

# **Cisco Gigabit Ethernet Switch Module for HP BladeSystem p-Class System Message Guide**

Cisco IOS Release 12.2(25)SE  
February 2005 (First Edition)  
Part Number: 380260-001



© 2005, 2005 Hewlett-Packard Development Company, L.P.

Microsoft®, Windows®, and Windows NT® are trademarks of Microsoft Corporation in the U.S. and other countries.

Cisco® is a registered trademark of Cisco Systems, Inc. and/or its affiliates in the U.S. and certain other countries.

SunOS™, Solaris™, and Java™ are trademarks of Sun Microsystems, Inc. in the U.S. and other countries.

SecureCRT® is a registered trademark of VanDyke Software, Inc. in the U.S. and/or other countries.

F-Secure® is a registered trademark of F-Secure Corporation.

Hewlett-Packard Company shall not be liable for technical or editorial errors or omissions contained herein. The information in this document is provided "as is" without warranty of any kind and is subject to change without notice. The warranties for HP products are set forth in the express limited warranty statements accompanying such products. Nothing herein should be construed as constituting an additional warranty.

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

# CONTENTS

<b>Preface</b>	<b>v</b>
Audience	v
Purpose	v
Conventions	v
Related Publications	vi
Obtaining Technical Support	vii

---

**CHAPTER 1**

<b>System Message Overview</b>	<b>1-1</b>
How to Read System Messages	1-1
Error Message Traceback Reports	1-4
Output Interpreter	1-4
Bug Toolkit	1-5
Contacting Technical Support	1-5

---

**CHAPTER 2**

<b>Message and Recovery Procedures</b>	<b>2-1</b>
ACLMGR Messages	2-3
BSPATCH Messages	2-7
CGESM Messages	2-8
CMP Messages	2-8
DOT1X Messages	2-10
DTP Messages	2-15
EC Messages	2-17
ETHCNTR Messages	2-21
EXPRESS_SETUP Messages	2-21
FRNTEND_CTRLR Messages	2-22
GBIC_SECURITY Messages	2-23
GBIC_SECURITY_CRYPT Messages	2-24
GBIC_SECURITY_UNIQUE Messages	2-25
HARDWARE Messages	2-25
HLFM Messages	2-28
IGMP_QUERIER Messages	2-29
MAC_LIMIT Messages	2-30

MAC_MOVE Messages	2-30
PHY Messages	2-31
PIMSN Messages	2-32
PLATFORM Messages	2-33
PLATFORM_PM Messages	2-33
PLATFORM_VLAN Messages	2-34
PM Messages	2-35
QOSMGR Messages	2-42
RMON Messages	2-48
SPAN Messages	2-48
SPANTREE Messages	2-49
SPANTREE_FAST Messages	2-56
SPANTREE_VLAN_SW Messages	2-56
STORM_CONTROL Messages	2-57
SUPERVISOR Messages	2-57
SUPQ Messages	2-58
SW_VLAN Messages	2-59
SWITCH_QOS_TB Messages	2-65
TCAMMGR Messages	2-65
UDLD Messages	2-67
UFAST_MCAST_SW Messages	2-69
VQPCIENT Messages	2-70

---

**INDEX**

# Preface

---

## Audience

The *Cisco Gigabit Ethernet Switch Module for HP BladeSystem p-Class System Message Guide* is for the networking professional managing the Cisco Gigabit Ethernet Switch Module (CGESM) for the HP BladeSystem p-Class, hereafter referred to as *the switch*. Before using this guide, you should have experience working with the Cisco IOS and the switch software features.

## Purpose

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

This guide does not describe how to install your switch or how to configure software features on your switch. It also does not provide detailed information about commands that have been created or changed for use by the switch. For hardware installation information, see the *Cisco Gigabit Ethernet Switch Module for HP BladeSystem p-Class Hardware Installation Guide* available at the HP website ([www.hp.com/support](http://www.hp.com/support)). For software information, see the *Cisco Gigabit Ethernet Switch Module for HP BladeSystem p-Class Software Configuration Guide* and the *Cisco Gigabit Ethernet Switch Module for HP BladeSystem p-Class Command Reference Guide* for this release ([www.hp.com/support](http://www.hp.com/support)).

