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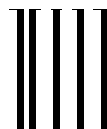
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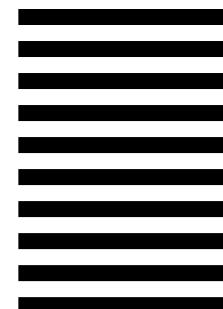
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Preface

This preface describes who should read the *Catalyst 4500 Series Switch Cisco IOS System Message Guide*, how it is organized, and its document conventions.

Audience

This publication is designed for installers and users with a working knowledge of the Catalyst 4500 series switch system software. Users of this publication might also include network administrators and other individuals responsible for setting up and maintaining these switches.

Organization

This publication is organized as follows:

Chapter	Title	Description
1	System Message Format	Describes how to read a system or error message.
2	Message and Recovery Procedures	Contains explanations of messages and recommended actions.

Related Documentation

The following publications are available for the Catalyst 4500 Series switches:

- *Catalyst 4000 Series Switch Installation Guide*
- *Catalyst 4500 Series Switch Installation Guide*
- *Catalyst 4500 Series Switch Module Installation Guide*
- *Catalyst 4500 Series Switch Cisco IOS Software Configuration Guide*
- *Catalyst 4500 Series Switch Cisco IOS Command Reference*
- *Release Notes for Catalyst 4500 Series Switch, Cisco IOS Release 12.1E*

- Installation and Configuration Note for the Catalyst 4000 Family Supervisor Engine III
- Installation and Configuration Note for the Catalyst 4500 Series Supervisor Engine IV
- Cisco IOS Configuration Guides and Command References—Use these publications to help you configure the Cisco IOS software that runs on the MSFC and on the MSM and ATM modules.
- For information about MIBs, go to the following URL:

<http://www.cisco.com/public/sw-center/netmgmt/cmtk/mibs.shtml>

Conventions

This publication uses the following conventions:

Convention	Description
boldface font	Commands, command options, and keywords are in boldface .
<i>italic font</i>	Command arguments for which you supply values are in <i>italic</i> .
[]	Command elements in square brackets are optional.
{ x y z }	Alternative command keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative command keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the command string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in screen font.
boldface screen font	Information you must enter is in boldface screen font .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
→	This pointer highlights an important line of text in an example.
Ctrl-D	This key combination means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords, are in angle brackets.

Notes use the following conventions:



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

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

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

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

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.

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- 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:

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- 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>



System Message Format

This chapter describes the Cisco IOS system message structure and error message traceback report. This chapter contains the following sections:

- [Message Structure, page 1-1](#)
- [Error Message Traceback Reports, page 1-4](#)

Message Structure

The message includes the following information:

- Facility code
- Severity level
- Mnemonic code
- Description field

System error messages are structured as follows:

FACILITY-SEVERITY-MNEMONIC: Message-text

Facility Code

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

Table 1-1 Facility Codes

Code	Facility
ACL	Access control list
BUFFERMANAGER	Memory buffer management
CHASSIS	Chassis
COMMONHWACLMAN	Common hardware ACL management
DOT1Xdot1x (801.x)	802.1x-related port-based authentication error messages

Table 1-1 Facility Codes (Continued)

Code	Facility
DTP	Dynamic Trunking Protocol
EBM	Ethernet bridge management
EC	EtherChannel
GBICMAN	Gigabit Interface Converter (GBIC) manager
HWACLMAN	Hardware ACL management
HWNETHFLOWMAN	NetFlow error management
HWPORTMAN	Hardware port management
IDBMAN	Interface descriptor block management
ILC	ILC protocol error management
IOSACLMAN	IOS ACL management
IOSDHCP SnoopingMAN....	IOS DHCP snoop management
IOSIGMP SnoopingMAN	IOS IGMP snoop management
IOSINTF	Catalyst 4000 IOS interface operation
IOSIPROUTEMAN	IOS IP route management
IOSL2MAN	ISO Layer 2 management
IOSMODPORTMAN	IOS module port management
IOSSYSMAN	Catalyst 4000 IOS system management
IPROUTEMAN	Catalyst 4000 IOS IP routing management
L3HWFORWARDING	Layer 3 hardware forwarding
LINECARDMGMT PROTOCOL	Line Card Management Protocol
PKTPROCESSING	Packet processing
PM	Port manager
PORTFANOUTASIC4X1000MAN	Port fan-out ASIC 4x1000 management
PORTFANOUTASIC8X1000HW	Port fan-out ASIC 8x1000 hardware
PORTFANOUTASIC8X100MAN	Port fan-out ASIC 8x100 management
POWERSHELF	Power shelf management
QOS	Quality of Service
REDUNDANCY	Redundancy management
SERVICECARDMAN	Service card management
SPANTREE	Spanning Tree Protocol
SPANTREE_VLAN_SW	Spanning Tree VLAN switch management
STORE	Memory
SUPERVISOR	Supervisor
SW-VLAN	Switch VLAN management

Table 1-1 Facility Codes (Continued)

Code	Facility
SWITCHINGENGINEMAN	Switching engine management
SWITCHMANAGER	Switch management
SYSMAN	System management
UFAST	UplinkFast
WATCHDOG	Watchdog timer

Severity Level

The severity level 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 Code

The MNEMONIC code uniquely identifies the error message. All mnemonics are all uppercase character strings.

Message Text

Message text is a text string that describes the error condition. The text string may contain detailed information about the event, including terminal port numbers, network addresses, or addresses that correspond to locations in the system memory address space. Because variable fields change from message to message, they are 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
[<i>dec</i>]	Decimal
[<i>chars</i>] or [<i>char</i>]	Character string
[<i>hex</i>]	Hexadecimal integer
[<i>num</i>]	Number

Sample System Error Messages

The following is an example of a system error message:

Error Message LINK-2-BADVCALL: Interface [*chars*], undefined entry point

Some error messages also indicate the card and slot reporting the error. These error messages are structured as follows:

CARD-SEVERITY-MSG:SLOT FACILITY-SEVERITY-MNEMONIC:
Message-text

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

Error Message Traceback Reports

Some messages describe internal errors and contain traceback information, which provides the stack trace of the function calls that resulted in the message. This trace helps the engineers track the problem that is indicated in the message. You should include this information when you report a problem to your technical support representative.

The traceback report includes the following sample information:

-Process= "Exec", level= 0, pid= 17

-Traceback= 1A82 1AB4 6378 A072 1054 1860

The numbers printed above indicate which lines of code caused the message to occur.



Message and Recovery Procedures

This chapter lists and describes the Cisco IOS system error messages for the Catalyst 4500 series switch by facility. Within each facility, the messages are listed by severity levels 0 to 7. The highest severity level is 0, and the lowest severity level is 7. Each message has an explanation and a recommended action, if available.

The system sends these error messages to the console (and, optionally, to a logging server on another system). Not all system error messages indicate problems with your system; some are purely informational, while others help diagnose problems with communication lines, internal hardware, or the system software.



Note

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



Note

Writing to a module's serial EEPROM is not standard practice. When the module comes from the factory, the serial EEPROM is set to the correct values. Changing the factory defaults can cause the module to malfunction, and is not recommended.



Note

If the explanation that is provided for a given command does not sufficiently explain your problem and no recommended action is given, write down the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather additional information about the error. If the error message text and the output from the **show tech-support** command do not help you solve the problem, contact your technical support representative and provide the representative with the information you have gathered.

When resolving system/hardware errors, you may need to contact your technical support representative for assistance. For detailed information on how to do this, see the [“Obtaining Technical Assistance” section on page x](#).

ACL Messages

This section contains the access control list (ACL) message.

Error Message C4K_ACL-4-OUTOFMEMORY:Out of Memory while allocating [char]

Explanation This message indicates that the software has failed to allocate memory for the given object while processing ACLs. The configuration might have exceeded its maximum limit. If so, the feature using this ACL will not work.

Recommended Action If it is mandatory that the feature work normally, remove other unwanted features that require ACLs and retry the operation. If there are no features using ACLs that can be removed, contact your technical support representative.

BUFFERMANAGER Messages

This section contains the memory buffer management (BUFFERMANAGER) message.

Error Message C4K_BUFFERMANAGER-3-OUTOFVBUFS: Have run out of vbufs (internal buffers)

Explanation This message indicates that the switch has run out of the internal memory buffers that are used for various tasks.

This error is unusual because the internal buffers are used for only a short time, released, and then are available for reuse. Typically, this condition is transitory.

Recommended Action If the message reappears, reset the system.

CHASSIS Messages

This section contains the chassis (CHASSIS) messages.

CHASSIS-2

Error Message C4K_CHASSIS-2-INSUFFICIENTFANSDETECTED:Too few working fans, the chassis will overheat

Explanation This message indicates that one or more fans in the system fan tray has failed. Although this is a minor alarm, system components could overheat and shut down.

Recommended Action Replace the system fan tray or broken fans.

Error Message C4K_CHASSIS-2-INSUFFICIENTFANSSHUTDOWN:Resetting linecards due to too few working fans

Explanation This message indicates that one or more required fans in the fan tray or power supplies has failed. The modules have been reset to reduce heat generation.

Recommended Action Replace the broken fans as soon as possible.

Error Message C4K_CHASSIS-2-INSUFFICIENTPOWERDETECTED:
Insufficient power available for the current chassis configuration

Explanation This message indicates that the current chassis configuration exceeds the power availability. If this condition persists, the modules will reset.

Recommended Action If the power availability problem persists and impacts performance, replace the power supply with a larger capacity power supply.

Error Message C4K_CHASSIS-2-INSUFFICIENTPOWERSHUTDOWN:Resetting linecards due to insufficient power

Explanation This message indicates that the switch has been using more power than is available for the allowed time interval. The modules were reset to reduce power consumption.

Recommended Action If the power availability problem persists and impacts performance, replace the power supply with a larger capacity power supply.

Error Message C4K_CHASSIS-2-OVERHEATINGSHUTDOWN:Resetting linecards due to critical temperature

Explanation This message indicates that the maximum allowable operating temperature for the switch has been exceeded. The modules have been reset to reduce heat generation.

Recommended Action Verify that the switch is in the proper operating environment and that the fans are functioning properly.

CHASSIS-3

Error Message C4K_CHASSIS-3-BADGBIC:Port [char]: Gbic's seeprom is bad, try reinserting: vendor: [char], p/n: [char], s/n: [char]

Explanation This message indicates that a Gigabit Interface Converter (GBIC) with a serial EEPROM has been detected in the port that is specified in the message. Although a reading of the serial EEPROM's contents has succeeded, the contents are not valid (possibly due to a bad checksum).

The message lists the vendor, part number, and serial number from the GBIC's serial EEPROM. This error might occur if the GBIC is not seated correctly.

Recommended Action Remove and reinsert the GBIC. If this message reappears, insert the GBIC in another port to verify that it is the GBIC and not the port that is bad. If the GBIC fails in a different port, you need to return the GBIC to your technical support representative for reprogramming. If the GBIC works in the other ports but not in the original port, the original port is bad, and you need to return the module to your technical support representative for repair. To test the port further, insert a different GBIC into the port. If the other GBIC fails in that port, the port is bad.

Error Message C4K_CHASSIS-3-BADMACRANGEINSPROM:Module [dec]'s serial eeprom contains [dec] mac addresses, but needs [dec]

Explanation This message indicates that the module's serial EEPROM contains a range of MAC addresses for this module. Because each MAC address corresponds to a front-panel port, the number of MAC addresses in the range should be the same as the number of front-panel ports. The contents of the module's serial EEPROM is incorrect, and the range is smaller than the number of front-panel ports for the module.

Recommended Action Return the module to Cisco to reprogram the serial EEPROM, and contact your technical support representative.

Error Message C4K_CHASSIS-3-DAUGHTERCARDSEEPROMREADFAILED:Failed to read the serial eeprom on module [dec], daughter card [dec]

Explanation This message indicates that the serial EEPROM for a daughter card on the specified module is unreadable. Because reading this EEPROM is the only way to determine the type of card, the card remains offline, as if it was not installed on the module.

Recommended Action Remove the module, and then remove and reseat the daughter card in the module. If this message appears again after you reinsert the module into the switch, the serial EEPROM might be bad. Return the module to Cisco, and contact your technical support representative.

Error Message C4K_CHASSIS-3-GBICSEEPROMREADFAILED:Failed to read gbic serial eeprom on port [char], try reinserting

Explanation This message indicates that a Gigabit Interface Converter (GBIC) with a serial EEPROM has been detected in the specified port, but a reading of the contents of the EEPROM has failed. The EEPROM must be read to determine the GBIC type. The read might fail if the GBIC is not seated correctly.

Recommended Action Remove and reinsert the GBIC. If this message reappears, insert the GBIC in another port to verify that it is the GBIC and not the port that is bad. If the GBIC fails in the other port, return the GBIC to your technical support representative for reprogramming. If the GBIC works in the other ports but not in the original port, the original port is bad, and you must return the module to your technical support representative for repair. To test the port further, insert a different GBIC into the port. If the other GBIC also fails in that port, the port is bad.

Error Message C4K_CHASSIS-3-INSUFFICIENTPOWER:Insufficient power to bring up module in slot [dec]

Explanation This message indicates that the module type has been identified, but the switch does not have sufficient power to bring the module up. The switch holds the module in reset mode to consume less power.

Recommended Action Add or replace a power supply to expand the power capacity of the chassis.

Error Message C4K_CHASSIS-3-INSUFFICIENTPOWERSUPPLIESDETECTED:
Insufficient power supplies present for specified configuration

Explanation This message indicates that the system software has detected that the current chassis configuration has fewer power supplies than required for the existing configuration.

Recommended Action Add a power supply to meet the needs of the current chassis configuration.

