



Catalyst 2918 Switch System Message Guide

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Preface

Audience

This guide is for the networking professional managing the Catalyst 2918 switch, hereafter referred to as *the switch*. Before using this guide, you should have experience working with the Cisco IOS software and the switch software features.

Purpose

This guide describes only the Catalyst 2918 switch-specific system messages that you might encounter. For a complete list of Cisco IOS system error messages, see the *Cisco IOS Software System Error Messages, Cisco IOS Release 12.2*.

This guide does not describe how to install your switch or how to configure software features on your switch. It also does not provide detailed information about commands that have been created or changed for use by the switch. For hardware installation information, see the hardware installation guide that shipped with your switch. For software information, see the software configuration guide and the command reference for this release.

For documentation updates, see the release notes for this release.

Conventions

This publication uses these conventions to convey instructions and information:

Command descriptions use these conventions:

- Commands and keywords are in **boldface** text.
- Arguments for which you supply values are in *italic*.
- Square brackets ([]) mean optional elements.
- Braces ({ }) group required choices, and vertical bars (|) separate the alternative elements.
- Braces and vertical bars within square brackets ([{ | }]) mean a required choice within an optional element.

Interactive examples use these conventions:

- Terminal sessions and system displays are in `screen` font.
- Information you enter is in **boldface screen** font.

- Nonprinting characters, such as passwords or tabs, are in angle brackets (<>).

Notes use this convention and symbol:



Note

Means *reader take note*. Notes contain helpful suggestions or references to materials not in this manual.

Related Publications

These documents provide complete information about the switch and are available from this Cisco.com site:

http://www.cisco.com/web/CN/products/products_netsol/switches/products/ca2918/tsd_products_support_series_home.html

- *Release Notes for the Catalyst 2918 Switch*
- *Catalyst 2918 Switch Software Configuration Guide*
- *Catalyst 2918 Switch Command Reference*
- *Catalyst 2918 Switch System Message Guide*
- *Catalyst 2918 Switch Getting Started Guide*
- *Regulatory Compliance and Safety Information for the Catalyst 2918 Switch*
- *Cisco Small Form-Factor Pluggable Modules Installation Notes*

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.



CHAPTER 1

System Message Overview

This guide describes the Catalyst 2918 switch-specific system messages. During operation, the system software sends these messages to the console (and, optionally, to a logging server on another system). Not all system messages indicate problems with your system. Some messages are purely informational, whereas others can help diagnose problems with communications lines, internal hardware, or the system software. This guide also includes error messages that appear when the system fails.

For information about system messages that are not Catalyst 2918 platform-specific, see the *Cisco IOS Software System Messages for Cisco IOS Release 12.2S*.

This chapter contains these sections:

- [How to Read System Messages, page 1-1](#)
- [Error Message Traceback Reports, page 1-4](#)

How to Read System Messages

System log messages can contain up to 80 characters and a percent sign (%), which follows the optional sequence number or time stamp information, if configured. Messages are displayed in this format:

seq no:timestamp: %facility-severity-MNEMONIC:description (hostname-n)

seq no:timestamp: %facility-severity-MNEMONIC:description

By default, a switch sends the output from system messages to a logging process. In a switch stack, stack members append their hostnames to the output from system messages and redirect the output to the logging process on the stack master.

Each system message begins with a percent sign (%) and is structured as follows:

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

- FACILITY is a code consisting of two or more uppercase letters that show the facility to which the message refers. A facility can be a hardware device, a protocol, or a module of the system software. [Table 1-1](#) lists Catalyst 2918-specific facility codes. These messages are described in [Chapter 2, “Message and Recovery Procedures,”](#) in alphabetical order by facility code, with the most severe (lowest number) errors described first.

Table 1-1 Facility Codes

Facility Code	Description	Location
CMP	Cluster Membership Protocol	“CMP Messages” section on page 2-2
DOT1X	IEEE 802.1x	“DOT1X Messages” section on page 2-3
DOT1X_SWITCH	IEEE 802.1x for switches	“DOT1X_SWITCH Messages” section on page 2-4
DTP	Dynamic Trunking Protocol	“DTP Messages” section on page 2-7
DWL	Down-When-Loaded	“DWL Messages” section on page 2-9
EC	EtherChannel	“EC Messages” section on page 2-9
ETHCNTR	Ethernet Controller	“ETHCNTR Messages” section on page 2-13
EXPRESS_SETUP	Express Setup	“EXPRESS_SETUP Messages” section on page 2-14
GBIC_SECURITY	GBIC module and small form-factor pluggable (SFP) module security	“GBIC_SECURITY Messages” section on page 2-14
GBIC_SECURITY_CRYPT	GBIC and SFP module security	“GBIC_SECURITY_CRYPT Messages” section on page 2-16
HARDWARE	Hardware	“HARDWARE Messages” section on page 2-17
HLFM	Local forwarding manager	“HLFM Messages” section on page 2-19
IDBMAN	Interface description block manager	“IDBMAN Messages” section on page 2-19
IGMP_QUERIER	Internet Group Management Protocol (IGMP) querier	“IGMP_QUERIER Messages” section on page 2-22
IP_DEVICE_TRACKING_HA	IP device tracking for high availability	“IP_DEVICE_TRACKING_HA Messages” section on page 2-23
MAC_LIMIT	MAC address table entries	“MAC_LIMIT Messages” section on page 2-23
MAC_MOVE	Host activity	“MAC_MOVE Messages” section on page 2-24
PHY	PHY	“PHY Messages” section on page 2-24
PLATFORM	Low-level platform-specific	“PLATFORM Messages” section on page 2-26
PLATFORM_PM	Platform port manager	“PLATFORM_PM Messages” section on page 2-27
PLATFORM_VLAN	Platform VLAN	“PLATFORM_VLAN Messages” section on page 2-28
PM	Port manager	“PM Messages” section on page 2-29
PORT_SECURITY	Port security	“PORT_SECURITY Messages” section on page 2-37
QOSMGR	QoS manager	“QOSMGR Messages” section on page 2-38
RMON	Remote Network Monitoring (RMON)	“RMON Messages” section on page 2-43
SPAN	Switched Port Analyzer	“SPAN Messages” section on page 2-44
SPANTREE	Spanning Tree	“SPANTREE Messages” section on page 2-44
SPANTREE_FAST	Spanning-tree fast convergence	“SPANTREE_FAST Messages” section on page 2-52

Table 1-1 Facility Codes (continued)

Facility Code	Description	Location
SPANTREE_VLAN_SW	Spanning-tree VLAN switch	“SPANTREE_VLAN_SW Messages” section on page 2-52
STORM_CONTROL	Storm control	“STORM_CONTROL Messages” section on page 2-52
SUPERVISOR	Supervisor ASIC	“SUPERVISOR Messages” section on page 2-53
SUPQ	Supervisor queue	“SUPQ Messages” section on page 2-53
SW_MACAUTH	MAC address authentication	“SW_MACAUTH Messages” section on page 2-55
SW_VLAN	VLAN manager	“SW_VLAN Messages” section on page 2-56
SWITCH_QOS_TB	QoS trusted boundary	“SWITCH_QOS_TB Messages” section on page 2-62
TCAMMGR	Ternary content addressable memory manager	“TCAMMGR Messages” section on page 2-63
UDLD	UniDirectional Link Detection	“UDLD Messages” section on page 2-64
UFAST_MCAST_SW	UplinkFast packet transmission	“UFAST_MCAST_SW Messages” section on page 2-66
VQPCIENT	VLAN Query Protocol client	“VQPCIENT Messages” section on page 2-67

- 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 1-2](#) lists the message severity levels.

Table 1-2 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 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 1-3 lists the variable fields in messages.

Table 1-3 Representation of Variable Fields in Messages

Representation	Type of Information
[dec]	Decimal integer
[char]	Single character
[chars]	Character string
[enet]	Ethernet address (for example, 0000.FEED.00C0)
[hex]	Hexadecimal integer
[inet]	Internet address

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.

This message example includes traceback information:

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

Some system messages ask you to copy the error messages and take further action. These online tools also provide more information about system error messages.