## Conventions

This publication uses these conventions to convey instructions and information:

Command descriptions use these conventions:

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

Interactive examples use these conventions:

- Terminal sessions and system displays are in `screen` font.
- Information you enter is in **boldface screen** font.
- Nonprinting characters, such as passwords or tabs, are in angle brackets (<>).

Notes use this convention and symbol:



**Note**

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

## Related Publications

These documents provide complete information about the switch and are available from the HP web site:

<http://www.hp.com/support>



**Note**

Before installing, configuring, or upgrading the switch, see these documents:

- For initial configuration information, see the *Cisco Gigabit Ethernet Switch Module for HP BladeSystem p-Class Hardware Installation Guide*.
- For device manager requirements, see the “System Requirements” section in the *Cisco Gigabit Ethernet Switch Module for HP BladeSystem p-Class Release Notes*.
- For managing your switch using CiscoWorks, see the CiscoWorks documentation at this URL: <http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/index.htm>
- For the latest firmware and downloads for this product, go to <http://www.hp.com/support>

- *Cisco Gigabit Ethernet Switch Module for HP BladeSystem p-Class Release Notes* (part number 383623-001)



**Note**

Switch requirements and procedures for initial configurations and software upgrades tend to change and therefore appear only in the release notes. Before installing, configuring, or upgrading the switch, see the release notes for the latest information.

- *Cisco Gigabit Ethernet Switch Module for HP BladeSystem p-Class Software Configuration Guide* (part number 380261-001)

This Cisco document is in PDF format on the HP web site. It contains software configuration information for the Gigabit Ethernet switch module. It provides:

- Configuration instructions for your Gigabit Ethernet switch module
- Information about features
- Information about getting help
- Guidance for planning, implementing, and administering LAN operating
- System software

- Usage examples
- Troubleshooting information for your Gigabit Ethernet switch module
- *Cisco Gigabit Ethernet Switch Module for HP BladeSystem p-Class Command Reference Guide* (part number 380265-001)  
This document is in PDF format on the HP web site. It contains information about the CLI commands for the switch.
- Cisco IOS Release 12.2 documentation at  
<http://www.cisco.com/en/US/products/sw/iosswrel/ps1835/index.html>
- *Cisco Gigabit Ethernet Switch Module for HP BladeSystem p-Class Hardware Installation Guide* (part number 380264-001)  
This document contains installation and configuration instructions for the Gigabit Ethernet switch module. This document also provides general information about your Gigabit Ethernet switch module, including warranty information, and how to get help. This document is also on the HP web site. It contains general information about your system, including:
  - Information about features
  - How to set up, cable, and start the system
  - How to install options in the system
  - How to configure the system
  - How to perform basic troubleshooting of the system
  - How to get help
- *Cisco Gigabit Ethernet Switch Module for HP BladeSystem p-Class Quick Setup Instructions* (part number 380263-001)
- *Cisco Small Form-Factor Pluggable Modules Installation Instructions* (part number 380-263-001)
- *HP BladeSystem p-Class SAN Connectivity Kit Quick Setup Instructions For Installing in Cisco Gigabit Ethernet Switch Module* (part number 380262-001)

## Obtaining Technical Support

For the name of the nearest HP authorized reseller:

In the United States, call 1-800-345-1518.

In Canada, call 1-800-263-5868.

In other locations, see [www.hp.com](http://www.hp.com).

For HP technical support:

In North America:

- Call 1-800-HP-INVENT (1-800-474-6836). This service is available 24 hours a day, 7 days a week. For continuous quality improvement, calls may be recorded or monitored.
- If you have purchased a Care Pack (service upgrade), call 1-800-633-3600. For more information about Care Packs, see [www.hp.com](http://www.hp.com).

Outside the United States and Canada, call the nearest HP Technical Support Phone Center. For telephone numbers for worldwide Technical Support Centers, see [www.hp.com](http://www.hp.com).