Error Message C4K_CHASSIS-3-LINECARDSEEPROMREADFAILED:Failed to read module [dec]'s serial eeprom, try reinserting module

Explanation This message indicates that the switch cannot read the serial EEPROM of the specified module and the module will not boot because the EEPROM identifies the module type. The read might fail if the module is not seated correctly in the slot.

Recommended Action Remove and reinsert the module. If this message reappears, reset the switch. If the switch is still unable to read the EEPROM, return the module to Cisco, and contact your technical support representative.

Error Message C4K_CHASSIS-3-LINECARDSEEPROMWRITEFAILED:Failed to write module [dec]'s serial eeprom

Explanation This message indicates that writing to the serial EEPROM has failed. The write can fail if the module is not seated correctly in the slot.

Recommended Action Remove and reinsert the module. If this message reappears, reset the switch. If the switch is still unable to write to the EEPROM, you need to return the module to Cisco. Contact your technical support representative.

Error Message C4K_CHASSIS-3-MODULENOTSUPPORTHALF:Module [dec] does not support 10 Mb or 100Mb Half duplex operation. Please have your card upgraded if you need half duplex operation.

Explanation This message indicates that some preproduction boards have interfaces that do not work in half-duplex mode.

Recommended Action Return the unit to Cisco for replacement.

Error Message C4K_CHASSIS-3-ONLYLXSFPSALLOWED:Port [char] has a non-LX SFP, which is not supported

Explanation This message indicates that the WS-X4448-GB-LX module supports only LX SFP; it marks any other type of Small Form-factor Pluggable (SFP) as faulty.

Recommended Action Replace the SFP with an LX SFP that is known to be supported by Cisco.

Error Message C4K_CHASSIS-3-OUTOFMEMORY:Ran out of memory - cannot allocate internal buffers

Explanation This message indicates that the switch has run out of memory in the temporary buffers.

Recommended Action If this message reappears, reboot the switch.

Error Message C4K_CHASSIS-3-SEEPROMREADFAILED:AFTERWRITE:Error reading back module [dec]s serial EEPROM data after write

Explanation This message indicates that after writing a module's serial EEPROM in response to a CLI request, the switch tries to read it back in, to ensure that the correct values were written out. What the switch reads back in differs from what the switch wrote out. The read or write might fail if the module is not seated correctly in the slot.

Recommended Action Remove and reinsert the module. If that does not work, reset the switch. If the read or write still fails, return the module to Cisco and contact your technical support representative.



Note Writing the module's serial EEPROM is not standard practice. When the module comes from the factory, its serial EEPROM is set to the correct values. We do not recommend changing these values, because this action could cause the module to malfunction.

Error Message C4K_CHASSIS-3-SFPCRCINTEGRITYCHECKFAILED:SFP integrity check on port [char] failed: bad crc

Explanation This message indicates that only the Cisco-qualified SFPs are supported. Other SFPs place the associated port in a faulty status.

The checksum of the SFP SEEPROM is not valid, indicating a bad or non-Cisco SFP.

Recommended Action Replace the SFP with an SFP that is known to be supported by Cisco.

Error Message C4K_CHASSIS-3-SFPINTEGRITYCHECKFAILED:SFP integrity check on port [char] failed: bad key

Explanation This message indicates that only the Cisco-qualified SFPs are supported. Other SFPs place the associated port in a faulty status.

Recommended Action Replace the SFP with an SFP that is known to be supported by Cisco.

Error Message C4K_CHASSIS-3-SFP SERIALINTEGRITYCHECKFAILED:SFPs on ports [char] and [char] have duplicate serial numbers

Explanation This message indicates that only the Cisco-qualified SFPs are supported. Other SFPs place the associated port in the faulty status.

All SFPs must have a unique serial number. This message indicates a cloned SFP EEPROM.

Recommended Action Replace the SFP with an SFP that is known to be supported by Cisco.

Error Message C4K_CHASSIS-3-UNKNOWNLINECARD:Unknown module (Field Replaceable Unit minor type [dec]) in slot [dec]

Explanation This message indicates that the module's serial EEPROM has been read, and the FRU minor type is unknown. Your current software image does not recognize this kind of module. A software upgrade is necessary.

Recommended Action Upgrade the software to a version that is compatible with the module.

CHASSIS-4

Error Message C4K_CHASSIS-4-CANTWRITESUPERVISORSPROM:Writing the supervisor's SPROM is not supported

Explanation This message indicates that rewriting the supervisor engine's serial programmable read-only memory (SPROM) is not allowed, because if it is done incorrectly, it could make the system unusable.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_CHASSIS-4-OVERHEATINGOVER:Resuming normal operation after return to acceptable temperatures.

Explanation This message indicates that the unit's modules have been reset to reduce heat generation because the unit reached a critical temperature. The switch has returned to an acceptable temperature range, and normal operation has resumed.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_CHASSIS-4-SUFFICIENTFANSRESTORED:Resuming normal operation after restoration of adequate fan cooling

Explanation This message indicates that the unit's modules have been reset to reduce heat generation because there were not enough working fans. Adequate fan cooling has been restored, and normal operation is resuming.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_CHASSIS-4-SUFFICIENTPOWERRESTORED:Resuming normal operation after restoration of adequate power

Explanation This message indicates that the modules were reset to conserve power because the available power was exceeded. Adequate power has been restored, and normal operation is resuming.

Recommended Action This is an informational message only. No action is required.

CHASSIS-7

Error Message C4K_CHASSIS-7-FANSGOOD: Fan failure fixed or new fan tray inserted

Explanation This message indicates that the system has detected sufficient fans for normal operation.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_CHASSIS-7-GBICINSERTED:Port [char]: New gbic inserted: vendor: [char], p/n: [char], s/n: [char]

Explanation This message indicates that a Gigabit Interface Converter (GBIC) with a serial EEPROM has been detected in the specified interface. The message lists the vendor, part number, and serial number from the GBIC's serial EEPROM.

Recommended Action This is an informational message only. No action is required.

COMMONHWACLMAN Messages

This section contains the common hardware ACL management (COMMONHWACLMAN) messages.

Error Message C4K_COMMONHWACLMAN-4-FAILEDTO SWITCHPORTTAGS:Failed to switch port tags, old tag: [object-info] new tag: [object-info] . Software paths: [dec] Hardware paths: [dec]

Explanation This message indicates that the software has failed to switch tags. This error could be transient. The ACL that you were trying to configure will not become active.

Recommended Action Detaching and attaching ACLs (and policies) again might solve the problem.

Error Message C4K_COMMONHWACLMAN-4-FAILEDTO SWITCHVLANTAGS:Failed to switch vlan tags, old tag: [object-info] new tag: [object-info] . Software paths: [dec] Hardware paths: [dec]

Explanation This message indicates that the software has failed to switch tags. This error could be transient. The ACL that you were trying to configure will not become active.

Recommended Action Detaching and reattaching ACLs (and policies) might solve the problem.

Error Message C4K_COMMONHWACLMAN-4-OUTOFPATHS: Could not allocate path for ([object-info])

Explanation This message indicates that there are too many ports or VLANs using ACLs. The ACLs might not work correctly.

Recommended Action Remove unnecessary ACLs from some interfaces.

Error Message C4K_COMMONHWACLMAN-4-OUTOFTAGS:No more free tags available

Explanation This message indicates that all the tags are being used or are about to be used. Because you have configured either too many features using ACLs or features using ACLs that are attached to ports or VLANs, the hardware forwards the packets to the CPU for ACL processing.

Recommended Action Remove unnecessary ACLs from some interfaces.

Error Message C4K_COMMONHWACLMAN-4-PUNTTO SOFTWARE:Out of resources, punt packets to sw for [object-info]

Explanation This message indicates that the hardware content-addressable memory (CAM) resources have been depleted; the hardware forwards the packets to the software for ACL processing.

DOT1X Messages

This section contains the 802.1x-related (DOT1X) port-based authentication error messages.

DOT1X-4

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

Explanation This message indicates that due to a lack of memory, 802.1x cannot perform authentication, so it will not be enabled.

Recommended Action Reduce other system activity to ease memory demands. If necessary, install more memory.

Error Message DOT1X-4-MSG_ERR: Unknown message event received

Explanation This message indicates that due to an unexpected event, the 802.1x process received an unknown message.

Recommended Action Restart 802.1x in case the condition is transient. If the restart fails, reload the device.

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

Explanation This message indicates that for unknown reasons, 802.1x could not start.

Recommended Action Restart 802.1x by entering **dot1x system-auth-control** in case the condition is transient. If the restart fails, reload the device.

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

Explanation This message indicates that due to an unexpected internal error, 802.1x cannot operate.

Recommended Action Reload the device.

DOT1X-5

Error Message DOT1X-5-ERR_CHANELLING: Dot1x can not be enabled on Channelling ports

Explanation This message indicates that because this port is a bundled port, **dot1x port-control** could not enter enable state with **auto** mode (or disable state with **force-authorized** mode).

Recommended Action No action is required.

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

Explanation This message indicates that because this port is a dynamic port, **dot1x port-control** could not enter enable state with **auto** mode (or disable state with **force-authorized** mode).

Recommended Action No action is required.

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

Explanation This message indicates that because this port is a dynamic VLAN port, **dot1x port-control** could not enter enable state with **auto** mode (or disable state with **force-authorized** mode).

Recommended Action No action is required.

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

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

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

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

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

Recommended Action Disable protocol tunneling on the interface, and enable 802.1x.

Error Message DOT1X-5-ERR_PSECURE: Dot1x can not be enabled on Port Security enabled ports

Explanation This message indicates that because this port is a port security port, **dot1x port-control** could not be set to **auto** mode or **force-authorized** mode.

Recommended Action No action is required.

Error Message DOT1X-5-ERR_PVLAN_TRUNK:Dot1x can not be enabled on private VLAN trunk ports.

Explanation This message indicates that 802.1x cannot coexist with private VLAN trunking on the same port.

Recommended Action No action is required.

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

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

Recommended Action Disable **remove span** on the VLAN, and enable 802.1x.

Error Message DOT1X-5-ERR_SPANDST: Dot1x can not be enabled on SPAN destination ports

Explanation This message indicates that because this port is a SPAN destination port, **dot1x port-control** could not enter enable state with **auto** mode (or disable state with **force-authorized** mode).

Recommended Action Disable the SPAN destination on the interface, and enable 802.1x.

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

Explanation This message indicates that because this port is a trunk port, **dot1x port-control** could not enter enable state with **auto** mode (or disable state with **force-authorized** mode).

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

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

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

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

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

Explanation This message indicates that because this port is configured so that a VLAN cannot be changed, the RADIUS server failed when it attempted to assign a VLAN to a client that is attached to this port. For example, this port could be a routed port.

Recommended Action No action is required.

Error Message DOT1X-5-ERR_VLAN_NOT_FOUND: RADIUS tried to assign non-existent VLAN name [char] to dot1x port

Explanation This message indicates that the RADIUS server tried to assign a VLAN to a client on a port, but the VLAN name was not found in the VTP database.

Recommended Action No action is required.

Error Message DOT1X-5-ERR_VLAN_RSPAN_CONFIGURED: VLAN [dec] is configured as a Remote SPAN VLAN

Explanation This message indicates that remote SPAN should not be enabled on a VLAN in which ports are configured with 802.1x enabled.

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

Error Message DOT1X-5-ERR_VVID: Dot1x can not be enabled on ports with a voice VLAN configured

Explanation This message indicates that 802.1x cannot coexist with voice VLANs on the same port.

Recommended Action No action is required.

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

Explanation This message indicates that the parameter that is specified for the 802.1x interface is not valid (it could be outside the range of valid values).

Recommended Action Try again, and use a valid value. See the CLI help to find the valid 802.1x parameters.

Error Message DOT1X-5-INVALID_MAC: Invalid MAC address(zero

Explanation This message indicates that authentication is allowed for an invalid source MAC address, because it is nonzero, not broadcast, and not a multicast MAC address.

Recommended Action No action is required.

Error Message DOT1X-5-NOT_DOT1X_CAPABLE: Dot1x disabled on interface [char] because it is not an Ethernet interface

Explanation This message indicates that 802.1x can be enabled on Ethernet module interfaces only.

Recommended Action Enable 802.1x authentication on Ethernet interfaces only.

Error Message DOT1X-5-SECURITY_VIOLATION: Security violation on interface [char]

Explanation This message indicates that the port is configured in Single Host mode, so that any new host that is being added to this interface results in a security violation and the port is shut down.

Recommended Action Ensure that the port is configured to use only one host. Enter the **shutdown** command followed by the **no shutdown** command to restart the port.

DTP Messages

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

DTP-4

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

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

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

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

Explanation This message indicates that occasionally, a timer that is used by the trunking protocol expires unexpectedly. This problem is corrected internally.

Recommended Action This problem has no long-term ramifications. However, if further trunking problems persist, you should reload the device.

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

Explanation This message indicates that the system is unable to negotiate trunks because an internal operation generated an error that the protocol (DTP, in this case) did not expect to handle.

Recommended Action Reload the device.

DTP-5

Error Message DTP-5-ILGLCFG:Illegal config(on

Explanation This message indicates that although the two ports on the link are set to the ON mode, one is set to 802.1Q encapsulation, and the other is set to ISL encapsulation. When both ports on a link are set to the ON mode, their encapsulation types must match.

Recommended Action Configure both ports on the link to have the same encapsulation type.

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

Explanation This message indicates that the interface [dec] / [chars] is nontrunked. [dec] / [chars] is the module number/interface range.

Recommended Action This is an informational message only. No action is required.

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

Explanation This message indicates that the encapsulation type of the trunk has changed. [dec] is the module number, the first [chars] is the interface number, the second [chars] is the original encapsulation type, and the third [chars] is the new encapsulation type.

Recommended Action This is an informational message only. No action is required.