Output Interpreter

The Output Interpreter provides additional information and suggested fixes based on the output of many CLI commands, such as the the **show tech-support** privileged EXEC command. You can access the Output Interpreter at this URL:

<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>

Bug Toolkit

The Bug Toolkit provides information on open and closed caveats, and allows you to search for all known bugs in a specific Cisco IOS Release. You can access the Bug Toolkit at this URL:

<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>

Contacting TAC

If you cannot determine the nature of the error, see the “[Obtaining Documentation and Submitting a Service Request](#)” section on page vi for further information.



CHAPTER 2

Message and Recovery Procedures

This chapter describes the Catalyst 2918 switch system messages in alphabetical order by facility. Within each facility, the messages are listed by severity levels 0 to 7: 0 is the highest severity level, and 7 is the lowest severity level. Each message is followed by an explanation and a recommended action.

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

The chapter includes these message facilities:

- [CMP Messages, page 2-2](#)
- [DOT1X Messages, page 2-3](#)
- [DOT1X_SWITCH Messages, page 2-4](#)
- [DTP Messages, page 2-7](#)
- [DWL Messages, page 2-9](#)
- [EC Messages, page 2-9](#)
- [ETHCNTR Messages, page 2-13](#)
- [EXPRESS_SETUP Messages, page 2-14](#)
- [GBIC_SECURITY Messages, page 2-14](#)
- [GBIC_SECURITY_CRYPT Messages, page 2-16](#)
- [HARDWARE Messages, page 2-17](#)
- [HLFM Messages, page 2-19](#)
- [IDBMAN Messages, page 2-19](#)
- [IGMP_QUERIER Messages, page 2-22](#)
- [IP_DEVICE_TRACKING_HA Messages, page 2-23](#)
- [MAC_LIMIT Messages, page 2-23](#)
- [MAC_MOVE Messages, page 2-24](#)
- [PHY Messages, page 2-24](#)
- [PLATFORM Messages, page 2-26](#)
- [PLATFORM_PM Messages, page 2-27](#)
- [PLATFORM_VLAN Messages, page 2-28](#)
- [PM Messages, page 2-29](#)
- [PORT_SECURITY Messages, page 2-37](#)

- QOSMGR Messages, page 2-38
- RMON Messages, page 2-43
- SPAN Messages, page 2-44
- SPANTREE Messages, page 2-44
- SPANTREE_FAST Messages, page 2-52
- SPANTREE_VLAN_SW Messages, page 2-52
- STORM_CONTROL Messages, page 2-52
- SUPERVISOR Messages, page 2-53
- SUPQ Messages, page 2-53
- SW_MACAUTH Messages, page 2-55
- SW_VLAN Messages, page 2-56
- SWITCH_QOS_TB Messages, page 2-62
- TCAMMGR Messages, page 2-63
- UDLD Messages, page 2-64
- UFAST_MCAST_SW Messages, page 2-66
- VQPCIENT Messages, page 2-67

CMP Messages

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

Error Message CMP-4-MEM_CMPIP_ADDR_CONFLICT: Conflict with CMP IP address [IP_address], Reissuing a new CMP IP address to member [dec]

Explanation The cluster commander found a conflict with the assigned CMP IP address of the member. A new unique CMP IP address is assigned to the member. [dec] is the member number.

Recommended Action This is only a warning message. The commander has already assigned the cluster member a new unique address. Clear any open TCP connections on the member by using `clear tcp` privileged EXEC command.

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

Explanation The device is added to the cluster. [chars] is the cluster name, and [IP_address] is the Internet address of the command switch.

Recommended Action No action is required.

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

Explanation The active or standby command switch received a member configuration. [dec] is the member number of the sender.

Recommended Action No action is required.

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

Explanation The management VLAN has changed. [dec] is the new management VLAN ID.

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

Explanation The device is removed from the cluster. [chars] is the cluster name.

Recommended Action No action is required.

DOT1X Messages

This section contains the IEEE 802.1x messages.

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

Explanation The system memory is not sufficient to perform the IEEE 802.1x authentication.

Recommended Action Reduce other system activity to reduce memory demands.

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

Explanation The system failed to start the IEEE 802.1x process.

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

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

Explanation The IEEE 802.1x process cannot operate because of an internal system error.

Recommended Action Reload the device.

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

Explanation The IEEE 802.1x interface parameter is out of the specified range or is invalid. [chars] is the interface.

Recommended Action Refer to the CLI help documentation to determine the valid IEEE 802.1x parameters.

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

Explanation A host on the specified interface is trying to access the network or to authenticate in a host mode that does not support the number of hosts attached to the interface. This is a security violation, and the port is put in the error-disabled state.

Recommended Action Ensure that the interface is configured to support the number of attached hosts. Enter the **shutdown** interface configuration command and then the **no shutdown** interface configuration command to restart the port.

DOT1X_SWITCH Messages

This section contains the IEEE 802.1x messages for switches.

Error Message DOT1X_SWITCH-5-ERR_INVALID_PRIMARY_VLAN: Attempt to assign primary VLAN [dec] to 802.1x port [chars]

Explanation An attempt was made to assign a primary VLAN to an IEEE 802.1x port, which is not allowed. [dec] is the VLAN, and [chars] is the port.

Recommended Action Update the configuration to use a different VLAN.

Error Message DOT1X_SWITCH-5-ERR_INVALID_SEC_VLAN: Attempt to assign invalid secondary VLAN [dec] to PVLAN host 802.1x port [chars]

Explanation An attempt was made to assign a nonsecondary VLAN to a private VLAN host IEEE 802.1x port. [dec] is the VLAN, and [chars] is the port.

Recommended Action Change the mode of the port so that it is no longer a private VLAN host port, or use a valid secondary VLAN.

Error Message DOT1X_SWITCH-5-ERR_PRIMARY_VLAN_NOT_FOUND: Attempt to assign VLAN [dec], whose primary VLAN does not exist or is shutdown, to 802.1x port [chars]

Explanation An attempt was made to assign a private VLAN whose primary VLAN does not exist or is shut down. [dec] is the VLAN, and [chars] is the port.

Recommended Action Make sure the primary VLAN exists and is not shut down. Verify that the private VLAN is associated with a primary VLAN.

Error Message DOT1X_SWITCH-5-ERR_RADIUS_VLAN_NOT_FOUND: Attempt to assign non-existent VLAN [chars] to dot1x port [chars]

Explanation RADIUS attempted to assign a VLAN with a particular name or id to a supplicant on a port, but the name or id could not be found on the switch. [dec] is the VLAN, and [chars] is the port.

Recommended Action Make sure a VLAN with the specified name/id exists on the switch.

Error Message DOT1X_SWITCH-5-ERR_SEC_VLAN_INVALID: Attempt to assign secondary VLAN [dec] to non-PVLAN host 802.1x port [chars]

Explanation An attempt was made to assign a secondary VLAN to a port that is not a private VLAN host port, which is not allowed. [dec] is the VLAN, and [chars] is the port.

Recommended Action Change the mode of the port so that it is configured as a private VLAN host port, or use a different VLAN that is not configured as a secondary VLAN.

Error Message DOT1X_SWITCH-5-ERR_SPAN_DST_PORT: Attempt to assign VLAN [dec] to 802.1x port [chars], which is configured as a SPAN destination

Explanation An attempt was made to assign a VLAN to an IEEE 802.1x port that is configured as a SPAN destination port. [dec] is the VLAN, and [chars] is the port.

Recommended Action Change the SPAN configuration so that the port is no longer a SPAN destination port, or change the configuration so that no VLAN is assigned.

Error Message DOT1X_SWITCH-5-ERR_VLAN_EQ_MDA_INACTIVE: Multi-Domain Authentication cannot activate because Data and Voice VLANs are the same on port [chars]

Explanation Multi-Domain Authentication host mode cannot start if the configured data VLAN on a port is the same as the voice VLAN. [chars] is the port.

Recommended Action Change either the voice VLAN or the access VLAN on the interface so that they are not equal. This causes Multi-Domain authentication to start.

Error Message DOT1X_SWITCH-5-ERR_VLAN_EQ_VVLAN: Data VLAN [dec] on port [chars] cannot be equivalent to the Voice VLAN.

Explanation An attempt was made to assign a data VLAN to an IEEE 802.1x port that is the same as the voice VLAN. [dec] is the VLAN, and [chars] is the port.