# System Message Overview

---

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

**Note**

---

For information about Cisco IOS system messages that are not specific to this switch, see the *Cisco IOS Software System Messages for Cisco IOS Release 12.2* on [www.cisco.com](http://www.cisco.com).

---

This chapter contains these sections:

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

## How to Read System Messages

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

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

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

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

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

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

**Table 1-1 Facility Codes**

Facility Code	Description	Location
ACLMGR	ACL manager	“ACLMGR Messages” section on page 2-3
BSPATCH	Boot loader patch	“BSPATCH Messages” section on page 2-7
CGESM	CGESM specific messages	“CGESM Messages” section on page 2-8
CMP	Cluster Membership Protocol	“CMP Messages” section on page 2-8
DOT1X	802.1x	“DOT1X Messages” section on page 2-10
DTP	Dynamic Trunking Protocol	“DTP Messages” section on page 2-15
EC	EtherChannel	“EC Messages” section on page 2-17
ETHCNTR	Ethernet Controller	“ETHCNTR Messages” section on page 2-21
EXPRESS_SETUP	Express Setup	“EXPRESS_SETUP Messages” section on page 2-21
FRNTEND_CTRLR	Front-end controller	“FRNTEND_CTRLR Messages” section on page 2-22
GBIC_SECURITY	Gigabit Interface Converter (GBIC) module and small form-factor pluggable (SFP) module security	“GBIC_SECURITY Messages” section on page 2-23
GBIC_SECURITY_CRYPT	GBIC and SFP module security	“GBIC_SECURITY_CRYPT Messages” section on page 2-24
GBIC_SECURITY_UNIQUE	GBIC and SFP module security	“GBIC_SECURITY_UNIQUE Messages” section on page 2-25
HARDWARE	Hardware	“HARDWARE Messages” section on page 2-25
HLFM	Local forwarding manager	“HLFM Messages” section on page 2-28
MAC_LIMIT	MAC address table entries	“MAC_LIMIT Messages” section on page 2-30
MAC_MOVE	Host activity	“MAC_MOVE Messages” section on page 2-30
PHY	PHY	“PHY Messages” section on page 2-31
PIMSN	Protocol Independent Multicast (PIM) snooping	“PIMSN Messages” section on page 2-32
PLATFORM	Low-level platform-specific	“PLATFORM Messages” section on page 2-33
PLATFORM_PM	Platform port manager	“PLATFORM_PM Messages” section on page 2-33
PLATFORM_VLAN	Platform VLAN	“PLATFORM_VLAN Messages” section on page 2-34
PM	Port manager	“PM Messages” section on page 2-35
QOSMGR	QoS manager	“QOSMGR Messages” section on page 2-42
RMON	Remote Network Monitoring (RMON)	“RMON Messages” section on page 2-48
SPAN	Switched Port Analyzer	“SPAN Messages” section on page 2-48
SPANTREE	Spanning Tree	“SPANTREE Messages” section on page 2-49
SPANTREE_FAST	Spanning-tree fast convergence	“SPANTREE_FAST Messages” section on page 2-56

**Table 1-1 Facility Codes (continued)**

Facility Code	Description	Location
SPANTREE_VLAN_SW	Spanning-tree VLAN switch	“SPANTREE_VLAN_SW Messages” section on page 2-56
STORM_CONTROL	Storm control	“STORM_CONTROL Messages” section on page 2-57
SUPERVISOR	Supervisor ASIC	“SUPERVISOR Messages” section on page 2-57
SUPQ	Supervisor queue	“SUPQ Messages” section on page 2-58
SW_VLAN	VLAN manager	“SW_VLAN Messages” section on page 2-59
SWITCH_QOS_TB	QoS trusted boundary	“SWITCH_QOS_TB Messages” section on page 2-65
TCAMMGR	Ternary content addressable memory manager	“TCAMMGR Messages” section on page 2-65
UDLD	UniDirectional Link Detection	“UDLD Messages” section on page 2-67
UFAST_MCAST_SW	UplinkFast packet transmission	“UFAST_MCAST_SW Messages” section on page 2-69
VQPCIENT	VLAN Query Protocol client	“VQPCIENT Messages” section on page 2-70

- SEVERITY is a single-digit code from 0 to 7 that reflects the severity of the condition. The lower the number, the more serious the situation. [Table 1-2](#) lists the message severity levels.

