System Message Overview

This guide describes the Catalyst 3560-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.

Note For information about system messages that are not Catalyst 3560 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

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

By default, a switch sends the output from system messages to a logging process.

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 3560-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
ACLMGR	ACL manager	"ACLMGR Messages" section on page 2-2
BSPATCH	Boot loader patch	"BSPATCH Messages" section on page 2-7
CMP	Cluster Membership Protocol	"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." section on page 2-7
DOT1X	802.1x	"DOT1X Messages" section on page 2-9
DTP	Dynamic Trunking Protocol	"DTP Messages" section on page 2-14
EC	EtherChannel	"EC Messages" section on page 2-16
ETHCNTR	Ethernet Controller	"ETHCNTR Messages" section on page 2-20
EXPRESS_SETUP	Express Setup	"EXPRESS_SETUP Messages" section on page 2-21
FRNTEND_CTRLR	Front-end controller	"FRNTEND_CTRLR Messages" section on page 2-22
GBIC_SECURITY	Gigabit Interface Converter (GBIC) module and small form-factor pluggable (SFP) module security	"GBIC_SECURITY Messages" section on page 2-22
GBIC_SECURITY_CRYPT	GBIC and SFP module security	"GBIC_SECURITY_CRYPT Messages" section on page 2-23
GBIC_SECURITY_UNIQUE	GBIC and SFP module security	"GBIC_SECURITY_UNIQUE Messages" section on page 2-24
HARDWARE	Hardware	"HARDWARE Messages" section on page 2-25
HLFM	Local forwarding manager	"HLFM Messages" section on page 2-26
IDBMAN	Interface description block manager	"IDBMAN Messages" section on page 2-27
IGMP_QUERIER	Internet Group Management Protocol (IGMP) querier	"IGMP_QUERIER Messages" section on page 2-30
ILPOWER	Power over Ethernet (PoE)	"ILPOWER Messages" section on page 2-31
MAC_LIMIT	MAC address table entries	"MAC_LIMIT Messages" section on page 2-33
MAC_MOVE	Host activity	"MAC_MOVE Messages" section on page 2-34
PHY	PHY	"PHY Messages" section on page 2-34
PIMSN	Protocol Independent Multicast (PIM) snooping	"PIMSN Messages" section on page 2-36
PLATFORM	Low-level platform-specific	"PLATFORM Messages" section on page 2-37

Table 1-1 Facility Codes (continued)

Facility Code	Description	Location
PLATFORM_FBM	Platform fallback bridging manager	"PLATFORM_FBM Messages" section on page 2-37
PLATFORM_PBR	Platform policy-based routing	"PLATFORM_PBR Messages" section on page 2-38
PLATFORM_PM	Platform port manager	"PLATFORM_PM Messages" section on page 2-40
PLATFORM_SPAN	Platform Switched Port Analyzer	"PLATFORM_SPAN Messages" section on page 2-41
PLATFORM_UCAST	Platform unicast routing	"PLATFORM_UCAST Messages" section on page 2-41
PLATFORM_VLAN	Platform VLAN	"PLATFORM_VLAN Messages" section on page 2-43
PM	Port manager	"PM Messages" section on page 2-44
QOSMGR	QoS manager	"QOSMGR Messages" section on page 2-52
RMON	Remote Network Monitoring (RMON)	"RMON Messages" section on page 2-57
SPAN	Switched Port Analyzer	"SPAN Messages" section on page 2-58
SPANTREE	Spanning Tree	"SPANTREE Messages" section on page 2-59
SPANTREE_FAST	Spanning-tree fast convergence	"SPANTREE_FAST Messages" section on page 2-66
SPANTREE_VLAN_SW	Spanning-tree VLAN switch	"SPANTREE_VLAN_SW Messages" section on page 2-67
STORM_CONTROL	Storm control	"STORM_CONTROL Messages" section on page 2-67
SUPERVISOR	Supervisor ASIC	"SUPERVISOR Messages" section on page 2-68
SUPQ	Supervisor queue	"SUPQ Messages" section on page 2-68
SW_DAI	Dynamic ARP inspection	"SW_DAI Messages" section on page 2-70
SW_VLAN	VLAN manager	"SW_VLAN Messages" section on page 2-72
SWITCH_QOS_TB	QoS trusted boundary	"SWITCH_QOS_TB Messages" section on page 2-78
TCAMMGR	Ternary content addressable memory manager	"TCAMMGR Messages" section on page 2-79
UDLD	UniDirectional Link Detection	"UDLD Messages" section on page 2-81
UFAST_MCAST_SW	UplinkFast packet transmission	"UFAST_MCAST_SW Messages" section on page 2-83
VQPCLIENT	VLAN Query Protocol client	"VQPCLIENT Messages" section on page 2-83

- 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

This example shows a partial switch system message:

```
00:00:46: %LINK-3-UPDOWN: Interface Port-channel1, changed state to up
00:00:47: %LINK-3-UPDOWN: Interface GigabitEthernet0/1, changed state to up
00:00:47: %LINK-3-UPDOWN: Interface GigabitEthernet0/2, changed state to up
00:00:48: %LINEPROTO-5-UPDOWN: Line protocol on Interface Vlan1, changed state to down
00:00:48: %LINEPROTO-5-UPDOWN: Line protocol on Interface GigabitEthernet0/1, changed
state to down 2
*Mar  1 18:46:11: %SYS-5-CONFIG_I: Configured from console by vty2 (10.34.195.36)
18:47:02: %SYS-5-CONFIG_I: Configured from console by vty2 (10.34.195.36)
*Mar  1 18:48:50.483 UTC: %SYS-5-CONFIG_I: Configured from console by vty2 (10.34.195.36)
```

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" section on page ix for further information.