Recommended Action Change either the voice VLAN or the access/IEEE 802.1x-assigned VLAN on the interface so that they are not equal. This causes the authentication to proceed normally on the next retry.

Error Message DOT1X_SWITCH-5-ERR_VLAN_INTERNAL: Attempt to assign internal VLAN [dec] to 802.1x port [chars]

Explanation An attempt was made to assign an invalid VLAN to an IEEE 802.1x port. The VLAN specified is used internally and cannot be assigned to this port. [dec] is the VLAN, and [chars] is the port.

Recommended Action Update the configuration to not use this VLAN.

Error Message DOT1X_SWITCH-5-ERR_VLAN_INVALID: Attempt to assign invalid VLAN [dec] to 802.1x port [chars]

Explanation An attempt was made to assign an invalid VLAN to an IEEE 802.1x port. The VLAN specified is out of range and cannot be assigned to this port. [dec] is the VLAN, and [chars] is the port.

Recommended Action Update the configuration to use a valid VLAN.

Error Message DOT1X_SWITCH-5-ERR_VLAN_NOT_FOUND: Attempt to assign non-existent or shutdown VLAN [dec] to 802.1x port [chars]

Explanation An attempt was made to assign a VLAN to an IEEE 802.1x port, but the VLAN was not found in the VTP database. [dec] is the VLAN, and [chars] is the port.

Recommended Action Make sure that the VLAN exists and is not shut down, or use another VLAN.

Error Message DOT1X_SWITCH-5-ERR_VLAN_ON_ROUTED_PORT: Dot1x cannot assign a VLAN [dec] to a routed port [chars]

Explanation An attempt was made to assign a VLAN to a supplicant on a routed port, which is not allowed. [dec] is the VLAN ID and [chars] is the port.

Recommended Action Either disable the VLAN assignment, or change the port type to a nonrouted port.

Error Message DOT1X_SWITCH-5-ERR_VLAN_PROMISC_PORT: Attempt to assign VLAN [dec] to promiscuous 802.1x port [chars]

Explanation An attempt was made to assign a VLAN to a promiscuous IEEE 802.1x port, which is not allowed. [dec] is the VLAN, and [chars] is the port.

Recommended Action Change the mode of the port so that it is no longer a promiscuous port, or change the configuration so that no VLAN is assigned.

Error Message DOT1X_SWITCH-5-ERR_VLAN_RESERVED: Attempt to assign reserved VLAN [dec] to 802.1x port [chars]

Explanation An attempt was made to assign an invalid VLAN to an IEEE 802.1x port. The VLAN specified is a reserved VLAN and cannot be assigned to this port. [dec] is the VLAN, and [chars] is the port.

Recommended Action Update the configuration to not use this VLAN.

Error Message DOT1X_SWITCH-5-ERR_VLAN_ROUTED_PORT: Attempt to assign VLAN [dec] to routed 802.1x port [chars]

Explanation An attempt was made to assign a VLAN to a routed IEEE 802.1x port, which is not allowed. [dec] is the VLAN, and [chars] is the port.

Recommended Action Change the mode of the port so that it is no longer a routed port, or change the configuration so that no VLAN is assigned.

Error Message DOT1X_SWITCH-5-ERR_VLAN_RSPAN: Attempt to assign RSPAN VLAN [dec] to 802.1x port [chars]. 802.1x is incompatible with RSPAN

Explanation An attempt was made to assign a remote SPAN VLAN to an IEEE 802.1x port. Remote SPAN should not be enabled on a VLAN in which ports are configured with IEEE 802.1x enabled. [dec] is the VLAN, and [chars] is the port.

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

DTP Messages

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

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

Explanation The system is unable to negotiate trunks because of a lack of memory.

Recommended Action Reduce other system activity to ease memory demands.

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

Explanation A timer used by the trunking protocol unexpectedly expired. [chars] is the trunked interface.

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

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

Explanation The system is unable to negotiate trunks because an internal operation generated an unexpected error.

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

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

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

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

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

Explanation One end of the trunk link is configured as *on* with ISL encapsulation and the other end is configured as *on* with IEEE 802.1Q encapsulation. [chars] is the interface.

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

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

Explanation The interface changed from a trunk port to an access port. [chars] is the interface that changed.

Recommended Action This message is provided for information only.

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

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

Recommended Action This message is provided for information only.

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

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

Recommended Action This message is provided for information only.

DWL Messages

This section contains the down-when-looped (DWL) message. This feature disables an interface when a loopback is detected.

Error Message DWL-3-LOOP_BACK_DETECTED: Loop-back detected on [chars].

Explanation There is a loopback on the specified port. The cause might be a Token-Ring Type-1 cable connected to the port or a misconfiguration in the network.

Recommended Action Correct the problem that is causing the loopback condition. Then enter the **shutdown** interface configuration command. Then enter the **no shutdown** interface configuration command to restart the port.

EC Messages

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

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

Explanation Either the LACP or the PAgP EtherChannel could not obtain the memory it needed to initialize the required data structures. [chars] is the data structure name.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

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

Explanation The listed interface joined the specified EtherChannel. The first [chars] is the physical interface, and the second [chars] is the EtherChannel interface.

Recommended Action No action is required.

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

Explanation A new aggregator cannot be allocated in the group. [dec] is the affected group.

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

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

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

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

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

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

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

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

Explanation The port has different port attributes than the port channel or ports within the port channel. [chars] is the incompatible port. [chars] is the short interface name, such as Gi1/0/1 on a Catalyst 3750 switch, [dec] is the channel group number, and the last [chars] is the reason.

Recommended Action For the port to join the bundle, change the port attributes so that they match the port.

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

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

Recommended Action No action is required.

Error Message EC-5-DONTBNL: [chars] suspended: incompatible remote port with [chars]

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

Recommended Action Make sure that the configuration of the remote ports is the same for all ports in the bundle.

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

Explanation The interface cannot be added to the channel group with the specified mode. [chars] is the interface, and [dec] is the channel group.

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

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

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

Recommended Action Remove the interface from the channel group.

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

Explanation The interface cannot be unselected for the specified protocol because it is already part of a channel group. [chars] is the interface.

Recommended Action Remove the interface from the channel group.

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

Explanation The EtherChannel mode cannot be set because LACP is not included in the software image.

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

Error Message EC-5-NOPAGP: Invalid EC mode, PAGP not enabled.

Explanation PAGP is not included in the Cisco IOS image and the EtherChannel mode cannot be set to **desirable** or **auto**.

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

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

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

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

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

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

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

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

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

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

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

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

Recommended Action No action is required.

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

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

Recommended Action Reconfigure the port; remove the unsuitable configuration.

ETHCNTR Messages

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

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

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

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

Error Message ETHCNTR-3-LOOP_BACK_DETECTED:, Loop-back detected on [chars]. The port is forced to linkdown.

Explanation This message occurs when a keepalive packet is looped back to the port that sent the keepalive. The loopback condition might be caused by a balun cable being accidentally connected to the port, or there might be a loop in the network. [chars] is the port.

Recommended Action Check the cables. If a balun cable is connected, and the loopback condition is desired, no action is required. Otherwise, connect the correct cable, and bring the port up by entering the **no shutdown** interface configuration command. We do not recommend using the **no keepalive** interface command to disable keepalives. The cause of this network loop must be found and corrected. Although disabling keepalives prevents the port from being error disabled, it does not resolve the cause of the problem and can affect network stability. See [CSCea46385](#) for more information.

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

Explanation There are too many VLANs and routed ports (if the switch supports routed ports) configured. [chars] is the short interface name, such as Gi1/0/1 on a Catalyst 3750 switch, or the VLAN name, such as VLAN0002.

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

EXPRESS_SETUP Messages

This section contains messages for the Express Setup feature.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message EXPRESS_SETUP-6-MODE_ENTERED.

Explanation The Express Setup mode is active.

Recommended Action No action is required.

Error Message EXPRESS_SETUP-6-MODE_EXITED.

Explanation The Express Setup mode is no longer active.

Recommended Action No action is required.