**Table 1-2 Message Severity Levels**

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

- MNEMONIC is a code that uniquely identifies the message.
- Message-text is a text string describing the condition. This portion of the message sometimes contains detailed information about the event, including terminal port numbers, network addresses, or addresses that correspond to locations in the system memory address space. Because the information in these variable fields changes from message to message, it is represented here by short strings enclosed in square brackets ([ ]). A decimal number, for example, is represented as [dec]. [Table 1-3](#) lists the variable fields in messages.

**Table 1-3 Representation of Variable Fields in Messages**

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

This example shows a partial switch system message:

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

## Error Message Traceback Reports

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

This message example includes traceback information:

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

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

## Output Interpreter

The Output Interpreter provides additional information and suggested fixes based on the output of many CLI commands, such as the the **show tech-support** privileged EXEC command. You can access the Output Interpreter at this URL (you must set up or have a Cisco customer user name and password to access this web site):

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

## Bug Toolkit

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

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

## Contacting Technical Support

If you cannot determine the nature of the error, see the “[Obtaining Technical Support](#)” section on [page vii](#) for further information.



## Message and Recovery Procedures

---

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

**Note**

---

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

---

The chapter includes these message facilities:

- [ACLMGR Messages, page 2-3](#)
- [BSPATCH Messages, page 2-7](#)
- [CGESM Messages, page 2-8](#)
- [CMP Messages, page 2-8](#)
- [DOT1X Messages, page 2-10](#)
- [DTP Messages, page 2-15](#)
- [EC Messages, page 2-17](#)
- [ETHCNTR Messages, page 2-21](#)
- [EXPRESS\\_SETUP Messages, page 2-21](#)
- [FRNTEND\\_CTRLR Messages, page 2-22](#)
- [GBIC\\_SECURITY Messages, page 2-23](#)
- [GBIC\\_SECURITY\\_CRYPT Messages, page 2-24](#)
- [GBIC\\_SECURITY\\_UNIQUE Messages, page 2-25](#)
- [HARDWARE Messages, page 2-25](#)
- [HLFM Messages, page 2-28](#)
- [MAC\\_LIMIT Messages, page 2-30](#)
- [MAC\\_MOVE Messages, page 2-30](#)
- [PHY Messages, page 2-31](#)
- [PIMSN Messages, page 2-32](#)
- [PLATFORM Messages, page 2-33](#)
- [PLATFORM\\_PM Messages, page 2-33](#)

- PLATFORM\_VLAN Messages, page 2-34
- PM Messages, page 2-35
- QOSMGR Messages, page 2-42
- RMON Messages, page 2-48
- SPAN Messages, page 2-48
- SPANTREE Messages, page 2-49
- SPANTREE\_FAST Messages, page 2-56
- SPANTREE\_VLAN\_SW Messages, page 2-56
- STORM\_CONTROL Messages, page 2-57
- SUPERVISOR Messages, page 2-57
- SUPQ Messages, page 2-58
- SW\_VLAN Messages, page 2-59
- SWITCH\_QOS\_TB Messages, page 2-65
- TCAMMGR Messages, page 2-65
- UDLD Messages, page 2-67
- UFAST\_MCAST\_SW Messages, page 2-69
- VQCLIENT Messages, page 2-70



# ACLMGR Messages

This section contains the access control list (ACL) manager messages. Most messages in this section are the result of a switch memory shortage, which includes hardware memory and label space but not CPU memory. Both kinds of memory shortages are described.

**Error Message** ACLMGR-2-NOMAP: Cannot create ACL Manager data structures for VLAN Map [chars].

**Explanation** This message means that the ACL manager was unable to allocate the data structures needed to describe a VLAN map in a form that can be loaded into hardware. This error is most likely caused by lack of free memory. [chars] is the VLAN map name.