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

Explanation This message indicates that the interface [dec] / [chars] is trunked. [dec] / [chars] is the module number/interface range.

Recommended Action This is an informational message only. No action is required.

EBM Messages

This section contains the Ethernet bridge management (EBM) messages.

EBM-3

Error Message C4K_EBM-3-CANTALLOCATEEBMPORT:No EbmPort memory to allocate EbmPort for PimPort [char]

Explanation This message indicates that insufficient memory exists for information that is associated with the specified port.

Recommended Action Install additional memory.

Error Message C4K_EBM-3-CANTALLOCATEIENODE:No interposition table memory to add entry for addr %ea

Explanation This message indicates that insufficient memory exists for this internal data structure.

Recommended Action Install additional memory.

Error Message C4K_EBM-3-CANTALLOCATEIGMPGROUPEENTRY:No igmp group memory to add new group entry for addr [mac-addr]

Explanation This message indicates that insufficient memory exists to support the additional Internet Group Management Protocol (IGMP) group entries. This error occurs because you may have created a large number of IGMP groups.

Recommended Action Install additional memory, or reduce the number of IGMP groups.

Error Message C4K_EBM-3-CANTALLOCATEPORTHOSTENTRY:No port host table memory to add entry for addr [mac-addr] / [mac-addr]

Explanation This message indicates that insufficient memory exists for this internal data structure.

Recommended Action Install additional memory.

Error Message C4K_EBM-3-CANTALLOCATEVLANGROUPEENTRY:No vlan group table memory to add entry for addr %ea

Explanation This message indicates that insufficient memory exists to support additional Layer 2 group entries corresponding to IP multicast groups.

Recommended Action Install additional memory. If memory is unavailable, turn off the Cisco Group Management Protocol (CGMP)/Internet Group Management Protocol (IGMP).

Error Message C4K_EBM-3-CANTALLOCATEVLANHOSTENTRY:No vlan host table memory to add entry for addr %ea

Explanation This message indicates that insufficient memory exists to support additional host addresses.

Recommended Action Install additional memory.

EBM-4

Error Message C4K_EBM-4-HOSTFLAPPING:Host [mac-addr] in vlan [dec] is flapping between port [char] and port [char]

Explanation This message indicates that the specified host is detected as a source address on multiple ports. Typically, a host is supposed to be learned on only one port. The most common cause of this condition is a spanning tree loop. All traffic from the specified host is temporarily dropped. After 15 seconds, forwarding is reenabled. If the problem persists, the traffic from the problem host will continue to be dropped indefinitely.

Error Message C4K_EBM-4-ZEROETHERADDR:Filtering Ethernet MAC address of value zero from agent host table interface (port: [char])

Explanation This message indicates that the switch has learned about a host with the MAC address 00:00:00:00:00:00. This address is not a valid MAC address and was probably generated by some non-IEEE 802.1D-compliant hardware or software in the network.

The host sort algorithm does not sort hosts with MAC addresses with all zeros (00:00:00:00:00:00), so a MAC address with all zeros is not listed in the learned host table. A request to show learned hosts, either by the **show cam dynamic** command or by an SNMP request, will not list a MAC address with all zeros.

Recommended Action Track the source of the bad MAC address, because it might cause other problems.

EC Messages

This section contains the EtherChannel (EC) messages.

EC-4

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

Explanation This message indicates that the Port Aggregation Protocol or EtherChannel could not obtain the memory it needed.

Recommended Action This is an informational message only. No action is required.

EC-5

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

Explanation This message indicates that the interface joined the bundle.

Recommended Action This is an informational message. No action is required.

Error Message EC-5-CANNOT_ALLOCATE_AGGREGATOR: Aggregator limit reached

Explanation This message indicates that a new aggregator cannot be allocated in the 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 [char] is admin-down

Explanation This message indicates that the administrative state of the port channel is down.

Recommended Action Enable the port channel to form a bundle.

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

Explanation This message indicates that the port has different port attributes from those of the port channel (or the ports within the port channel).

Recommended Action Adjust the port attributes to match the attributes of the port channel.

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

Explanation This message indicates that the port has different port attributes than other ports within the port channel.

Recommended Action Adjust the port attributes to match the attributes of the port channel.

Error Message EC-5-CANNOT_BUNDLE_QOS: Removed [char] from port channel because a QoS policy cannot be supported across multiple DFC cards.

Explanation This message indicates that the port that is specified in the error message cannot join a port channel, because the QoS policy that is attached to the port channel cannot support multiple DFC cards.

Recommended Action Place the port in another port channel, or remove the QoS policy from the port channel.

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

Explanation This message indicates that the interface cannot be added to the channel group with the specified mode.

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

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

Explanation This message indicates that the interface cannot be selected for the specified protocol, because it is already part of a channel with a different type of protocol enabled.

Recommended Action Remove the interface from the channel group.

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

Explanation This message indicates that the interface cannot be unselected for the specified protocol, because it is already part of a channel.

Recommended Action Remove the interface from the channel group.

Error Message EC-5-L3DONTBNL1:[char] suspended: PAgP not enabled on the remote port.

Explanation This message indicates that PAgP is enabled on the Layer 3 interface, but the partner port does not have PAgP enabled. In this mode, the port is put in a suspended state.

Recommended Action Enable PAgP on remote side.

Error Message EC-5-L3DONTBNL2:[char] suspended: incompatible partner port with [char]

Explanation This message indicates that for a port to join a bundle, the local and partner group capabilities should match the ports in the bundle. In this case, the partner port's group capabilities differ from some of the other ports in the bundle.

Recommended Action Configure all the ports so that their partner group capabilities match.

Error Message EC-5-L3DONTBNL3:[char] suspended:LACP currently not enabled on the remote port.

Explanation This message indicates that LACP is enabled on a Layer 3 interface, but the software has detected that the partner port does not have LACP enabled. In this mode, the Layer 3 interface is put in a suspended state.

Recommended Action Enable LACP on the remote side.

Error Message EC-5-L3PORTDOWN:Shutting down [char] as it's port-channel is admin-down

Explanation This message indicates that the Layer 3 port's administrative state is ruled by the administrative state of its aggregate port. The aggregate port's administrative state is down, so the port's administrative state is going down as well. This process occurs automatically.

Recommended Action Change the aggregate port's administrative state to up.

Error Message EC-5-L3STAYDOWN:[char] will remain down as it's port-channel [char] is admin-down

Explanation This message indicates that for Layer 3 ports and aggregate ports, the administrative state of the aggregate port overrides that of the port. If the aggregate port's administrative state is down, the administrative state of the ports in the aggregate port must go down as well.

Recommended Action Enable the aggregate port.

Error Message EC-5-NOLACP: Invalid EC mode

Explanation This message indicates that LACP is not included in the image. You cannot set EC mode to active or passive.

Recommended Action Upgrade to an image with LACP, or set the mode to ON.

Error Message EC-5-NOPAGP: Invalid EC mode

Explanation This message indicates that PAgP is not included in the image, so the EtherChannel mode cannot be set to desirable/auto.

Recommended Action Obtain an image that includes PAgP, or set the mode to ON.

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

Explanation This message indicates that an interface with EtherChannel configuration cannot be administratively up if its port channel is administratively down. In this case, an interface has EtherChannel configuration, but there is no information about its port channel; no-shut is disallowed in this case.

Recommended Action Wait for the module to come online.

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

Explanation This message indicates that the interface dropped out of the bundle.

Recommended Action This is an informational message only. No action is required.

Error Message EC-5-UNSUITABLE:[char] will not join any port-channel

Explanation This message indicates that the configurations for PortFast, VMPS, and Dest-SPAN are incompatible with EtherChannel.

Recommended Action Unconfigure the three features so that the port can form a bundle.

GBICMAN Messages

This section contains the Gigabit Interface Converter (GBIC) manager (GBICMAN) messages.

Error Message C4K_GBICMAN-3-BADGBIC:Port [char]: Gbic's seeprom is bad, try reinserting: vendor: [char], p/n: [char], s/n: [char]

Explanation This message indicates that the GBIC/Small Form-factor Pluggable (SFP) serial EEPROM data is corrupted.

Recommended Action Remove and reinsert the GBIC.

Error Message C4K_GBICMAN-3-GBICSEEPROMREADFAILED:Failed to read gbic serial eeprom on port [char], try reinserting

Explanation This message indicates that the switch cannot identify the newly inserted GBIC/SFP.

Recommended Action Remove and reinsert the GBIC or SFP.

Error Message C4K_GBICMAN-3-S2WERROR:S2w bus error while looking for changed gbics on port [char]

Explanation This message indicates that there was an internal communication error when the software read the GBIC/SFP control data.

Recommended Action Contact your technical support representative.

HWACLMAN Messages

This section contains the hardware ACL manager (HWACLMAN) messages.

Error Message C4K_HWACLMAN-4-ACLHWPROGERR:[char] [char] - hardware TCAM limit, [char]

Explanation This message indicates that some ACL-based feature(s) could not be fully programmed into the hardware. The packets that traverse these feature(s) will complete processing in the software. If the feature is a policy map, QoS will be completely disabled on the specific interface.

This message lists the impacted feature; further message(s) will list the specific failure.

Recommended Action None.

Error Message C4K_HWACLMAN-4-ACLHWPROGERRREASON:[char] [char] - [char]

Explanation This message indicates the specific failure that prevented an ACL-based feature(s) from being fully programmed into the hardware.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_HWACLMAN-4-WARNINGSTRING:[char]

Explanation This message indicates that a warning message has been displayed.

Recommended Action See the message string [char] for more information.

HWNETFLOWMAN Messages

This section contains the NetFlow Error (HWNETFLOWMAN) messages.

Error Message C4K_HWNETFLOWMAN-4-FATALERRORADDRS:Netflow Fatal Error Info: Interrupt Status ([char]), FDT1 Err Addr ([char]), FDT2 Err Addr ([char]), FLD Err Addr ([char])

Explanation This message is seen with the C4K_HWNETFLOWMAN-4-FATALERRORINTERRUPTSEEN message.

Recommended Action Copy the complete message information and contact your technical support representative. The information from the [char] variables can be very helpful in diagnosing the problem.

Error Message C4K_HWNETFLOWMAN-4-FATALERRORINTERRUPTSEEN: Netflow Fatal Error interrupt seen

Explanation This message indicates an extremely rare error. The NetFlow Services Card has sent a fatal interrupt call to the supervisor engine, which can crash the service card, the supervisor engine, and the entire switch.

Error Message C4K_HWNETFLOWMAN-4-FLOWSLOSTERR: Netflow stats lost due to full hw flow table. [char] [dec] packets.

Explanation This message indicates that if the cache is full, then some flow statistics will be lost. This message informs users about the total collected flow statistics. If the counter that tracks the lost statistics has overflowed, an accurate count of total lost flows is not available.

Recommended Action This is an informational message only. No action is required.

HWPORTMAN Messages

This section contains the hardware port management (HWPORTMAN) messages.

HWPORTMAN-4

Error Message C4K_HWPORTMAN-4-BLOCKEDTXQUEUE:Blocked transmit queue HwTxQId[dec] on [char], count=[dec]

Explanation This message indicates that a transmit queue on a port is blocked for reasons other than “paused.”

Error Message C4K_HWPORTMAN-4-CHECKFORDUPLEXMISMATCH:[char] Tx-Queue could be blocked due to duplex mismatch

Explanation This message indicates that the TxQueue on this port could be blocked due to a duplex mismatch.

Recommended Action Fix the duplex mismatch to unblock theTx queue.

HWPORTMAN-7

Error Message C4K_HWPORTMAN-7-FLOWCONTROLPACKET:Received invalid flow control packet from [char] da [mac-addr] sa [mac-addr] ethertype [hex] opcode [hex]

Explanation This message indicates that the supervisor engine has forwarded a malformed flow control packet to the software because one or both of the EtherType and flow control/operation code is incorrect. For flow control packets, the expected EtherType is 0x8808 and the expected operation code is 1 (xoff).

Recommended Action If devices that are connected to the switch can generate flow control and are configured for flow control, verify that the devices generate well-formed flow control packets with valid EtherType and operation code fields.

IDBMAN Messages

This section contains the interface descriptor block (IDB) management (IDBMAN) messages.

IDBMAN-3

Error Message IDBMAN-3-AGGPORTMISMATCH:[char]:[char]([dec] / [dec]) does match internal slot/port state [char]([dec] / [dec])

Explanation This message indicates that due to an internal error, the software used an invalid aggregate port.

Recommended Action This is an informational message only. No action is required.

Error Message IDBMAN-3-DELETEDAGGPORT:[char]([dec] / [dec]) Group [dec] has been deleted

Explanation This message indicates that due to an internal error, a deleted interface was reused for a new aggregate port.

Recommended Action This is an informational message only. No action is required.

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

Explanation This message indicates that due to an internal error, an invalid bandwidth was used for an aggregate port.

Recommended Action This is an informational message only. No action is required.

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

Explanation This message indicates that due to an internal error, the software used an invalid port number.

Recommended Action This is an informational message only. No action is required.

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

Explanation This message indicates that due to an internal error, the software used an invalid VLAN.

Recommended Action This is an informational message only. No action is required.

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

Explanation This message indicates that due to an internal error, an interface that is not an aggregate port was used for aggregate port operations.

Recommended Action This is an informational message only. No action is required.

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

Explanation This message indicates that due to an internal error, an invalid port was considered to belong to an aggregate port.

Recommended Action This is an informational message only. No action is required.

Error Message IDBMAN-3-VLANINUSE:[char]:Vlan [dec] is in use by [char]

Explanation This message indicates that each Layer 3 interface has a VLAN that is associated with it. This message indicates that the VLAN that is associated with the interface is being used by some other Layer 3 interface.

Recommended Action This is an informational message only. No action is required.