GBIC_SECURITY Messages

This section contains the Cisco Gigabit Interface Converter (GBIC) and small form-factor pluggable (SFP) module security messages. The GBIC and SFP modules have a serial EEPROM that contains the serial number, security code, and cyclic redundancy check (CRC). When the module is inserted into the

switch, the software reads the EEPROM to recompute the security code and CRC. The software generates an error message if the CRC is invalid or if the recomputed security code does not match the one stored in the EEPROM.

**Note**

The Catalyst 2918 switch supports SFP modules and does not support GBIC modules. Although the error message text refers to GBIC interfaces and modules, the messages from the switch actually refer to the SFP module interfaces and modules.

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

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

Recommended Action Remove the GBIC from the port.

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

Explanation An error occurred while the switch was reading the GBIC type from the EEPROM. [chars] is the port in which the GBIC is inserted.

Recommended Action Remove the GBIC from the port.

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

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

Recommended Action Remove the GBIC from the port.

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

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

Recommended Action Reload the switch by using the **reload** privileged EXEC command. If the problem persists, find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

Error Message GBIC_SECURITY-6-SFP_INSERTED: Transceiver SFP [chars] module inserted in [chars]

Explanation The online insertion and removal (OIR) facility detected a newly inserted transceiver module for the interface specified in the message. The first [chars] is the module and the second [chars] is the interface.

Recommended Action No action is required.

Error Message GBIC_SECURITY-6-SFP_REMOVED: Transceiver SFP [chars] module removed from [chars]

Explanation The online insertion and removal (OIR) facility detected the removal of a transceiver module from the interface specified in the message. The first [chars] is the module and the second [chars] is the interface.

Recommended Action No action is required.

GBIC_SECURITY_CRYPT Messages

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



Note

The Catalyst 2918 switch supports SFP modules and does not support GBIC modules. Although the error message text refers to GBIC interfaces and modules, the messages from the switch actually refer to the SFP module interfaces and modules.

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

Explanation The small form-factor pluggable (SFP) module was identified as a Cisco SFP module, but the system could not verify its identity. [chars] is the port.

Recommended Action Ensure that the Cisco IOS software running on the switch supports the SFP module. You might need to upgrade your software. Otherwise, verify that the SFP module was obtained from Cisco or from a supported vendor.

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

Explanation The small form-factor pluggable (SFP) module was identified as a Cisco SFP module, but the switch could not match its manufacturer with one on the known list of Cisco SFP module vendors. [chars] is the port.

Recommended Action Ensure that the Cisco IOS software running on the switch supports the SFP module. You might need to upgrade your software.

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

Explanation The small form-factor pluggable (SFP) module was identified as a Cisco SFP module, but it does not have a valid cyclic redundancy check (CRC) in the EEPROM data. [chars] is the port.

Recommended Action Ensure that the Cisco IOS software running on the switch supports the SFP module. You might need to upgrade your software. Even if the switch does not recognize the SFP module, it might still operate properly but have limited functionality.

HARDWARE Messages

This section contains hardware messages.

Error Message HARDWARE-2-FAN_ERROR: Fan [chars] Failure

Explanation The switch fan is not working. [chars] is the fan name.

Recommended Action This is a hardware failure. The fan might recover automatically. If the fan failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, contact Cisco technical support and provide the representative with the gathered information. For more information about the online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message HARDWARE-2-THERMAL_WARNING: Temperature has reached warning threshold.

Explanation The temperature sensor valve inside the switch reached the warning threshold. The switch can function normally until the temperature reaches the critical threshold.

Recommended Action The external temperature is high. Reduce the temperature in the room.

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

Explanation The port ASIC number used is invalid. Each port ASIC is identified by an ID. [dec] is the ASIC number.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation The index into the hardware table is out-of-range. [dec] is the index value.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

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

Explanation The interrupt ID used in a port ASIC is invalid. [dec] is the interrupt number.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

HLFM Messages

This section contains messages from the local forwarding manager.

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

Explanation An attempt was made to free a MAC address before releasing all references to it. [enet] is the MAC address, and [dec] is the VLAN ID.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation The IP address and MAC address tables are out of sync. [IP_address] is the IP address, [enet] is the MAC address, and [dec] is the VLAN ID.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

IDBMAN Messages

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

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

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

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

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

contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation There is an internal error that caused an invalid VLAN to be used by the software. [chars] is the interface name, and [dec] is the VLAN ID that is invalid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation An interface VLAN was not set to the requested value because of an internal error. [chars] is the interface name. The first [dec] is the recently configured VLAN ID, and the second [dec] is the currently assigned VLAN ID.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

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

Explanation An internal error removed an aggregate port that has active ports. [chars] is the port-channel name, and the ([dec] / [dec]) are the slot and port number (slot/port). The last [dec] is the number of currently active ports.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

IGMP_QUERIER Messages

This section contains the IGMP querier messages.

Error Message IGMP_QUERIER-4-NO_IP_ADDR_CFG: The IGMP querier cannot send out General Query messages in VLAN [dec] because there is no IP address configured on the system.

Explanation You must specify an IP address for the IGMP querier at either the global or per-VLAN level. [dec] is the VLAN ID.

Recommended Action Configure a source IP address for the IGMP querier.

Error Message IGMP_QUERIER-4-SNOOPING_DISABLED: The IGMP querier is operationally disabled in VLAN [dec] because IGMP snooping has been disabled in this VLAN.

Explanation IGMP snooping is disabled on this VLAN. Do not enable the IGMP querier when IGMP snooping is disabled. [dec] is the VLAN IDs.

Recommended Action Confirm that IGMP snooping is enabled both globally and on the VLAN.

Error Message IGMP_QUERIER-6-PIM_DISABLED: The IGMP querier is now operationally enabled in VLAN [dec] because PIM is no longer enabled on the SVI.

Explanation Protocol-Independent Multicast (PIM) is disabled on the switch virtual interface (SVI), and the IGMP querier function is now enabled. [dec] is the VLAN ID.

Recommended Action No action is required.

Error Message IGMP_QUERIER-6-SNOOPING_ENABLED: The IGMP querier is now operationally enabled in VLAN [dec] because IGMP snooping is no longer disabled.

Explanation IGMP snooping was enabled. As a result, the IGMP querier function is now enabled. [dec] is the VLAN ID.

Recommended Action No action is required.

IP_DEVICE_TRACKING_HA Messages

This section contains the IP Device Tracking High Availability (HA) message.

Error Message IP_DEVICE_TRACKING_HA-4-ENTRY_OUT_OF_SYNC: Host mac-address [enet] ip-address [IP_address] interface [chars]

Explanation The IP device tracking table has detected an inconsistency between active and standby for this host. [enet] is the host MAC address, [IP_address] is the host IP address, and [chars] is the interface.

Recommended Action No action is required.

MAC_LIMIT Messages

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

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

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

Recommended Action Your system administrator configures an action.

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

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

Recommended Action Your system administrator configures an action.

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

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

Recommended Action Your system administrator configures an action.

MAC_MOVE Messages

This section contains the MAC_MOVE messages.

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

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

Recommended Action Check your network for loops.

PHY Messages

This section contains the PHY messages.

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

Explanation A transceiver that should not be used is in the specified interface.

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

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

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

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

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

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

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

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

Error Message PHY-4-SFP_NOT_SUPPORTED: The SFP in [chars] is not supported

Explanation This small form-factor pluggable (SFP) module type is not supported on this switch. [chars] is the interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

Error Message PHY-4-UNSUPPORTED_SFP_CARRIER: Unsupported SFP carrier module found in [chars]

Explanation The small form-factor pluggable (SFP) carrier module was identified as an unsupported non-Cisco SFP carrier module. [chars] is the unsupported module.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

Error Message PHY-4-UNSUPPORTED_TRANSCEIVER: Unsupported transceiver found in [chars]

Explanation The SFP module was identified as a unsupported, non-Cisco SFP module. [chars] is the unsupported module.

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

PLATFORM Messages

This section contains low-level platform-specific messages.

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

Explanation The system is attempting to display the failure message from the previous failure. [chars] is the description of the error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

PLATFORM_PM Messages

This section contains platform port manager (PM) messages.

