocol error messages.

Error Message TAC-3-PICKCTX: No pick-context

Explanation The context to pick the next server has disappeared.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message TAC-3-XTACACL: [chars]: accesslist [hex] out of range for "[chars]"

Explanation The TACACS facility created a message that contains an access list that is not a valid access list (out of bounds).

Recommended Action If this message recurs, copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message TAC-4-NOTIMEOUT: Warning: This command has been deprecated in favor of the line-command "timeout login response"

Explanation This command is deprecated and should no longer be used. The line **timeout login response** command now provides this functionality.

Recommended Action Use the line command **timeout login response**.

Error Message TAC-4-UNEXREP: Reply for non-existent request, [dec] on queue

Explanation The TACACS facility received a message it was not expecting. This might occur when a TACACS server sends duplicate responses or when it responds to a request that has already timed out. It also might be due to an internal software problem.

Recommended Action No action is required.

Error Message TAC-6-SENDTMO: Send type [dec] to [IP_address] timed out

Explanation A background TACACS notification (enabled with the **tacacs notify** command) was not acknowledged by the TACACS server processor within the timeout period (5 minutes). The information in that notification was lost. This loss of information might interfere with accounting or auditing on the server. This condition arises when the TACACS server is misconfigured, halted, or became unreachable through the network.

Recommended Action Check the TACACS server and the network attached to it.

TTYDRIVER Messages

This section contains the terminal driver error messages.

Error Message TTYDRIVER-2-NOBRKPAK: Unable to allocate break block from I/O mem

Explanation The router does not have enough I/O memory for buffers.

Recommended Action Consider adding more shared memory. Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message TTYDRIVER-2-NOBUFPOOL_ASYNC: Unable to create buffer pool for async. mode interface

Explanation There is not enough memory for a per-channel control block of the async TTY driver.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message TTYDRIVER-2-NOMEM: Unable to allocate [dec] byte status block

Explanation The async TTY driver was unable to create an internal structure due to a low-memory condition.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

VQPCIENT Messages

This section contains the Dynamic VLAN VQP client error messages.

Error Message VQPCIENT-2-CHUNKFAIL: Could not allocate memory for VQP

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message VQPCIENT-7-DELETING: Freeing deleted saved responses

Explanation No explanation is available at this time.

Recommended Action No action is required.

Error Message VQPCIENT-2-DENY: Host [enet] denied on interface [chars]

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message VQPCIENT-2-INITFAIL: Platform-specific VQP initialization failed.
Quitting

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message VQPCIENT-2-IPSOCK: Could not obtain IP socket

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message VQPCIENT-2-PROCFAIL: Could not create process for VQP. Quitting

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message VQPCIENT-2-SHUTDOWN: Interface [chars] shutdown by VMPS

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message VQPCIENT-2-TOOMANY: Interface [chars] shutdown by active host limit

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message VQPCIENT-3-IFNAME: Invalid interface ([chars]) in response

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message VQPCLIENT-3-THROTTLE: Throttling VLAN change on [chars]

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message VQPCLIENT-3-VLANNAME: Invalid VLAN ([chars]) in response

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message VQPCLIENT-4-IPADDR: Main IP address (on [chars]) was deleted

Explanation No explanation is available at this time.

Recommended Action No action is required.

Error Message VQPCLIENT-7-NEXTSERV: Trying next VMPS

Explanation No explanation is available at this time.

Recommended Action No action is required.

Error Message VQPCLIENT-7-PROBE: Probing primary server [IP_address]

Explanation No explanation is available at this time.

Recommended Action No action is required.

Error Message VQPCLIENT-7-RECONF: Reconfirming VMPS responses

Explanation No explanation is available at this time.

Recommended Action No action is required.

Error Message VQPCLIENT-7-STARTUP: Starting VQP client

Explanation No explanation is available at this time.

Recommended Action No action is required.

Error Message VQPCIENT-7-STOPPING: Stopping VQP client

Explanation No explanation is available at this time.

Recommended Action No action is required.

VTP Message

This section contains the Virtual Terminal Protocol error message.

Error Message VTP-3-ERROR: [chars]

Explanation No explanation is available at this time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, contact your Cisco technical support representative, and provide the representative with the gathered information.