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

Explanation This message indicates that due to an internal error, an interface set its VLAN to a nonrequested value.

Recommended Action This is an informational message only. No action is required.

IDBMAN-4

Error Message IDBMAN-4-ACTIVEPORTSINAGGPORT:[char]([dec] / [dec]) has [dec] active ports

Explanation This message indicates that due to an internal error, an aggregate port with active ports was removed.

Recommended Action This is an informational message only. No action is required.

IDBMAN-6

Error Message IDBMAN-6-VLANMAPPED:Vlan [dec] is mapped to [char]

Explanation This message indicates that the given VLAN is mapped to the given interface.

Recommended Action This is an informational message only. No action is required.

ILC Protocol Messages

This section contains the intelligent line card (ILC) protocol message.

Error Message C4K_ILC-3-ILCPROTOCOLERROR: Service Module failed S2W protocol, error [dec], state [dec]

Explanation This message indicates that the Serial 2-wire (S2W) communication with an intelligent line card deviated from the defined protocol.

Recommended Action This is an informational message only. No action is required.

IOSACLMAN Messages

This section contains the Cisco IOS ACL Management (IOSACLMAN) message.

Error Message C4K_IOSACLMAN-4-ACLTYPEMISMATCH:Acl [char] was earlier attached as [char] Acl. Please unconfigure all its before using it as a [char] Acl

Explanation This message displays if you attach a named ACL as one type, delete the ACL, and configure an ACL of a different type with the same name. For example, you configure a named IP ACL using the name DefaultAcl, attach it to a router port, and then delete the ACL DefaultAcl by entering the **no ip access-list extended DefaultAcl** command. You could configure a MAC ACL using the same name. This message displays when you try to configure any access control entries (ACEs) in the MAC ACL.

Recommended Action Remove all configurations where the ACL is being used as an IP ACL before configuring a MAC ACL with the same name.

IOSIGMPSNOOPMAN Messages

This section contains the Cisco IOS IGMP snooping manager (IOSIGMPSNOOPMAN) message.

Error Message C4K_IOSIGMPSNOOPMAN-3-NOSPACELEFT:No igmp group memory to add new group entry

Explanation This message indicates that insufficient memory exists to support additional IGMP group entries, which are added automatically when you run CGMP/IGMP.

Recommended Action Install additional memory, or reduce the number of IGMP groups.

IOSINTF Messages

This section contains the Cisco IOS interface operation (IOSINTF) messages.

IOSINTF-4

Error Message C4K_IOSINTF-4-INTVLANALLOCFAIL:Failed to allocate internal VLAN for interface [char]. The interface will remain down.

Explanation This message indicates that when a routed port or port channel interface is enabled, it must map to an internal VLAN. If there are no internal VLANs available when an interface is enabled, the interface remains down and this message is logged.

Recommended Action You can free an internal VLAN by disabling some other routed port or port channel interface or by deleting a user-configured VLAN in the 1006 to 4094 range. Once a VLAN is made available, the interface will come up if it is disabled and reenabled.

Error Message C4K_IOSINTF-4-REFLEXIVEACLNOTSUPPORTED: Reflexive Acls are not supported. Ignoring the [char] entry.

Explanation This message indicates that reflexive ACLs are not supported. ACEs with the **evaluate** or **reflect** keywords are ignored.

Recommended Action Do not configure ACEs with the **evaluate** or **reflect** keywords.

IOSINTF-5

Error Message C4K_IOSINTF-5-NOTXVLAN:Router Port [char] has no internal vlan assigned to transmit packet

Explanation This message indicates that the specified Layer 3 interface does not have an assigned internal VLAN because duplicate IP network assignments exist on different Layer 3 interfaces.

Recommended Action Remove the duplicate IP network that is configured on the interface. Assign the correct IP network and enter the **no shutdown** command on this interface.

Error Message C4K_IOSINTF-5-STALEPHYPORT:Dropping packets to be transmitted out on port [char] (Linecard in Slot [dec] may have been removed)

Explanation This message indicates that during hot-swapping operations, a previously queued packet is transmitted after the module in that slot has been removed. Because the module no longer exists, the packets are being dropped.

Recommended Action If the problem persists even without any hot-swapping operations, contact your technical support representative.

Error Message C4K_IOSINTF-5-TXL3PKTONPHYPORT:Transmitting L3 packet on a physical port [char] that is part of [char] ([dec] packets). Make sure the physical port in the L3 port channel does not have an ip addresses configured on it.

Explanation This message indicates that the Layer 3 protocols operate at the logical, not the physical, port level. This message indicates that Layer 3 protocol packets were sent on a physical port that is part of a bundle. This condition can happen if there is a misconfiguration; a physical port that is part of a Layer 3 port channel might have been assigned an IP address.

Recommended Action Verify that the physical port in the Layer 3 port channel does not have an IP address that is configured on it.

Error Message C4K_IOSINTF-5-TXPKTDROPONETHERCHANNEL:Dropping transmit packet out of interface [char]

Explanation This message indicates that a packet that will be transmitted out of a port channel is dropped during transitions in the port channel membership. This condition can occur when a packet is transmitted out of the aggregate port by higher layer protocols but the software cannot find the specific state information or when physical ports transition into or out of the port channel membership.

Recommended Action If the problem persists, contact your technical support representative.

IOSIPROUTEMAN Messages

This section contains the Cisco IOS IP route manager (IOSIPROUTEMAN) messages.

IOSIPROUTEMAN-3

Error Message C4K_IOSIPROUTEMAN-3-ADJMANNOMOREADJS:AdjMan:hardware adjacency resources exhausted, performance may be degraded.

Explanation This message indicates that the hardware adjacency resources have been exhausted. The supervisor engine will forward packets to this adjacency in the software. This action might represent a significant performance degradation.

Recommended Action Reduce the number of adjacencies that are loaded into the routing table, and then clear the IP routing table.

Error Message C4K_IOSIPROUTEMAN-3-FIBCANTALLOCATEFIBADJ:IOS IP Route Manager:No memory available to allocate FIB Adjacency for [object-info]

Explanation This message indicates that insufficient memory exists to allocate space for this adjacency; the Supervisor Engine III will forward it in the software instead.

Error Message C4K_IOSIPROUTEMAN-3-FIBCANTALLOCATEFIBENTRY:IOS IP Route Manager:No memory available to allocate FIB Entry for [ip-addr]

Explanation This message indicates that insufficient memory exists to allocate space for the route that is associated with this network.

Recommended Action There could be a memory leak. Contact your technical support representative.

Error Message C4K_IOSIPROUTEMAN-3-PBRDOESNOTSUPPORTQOS:Route-map '[char]' on interface '[char]' specifies Quality of Service rewriting which is not supported via Policy-Based Routing on this platform. Please use the Quality of Service feature instead. This action on the specified route map will be ignored.

Explanation This message indicates that the Catalyst 4500 series switch does not support QoS services that are implemented using PBR route maps.

Recommended Action Configure this feature using the QoS policy maps and class maps instead. The PBR route map that is specified will be loaded, but references to QoS services will be ignored.

IOSL2 MAN Messages

This section contains the Cisco IOS Layer 2 manager (IOSL2MAN) message.

Error Message C4K_IOSL2MAN-3-VLANCREATIONERROR:Unable to create new vlan [dec]

Explanation This message indicates that the switch has run out of the memory it uses for allocating new VLANs, so new VLAN allocation has failed.

Recommended Action There could be a memory leak. Contact your technical support representative.

IOSMODPORTMAN Messages

This section contains the Cisco IOS module port manager (IOSMODPORTMAN) message.

IOSMODPORTMAN-2

Error Message C4K_IOSMODPORTMAN-2-INLINEPOWEROFF:Inline power to the switch has been turned off

Explanation This message indicates that the software has detected that the pass-through current is disabled. This condition will cause all phones drawing inline power from the switch to power off.

IOSMODPORTMAN-3

Error Message C4K_IOSMODPORTMAN-3-MIXINPOWERDETECTED:Power supplies in the chassis are of different types (AC/DC) or wattage

Explanation This message indicates that the Cisco IOS software has detected different kinds of power supplies in the chassis. In a Catalyst 4006 chassis, the power values default to the wattage of the weakest power supply. In all other chassis, the second power supply is completely ignored. We do not recommend mixing power supplies of different wattages.

IOSMODPORTMAN-4

Error Message C4K_IOSMODPORTMAN-4-INLINEPOWERRESTORED:Resuming normal phone operation since inline power has been restored

Explanation This message indicates that the inline power supply to the switch has been restored and normal phone operation will resume.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_IOSMODPORTMAN-4-POWERSUPPLYBAD:Power Supply [dec] has failed

Explanation This message indicates that a power supply has failed.

Recommended Action Replace the power supply as soon as possible.

Error Message C4K_IOSMODPORTMAN-4-POWERSUPPLYREMOVED:Power Supply [dec] has been removed

Explanation This message indicates that the power supply has been removed.

Recommended Action This is an informational message only. No action is required.

IOSMODPORTMAN-6

Error Message C4K_IOSMODPORTMAN-6-MODULEOFFLINE: Module [dec] is offline

Explanation This message indicates that the specified module is offline.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_IOSMODPORTMAN-6-MODULEONLINE: Module [dec] is online

Explanation This message indicates that the specified module is online.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_IOSMODPORTMAN-6-POWERSUPPLYGOOD:Power Supply [dec] is Okay

Explanation This message indicates that a failed power supply has been fixed.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_IOSMODPORTMAN-6-POWERSUPPLYINSERTED:Power Supply [dec] has been inserted

Explanation This message indicates that the power supply has been inserted.

Recommended Action This is an informational message only. No action is required.

IOSSYSMAN Messages

This section contains the Cisco IOS system manager (IOSSYSMAN) messages.

IOSSYSMAN-0

Error Message C4K_IOSSYSMAN-0-FATALERRORCRASH:Forced crash due to: [char]

Explanation This message indicates that a system has become unusable due to software and/or hardware failures.

Recommended Action Analyze the memory dump, if any, and determine the cause of the failure, or contact your technical support representative.

IOSSYSMAN-3

Error Message C4K_IOSSYSMAN-3-ENVVARNAMETOOLONG:Name of environment variable

Explanation This message indicates that an environment variable name is too long.

Recommended Action Use the **unset** command to shorten the environment variable name.

Error Message C4K_IOSSYSMAN-3-OUTOFPACKETHEADERS:Cannot allocate buffer for a packet header

Explanation This message indicates that the system cannot allocate a buffer for the packet header.

Recommended Action Contact your technical support representative, and provide the configuration information for the switch.

IOSSYSMAN-4

Error Message C4K_IOSSYSMAN-4-ENVVARTOOLONG: Value of env. variable [char] is too long

Explanation This message indicates that the software writes certain configuration values to the NVRAM. The variable name that is being stored is too long (greater than 4096 bytes).

Recommended Action Boot the system into ROMMON. At the ROMMON prompt, enter the **unset** command to change the environment variable name to a shorter name.

Error Message C4K_IOSSYSMAN-4-NOSPACEFORENVVAR: Env. variable [char] cannot be set: no space

Explanation This message indicates that the software writes certain configuration values to the NVRAM. There is no more space available to write an environment variable.

Recommended Action Boot the system into ROMMON. At the ROMMON prompt, enter the **unset** command to remove the unused environment variables to reclaim the space.

IPROUTEMAN Messages

This section contains the Cisco IOS IP routing manager (IPROUTEMAN) messages.

IPROUTEMAN-3

Error Message C4K_IPROUTEMAN-3-CANTALLOCATEIPETHERADDRENTY:IP Route Manager:No memory to add Router Port MAC Address, numInUse: [dec]

Explanation This message indicates that each router port in the system can listen to secondary MAC addresses as the “router's MAC address,” a process that is useful for protocols like Hot Standby Routing Protocol (HSRP). The system has run out of its allotted memory for holding secondary MAC addresses.

Error Message C4K_IPROUTEMAN-3-FIBADJMANDUPLICATEADJ:FIB Entry:Tried to create a duplicate adj for key [object-info]

Explanation This message indicates that a request was made to add a duplicate adjacency to the Forwarding Information Base (FIB) adjacency database.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_IPROUTEMAN-3-FIBADJMANINUSEDELETION:FIB Adjacency Manager:Attempted to delete FIB Adjacency Id [dec] which is in use

Explanation This message indicates that a request was made to delete an adjacency from the Forwarding Information Base (FIB) database while that adjacency was still referenced by a routing table entry.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_IPROUTEMAN-3-FIBADJMANNONEXISTENTDELETION:FIB Adjacency Manager:Attempted to delete FIB Adjacency Id [dec] which does not exist

Explanation This message indicates that a request was made to delete an adjacency from the platform Forwarding Information Base (FIB) that did not exist.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_IPROUTEMAN-3-FIBDUPLICATEENTRY:FIB:Attempt to create a duplicate FIB Entry for [ip-addr]

Explanation This message indicates that a request to add a duplicate routing table entry to the Forwarding Information Base (FIB) database was detected.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_IPROUTEMAN-3-FIBENTRYNOSUCHADJTODELETE:FIB Entry:Couldn't delete adj [ip-addr] from FIB Entry [ip-addr], no such adj.

Explanation This message indicates that an attempt was made to delete an adjacency from a routing table entry in the platform Forwarding Information Base (FIB), and the adjacency was not found.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_IPROUTEMAN-3-FIBENTRYTOOMANYADJ:FIBEntry:Too many adjacencies on FIBEntry for [ip-addr], tried to add adj [ip-addr]

Explanation This message indicates that an attempt was made to add another adjacency to a routing table entry in the platform Forwarding Information Base (FIB) when that entry was already at the maximum allowed value.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_IPROUTEMAN-3-FIBNONEXISTENTDELETION:FIB:Attempted to delete FIB Entry Id [dec] which does not exist

Explanation This message indicates that a request was made to delete a nonexistent routing table entry from the platform Forwarding Information Base (FIB).