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

Explanation There are too many interfaces configured for the interface type. [dec] is the interface count, [chars] is the interface, and [dec] is the maximum number of interfaces.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation An internal VLAN ID allocated for an interface is still in use. [dec] is the VLAN ID, and [chars] is the interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation Internal vlan_data is not active for the given VLAN ID. [chars] is the interface, and [dec] is the VLAN ID.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

PLATFORM_VLAN Messages

This section contains platform VLAN messages.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

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

Explanation An active VLAN is not correctly associated with a mapped-vlan-id (MVID). The first [dec] is the VLAN ID, and the second [dec] is the MVID.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

PM Messages

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

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

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

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

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

Explanation The port manager subsystem could not obtain the memory it needed to initialize the specified operation. [chars] is the port manager operation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

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

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

contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation The port manager detected an invalid request. [dec] is the application ID.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation The port manager detected an invalid request.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation The port manager detected an invalid request. [dec] is the slot number.

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

with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#). If you still require assistance, contact HP technical support and provide the representative with the gathered information. For more information about the online tools and about contacting HP, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation The port manager detected an invalid request. [chars] is the invalid request.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation The port manager detected an invalid request.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation The port manager detected an invalid request. [dec] is the port number.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation The port manager detected an invalid request.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation The port manager detected an invalid request. [dec] is the VLAN ID.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

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

Recommended Action On non-PoE switches, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. On PoE switches, remove the

device or configure the port *by entering the **power inline auto, shutdown, and no shutdown interface configuration commands***. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message PM-4-ERR_DISABLE_VP: [chars] error detected on [chars], vlan [dec]. Putting in err-disable state.

Explanation This is a defensive measure that puts the virtual port (that is, the port-VLAN pair) in an error-disabled state when it detects a misconfiguration or misbehavior. If configured, a recovery will be attempted after the configured retry time (default time is 5 minutes). The first [chars] is the error, and the second [chars] is the port.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message PM-4-ERR_RECOVER_VP: Attempting to recover from [chars] err-disable state on [chars], vlan [dec].

Explanation The port manager is attempting to bring up the virtual port after taking it down to the error-disabled state. The first [chars] is the error, the second [chars] is the virtual port, and [dec] is the VLAN ID.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

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

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

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

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

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

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation The port manager failed to allocate an internal VLAN, and therefore the interface cannot be enabled. [chars] is the interface name.

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

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

Explanation The port manager failed to find any available internal VLAN.

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

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

Explanation An invalid host access entry type was received; the host access entry should be a configured or a dynamic type. [dec] is the entry type that is received.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

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

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

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

Explanation The port manager failed to find the subblock for this interface. [chars] is the interface name.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

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

Recommended Action No action is required.

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

Explanation The platform failed to set a private VLAN type. [dec] is the VLAN ID.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation The port manager detected an invalid request. [chars] is the application.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation The host access table is being accessed with an invalid host access value. [dec] is the value that is received.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation The access VLAN ID on the VMPS server is the same as the voice VLAN ID on the interface. [dec] is the access VLAN ID, and [chars] is the physical interface.

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

PORT_SECURITY Messages

This section contains the port security messages.

Error Message PORT_SECURITY-2-PSECURE_VIOLATION: Security violation occurred caused by MAC [enet] on port [chars].

Explanation An unauthorized device attempted to connect on a secure port. MAC [enet] is the MAC address of the unauthorized device, and port [chars] is the secure port.

Recommended Action Identify the device that attempted to connect on the secure port. Notify your network system administrator of this condition.

Error Message PORT_SECURITY-2-PSECURE_VIOLATION_VLAN: Security violation on port [chars] due to MAC address [enet] on VLAN [dec]

Explanation An unauthorized device attempted to connect on a secure trunk port. [chars] is the secure port, MAC [enet] is the MAC address of the unauthorized device, and [dec] is the VLAN ID.

Recommended Action Identify the device that attempted to connect through the secure trunk port. Notify your network system administrator of this condition.

Error Message PORT_SECURITY-6-ADDR_REMOVED: Address [dec]:[enet] exists on port [chars]. It has been removed from port [chars].

Explanation A routed port is reconfigured as a switch port. The address in the previous switch configuration conflicts with the running configuration and has been deleted. [dec]:[enet] is the MAC address of the port. [chars] is the reconfigured port.

Recommended Action No action is required.

Error Message PORT_SECURITY-6-ADDRESSES_REMOVED: Maximum system secure address count reached. Some secure addresses configured on port [chars] removed.

Explanation Some configured and sticky MAC addresses on the specified port were removed from the configuration. The number of secure addresses that the system supports was exceeded. This condition occurs only during hot swapping or port-mode changes (for example, when the port is converted from a Layer 3 to a Layer 2 port). [chars] is the port.

Recommended Action No action is required.

Error Message PORT_SECURITY-6-VLAN_FULL: Vlan [dec] on port [chars] has reached its limit. Address [enet] has been removed.

Explanation The voice VLAN is the same as the access VLAN, and the maximum number of MAC addresses reached the maximum limit allowed on the access VLAN. The address is deleted. [dec] is the VLAN ID, [chars] is the port assigned to the voice VLAN and the access VLAN, and [enet] is the MAC address that is deleted.

Recommended Action No action is required.

Error Message PORT_SECURITY-6-VLAN_REMOVED: VLAN [dec] is no longer allowed on port [chars]. Its port security configuration has been removed.

Explanation A configured VLAN has been excluded either due to a port-mode change or an allowed VLAN list change and is removed from the configuration. [int] is the VLAN ID, and [chars] is the switch port assigned to the VLAN.

Recommended Action No action is required.

QOSMGR Messages

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

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

Explanation An internal software error has occurred. [chars] is the description of the feature that the software cannot find.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation An internal software error has occurred. [dec] is the invalid filter type identification.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message QOSMGR-3-MERGE_RES_COUNT: Internal Error Invalid count.

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation An internal software error has occurred. [chars] is the policy-map name.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation An internal software error has occurred. [hex] [hex] [hex] [hex] are the software-computed queue pointer values. The parameters provide error details for technical support.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation An internal software error has occurred in the allocated reserved buffers. [dec] is the reserved count computed by the software.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

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

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

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

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

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

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

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

Recommended Action Check if any other messages indicate resource failure. If other messages indicate that the hardware resources are exceeded, retry the command with a smaller configuration. Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the “[Error Message Traceback Reports](#)” section on page 1-4.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

RMON Messages

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

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

Explanation A falling trap has been generated. The value of the specified MIB object has fallen below the falling threshold value. [chars] is the MIB object, and [dec] is the threshold value.

Recommended Action Take appropriate action on the specified MIB object.

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

Explanation A rising trap has been generated. The value of the specified MIB object has exceeded the rising threshold value. [chars] is the MIB object, and [dec] is the threshold value.

Recommended Action Take appropriate action on the specified object.

SPAN Messages

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

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

Explanation The system was unable to perform a SPAN operation because of a lack of memory.

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

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

Explanation SPAN detected an error in its internal operation.

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

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

Explanation SPAN detected an error in its internal operation. [chars] is the interface.

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

SPANTREE Messages

This section contains the spanning-tree messages.

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

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

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

Error Message SPANTREE-2-BLOCK_BPDUGUARD_VP: Received BPDU on port [chars], vlan [dec] with BPDU Guard enabled. Disabling vlan.

Explanation A bridge protocol data unit (BPDU) was received on the interface and VLAN specified in the error message. The spanning tree BPDU guard feature was enabled and configured to shut down the VLAN. As a result, the VLAN was placed in the error-disabled state. [chars] is the interface, and [dec] is the vlan.

Recommended Action Either remove the device sending BPDUs, or disable the BPDU guard feature. The BPDU guard feature can be locally configured on the interface or globally configured on all ports that have Port Fast enabled. Re-enable the interface and vlan by entering the **clear errdisable** privileged EXEC command.

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

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

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

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

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

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

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

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

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

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

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

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

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

Explanation The spanning-tree loopguard configuration for the listed interface has been changed. If enabled, the interface is placed into the blocking state. It is marked as loopguard-inconsistent when the message-age timer expires because no BPDUs were received from the designated bridge. This feature is mainly used to detect unidirectional links. The first [chars] is the loopguard state (*enable* or *disable*), the second [chars] is the interface name, and the third [chars] is the spanning-tree instance.