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

**Error Message** ACLMGR-2-NOVLB: Cannot create memory block for VLAN [dec].

**Explanation** This message means that the ACL manager was unable to save per-VLAN information needed for its correct operation. Some per-interface features, such as access groups or VLAN maps, will not be configured correctly. [dec] is the VLAN number.

**Recommended Action** Use a less complicated configuration that requires less memory.

**Error Message** ACLMGR-2-NOVMR: Cannot create VMR data structures for access list [chars].

**Explanation** This message means that the ACL manager was unable to allocate the value-mask result (VMR) data structures needed to describe an ACL in a form that can be loaded into hardware. This error is most likely caused by lack of available memory. [chars] is the access-list name.

**Recommended Action** Use a less complicated configuration that requires less memory.

**Error Message** ACLMGR-3-ACLTCAMFULL: Acl Tcam Full. Drop packets on Output Acl label [dec] on [chars].

**Explanation** This message means that there are too many ACLs configured for the platform-specific ACL TCAM table to support. [dec] is the label number, and [chars] represents Layer 2.

**Recommended Action** Reduce the number of IP or MAC access lists to be applied to interfaces.

**Error Message** ACLMGR-3-AUGMENTFAIL: Augmenting of access-map [chars] on [chars] label [dec] failed.

**Explanation** This message means that the system ran out of CPU DRAM when attempting to merge internally required elements with the configured access maps. The first [chars] is the access-map name, the second [chars] is the direction in which the map was applied (*input* or *output*), and [dec] is the label number.

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

**Error Message** ACLMGR-3-IECPORTLABELERROR: ACL labels are out-of-sync on interface [chars], label [dec] is not available on ASIC [dec].

**Explanation** This message means that an internal software error has occurred. [chars] is the interface name. The first [dec] is the label associated with the ACL, and the second [dec] is the ASIC number.

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

**Error Message** ACLMGR-3-INSERTFAIL: Insert of access-map [chars] #[dec] into [chars] label [dec] failed.

**Explanation** This message means that the system ran out of CPU memory when trying to merge sections of an access map. The first [chars] is the map name, and the second [chars] is the direction in which the map was applied. The first [dec] is the entry number, and the second [dec] is the label number.

**Recommended Action** Reduce other system activity to ease memory demands. For example, remove any ACLs that have been defined but are not now used. Use simpler ACLs with fewer access control entries (ACEs). Use fewer VLANs, and remove any unneeded VLANs from the VLAN database.

**Error Message** ACLMGR-3-INTTABLE: Not in truth table: VLMAP [dec] RACL [dec] Mcb [dec] Feat [dec].

**Explanation** This message means that an unrecoverable software error occurred while trying to merge the configured input features. [dec] are internal action codes.

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

**Error Message** ACLMGR-3-MAXRECURSION: Too many ([dec]) levels of recursion while merging ACLs (code [dec]).

**Explanation** This message means that the configuration is too complicated for the platform-specific ACL merge code to support. The most likely cause is too many separate access lists in a single VLAN map or policy map. The first [dec] is the number of levels of recursion. The second [dec] is an internal code number of the merge stage that encountered the problem.

**Recommended Action** Reduce the number of IP or MAC access lists (considered separately) in any one VLAN or policy map to fewer than the number of levels reported by this log message.

**Error Message** ACLMGR-3-MERGEFAIL: [chars] ACL merge error [dec] ([chars]) on [chars] label [dec].

**Explanation** This message means that the ACL manager was unable to complete the merge of the configured features into a form suitable for loading into the hardware. Packets potentially affected by this feature will be sent to the CPU for processing instead. The most likely cause is specifying an ACL that is too large or too complex for the system. The first [chars] is the ACL-type error (*ip* or *mac*), the first [dec] is the error code, the second [chars] is the message string for the preceding error code, the second [dec] is the label number, and the third [chars] is either *input* or *output*.

**Recommended Action** Specify a smaller and less complicated configuration.

**Error Message** ACLMGR-3-NOLABEL: Cannot allocate [chars] label for interface [chars].

**Explanation** This message means that the ACL manager was unable to allocate a label for the features on this interface. This means that the hardware cannot be programmed to implement the features, and packets for this interface will be filtered in software. There is a limit of 256 labels per direction. The first [chars] is the direction (*input* or *output*); the second [chars] is the interface name.