Recommended Action This is an informational message only. No action is required.

Error Message C4K_IPROUTEMAN-3-NOMOREK2FIBADJS:K2FibUnicast:no more K2FibAdjs available, using punt adj instead for [ip-addr] route.

Explanation This message indicates that the hardware resources for adjacencies have been exhausted; switching will take place in the software instead. The performance might be degraded.

Recommended Action This is an informational message only. No action is required.

IPROUTEMAN-4

Error Message C4K_IPROUTEMAN-4-CANTALLOCATEFIBENTRY:FIB:No memory available to allocate FIB Entry for [ip-addr]

Explanation This message indicates that insufficient memory exists to allocate space for the route that is associated with this network.

Recommended Action Install additional memory.

L3HWFORWARDING Messages

This section contains the Layer 3 hardware forwarding (L3HWFORWARDING) messages.

L3HWFORWARDING-2

Error Message C4K_L3HWFORWARDING-2-FWDCAMFULL:L3 routing table is full. Switching to software forwarding.

Explanation This message indicates that the hardware routing table is full; forwarding takes place in the software instead. The performance might be degraded.

Recommended Action Reduce the size of the routing table. Use the **ip cef** command to return to the hardware forwarding.

L3HWFORWARDING-3

Error Message C4K_L3HWFORWARDING-3-FWDCAMCONSISTENCYCHECKFAILED: [char] FwdCam Consistency Check Failed: index [dec]

Explanation This message indicates that there was a consistency check failure. If this error occurs frequently, it could indicate faulty hardware.

Recommended Action If you see this message multiple times, contact your technical support representative.

Error Message C4K_L3HWFORWARDING-3-MASKTABLECONSISTENCYCHECKFAILED: MaskTable Consistency Check Failed: block [dec] index [dec]

Explanation This message indicates that there is a mask table consistency check failure. If this error occurs frequently, it could indicate faulty hardware.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_L3HWFORWARDING-3-MASKTABLEREGIONCONSISTENCYCHECKFAILED: MaskTable Consistency Check Failed: region [object-info]

Explanation This message indicates that there is a consistency check failure in the mask table. The error is located in the region that is specified by [object-info]. This is an auxiliary message to help in troubleshooting.

Recommended Action No action is required.

Error Message C4K_L3HWFORWARDING-3-NOMOREK2FIBADJS:No hardware adjacency resource available for route [ip-addr]

Explanation This message indicates that the hardware adjacency table does not have enough available space to allocate the adjacency set for this route. Forwarding will take place in the software instead.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_L3HWFORWARDING-3-PBRBLOCKFAILEDTOADDFLATACE:K2FibPbrBlock:failed to add FlatAce [object-info] to block [dec]

Explanation This is an internal error message that indicates corruption within the policy-routing data structures. This memory corruption will probably crash the switch soon.

Recommended Action Contact your technical support representative immediately.

Error Message C4K_L3HWFORWARDING-3-PBRBLOCKFAILEDTODELETEFLATACE:K2FibPbrBlock:failed to remove FlatAce [object-info] from block [dec]

Explanation This is an internal error message that indicates corruption within the policy-routing data structures. This memory corruption will probably crash the switch soon.

Recommended Action Contact your technical support representative immediately.

Error Message C4K_L3HWFORWARDING-3-PBRFLATTENINGFAILED:Software resource exhaustion trying to load route-map [char] ([dec])

Explanation This message indicates that the switch ran out of memory resources when trying to process the access list for a route map.

Error Message C4K_L3HWFORWARDING-3-PBRNOPBRCAMLEFT: K2FibPbr: attempted addition of [dec] blocks to PBR cam region failed, only managed to get [dec] for FRM [char]

Explanation This message indicates that there is insufficient memory to program a new route map.

Recommended Action Remove the unused portions of the configuration to free the memory needed.

Error Message C4K_L3HWFORWARDING-3-PBRPUNTINGVLAN:K2FibPbr:exceeded maximum TCAM usage, all IP unicast traffic on vlan [dec] will be switched in software.

Explanation This message indicates that the hardware policy-based routing (PBR) forwarding engine has insufficient resources to handle the route map for the specified VLAN. All unicast IP traffic for that VLAN will be switched in the software.

Recommended Action This is an informational message only. No action is required.

L3HWFORWARDING-4

Error Message C4K_L3HWFORWARDING-4-FLOWCACHEOUTOFSPACEFORFLOWCACHEENTRY:K2FibFlowCache: insufficient space to store flow of type [object-info] with label [packet-info]

Explanation This message indicates that the software could not load a flow cache entry into the hardware due to insufficient memory.

Recommended Action This is an informational message only. No action is required.

L3HWFORWARDING-6

Error Message C4K_L3HWFORWARDING-6-PBRNOLONGERPUNTINGVLAN:K2FibPbr:sufficient TCAM space has been found to handle PBR for vlan [dec] in hardware, no longer punting to software.

Explanation This message indicates that the hardware policy-based routing (PBR) forwarding engine now has sufficient resources to handle the route map for the specified VLAN, and hardware forwarding of unicast IP traffic has been restored.

Recommended Action This is an informational message only. No action is required.

LINECARDMGMTPROTOCOL Messages

This section contains the module management protocol (LINECARDMGMTPROTOCOL) messages.

Error Message C4K_LINECARDMGMTPROTOCOL-4-INITIALTIMEOUTWARNING:[char] - management request timed out.

Explanation This message indicates that the communication problems with the module ASIC fans out a single gigabit port to front-panel ports. A few messages are within tolerance levels.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_LINECARDMGMTPROTOCOL-4-ONGOINGTIMEOUTWARNING:
[char] - consecutive management requests timed out.

Explanation This message indicates that the persistent communication problems with the module ASIC fans out a single gigabit port to front-panel ports.

Recommended Action Reinsert the module.

PKTPROCESSING Messages

This section contains the packet processing (PKTPROCESSING) messages.

PKTPROCESSING-3

Error Message C4K_PKTPROCESSING-3-INVALIDVLAN:Packet received on invalid Vlan from hardware. PortId [dec] [l2-header] Vlan [dec] TagType [object-info]

Explanation This message indicates that the hardware has sent a packet to the CPU, but the receiving VLAN was incorrect. This message indicates a hardware problem.

Recommended Action Contact your technical support representative.

Error Message C4K_PKTPROCESSING-3-OUTOFPACKETINFOTODRIVER: \"Ran out of memory to send packet information to the driver that enqueues packets to hardware\"

Explanation This message indicates that transmit packets are probably stuck in a queue, and some of the packets are sent to multiple destinations. This wastes memory, so new packets cannot be allocated.

Recommended Action Contact your technical support representative.

Error Message C4K_PKTPROCESSING-3-OUTOFPACKETSTODRIVER: \"Ran out of memory to send packets to the driver that enqueues packets to hardware\"

Explanation This message indicates that transmit packets are probably stuck in a queue, so new packets cannot be queued.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_PKTPROCESSING-3-UNEXPECTEDOUTPUTACLHIT:Packet hit output ACL but sent to CPU as a result of hardware input Acl processing [l2-header] Port char] Vlan [dec]

Explanation This message indicates that an inconsistent hardware state might exist. A packet was sent to the CPU due to input ACL processing by the hardware. Unexpectedly, the packet encountered output ACL processing.

Recommended Action Contact your technical support representative.

Error Message C4K_PKTPROCESSING-3-UNRECOGNIZEDEVENT:Packet received for an unimplemented event. CPU Subport [dec] TxQId [dec] PDD {[dec], [dec]}

Explanation This message indicates that the hardware has sent a packet to the CPU, but the software did not recognize the event that triggered the packet to be sent.

Recommended Action This is an informational message only. No action is required.

PKTPROCESSING-4

Error Message C4K_PKTPROCESSING-4-ERRORPACKET:[char]

Explanation This message indicates that the software is unable to process a packet; it has been forwarded to the CPU instead. Because this event is unexpected, the packet is being dropped.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_PKTPROCESSING-4-INVALIDACLACTION:Unable to determine the ACL action to take because we ran out of memory. Address: src [mac-addr] dst [mac-addr]

Explanation This message indicates that there was not enough free memory to create a list of actions to perform on the packet. As a result, the packet was dropped.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_PKTPROCESSING-4-UNKNOWNBRIDGEORROUTE:Unable to determine whether to route or bridge replicated software-processed packet with source address [mac-addr] and destination address [mac-addr]

Explanation This message indicates that when a replicated packet is sent to the software by an output ACL, the hardware does not indicate whether the packet needs to be bridged or routed.

When resources are exhausted or when the ACLs that are programmed in the hardware cannot handle processing directly (such as ACLs matching TCP flags), the Supervisor Engine III sends the packets to software for processing. If the software cannot determine whether to bridge or route, the packet might be dropped. This drop indicates that the packet was directed to a Hot Standby Routing Protocol (HSRP) router group MAC address.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_PKTPROCESSING-4-UNKNOWNSOURCELOCATIONFORBRIDGE:Unable to determine source host location of replicated software-processed packet with source address [mac-addr] and destination address [mac-addr]

Explanation This message indicates that when a replicated packet is sent by an output ACL to the software for processing, the hardware does not indicate the ingress port or VLAN ID.

When resources are exhausted or when the ACLs that are programmed in the hardware cannot handle processing directly (such as ACLs matching TCP flags), the Supervisor Engine III sends the

packets to the software for processing. Without the ingress port identifier, the supervisor engine might forward the packet back out the port on which it was received, possibly creating network loops or other problems. If the switch is unable to recognize the ingress port from other information, the packet is dropped.

Recommended Action This is an informational message only. No action is required.

PKTPROCESSING-5

Error Message C4K_PKTPROCESSING-5-NOTAPPLYINGACL:Not applying [input/output] Acl for packet [packet-info]

Explanation This message indicates that the software has not taken the ACL actions because it could not determine the correct ACL entry that is indicated by the hardware. The hardware-provided index of the ACL content-addressable memory (CAM) indicates that the software needs to take the actions for the entry at that index. If the packet was queued in the hardware before being processed by the software, the index is out of date.

Recommended Action This is an informational message only. No action is required.

PKTPROCESSING-7

Error Message C4K_PKTPROCESSING-7-ADJLOOKUPFAILED:Draining the backed up packets in CPU queue when we cleaned up FIB adjacencies. Last drained packet's source address [ip-addr] and destination address [ip-addr]

Explanation This message indicates that this error could happen when the software processes the routed packets and the router port is shut down. The software can automatically repair adjacencies, but at least one packet in the queue was lost.

Recommended Action This is an informational message only. No action is required.

PM Messages

This section contains the Port Manager (PM) messages.

PM-2

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

Explanation This message indicates that the available memory for the switch processor dropped to a low level; there might be too many Layer 2 VLANs that are configured in the system.

Recommended Action Remove the Layer 2 VLANs or other features from the system to reduce memory usage.

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

Explanation This message indicates that the Port Manager subsystem could not obtain the memory that it needed for the specified PM operation where [char] is the PM operation ID.

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

Explanation This message indicates that the VLAN was not added to VTP, because of the reason that is stated in the text string.

Recommended Action This is an informational message only. No action is required

PM-3

Error Message PM-3-ERR_INCOMP_PORT: [dec]/[dec] is set to inactive because [dec]/[dec] is a [char] port

Explanation This message indicates that the private host port cannot be configured with a trunk, a private promiscuous port, and a SPAN destination port on the same coil.

Recommended Action Try to configure the incompatible ports on different coils.

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

Explanation This message indicates that the access VLAN on the VMPS server is set to the same VLAN as a voice VLAN on the port. The access VLAN assignment on the VMPS server should be different from the voice VLAN.

Recommended Action Reset the VLAN assignments to remove the conflict.

PM-4

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

Explanation This message indicates that the Port Manager has detected a request with an invalid application ID, where [dec] is the application ID.

Recommended Action Reset the VLAN assignments to remove the conflict.

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

Explanation This message indicates that the Port Manager has detected an invalid request. The first [char] is the invalid request, and the second [char] is the application making the request.

Recommended Action Reset the VLAN assignments to remove the conflict.

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

Explanation This message indicates that the Port Manager has detected an invalid request.

Recommended Action Reset the VLAN assignments to remove the conflict.

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

Explanation This message indicates that the Port Manager has detected an invalid request on slot number [dec].

Recommended Action Reset the VLAN assignments to remove the conflict.

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

Explanation This message indicates that the Port Manager has detected an invalid request.

Recommended Action Reset the VLAN assignments to remove the conflict.

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

Explanation This message indicates that the entry event is not an add, delete, or update event (the only supported types).

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

Explanation This message indicates that the Port Manager has detected an invalid request.

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

Explanation This message indicates that the Port Manager has detected an invalid request on interface number [dec].

Recommended Action Contact your technical support representative.

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

Explanation This message indicates that the Port Manager has detected an invalid request.

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

Explanation This message indicates that the Port Manager has detected an invalid request on VLAN ID [dec].

Error Message PM-4-ERR_DISABLE:[char] error detected on [char]

Explanation This message indicates that this is a defensive measure that will put the interface in the errdisable state when it detects a misconfiguration or misbehavior. After the configured retry time (5 minutes by default), the system will attempt to recover the interface.

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

Explanation This message indicates that the system is attempting to bring the interface back from the errdisable state.

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

Explanation This message indicates that the Port Manager has failed to allocate the VLAN for external use as the VLAN is currently occupied by another feature.

Recommended Action Reconfigure the feature to use another internal VLAN, or request another available VLAN.

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

Explanation This message indicates that the Port Manager has failed to allocate the requested VLAN. The VLAN might be used as an internal VLAN by other features.