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

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

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

Recommended Action No action is required.

Error Message SPANTREE-2-PVSTSIM_FAIL: Blocking [chars] port [chars]: Inconsistent [chars] PVST BPDU received on VLAN [dec], claiming root [dec]:[enet]

Explanation The specified port on the MST switch is blocked. When a designated port on an MST switch is connected to a PVST+ switch, the CIST (MST00) information on the port of the MST switch must be consistently superior (lower bridge ID, lower path cost, and so forth) to the information in all the PVST+ messages. If the port is the root, the CIST (MST00) information on the MST switch must be consistently inferior to all the PVST+ messages. If this constraint is violated, the port on the MST switch is blocked to prevent a potential bridging loop. The first [chars]

is the MST switch, the second [chars] is the port, and the third [chars] is the PVST+ switch. The first [dec] is the VLAN ID, the second [dec] is the MST switch, and [enet] is the MST-switch MAC address.

Recommended Action When STP is converging after a new switch or switch port is added to the topology, this condition might happen briefly. In such cases, the port unblocks automatically. If the port remains blocked, identify the root bridge as reported in the message, and configure the appropriate priority for the VLAN spanning tree, consistent with the CIST role on the port of the MST switch.

There could be additional inconsistencies not shown in the message, and the port does not recover until all these are cleared. To determine which other VLANs have inconsistencies, disable and re-enable the port. This message appears again and specifies another VLAN with inconsistencies to be fixed. Repeat this process until all inconsistencies on all VLANs are cleared.

Error Message SPANTREE-2-PVSTSIM_OK: PVST Simulation inconsistency cleared on port [chars].

Explanation The specified interface is no longer receiving PVST BPDUs advertising information that is inconsistent with the CIST port information. The PVST simulation inconsistency is cleared, and the interface returns to normal operation. [chars] is the port.

Recommended Action No action is required.

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

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

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

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

Explanation The listed interface received an SSTP BPDUs without the VLAN ID tag. The BPDUs are discarded. The first [chars] is the port, and the second [chars] is the VLAN that received the SSTP BPDUs.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

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

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

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

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

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

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

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

Explanation The spanning-tree root guard configuration for the listed interface has changed. If enabled, any BPDU received on this interface that advertises a superior spanning-tree root bridge (lower bridge ID, lower path cost, and so forth) to that already in use causes the interface to be put into the blocking state and marked as *root-guard inconsistent*. The first [chars] is the root-guard state (*enable* or *disable*), the second [chars] is the interface, and the third [chars] is the spanning-tree instance.

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

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show version** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation A BPDU was received on the listed interface with a source MAC address that matches the one assigned to the listed interface. This means that a port might be looped back to itself, possibly because of an installed diagnostic cable. The interface will be administratively shut down. [chars] is the interface that received the BPDU, and [enet] is the source MAC address.

Recommended Action Check the interface configuration and any cable connected to the interface. When the problem is resolved, re-enable the interface by entering the **no shutdown** interface configuration command.

Error Message SPANTREE-3-PRESTD_NEIGH: pre-standard MST interaction not configured ([chars]).

Explanation The message means that the switch has received a prestandard multiple spanning-tree (MST) BPDU on an interface that is not configured to send prestandard MST BPDUs. The switch automatically adjusts its configuration on the interface and start sending prestandard BPDUs. However, the switch does not automatically detect all prestandard neighbors, and we recommend

that you configure the interface to send prestandard MST BPDUs by using the **spanning-tree mst pre-standard** interface configuration command. This warning message only appears once. [chars] is the interface.

Recommended Action Use the **spanning-tree mst pre-standard** interface configuration command on all the interfaces to which other switches running Cisco's prestandard MST version are connected. We recommend that you migrate all the switches in the network to the IEEE MST standard version.

Error Message SPANTREE-4-PORT_NOT_FORWARDING: [chars] [chars] [chars] [chars].

Explanation This message appears when a port-not-forwarding alarm is set or cleared. The first [chars] is the mode (for example, assert or clear), and the second [chars] is the severity (for example, minor). The third [chars] is the interface name, and the fourth [chars] is the alarm string (for example, port not forwarding).

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message SPANTREE-5-EXTENDED_SYSID: Extended SysId [chars] for type [chars].

Explanation The extended system ID feature is either enabled or disabled for the given type of spanning tree. If enabled, the spanning-tree instance identifier is stored in the lower portion of the bridge ID priority field and limits the allowed values for the bridge priority from 0 to 61440, in increments of 4096. If disabled, the bridge ID priority field consists only of the configured priority, but some spanning-tree features might not be available on a given platform (for example, support for 4096 VLANs). On some platforms, this feature might be mandatory. The first [chars] is the extended system ID state (*enable* or *disable*), and the second [chars] is the spanning-tree instance.

Recommended Action No action is required.

Error Message SPANTREE-5-ROOTCHANGE: Root Changed for [chars] [dec]: New Root Port is [chars]. New Root Mac Address is [enet].

Explanation The root switch changed for a spanning-tree instance. The first [chars] and [dec] is the interface ID for the previous root port, the second [chars] is the interface ID for the new root port, and [enet] is the Ethernet address of the new root port.

Recommended Action No action is required.

Error Message SPANTREE-5-TOPOTRAP: Topology Change Trap for [chars] [dec].

Explanation A trap was generated because of a topology change in the network.

Recommended Action No action is required.

Error Message SPANTREE-6-PORT_STATE: Port [chars] instance [dec] moving from [chars] to [chars].

Explanation The port state changed. The first [chars] is the interface name. [dec] is the spanning-tree instance ID. The second [chars] is the old state (such as listening, learning, or forwarding, and so forth), and the third [chars] is the new state.

Recommended Action No action is required.

Error Message SPANTREE-7-BLOCK_PORT_TYPE: Blocking [chars] on [chars]. Inconsistent port type.

Explanation The listed interface is being held in the spanning-tree blocking state until the port-type inconsistency is resolved. The first [chars] is the interface, and the second [chars] is the spanning-tree instance.

Recommended Action Verify that the configuration and operational states of the listed interface and those of the interface to which it is connected are in the same mode (*access* or *trunk*). If the mode is trunk, verify that both interfaces have the same encapsulation (*ISL* or *IEEE 802.1Q*). When these parameters are consistent, spanning tree automatically unblocks the interface.

Error Message SPANTREE-7-PORTDEL_SUCCESS: [chars] deleted from Vlan [dec].

Explanation The interface has been deleted from VLAN. [chars] is the interface, and [dec] is the VLAN ID.

Recommended Action No action is required.

Error Message SPANTREE-7-RECV_1Q_NON_TRUNK: Received 802.1Q BPDU on non trunk [chars] [chars].

Explanation An STP BPDU was received on the listed interface, which is not an operational trunking interface. The first [chars] is the port name, and the second [chars] is the VLAN name.

Recommended Action Verify that the configuration and operational state of the listed interface and that of the interface to which it is connected are in the same mode (*access* or *trunk*). If the mode is trunk, verify that both interfaces have the same encapsulation (*none*, *ISL*, or *IEEE 802.1Q*). When these parameters are consistent, spanning tree automatically unblocks the interface.

SPANTREE_FAST Messages

This section contains the spanning-tree fast-convergence message.

Error Message SPANTREE_FAST-7-PORT_FWD_UPLINK: [chars] [chars] moved to Forwarding (UplinkFast).

Explanation The listed interface has been selected as the new path to the root switch for the listed spanning-tree instance. The first [chars] is the spanning-tree instance, and the second [chars] is the interface.

Recommended Action No action is required.

SPANTREE_VLAN_SW Messages

The section contains the per-VLAN spanning-tree-specific message.

Error Message SPANTREE_VLAN_SW-2-MAX_INSTANCE: Platform limit of [dec] STP instances exceeded. No instance created for [chars] (port [chars]).

Explanation The number of currently active VLAN spanning-tree instances has reached a platform-specific limit. No additional VLAN instances will be created until the number of existing instances drops below the platform limit. [dec] is the spanning-tree instance limit, and the first [chars] is the smallest VLAN ID of those VLANs that are unable to have spanning-tree instances created.