**Recommended Action** Use a simpler configuration. Use the same ACLs on multiple interfaces, if possible.

**Error Message** ACLMGR-3-OUTTTABLE: Not in truth table: RACL [dec] VLMAP [dec].

**Explanation** This message means that an unrecoverable software error occurred while trying to merge the configured output features. [dec] are internal action codes.

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

**Error Message** ACLMGR-3-PACLTTABLE: Not in truth table: IPSrcGrd [dec] PACL [dec].

**Explanation** This message means that an unrecoverable software error occurred while trying to merge the configured port ACL features. The first [dec] is the action specified by IP source guard, and the second [dec] is the action specified by the port ACL.

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

**Error Message** ACLMGR-3-QOSTTABLE: Not in truth table: ACL [dec] in map, action [dec].

**Explanation** This message means that a software error occurred while trying to merge a QoS policy map. The first [dec] is the ACL number, and the second [dec] is the action corresponding to the specified ACL number.

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

**Error Message** ACLMGR-3-RELOADED: Reloading [chars] label [dec] feature.

**Explanation** This message means that the ACL manager is now able to load more of the configured features on this label into the hardware. One or more features had previously been unloaded because of lack of space. [chars] is the direction (*input* or *output*), and [dec] is the label number.

**Recommended Action** No action is required.

**Error Message** ACLMGR-3-UNKNOWNACTION: Unknown VMR access group action [hex].

**Explanation** This message means that an internal software error has occurred. [hex] is an internal action code.

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

**Error Message** ACLMGR-3-UNLOADING: Unloading [chars] label [dec] feature.

**Explanation** This message means that the ACL manager was unable to fit the complete configuration into the hardware, so some features will be applied in software. This prevents some or all of the packets in a VLAN from being forwarded in hardware and requires them to be forwarded by the CPU. Multicast packets might be dropped entirely instead of being forwarded. [chars] is the direction (*input* or *output*), and [dec] is the label number.

**Recommended Action** Use a simpler configuration. Use the same ACLs on multiple interfaces, if possible.

# BSPATCH Messages

This section contains boot loader patch messages.

**Error Message** BSPATCH-1-RELOAD: System will reboot to activate newly patched Boot Loader.

**Explanation** This message means that the switch will automatically reboot after the boot loader is patched.

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

**Error Message** BSPATCH-1-PATCHED: Boot Loader patch ([chars]) installed.

**Explanation** This message means that a boot loader patch is installed successfully. [chars] is the SDRAM refresh timer register setting.

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

**Error Message** BSPATCH-3-FAILED: Failed to install Boot Loader patch ([chars]).

**Explanation** This message means that the switch failed to apply a boot loader patch. [chars] is the SDRAM refresh timer register setting.

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

## CGESM Messages

This section contains the Cisco Gigabit Ethernet Switch Module (CGESM) specific messages.

**Error Message** CGESM-5-FC\_MODULE\_INSERT: Fiber Channel Module Insertion Detected.

**Explanation** This message means that the fiber channel module has been inserted.

**Recommended Action** No action is required.

**Error Message** CGESM-5-FC\_MODULE\_REMOVAL: Fiber Channel Module Removal Detected.

**Explanation** This message means that the fiber channel module has been removed.

**Recommended Action** No action is required.

**Error Message** %CGESM-5-INIT\_DEFAULT\_CONFIG: Auto Configuration of ([chars]) failed

**Explanation** This message means that an unexpected error occurred during the automatic configuration of the default settings.

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

## CMP Messages

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

**Error Message** CMP-4-MEM\_CMPIP\_ADDR\_CONFLICT: Conflict with CMP IP address [IP\_address], Reissuing a new CMP IP address to member [dec]

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

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

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

**Explanation** This message means that the device is added to the cluster. [chars] is the cluster name, and [IP\_address] is the Internet address of the command switch.