Recommended Action Try a different VLAN on the device.

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

Explanation This message indicates that the Port Manager has been blocked from creating a virtual port for the switch port and VLAN, causing the port to be inactive. The reason for this condition is specified in the error message.

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

Explanation This message indicates that the Port Manager has failed to allocate the internal VLAN, and the interface cannot start.

Recommended Action Remove extended-range VLANs to free resources.

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

Explanation This message indicates that the Port Manager has failed to find any available internal VLAN.

Recommended Action Delete some extended-range VLANs that are created by users, or remove some features that require internal VLAN allocation, such as a routed port.

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

Explanation This message indicates that the host access entry should be either configured or dynamic.

Recommended Action Try to reconfigure using the correct type.

Error Message PM-4-LIMITS:Virtual port count for [char] exceeded the recommended limit of [dec]

Explanation This message indicates that there is a limit of 1200 virtual ports per module and 4500 per switch. This limit was exceeded.

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

Explanation This message indicates that a Port Manager (PM) subblock was not found for this interface.

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

Explanation This message indicates that the Port Manager has detected an invalid request. [char] is the application.

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

Explanation This message indicates that the host access table is being accessed with an invalid host access value.

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

Explanation This message indicates that the access VLAN on the VMPS server is set to the same VLAN as the voice VLAN on the port.

Recommended Action Change the assignments so that the access VLAN assignment on the VMPS server is different from the voice VLAN.

PORTFANOUTASIC4X1000MAN Messages

This section contains the port fan-out ASIC 4x1000 manager (PORTFANOUTASIC4X1000MAN) messages. This ASIC takes a gigabit port and fans it out to four 1000-Mb ports.

Error Message C4K_PORTFANOUTASIC4X1000MAN-4-DIAGSFAILED:[char] failed diagnostics

Explanation This message indicates the module ASIC that is identified by [char] has failed diagnostics.

Recommended Action Contact your technical support representative.

Error Message C4K_PORTFANOUTASIC4X1000MAN-4-FAILEDTOSENDLOOPBACKTRIES:[char] port [dec] failed to send packet in [dec] tries

Explanation This message indicates that for the *decth* time, the module ASIC *char* cannot send a loopback packet on module ASIC port [dec]. The switch is out of memory. The switch will attempt to send a loopback packet only up to three times.

Recommended Action Contact your technical support representative.

Error Message C4K_PORTFANOUTASIC4X1000MAN-4-UNEXPECTEDLOOPBACK:[char] sent out a loopback packet on port [dec], but it came back on port [dec]

Explanation This message indicates that the module ASIC diagnostics for [char] has sent a loopback packet out port [dec], and it came back on another port [dec]. This condition is rare because the loopback is internal to the hardware.

Recommended Action Contact your technical support representative.

PORTFANOUTASIC8X100MAN Messages

This section contains the port fan-out ASIC 8x100 manager (PORTFANOUTASIC8X100MAN) messages. This ASIC takes a gigabit port and fans it out to eight 100-Mb ports.

PORTFANOUTASIC8X100MAN-4

Error Message C4K_PORTFANOUTASIC8X100MAN-4-DIAGSFAILED:[char] failed diagnostics

Explanation This message indicates the module ASIC that is identified by [char] has failed diagnostics.

Recommended Action Contact your technical support representative.

Error Message C4K_PORTFANOUTASIC8X100MAN-4-FAILEDTOSENDLOOPBACKTRIES:[char] port [dec] failed to send packet in [dec] tries

Explanation This message indicates that for the *decth* time, the module ASIC [char] cannot send a loopback packet on the module ASIC port [dec]. The switch is out of memory; it will attempt to send a loopback packet up to three times.

Recommended Action Contact your technical support representative.

Error Message C4K_PORTFANOUTASIC8X100MAN-4-UNEXPECTEDLOOPBACK:[char] sent out a loopback packet on port [dec], but it came back on port [dec]

Explanation This message indicates that the module ASIC diagnostics for [char] has sent the loopback packet out port [dec], but it came back on another port [dec]. This condition is rare because the loopback is internal to the hardware.

Recommended Action Contact your technical support representative.

PORTFANOUTASIC8X100MAN-7

Error Message C4K_PORTFANOUTASIC8X100MAN-7-LOSTPACKET:[char] port [dec] lost a packet

Explanation This message indicates that a loopback packet was lost during online diagnostics of this port.

Recommended Action This is an informational message only. No action is required.

PORTFANOUTASIC8X1000HW Messages

This section contains the port fan-out ASIC 8x1000 hardware (PORTFANOUTASIC8X1000HW) message. This ASIC takes a gigabit port and fans it out to eight 1000-Mb ports.

Error Message C4K_PORTFANOUTASIC8X1000HW-3-UNKNOWNDEVICEID:[char] - Linecard Management Protocol info register has unknown device id [hex]

Explanation This message indicates that each module ASIC has an information register on it that contains the device ID field (DID) of the ASIC. When the module ASIC driver reads this register, it discovered that the DID type was invalid.

The [char] field of the DID will probably contain <asic-code>(x) where x is the gigabit port of the switching engine to which the module ASIC is attached. The [hex] field of the DID contains the device ID. The expected value is 0x0450.

Recommended Action Contact your technical support representative.

PORTFANOUTASIC8X1000MAN Messages

This section contains the port fan-out ASIC 8x000 manager (PORTFANOUTASIC8X1000MAN) messages. This ASIC takes a gigabit port and fans it out to eight 1000-Mb ports.

PORTFANOUTASIC8X1000MAN-4

Error Message C4K_PORTFANOUTASIC8X1000MAN-4-DIAGSFAILED:[char] failed diagnostics

Explanation This message indicates the module ASIC that is identified by [char] has failed diagnostics.

Recommended Action Contact your technical support representative.

Error Message C4K_PORTFANOUTASIC8X1000MAN-4-FAILEDTOSENDLOOPBACKTRIES:[char] port [dec] failed to send packet in [dec] tries

Explanation This message indicates that after *dec* tries, the module ASIC *char* was unable to send a loopback packet on module ASIC port [dec]. The switch is out of memory. It will attempt to send a loopback packet up to three times.

Recommended Action Contact your technical support representative.

Error Message C4K_PORTFANOUTASIC8X1000MAN-4-UNEXPECTEDLOOPBACK:[char] sent out a loopback packet on port [dec], but it came back on port [dec]

Explanation This message indicates that the module ASIC diagnostics for [char] has sent a loopback packet out port [dec] and it came back on another port [dec]. This condition is rare because the loopback is internal to the hardware.

Recommended Action Contact your technical support representative.

PORTFANOUTASIC8X1000MAN-7

Error Message C4K_PORTFANOUTASIC8X1000MAN-7-LOSTPACKET:[char] port [dec] lost a packet

Explanation This message indicates that a loopback packet was lost during online diagnostics of module ASIC [char].

Recommended Action This is an informational message only. No action is required.

POWERSHELF Messages

This section contains the POWERSHELF messages.

POWERSHELF-3

Error Message C4K_POWERSHELF-3-INVALIDPACKETRECEIVED: We got an invalid packet

Explanation This message indicates that the GCP protocol stack has received a packet of an unexpected type. This is a transient error condition; the protocol might recover automatically on the next discovery cycle.

Error Message C4K_POWERSHELF-3-MANYINVALIDGCPPACKETSRECEIVED:Many invalid GCP packets seen on power supply slot [dec] serial bus

Explanation This message indicates that the GCP packet driver has reported processing many more invalid packets than valid ones. This might indicate a hardware problem with the power supply or with one of the rectifiers on the power shelf.

Error Message C4K_POWERSHELF-3-NOROOMFORDEVICE: We dont have room to store more rectifiers for power supply slot [dec]

Explanation This message indicates that there are more rectifiers in the power shelf than the system can support.

Recommended Action Check your documentation to see how many rectifiers are supported in one power shelf.

POWERSHELF-6

Error Message C4K_POWERSHELF-6-MAXRECTIFIERSDISCOVERED: The maximum number of allowed rectifiers on slot [dec] discovered

Explanation This message indicates that two power rectifiers per shelf are supported and are possible. This message appears to let the user know that all expected rectifiers have been found by the software.

Recommended Action No action is required.

QOS Messages

This section contains the quality of service (QOS) message.

Error Message C4K_QOS-4-OUTOFPOLICERRESOURCES:Out of memory to allocate a policer

Explanation This message indicates that the software has failed to allocate memory for a policer while processing the QoS configuration. The policer configuration might have exceeded its maximum supported limit.

Recommended Action Remove policers from other unwanted policies and retry the operation. Resend the command when other Telnet sessions are not sending debugging commands.

REDUNDANCY Messages

This section contains the supervisor engine redundancy messages.

REDUNDANCY-2

Error Message C4K_REDUNDANCY-2-POSTFAIL:POST failure on [char] supervisor detected

Explanation This message indicates that the active supervisor engine has failed POST. The current redundant supervisor engine will reset the current active supervisor engine to standby and attempt to become the active supervisor engine.

Recommended Action Run offline diagnostics on the failed supervisor engine to isolate the problem. If necessary, return the failed supervisor engine to Cisco.

REDUNDANCY-4

Error Message C4K_REDUNDANCY-4-CONFIGSYNCFAIL:Persistent-config Sync to Standby supervisor failed.

Explanation This message indicates that the active supervisor engine has failed to receive a confirmation message from the redundant supervisor engine. There is a potential problem with the redundant supervisor engine.

Recommended Action Contact your technical support representative.

REDUNDANCY-5

Error Message C4K_REDUNDANCY-5-CONFIGSYNC:The [char] has been successfully synchronized to the standby supervisor

Explanation This message indicates that the configuration has been successfully synchronized to the redundant supervisor engine. [char] can be either a private configuration or a startup configuration.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_REDUNDANCY-5-CONFIGSYNC_RATELIMIT:The [char] has been successfully synchronized to the standby supervisor

Explanation This message indicates that the configuration has been successfully synchronized to the redundant supervisor engine. This is a rate-limited message. These messages are logged at 1-minute intervals, rather than continuously as with many other messages.

Recommended Action This is an informational message only. No action is required.

REDUNDANCY-6

Error Message C4K_REDUNDANCY-6-ACTIVESUPNOTFOUND:Active supervisor not found.

Explanation This message is displayed on the redundant supervisor engine when it fails to communicate with the active supervisor engine.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_REDUNDANCY-6-ATTEMPTINGTOBECOMEACTIVE: Attempting to become active supervisor.

Explanation This message is displayed on the redundant supervisor engine when it fails to communicate with the active supervisor engine and attempts to take over as the active supervisor engine.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_REDUNDANCY-6-INIT:Initializing as [char] supervisor

Explanation This message indicates that the supervisor engine that you are connected to is currently initializing as either the active or redundant supervisor engine.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_REDUNDANCY-6-MODE:[char] supervisor initializing for [char] mode

Explanation This message indicates that the supervisor engine that you are not directly connected to is currently initializing as either the active or redundant supervisor engine in RPR mode.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_REDUNDANCY-6-SWITCHOVER:Switchover activity detected

Explanation This message indicates that the redundant supervisor engine has detected switchover activity.

Recommended Action This is an informational message only. No action is required.

SERVICECARDMAN Messages

This section contains the service card (SERVICECARDMAN) messages.

Error Message C4K_SERVICECARDMAN-6-EVENTTIMEOUT: Bringup Handshake timed out for module [dec]

Explanation This message indicates that the service card did not receive a response from the line card in the expected time when trying to establish a connection at bootup.

Recommended Action No action is required.

Error Message C4K_SERVICECARDMAN-6-NEWCONFIGVBUF: New Vbuf message for module [dec]

Explanation This message indicates that the module has received a new buffer allocation message.

Recommended Action No action is required.

Error Message C4K_SERVICECARDMAN-6-RESETNOTIFY: Reset notification message received for module [dec]

Explanation This message indicates that the module has received a reset notification for this line card.

Recommended Action No action is required.

Error Message C4K_SERVICECARDMAN-6-RUNREADY: Run ready notification message received for module [dec]

Explanation This message indicates that the module has received a run ready notification for this line card.

Recommended Action No action is required.

SPANTREE Messages

This section contains the Spanning Tree Protocol (SPANTREE) messages.

SPANTREE-2

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

Explanation This message indicates that a BPDU was received in the specified interface that has the spanning tree BPDU guard enabled. As a result, the interface was administratively shut down.

Recommended Action Remove the device sending BPDUs or disable the BPDU guard. BPDU guard can be locally configured on the interface or globally configured on all ports that have PortFast enabled. After the conflict has been resolved, reenable the interface by entering the **no shutdown** command in interface configuration mode.

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

Explanation This message indicates that the spanning tree port that is associated with the listed spanning tree instance [char] and interface [char] will be held in 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.

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

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

Explanation This message indicates that the spanning tree port (with spanning-tree port ID char) that is associated with the listed instance and interface will be held in 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.

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

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

Explanation This message indicates that a misconfigured channel group (with channel group ID chars) was detected. For example, the ports of one side of the EtherChannel either are not configured to be in the channel or failed to bundle, while the ports on the other side of the EtherChannel were successfully bundled.

Recommended Action Locate the misconfigured local ports by entering the **show interfaces status err-disabled** command. Check the EtherChannel configuration on the remote device by entering the **show etherchannel summary** command on the remote device. After the configuration is corrected, enter the **shutdown/no shutdown** command on the associated port-channel interface.

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

Explanation This message indicates that the spanning tree message age timer has expired because no BPDUs were received from the designated bridge. Because this condition could be caused by an unidirectional link failure, the interface is put into blocking state and marked as loop guard inconsistent to prevent possible loops from being created.