Recommended Action Reduce the number of currently active spanning-tree instances by either disabling some of the currently active spanning-tree instances or deleting the VLANs associated with them. You must manually enable the spanning trees that could not be created because of limited instances.

STORM_CONTROL Messages

This section contains the storm control messages.

Error Message STORM_CONTROL-3-FILTERED: A [chars] storm detected on [chars]. A packet filter action has been applied on the interface.

Explanation The amount of traffic detected on the interface has exceeded the configured threshold values. The system is filtering the excess traffic. The first [chars] is the traffic type, and the second [chars] is the interface.

Recommended Action Determine and fix the root cause of the excessive traffic on the interface.

Error Message STORM_CONTROL-3-SHUTDOWN: A packet storm was detected on [chars]. The interface has been disabled.

Explanation The amount of traffic detected on the interface has exceeded the configured threshold values. Because the interface is configured to shut down if a packet storm event is detected, it has been placed in an error-disabled state. [chars] is the affected interface.

Recommended Action You can enable error-disabled recovery by using the **errdisable recovery** global configuration command to automatically re-enable the interface. You should determine and fix the root cause of the excessive traffic on the interface.

SUPERVISOR Messages

This section contains the supervisor ASIC message. This ASIC controls the CPU and the switch sending and receiving ports.

Error Message SUPERVISOR-3-FATAL: [chars].

Explanation An internal error occurred in the supervisor ASIC. [chars] is the detailed error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

SUPQ Messages

This section contains the supervisor queue messages. These messages are related to CPU send and receive queues.

Error Message SUPQ-3-THROTTLE_CPU_QUEUE: Invalid application ID [dec] used for throttling.

Explanation An application has passed an invalid application ID for throttle check. [dec] is the internal application identifier.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

Error Message SUPQ-4-CPUHB_RECV_STARVE: [chars].

Explanation The system has detected that messages directed to the CPU are delayed. [chars] is the detailed error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

Error Message SUPQ-4-CPUHB_SLOW_TRANSMIT: [chars].

Explanation The system is warning you about a slowdown of the transmit interface. [chars] is the detailed error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

Error Message SUPQ-4-CPUHB_TX_FAIL: [chars].

Explanation The system is warning you about the sending interface discarding the heartbeat message. [chars] is the detailed error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

Error Message SUPQ-4-PORT_QUEUE_STUCK: Port queue stuck for ASIC [dec] port [dec] queue [dec].

Explanation The system has detected that an interface queue is not being cleared in a reasonable time. The first [dec] is the ASIC, the second [dec] is the interface, and the third [dec] is the queue number.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

Error Message SUPQ-4-RECV_QUEUE_STUCK: Receive queue Stuck for ASIC [dec] queue [dec].

Explanation The system has detected that the receiving queue is not being cleared in a reasonable time. The first [dec] is the ASIC, and the second [dec] is the queue number.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

SW_MACAUTH Messages

This section contains the MAC address authentication messages.

Error Message SW_MACAUTH-4-UNAUTH_MAC: Unauthenticated MAC [enet] on port [chars]

Explanation The switch has received an unauthenticated MAC address on the specified port. [enet] is the unauthenticated MAC address, and [chars] is the port.

Recommended Action No action is required.

Error Message SW_MACAUTH-5-CLEAR_TABLE: MAC Authentication Table Cleared

Explanation The MAC authentication table was cleared.

Recommended Action No action is required.

Error Message SW_MACAUTH-5-MACAUTH_ENADSA: MAC Authentication [chars]

Explanation MAC authentication is enabled or disabled. [chars] is the MAC authentication status, either enabled or disabled.

Recommended Action No action is required.

Error Message SW_MACAUTH-5-MAC_AUTHENTICATED: MAC [enet] was authenticated

Explanation The switch has received a command to authenticate a MAC address. [enet] is the MAC address.

Recommended Action No action is required.

SW_VLAN Messages

This section contains the VLAN manager messages. The VLAN manager receives information from the VTP and enables the proper VLAN membership on all interfaces through the port manager.

Error Message SW_VLAN-3-MALLOC_FAIL: Failed to allocate [dec] bytes

Explanation Memory allocation failed. [dec] is the number of bytes.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TA C, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message SW_VLAN-3-VLAN_DAT_CACHE_SEQUENCE: Out of sequence vlan.dat sync message. Expected: [dec]; received: [dec].

Explanation The vlan.dat file is synchronized to the STANDBY through one or more checkpoint messages from ACTIVE. The sequence number for each set of checkpoint messages starts with 1. These messages are cached at the STANDBY until the end-of-set indicator is received. The STANDBY received a checkpoint message with a sequence number that does not match the expected sequence number. The first [dec] is the expected checkpoint message sequence number, and the second [dec] is the received checkpoint message sequence number.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TA C, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message SW_VLAN-3-VLAN_PM_NOTIFICATION_FAILURE: VLAN Manager synchronization failure with Port Manager over [chars].

Explanation The VLAN manager dropped a notification from the port manager because of a lack of ready pool space. [chars] is the type of port manager notification.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation The VTP code encountered an unexpected error while processing a configuration request, a packet, or a timer expiration. [chars] is the internal error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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 and a VLAN cookie from the port manager, which translated to a bad VLAN ID. [dec] is the VLAN ID.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message SW_VLAN-4-BAD_STARTUP_VLAN_CONFIG_FILE: Failed to configure VLAN from startup-config. Fallback to use VLAN configuration file from non-volatile memory.

Explanation The VLAN software did not use the VLAN configuration from the startup-configuration file. It will use the binary VLAN configuration file in NVRAM memory.

Recommended Action No action is required.

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

Explanation The VLAN configuration file read by the VLAN manager did not begin with the correct value. The VLAN configuration file is invalid, and it has been rejected. [hex] is the incorrect verification value.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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, which might mean an attempt to regress to an older version of the VLAN manager software. [dec] is the file version number.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation Because of a software error, a VLAN timer was detected as active when it should have been inactive or as inactive when it should have been active. [chars] is the VLAN timer active value.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message SW_VLAN-4-EXT_VLAN_INTERNAL_ERROR: Extended VLAN manager received an internal error [dec] from [chars] [chars].

Explanation An unexpected error code was received by the VLAN manager from the extended-range VLAN configuration software. [dec] is the error code. The first [chars] is the function, and the second [chars] describes the error code.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message SW_VLAN-4-EXT_VLAN_INVALID_DATABASE_DATA: Extended VLAN manager received bad data of type [chars] value [dec] from function [chars].

Explanation Invalid data was received by the extended-range VLAN manager from an extended-range VLAN configuration database routine. The first [chars] is the data type, [dec] is the number received, and the second [chars] is the function name.

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

with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

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

Explanation The VLAN manager received an unexpected error return from a Cisco IOS file system (IFS) call while reading the VLAN database. The first [chars] is the function call name, and the second [chars] is the file name. [dec] is the error code, the third [chars] is the textual interpretation of the error code, and the second [dec] is the number of bytes transferred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

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. The first [chars] is the type of port manager cookie, and the second [chars] is the interface or VLAN that is the source of the problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

Error Message SW_VLAN-4-STARTUP_EXT_VLAN_CONFIG_FILE_FAILED: Failed to configure extended range VLAN from startup-config. Error [chars].

Explanation The VLAN software failed to use an extended-range VLAN configuration from the startup configuration file. All extended-range VLAN configurations are lost after the system boots up. [chars] is a description of the error code.

Recommended Action No action is required.

Error Message SW_VLAN-4-VLAN_CREATE_FAIL: Failed to create VLANs [chars]: [chars].

Explanation The specified VLANs could not be created. The port manager might not have completed the VLAN creation requests because the VLANs already exist as internal VLANs. The first [chars] is the VLAN ID, and the second [chars] describes the error.

