



Preface

Audience

This guide is for the networking professional managing the Catalyst 3560 switch, hereafter referred to as *the switch*. Before using this guide, you should have experience working with the Cisco IOS and the switch software features.

Purpose

This guide describes only the Catalyst 3560-specific system messages that you might encounter. For a complete list of Cisco IOS system error messages, refer to the *Cisco IOS Software System Error Messages, Cisco IOS Release 12.1*.

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, refer to the hardware installation guide that shipped with your switch. For software information, refer to the software configuration guide and the command reference 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/univercd/cc/td/doc/product/lan/cat3650/index.htm>



Note

Before installing, configuring, or upgrading the switch, refer to these documents:

- For initial configuration information, refer to the “Using Express Setup” chapter or the “Configuring the Switch with the CLI-Based Setup Program” appendix in the hardware installation guide.
 - For CMS requirements, refer to the “Getting Started with CMS” chapter in the software configuration guide.
 - For cluster requirements, refer to the release notes.
 - For upgrading information, refer to the “Downloading Software” section in the release notes.
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You can order printed copies of documents with a DOC-xxxxxx= number from the Cisco.com sites and from the telephone numbers listed in the “Obtaining Documentation” section on page vi.

- *Release Notes for the Catalyst 3560 Switch* (not orderable but available on Cisco.com)
- *Catalyst 3560 Switch Software Configuration Guide* (order number DOC-7816156=)
- *Catalyst 3560 Switch Command Reference* (order number DOC-7816155=)
- *Catalyst 3560 Switch System Message Guide* (order number DOC-7816154=)
- Cluster Management Suite (CMS) online help (available only from the switch CMS software)
- *Catalyst 3560 Switch Hardware Installation Guide* (order number DOC-7816057=)
- *Cisco Small Form-Factor Pluggable Modules Installation Notes* (order number DOC-7815160=)
- *Cisco CWDM GBIC and CWDM SFP Installation Note* (not orderable but available on Cisco.com)

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order annual or quarterly subscriptions through the online Subscription Store:

<http://www.cisco.com/go/subscription>

Click Subscriptions & Promotional Materials in the left navigation bar.

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

<http://www.cisco.com/tac>

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

<http://www.cisco.com/tac/caseopen>

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The Cisco Product Catalog describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

http://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- Packet magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

<http://www.cisco.com/en/US/learning/index.html>