Recommended Action Use the **show spanning-tree inconsistentports** command to review the list of interfaces with loop guard inconsistencies. Determine why devices that are connected to the listed ports are not sending BPDUs. One reason could be that they do not run the Spanning Tree Protocol; in this case, you should disable loop guard in the inconsistent interfaces or start the Spanning Tree Protocol on the other side of the links, depending on the context. Another reason could be a failure in the cable. If the link has a failure that makes it unidirectional (you can transmit, but you cannot receive), you should replace it with a new cable.

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

Explanation This message indicates that the spanning tree loop guard configuration for the listed interface has been changed. If enabled, the interface will be put into the blocking state and marked as loop guard inconsistent when the message age timer expires because no BPDU were received from the designated bridge. This feature is used to detect unidirectional links

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 [char] on [char].

Explanation This message indicates that the listed interface has received a BPDU and if the inconsistency was due to an unidirectional link failure, the problem is not there anymore. The loop guard inconsistency is cleared for the interface, which is taken out of the blocking state if appropriate.

Recommended Action No action is required.

Error Message SPANTREE-2-PVSTSIM_FAIL: Superior PVST BPDU received on VLAN [dec] port [char]

Explanation This message indicates that when a PVST+ switch is connected to an MST switch, IST root (MSTOO) becomes the root for all PVST+ spanning trees. Looping can occur if any PVST+ spanning tree has a root with a better preference than IST. To prevent looping, the port on the MST switch that receives the superior message from the PVST+ side is blocked by root guard. When Spanning Tree Protocol is converging after a new switch, or a switch port, is added to the topology, this condition may happen transiently. The port unblocks automatically in such cases.

Recommended Action If the port remains blocked, identify the root bridge as reported in the message, and configure a worse priority for the VLAN spanning tree. There could be better PVST roots than the message indicates. The port will not recover until all such roots are cleared. If you are unsure whether the roots are cleared, disable and enable the port again.

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

Explanation This message indicates that a Shared Spanning Tree Protocol (SSTP) bridge protocol data unit (BPDU) was received on the listed interface. The interface was in trunk mode but was not using 802.1Q encapsulation. The interface ID is [char].

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

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

Explanation This message indicates that the listed interface has received an SSTP BPDU that was missing the VLAN ID tag. The BPDU is discarded. [char] is the interface ID.

Recommended Action If the error message recurs, copy the message exactly as it appears on the console or in the system log, and call your technical support representative.

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

Explanation This message indicates that the listed interface received an SSTP BPDU that is tagged with a VLAN ID that does not match the VLAN ID on which the BPDU was received. This error occurs when the native VLAN is not consistently configured on both ends of an 802.1Q trunk. [dec] is the VLAN ID. The interface ID is [char].

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

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

Explanation This message indicates that a BPDU was received on the listed interface that advertised a spanning tree root bridge that is superior to the one already in use. The interface is put into the blocking state and marked as root guard inconsistent to prevent a suboptimal spanning tree topology from forming.

Recommended Action Use the **show spanning-tree inconsistentports** command to review the list of interfaces with root guard inconsistencies. Determine why the devices that are connected to the listed ports are sending BPDUs with a superior root bridge, and then prevent further occurrences. Once the invalid BPDUs have stopped, the interfaces automatically recover and resume normal operation. By looking at the configuration, ensure that it is appropriate to have root guard enabled on the interface.

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

Explanation This message indicates that the spanning tree root guard configuration for the listed interface has been changed. If root guard is enabled, any BPDU that is received on the interface that advertises a superior spanning tree root bridge to that already in use causes the interface to be put into the blocking state and marked as root guard inconsistent.

Recommended Action Verify that this is the correct configuration for the listed interface. If this is not the correct configuration, change the configuration to one that is appropriate for the interface.

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

Explanation This message indicates that the listed interface is no longer receiving BPDUs that advertise a superior root bridge. The root guard inconsistency is cleared for the interface and then it is taken out of the blocking state if appropriate.

Recommended Action This is an informational message only. No action is required.

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

Explanation This message indicates that the port VLAN ID and/or port type inconsistencies have been resolved. The Spanning Tree Protocol will unblock the listed interface of the spanning tree instance as appropriate. The interface ID is [char].

Recommended Action This is an informational message only. No action is required.

SPANTREE-3

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

Explanation This message indicates that the spanning tree port identifier is a 16-bit field that is by default divided evenly between port priority and port number. Each subfield is 8 bits wide, allowing the port number field to represent port numbers between 1 and 255. However, on systems with more than 255 ports, the STP subsystem must increase the size of the port number portion of the port ID to support the greater number of ports. This condition occurs 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 that caused it to request more (or fewer) bits than were possible.

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

Explanation This message indicates that a BPDU with a source MAC address that matches the address assigned to the listed interface was received. As a result, a port looped back on itself, possibly due to a diagnostic cable that was plugged into the interface. The interface will be administratively shut down. [chars] is the interface ID.

Recommended Action Check the interface configuration and any cable plugged into the interface. Once the problem is resolved, reenabling the interface by entering the **no shutdown** command on the interface.

SPANTREE-5

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

Explanation This message indicates that the extended system ID feature has been either enabled or disabled for the given type of spanning tree. If the feature was enabled, the spanning tree instance identifier is stored in the lower portion of the bridge ID priority field; this condition causes the allowed values for the bridge priority to be limited to the range of 0 to 61,440, in increments of 4096. If the feature was disabled, the bridge ID priority field consists entirely of the configured priority, but some spanning tree features might not be available on a given platform (that is, 4096 VLAN support). On some platforms, this feature might be mandatory.

Recommended Action This is an informational message only. No action is required.

SPANTREE-7

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

Explanation This message indicates that the listed interface is being held in spanning-tree blocking state until the port type inconsistency is resolved. The port ID is [chars].

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 type (ISL or 802.1Q). When these parameters are consistent, spanning tree automatically unblocks the interface as appropriate.

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

Explanation This message indicates that an SSTP BPDU was received on the listed interface, which is not an operational trunking interface. The interface ID is [chars].

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 type (none, ISL, or 802.1Q). Once these parameters are consistent, spanning tree automatically unblocks the interface as appropriate.

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

Explanation This message indicates that the listed interface was selected as the new root port for the listed spanning tree instance.

SPANTREE_VLAN_SW Messages

This section contains the spanning tree fast convergence (SPANTREE_VLAN_SW) message.

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

Explanation This message indicates that the number of currently active VLAN spanning tree instances has reached a platform-specific limit. No additional VLAN instances will be created until the number of instances drops below that limit.

Recommended Action Reduce the number of currently active spanning tree instances by either disabling some of the instances or deleting the VLANs that are associated with them. You will need to manually enable those spanning trees that could not be created due to limited instances.

STORE Messages

This section contains the storage (STORE) message.

Error Message C4K_STORE-2-OUTOFCHUNKS:Out of chunks of memory

Explanation This message indicates that the system has run out of memory.

Recommended Action Reset the switch. If this message occurs regularly, add additional memory.

SUPERVISOR Messages

This section contains the supervisor engine (SUPERVISOR) messages.

SUPERVISOR-2

Error Message C4K_SUPERVISOR-2-ALLCHASSISSEEPROMSINVALID: Contents of all chassis's serial eeproms are invalid

Explanation This message indicates that the contents of all of the serial EEPROMs in the chassis are invalid; they might have a bad checksum. In nonredundant chassis, the single serial EEPROM is bad. If this chassis is redundant, both serial EEPROMs are bad.

Recommended Action Power cycle the switch. If the serial EEPROM is still invalid, return this chassis to Cisco. Alternatively, you can try programming the serial EEPROM from the ROM monitor, but we do not recommend this action.

Error Message C4K_SUPERVISOR-2-MUXBUFFERNOTPRESENT:Mux buffer (WS-X4K-MUX) [dec] is not present

Explanation This message indicates that the WS-X4K-MUX line card is either not connected to the backplane properly or is not present. If the line card present in this slot cannot be identified, its SEEPROM cannot be read and it will be unusable.

Recommended Action Return the backplane to Cisco for repair.

Error Message C4K_SUPERVISOR-2-SUPERVISORSEEPROMINVALID:Contents of supervisor's serial eeprom are invalid

Explanation This message indicates that the contents of the supervisor engine's serial EEPROM are invalid (bad checksum, for example). This condition could happen because the supervisor engine is seated incorrectly, causing the read to fail.

Recommended Action Remove and reinsert the supervisor engine. If that does not work, power cycle the switch. If the switch still fails to come online, return the supervisor engine to Cisco. Alternatively, you can try programming the serial EEPROM from the ROM monitor, but we do not recommend this action.

SUPERVISOR-3

Error Message C4K_SUPERVISOR-3-BACKPLANESEEPROMREADFAILED:Failed to read backplane's serial eeprom, read [dec], expected size [dec]

Explanation This message indicates that a failure has occurred when reading the backplane serial EEPROM.

Recommended Action Power cycle the switch. If that does not resolve the problem, return the switch to your technical support representative.

Error Message C4K_SUPERVISOR-3-CHASSISTYPEMISMATCHINSPROM:Chassis type in supervisor's FPGA register and chassis' serial eeprom don't match

Explanation This message indicates that the chassis type in the field programmable gate array (FPGA) register on the supervisor engine does not match the type that is listed in the serial EEPROM on the chassis.

Recommended Action Check the chassis serial EEPROM information. This should never happen in a production chassis. If it does, return the chassis to Cisco.

Error Message C4K_SUPERVISOR-3-CLOCKMODULESEEPROMINVALID:Invalid Clock Module seeprom data

Explanation This message indicates that the Clock Module serial EEPROM could not be read or has not been programmed.

Error Message C4K_SUPERVISOR-3-CLOCKMODULESEEPROMREADFAILED: Failed to read clock module's seeprom

Explanation This message indicates that a failure has occurred while reading the clock module serial EEPROM.

Error Message C4K_SUPERVISOR-3-FANTRAYSEEPROMREADFAILED: Failed to read fan tray's seeprom

Explanation This message indicates that a failure has occurred while reading the system fan tray serial EEPROM.

Error Message C4K_SUPERVISOR-3-FANTRAYSEEPROMINVALID:Invalid fan tray seeprom data

Explanation This message indicates that the fan tray serial EEPROM could not be read or has not been programmed.

Error Message C4K_SUPERVISOR-3-FIRSTCHASSISSEEPROMINVALID: Contents of chassis's first serial eeprom are invalid

Explanation This message indicates that the contents of the first serial EEPROM are invalid. For example, it could be a bad checksum. This message appears only on a Catalyst 4507R using the redundancy feature, which means there is a second serial EEPROM.

Recommended Action Power cycle the switch. If the serial EEPROM is still invalid, return this chassis to Cisco.

Error Message C4K_SUPERVISOR-3-INVALIDMGMTETHERNETADDR:Chassis SPROM not set or invalid MAC address range

Explanation This message indicates that the out-of-band management port uses a MAC address from the system MAC address range. The contents of the serial programmable read-only memory (SPROM) are bad, so the management port does not have a MAC address.

Error Message C4K_SUPERVISOR-3-MUXBUFFERSEEPROMINVALID:Invalid data in mux buffer [dec]'s serial eeprom

Explanation This message indicates that the mux buffer serial EEPROM could not be read or has not been programmed.

Error Message C4K_SUPERVISOR-3-OLDWSX4124:WS-X4124-FX-MT revision [dec].[dec], which is < 1.6, is not supported

Explanation This message indicates that the WS-X4124-FX-MT modules with hardware revisions 1.6 or earlier are not supported.

Recommended Action Replace this module with a WS-X4124-FX-MT module revision 1.7 or later.

Error Message C4K_SUPERVISOR-3-POWERSUPPLYSEEPROMINVALID:Invalid data in power supply [dec]'s serial eeprom

Explanation This message indicates that the power supply serial EEPROM could not be read or has not been programmed.

Recommended Action Reinsert the power supply. If that doesn't work, replace it with a new power supply.

Error Message C4K_SUPERVISOR-3-RETIMERDISABLEFAILED:Failed to disable the retimer of the active supervisor's uplink.

Explanation This message indicates that the retimer on the active supervisor engine could not be initialized. In a redundant system, you might see packets that are transmitted out the active supervisor engine's non-active uplink.

Recommended Action Disconnect the second uplink on the active supervisor engine.

Error Message C4K_SUPERVISOR-3-RETIMERINITFAILED:Failed to initialize the retimer of the active supervisor's uplink.

Explanation This message indicates that the retimer on the active supervisor engine could not be initialized. In a redundant system, you might see packets that are transmitted out the active supervisor engine's non-active uplink.

Recommended Action Disconnect the second uplink on the active supervisor engine.

Error Message C4K_SUPERVISOR-3-SEEPROMREADFAILED: Failed to read supervisor's serial eeprom, try reinserting supervisor

Explanation This message indicates that reading the supervisor engine module's serial EEPROM failed. The read might fail if the module is not seated correctly in the slot.

Recommended Action Remove and reinsert the module. If that does not work, power cycle the switch. If the read still fails, return the switch to your technical support representative.

Error Message C4K_SUPERVISOR-3-MUXBUFFERSEEPROMREADFAILED: Failed to read mux buffer [dec]'s serial eeprom

Explanation This message indicates that a failure has occurred while reading the mux buffer serial EEPROM.

Error Message C4K_SUPERVISOR-3-POWERSUPPLYSEEPROMREADFAILED: Failed to read power supply [dec]'s serial eeprom

Explanation This message indicates a failure has occurred while reading the power supply serial EEPROM.

Recommended Action Try reinserting it. If that does not work, replace it with a new power supply.

Error Message C4K_SUPERVISOR-3-NETFLOWCARDSEEPROMINVALID: Invalid Netflow Services Card seeprom data

Explanation This message indicates that the serial EEPROM on the NetFlow Services Card could not be read or has not been programmed.

Recommended Action For more information, enter **sprom read nffc** at the rommon prompt.