**Recommended Action** No action is required.

**Error Message** CMP-5-MEMBER\_CONFIG\_UPDATE: Received member configuration from member [dec].

**Explanation** This message means that the active or standby command switch received a member configuration. [dec] is the member number of the sender.

**Recommended Action** No action is required.

**Error Message** CMP-5-MGMT\_VLAN\_CHNG: The management vlan has been changed to [dec].

**Explanation** This message means that the management VLAN has changed. [dec] is the new management VLAN number.

**Recommended Action** No action is required.

**Error Message** CMP-5-NBR\_UPD\_SIZE\_TOO\_BIG: Number of neighbors in neighbor update is [int], maximum number of neighbors allowed in neighbor update is [int].

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

**Recommended Action** No action is required.

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

**Explanation** This message means that the device is removed from the cluster. [chars] is the cluster name.

**Recommended Action** No action is required.

# DOT1X Messages

This section contains the 802.1x messages.

**Error Message** DOT1X-4-MEM\_UNAVAIL: Memory was not available to perform the 802.1X action.

**Explanation** This message means that the system memory is not sufficient to perform the 802.1x authentication.

**Recommended Action** Reduce other system activity to reduce memory demands.

**Error Message** DOT1X-4-MSG\_ERR: Unknown message event received.

**Explanation** This message means that the 802.1x process received an unknown message event.

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

**Error Message** DOT1X-4-PROC\_START\_ERR: Dot1x unable to start.

**Explanation** This message means that the system failed to create the 802.1x process.

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

**Error Message** DOT1X-4-UNKN\_ERR: An unknown operational error occurred.

**Explanation** This message means that the 802.1x process cannot operate because of an internal system error.

**Recommended Action** No action is required.

**Error Message** DOT1X-5-ERR\_CHANNELLING: Dot1x can not be enabled on Channelling ports.

**Explanation** This message means that 802.1x could not be enabled on the channeling port. Trying to set 802.1x port-control to *auto* or *force-unauthorized* (*force\_unauth*) mode on a channeling port, which is not allowed, caused this condition.

**Recommended Action** Disable channeling on the interface, and then enable 802.1x.

**Error Message** DOT1X-5-ERR\_DYNAMIC: Dot1x can not be enabled on Dynamic ports.

**Explanation** This message means that 802.1x could not be enabled on the dynamic mode port. Trying to set 802.1x port-control to *auto* or *force-unauthorized* (*force\_unauth*) mode on a dynamic mode port, which is not allowed, caused this condition.

**Recommended Action** Disable dynamic mode on the interface, and then enable 802.1x.



**Error Message** DOT1X-5-ERR\_DYNAMIC\_VLAN: Dot1x can not be enabled on dynamic VLAN ports.

**Explanation** This message means that 802.1x could not be enabled on the dynamic VLAN port. Trying to set 802.1x port-control to *auto* or *force-unauthorized* (*force\_unauth*) mode on a dynamic VLAN port, which is not allowed, caused this condition.

**Recommended Action** Disable dynamic VLAN configuration on the interface, and then enable 802.1x.

**Error Message** DOT1X-5-ERR\_INVALID\_AAA\_ATTR: Got invalid AAA attribute settings [chars].

**Explanation** This message means that the authorization settings obtained are either unsupported or invalid. [chars] is the text received from the RADIUS server.

**Recommended Action** Change the settings to valid values.

**Error Message** DOT1X-5-ERR\_INVALID\_TUNNEL\_MEDIUM\_TYPE: Got an invalid value [chars] for TUNNEL\_MEDIUM\_TYPE [chars].

**Explanation** This message means that the provided tunnel medium is either unsupported or invalid. [chars] is the text received from the RADIUS server.

**Recommended Action** Change the value to a valid tunnel medium.

**Error Message** DOT1X-5-ERR\_INVALID\_TUNNEL\_TYPE: Got an invalid value of [chars] for TUNNEL\_TYPE [chars].

**Explanation** This message means that the provided tunnel type is either unsupported or invalid. [chars] is the text received from the RADIUS server.