Recommended Action Check the internal VLAN usage by using **show vlan internal usage** privileged EXEC command, reconfigure the feature that is using the internal VLANs, and try to create the VLANs again. If this message appears again, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation The VLAN manager received an unexpected error code from the VTP configuration software. [dec] is the error code, the first [chars] is the VTP function, and the second [chars] is the error-code description.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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 The VLAN manager received invalid data from a VTP configuration database routine. The first [chars] is the data type, [dec] is the inappropriate value that was received, and the second [chars] is the VTP database function.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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 The VLAN manager received invalid data from the VTP configuration software. The first [chars] is the data type, [dec] is the value of that data, and the second [chars] is the VTP event.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message SW_VLAN-4-VTP_SEM_BUSY: VTP semaphore is unavailable for function [chars]. Semaphore locked by [chars].

Explanation The VTP database is not available. You should access the VTP database later. The first [chars] is the function name that you want to configure, and the second [chars] is the function name that is using the VTP database.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message SW_VLAN-4-VTP_USER_NOTIFICATION: VTP protocol user notification: [chars].

Explanation The VTP code encountered an unusual diagnostic situation. [chars] is a description of the situation.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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 interpreted the file without a problem, but it will create files using the new format in the future. The first [dec] is the old version number, and the second [dec] is the new version number.

Recommended Action No action is required.

Error Message SW_VLAN-6-VLAN_DAT_CACHE_EXISTS: Unexpected vlan.dat cache exists. Removing the cache and continuing the sync with new set.

Explanation This message rarely appears and does not affect switch functionality.

Recommended Action No action is required.

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

Explanation An automatic VTP mode device change occurred upon receipt of a VLAN configuration database message containing more than a set number of VLANs. The first [chars] is the previous mode, and the second [chars] is the current mode.

Recommended Action No action is required.

SWITCH_QOS_TB Messages

This section contains the QoS trusted boundary (TB) messages.

Error Message SWITCH_QOS_TB-5-TRUST_DEVICE_DETECTED: [chars] detected on port [chars], port's configured trust state is now operational.

Explanation A trusted boundary detected a device matching the trusted device setting for the port and has modified the port trust state. The first [chars] is the trusted device, and the second [chars] is the port.

Recommended Action No action is required.

Error Message SWITCH_QOS_TB-5-TRUST_DEVICE_LOST: [chars] no longer detected on port [chars], operational port trust state is now untrusted.

Explanation A trusted boundary lost contact with a trusted device and has set the port trust state to untrusted. The first [chars] is the trusted device, and the second [chars] is the port.

Recommended Action No action is required.

TCAMMGR Messages

This section contains the ternary content-addressable memory manager (TCAMMGR) messages.

Error Message TCAMMGR-3-GROW_ERROR: cam region [dec] can not grow.

Explanation The specified CAM region is configured as a static region with a fixed number of entries, and a caller requested to add more CAM entries. [dec] is the CAM region.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message TCAMMGR-3-HANDLE_ERROR: cam handle [hex] is invalid.

Explanation The CAM handle used by the caller is not valid. [hex] is the handle value.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message TCAMMGR-3-INDEX_ERROR: cam value/mask index [dec] is invalid.

Explanation The CAM index used by the caller is not valid. [dec] is the index value.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message TCAMMGR-3-MOVE_ERROR: cam entry move from index [int] to index [int] failed.

Explanation Moving a CAM entry from one index to another failed. [int] is the index value.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message TCAMMGR-3-REGION_ERROR: cam region [dec] is invalid.

Explanation The CAM region is not valid. [dec] is the region.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

Error Message TCAMMGR-3-REGMASK_ERROR: invalid cam region [dec] mask [dec] pair.

Explanation A caller attempted to install an entry with an invalid mask for the region. Only a predetermined set of masks is allowed in a region. The first [dec] is the region, and the second [dec] is the mask.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

UDLD Messages

This section contains UniDirectional Link Detection (UDLD) messages.

Error Message UDLD-0-STOPPED:UDLD process stopped:[chars].

Explanation The UDLD process stopped because it cannot read the unique system identifier that is being used by UDLD. The system identifier is used to identify the device that is sending the UDLD packets. [chars] is the UDLD process name.

Recommended Action Reload the switch by using the **reload** privileged EXEC command. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

Error Message UDLD-3-UDLD_IDB_ERROR: UDLD error handling [chars] interface [chars].

Explanation A software error occurred in UDLD processing associated with a specific interface. The first [chars] is the event, and the second [chars] is the interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message UDLD-3-UDLD_INTERNAL_ERROR: UDLD internal error [chars].

Explanation A software check failed during UDLD processing. [chars] is a description of the internal error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message UDLD-3-UDLD_INTERNAL_IF_ERROR: UDLD internal error, interface [chars] [chars].

Explanation A software check failed during UDLD processing. The first [chars] is the interface, and the second [chars] is a description of the error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message UDLD-4-UDLD_PORT_DISABLED: UDLD disabled interface [chars], [chars] detected.

Explanation The UDLD Protocol disabled an interface because it detected connections between neighbors that were functioning only in one direction, which might potentially cause spanning-tree loops or interfere with connectivity. The cause is likely to be hardware related, either due to a bad port, a bad cable, or a misconfigured cable. The first [chars] is the interface, and the second [chars] is the error detected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error.

Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message UDLD-6-UDLD_PORT_RESET: UDLD reset interface [chars].

Explanation The UDLD Protocol detected a unidirectional connection between neighbors. Reset the port that was disabled by UDLD by using the **udld reset** privileged EXEC command or through a hardware action such as a link-state change. [chars] is the interface.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

UFAST_MCAST_SW Messages

This section contains UplinkFast (UFAST) packet transmission messages.

Error Message UFAST_MCAST_SW-3-PROC_START_ERROR: No process available for transmitting UplinkFast packets.

Explanation UplinkFast packets will not be sent because the process could not be created.

Recommended Action UplinkFast does not work unless you reload the switch software. If this problem persists even after reload, find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

Error Message UFAST_MCAST_SW-4-MEM_NOT_AVAILABLE: No memory is available for transmitting UplinkFast packets on Vlan [dec].

Explanation UplinkFast packets will not be sent on a VLAN due to memory limitations. [dec] is the VLAN ID.

Recommended Action Reduce other system activity to ease memory demands.

VQPCIENT Messages

This section contains VLAN Query Protocol (VQP) client messages.

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

Explanation An error occurred when the system tried to allocate memory for the VQP client.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation The VLAN Membership Policy Server (VMPS) has denied access for the given host MAC address to an interface. [enet] is the host MAC address, and [chars] is the interface name.

Recommended Action No action is normally required. If you think that the host should have been allowed access, verify the configuration on the VMPS.

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

Explanation An error occurred during initialization of the VQP client platform-specific code.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation An error occurred when the system attempted to open an IP socket to the VMPS.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-4](#).

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

Explanation An error occurred while creating a process for the VQP client.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

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

Explanation The VMPS has directed that an interface be shut down. [chars] is the interface name.

Recommended Action No action is normally required. If you think that the port should not have been shut down, verify the configuration on the VMPS.

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

Explanation The system has shut down an interface because too many hosts have requested access to that port. [chars] is the interface name.

Recommended Action To reactivate the port, remove the excess hosts, and enter a **no shutdown** interface configuration command on the interface.

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

Explanation The VMPS has sent an unsolicited response with an unknown interface name. [chars] is the name of the unknown interface.

Recommended Action Verify the VMPS configuration.

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

Explanation An attempt was made to change the VLAN assignment for an interface more often than once every 10 seconds. The VLAN change is denied. [chars] is the interface name.

Recommended Action No action is normally required. If the message recurs, verify the VMPS configuration. Verify that unexpected hosts are not connected to the port.

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

Explanation The VMPS has specified a VLAN name that is unknown to the switch. [chars] is the invalid VLAN name.

Recommended Action Make sure that the VLAN exists on the switch. Verify the VMPS configuration.

Error Message VQPCIENT-7-NEXTSERV: Trying next VMPS [IP_address].

Explanation The system has lost connectivity with the current VMPS and is changing to the next server in its list. [IP_address] is the address of the next server in the list.

Recommended Action This is a debug message only. No action is required.

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

Explanation The system is trying to reestablish connectivity with the primary VMPS at the given IP address.

Recommended Action This is a debug message only. No action is required.

Error Message VQPCIENT-7-RECONF: Reconfirming VMPS responses.

Explanation The switch is reconfirming all responses with the VMPS.

Recommended Action This is a debug message only. No action is required.



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