Error Message C4K_SUPERVISOR-3-NETFLOWCARDSEEPROMREADFAILED: Netflow Services Card seeprom read failed

Explanation This message indicates that reading the serial EEPROM on the NetFlow Services Card has failed.

Error Message C4K_SUPERVISOR-3-NETFLOWCARDSEEPROMUNKNOWNNTYPE: Unknown Netflow Services Card revision: Read fru major/minor ([hex],[hex]) but expected ([hex],[hex]).

Explanation This message indicates that the serial EEPROM on the NetFlow Services Card revision is not compatible with this software release. The card will be ignored in production.

SUPERVISOR-4

Error Message C4K_SUPERVISOR-4-SUPMGMTMACFATALRXERR:Supervisor MAC device type [hex] reset due to a fatal Rx error

Explanation This message indicates that an error has occurred with the out-of-band management port on the supervisor engine.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_SUPERVISOR-4-OTHERSUPERVISORACTIVETEDBOUNCE: Other supervisor is still holding hardware lock

Explanation This message indicates that this condition is detected when the redundancy register incorrectly indicates that the other supervisor engine is holding a lock and is probably caused by hardware signal latency. Unless there is a real hardware failure, the switch will automatically recover from this state. If there is a persistent hardware failure, this message will appear four times.

Recommended Action This is an informational message only. No action is required.

SUPERVISOR-7

Error Message C4K_SUPERVISOR-7-BACKPLANESEEPROMWRITEFAILED:Failed to write backplane's serial eeprom

Explanation This message indicates that writing the backplane serial EEPROM has failed.

Recommended Action Power cycle the switch.

Error Message C4K_SUPERVISOR-7-POWERSUPPLYTYPE: Setting GalPowerSupplyType=([dec]) from Perl interface for testing\

Explanation This is a debug message only.

Recommended Action No action is required.

Error Message C4K_SUPERVISOR-7-SEEPROMWRITEFAILED:Failed to write supervisor's serial eeprom

Explanation This message indicates that writing the supervisor module serial EEPROM has failed.

Recommended Action Remove and reinsert the module. If this message reappears, reset the switch. If the switch is still unable to write to the EEPROM, contact your technical support representative.

SW-VLAN Messages

This section contains the switch VLAN Manager (SW-VLAN) messages.

SW-VLAN-3

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

Explanation This message indicates that due to the lack of ready pool space, the VLAN Manager has dropped a notification from the Port Manager.

Recommended Action This is an informational message only. No action is required.

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

Explanation This message indicates that the VTP protocol code has encountered an unexpected error while processing a configuration request, packet, or timer expiration.

Recommended Action This is an informational message only. No action is required.

SW-VLAN-4

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

Explanation This message indicates that an unexpected error code was received by the VLAN Manager from the VLAN Trunking Protocol (VTP) configuration software. The error code is [dec], the first [chars] is the VTP function, and the second [chars] is an error code description.

Error Message SW_VLAN-4-BAD_PM_VLAN_COOKIE_RETURNED: VLAN manager unexpectedly received a bad PM VLAN cookie from the Port Manager

Explanation This message indicates that the VLAN Manager has received an upcall from the Port Manager containing a VLAN cookie that translated to a bad VLAN number.

Recommended Action This is an informational message only. No action is required.

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

Explanation This message indicates that the VLAN software has failed to use a VLAN configuration from a startup-config file. The software will use the binary VLAN configuration file in nonvolatile memory.

Recommended Action This is an informational message only. No action is required.

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

Explanation This message indicates that the VLAN configuration file that is read by the VLAN Manager begins with an unrecognized value and it might not be a valid VLAN configuration file.

Recommended Action This is an informational message only. No action is required.

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

Explanation This message indicates that the VLAN configuration file that is read by the VLAN Manager contained an unrecognized file version number. This could indicate an attempt to regress to an older version of the VLAN Manager software.

Recommended Action This is an informational message only. No action is required.

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

Explanation This message indicates that due to a software error, a VLAN timer was detected as being active when it should have been inactive or inactive when it should have been detected as being active.

Recommended Action This is an informational message only. No action is required.

Error Message SW_VLAN-4-EXT_VLAN_CREATE_FAIL: Failed to create VLANs [char]: [char]

Explanation This message indicates that the specified VLANs failed to create VLANs.

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

Explanation This message indicates that an unexpected error code was received by the VLAN Manager from the extended-VLAN configuration software.

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

Explanation This message indicates that invalid data was received by the extended VLAN Manager from an extended VLAN configuration database routine.

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

Explanation This message indicates that the VLAN manager has received an unexpected error return from a Cisco IOS file system call.

Error Message SW_VLAN-4-NO_PM_COOKIE_RETURNED: VLAN manager unexpectedly received a null [char] type cookie from the Port Manager

Explanation This message indicates that the VLAN Manager has queried the Port Manager for a reference cookie but received a NULL pointer instead.

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

Explanation This message indicates that the VLAN software has failed to use extended-VLAN configuration in the startup-config file. Configuration information for all extended-range VLANs will be lost when the system boots.

Recommended Action No action is required.

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

Explanation This message indicates that an unexpected error code was received by the VLAN Manager from the VTP configuration software.

Error Message SW_VLAN-4-VTP_INVALID_DATABASE_DATA: VLAN manager received bad data of type [char]: value [dec] from vtp database function [char]

Explanation This message indicates that invalid data was received by the VLAN Manager from a VTP configuration database routine.

Error Message SW_VLAN-4-VTP_INVALID_EVENT_DATA: VLAN manager received bad data of type [char]: value [dec] while being called to handle a [char] event

Explanation This message indicates that invalid data was received by the VLAN Manager from the VTP configuration software.

SW-VLAN-6

Error Message SW_VLAN-6-OLD_CONFIG_FILE_READ: Old version [dec] VLAN configuration file detected and read OK. Version [dec] files will be written in the future.

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

SWITCHINGENGINEMAN Messages

This section contains the switching engine management (SWITCHINGENGINEMAN) messages.

SWITCHINGENGINEMAN-3

Error Message C4K_SWITCHINGENGINEMAN-3-BADDELIMITER: Recived CPU packet with bad delimiter

Explanation This message indicates that the software has expected a delimiter pattern of successive packets but has received some other pattern. This condition might be due to a loss of synchronization between the hardware and software.

Error Message C4K_SWITCHINGENGINEMAN-3-BADLENGTH: Recived CPU packet with bad length

Explanation This message indicates that the switch has received a CPU packet that was either too long or too short.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_SWITCHINGENGINEMAN-3-CIMPKTBUFPARITYERROR: Parity error in Cim Packet Buffer at offset [dec]

Explanation This message indicates that there is a parity error in the queue memory. This could indicate a transient hardware problem or a more permanent problem. After 128 packet memory and queue memory errors, the switch will reload.

Recommended Action If you see this message often, reboot the switch.

Error Message C4K_SWITCHINGENGINEMAN-3-ERRORINTERRUPT: Error condition detected by hardware. Interrupt Status [hex]

Explanation This message indicates that the hardware has detected an error condition and has raised an interrupt to the software. The interrupt status value indicates the type of error.

Error Message C4K_SWITCHINGENGINEMAN-3-JUMBOPACKET:Recieved a Jumbo CPU packet

Explanation This message indicates that the switch has received a packet that is larger than 2032 bytes (a jumbo packet).

Recommended Action This is an informational message only. No action is required.

Error Message C4K_SWITCHINGENGINEMAN-3-NOMEMORYFORRXRING: Not enough memory to initialize CPU packets

Explanation This message indicates that while trying to initialize the CPU packet driver, the system ran out of memory.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_SWITCHINGENGINEMAN-3-PACKETENGINERestarted: An error happened in the Packet Engine logic

Explanation This message indicates that for unknown reasons, the packet engine logic became unstable.

Recommended Action Restart the switch.

Error Message C4K_SWITCHINGENGINEMAN-3-PACKETMEMORYPARITYERROR: Parity error in Packet Memory at address [dec]

Explanation This message indicates a parity error in packet memory. This condition could indicate a transient hardware problem or a more permanent problem.

Recommended Action If you see this message often, reboot the switch. After 128 packet memory and queue memory errors, the switch will reload.

Error Message C4K_SWITCHINGENGINEMAN-3-QUEUEMEMORYPARITYERROR: Parity error in Queue Memory at address [dec]

Explanation This message indicates that there is a parity error in the queue memory. This could indicate a transient hardware problem or a more permanent problem. After 128 packet memory and queue memory errors, the switch will reload.

Recommended Action If you see this message often, reboot the switch.

Error Message C4K_SWITCHINGENGINEMAN-3-RXDELIMITERERROR: Invalid packet delimiter received. Expected [hex] Received [hex]

Explanation This message indicates that successive packets that are sent by the hardware to the CPU have a specific delimiter pattern. This error indicates that the software expected a delimiter pattern but received some other pattern. The most likely cause is loss of synchronization between hardware and software.

Recommended Action Restart the switch.

SWITCHMANAGER Messages

This section contains the switching manager (SWITCHMANAGER) messages.

SWITCHMANAGER-3

Error Message C4K_SWITCHMANAGER-3-DUPLICATESWPHYPORT: Internal Event: Tried to create new sw PimPhyport [char], but it already exists

Explanation This is a debug message that is used by developers only and should not occur during operation.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_SWITCHMANAGER-3-DUPLICATESWPORT: Internal Event: Tried to create new sw PimPort [char], but it already exists

Explanation This is a debug message that is used by developers only and should not occur during operation.

Recommended Action This is an informational message only. No action is required.

SWITCHMANAGER-4

Error Message C4K_SWITCHMANAGER-4-CANTPOWEROFF:Internal Error: PimEthAutoNegotiator - Can't power off port [char]

Explanation This message indicates an software error in an inline-power state machine.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_SWITCHMANAGER-4-CANTPOWERON:Internal Error: PimEthAutoNegotiator - Can't power on port [char]

Explanation This message indicates an internal software error in an inline-power state machine.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_SWITCHMANAGER-4-HARDWAREERROR:Power management hardware for port [char] bad.

Explanation This message indicates that the switch cannot change the inline-power state for this port.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_SWITCHMANAGER-4-S2WERROR:Power control to port [char] bad. Possibly power is turned on.

Explanation This message indicates that this is a communication error in an inline-power management.

Recommended Action This is an informational message only. No action is required.

Error Message C4K_SWITCHMANAGER-4-S2WERRORREPORT: PimEthAutoNeg: S2w Read/Write Error for port [char].

Explanation This message indicates that a read/write error has occurred on the specified port.

Recommended Action This is an informational message only. No action is required.

SWITCHMANAGER-5

Error Message C4K_SWITCHMANAGER-5-FLAPSHUTDOWN:Temporarily disabling port [char] due to flap

Explanation This message indicates that the specified port is going up and down (link up/down) in rapid succession. This condition is usually caused by a bad connection or problems with the link-level hardware. The switch has temporarily shut down the problem port. Every 5 seconds, the switch reenables the port to see if the problem has gone away. If not, the port will remain shut down indefinitely.

Recommended Action This is an informational message only. No action is required.

SYSMAN Messages

This section contains the system manager (SYSMAN) messages.

SYSMAN-2

Error Message C4K_SYSMAN-2-POWERONSELFTESTFAIL:Supervisor module failed Power-On-Self-Test(POST). Line cards are ****NOT**** initialized. Please use 'show diagnostics power-on' command for details.

Explanation This message is displayed when a power-on self test (POST) failure is detected on the supervisor engine. When this occurs, the modules are not initialized.

Recommended Action Use the **show diagnostics power-on** command to isolate the problem.

SYSMAN-3

Error Message C4K_SYSMAN-3-LINECARDIAGSFAILED:Module in slot [dec] failed online diagnostics. Please use 'show diagnostics online module [dec]' command for details.

Explanation This message indicates that a module has failed online diagnostics. When this occurs, all the module's ports are flagged as faulty and cannot be used until the problem is resolved.

Recommended Action Remove and reinsert the module. If the problem persists, contact your technical support representative.

Error Message C4K_SYSMAN-3-LINECARDIAGSPARTIALFAILURE:Partial failure on module [dec]. Please use 'show diagnostics online module [dec]' command for details.

Explanation This message indicates that some of the module's ports have failed online diagnostics.

Recommended Action Remove and reinsert the switch. If the problem persists, contact your technical support representative.

SYSMAN-4

Error Message C4KSYSMAN-4-MORETHANONEDEBUGCOMMANDEXECUTING:Cannot execute '[char]' right now, please try again later

Explanation This message indicates that more than one Telnet session has issued a debugging command at the same time. This is not supported; all Telnet sessions, except the one that issued the command first, will get this message.

Recommended Action Try the command later when other Telnet sessions are not issuing debugging commands.

UFAST Messages

This section contains the UplinkFast (UFAST) messages.

UFAST-3

Error Message UFAST_MCAST_SW-3-PROC_START_ERROR:UplinkFast packets will not be transmitted as the process could not be created.

Explanation This message indicates that the UplinkFast packets will not be transmitted as the process could not be created.

Recommended Action Reload UplinkFast. If this problem persists after the reload, contact your technical support representative with the configuration and technical support information.

UFAST-4

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

Explanation This message indicates that the UplinkFast packets will not be transmitted on VLAN [dec] due to a lack of memory.

Recommended Action Reduce other system activity to ease memory demands. Contact your technical support representative to determine whether you need to upgrade to a larger memory configuration.

WATCHDOG Messages

This section contains the Watchdog (WATCHDOG) message.

Error Message C4K_WATCHDOG-3-CHILDFailure:Watchdog failure ([char]) - system may reset

Explanation This message indicates that the job [char] was not scheduled and was not started soon enough to start its watchdog timer. Determine what other activity is consuming the supervisor engine.



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