**Recommended Action** Change the value to a valid tunnel type.

**Error Message** DOT1X-5-ERR\_MULTI\_ACCESS: Dot1x can not be enabled on voice vlan configured ports.

**Explanation** This message means that 802.1x could not be enabled on a voice VLAN-configured port. Trying to set 802.1x port-control to *auto* or *force-unauthorized* (*force\_unauth*) mode on a voice VLAN-configured port, which is not allowed, caused this condition.

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

**Error Message** DOT1X-5-ERR\_PER\_USR\_IP\_ACL: Applied per-user IP ACL was unsuccessful on interface [chars].

**Explanation** This message means that 802.1x could not apply a per-user IP ACL, possibly because of an invalid per-user base (or *pub*) ACL from the RADIUS server. [chars] is the interface.

**Recommended Action** Examine the RADIUS pub ACL, and configure a valid one.

**Error Message** DOT1X-5-ERR\_PER\_USR\_MAC\_ACL: Applied per-user MAC ACL was unsuccessful on interface [chars].

**Explanation** This message means that 802.1x could not apply a per-user MAC ACL, possibly because of an invalid per-user base (or *pub*) ACL from the RADIUS server. [chars] is the interface.

**Recommended Action** Examine the RADIUS pub ACL, and configure a valid one.

**Error Message** DOT1X-5-ERR\_PROTO\_TUNNELLING: Dot1x can not be enabled on protocol tunnelling enabled ports.

**Explanation** This message means that 802.1x could not be enabled on the protocol-tunneling-enabled port. Trying to set 802.1x port-control to *auto* or *force-unauthorized* (*force\_unauth*) mode on a protocol-tunneling-enabled port, which is not allowed, caused this condition.

**Recommended Action** Change the voice VLAN or the access VLAN on the interface, and then enable 802.1x.

**Error Message** DOT1X-5-ERR\_PVLAN\_TRUNK:Dot1x can not be enabled on private VLAN trunk ports

**Explanation** This message means that 802.1x could not be enabled on private VLAN ports on which trunking is enabled.

**Recommended Action** No action is required.

**Error Message** DOT1X-5-ERR\_RADIUSVLAN\_EQ\_VVLAN: RADIUS attempted to assign a VLAN to Dot1x port [chars] whose Voice VLAN is same as AccessVlan.

**Explanation** This message means that the RADIUS server attempted to assign a VLAN to a supplicant on a port with a voice VLAN that is equal to the access VLAN. [chars] is the port number.

**Recommended Action** Either update the RADIUS configuration to not assign the VLAN equal to the voice VLAN, or change the voice VLAN on this port.

**Error Message** DOT1X-5-ERR\_RSPAN\_VLAN: Dot1x can not be enabled on ports configured in Remote SPAN vlan.

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

**Recommended Action** Disable remote SPAN on the VLAN, and then enable 802.1x.

**Error Message** DOT1X-5-ERR\_SPANDST: Dot1x can not be enabled on [chars]. It is configured as a SPAN Dest port.

**Explanation** This message means that 802.1x cannot be enabled on a port that is a SPAN destination port because these features are mutually exclusive. [chars] is the port.

**Recommended Action** Remove the SPAN destination port from the SPAN session before reconfiguring 802.1x on the port.

**Error Message** DOT1X-5-ERR\_TRUNK: Dot1x can not be enabled on Trunk port.

**Explanation** This message means that 802.1x could not be enabled on the trunk port. Trying to set 802.1x port control to *auto* or *force-unauthorized* (*force\_unauth*) mode on a trunk port, which is not allowed, caused this condition.

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

**Error Message** DOT1X-5-ERR\_TUNNEL: Dot1x can not be enabled on 802.1q tunnelling enabled ports.

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

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

**Error Message** DOT1X-5-ERR\_VLAN\_INTERNAL: The VLAN [dec] is being used internally and cannot be assigned for use on the Dot1x port [chars] Vlan.

**Explanation** This message means that the VLAN is used internally and cannot be assigned again for use on this port. [dec] is the VLAN ID. [chars] is the port number.

**Recommended Action** Update the configuration to not use this VLAN.

**Error Message** DOT1X-5-ERR\_VLAN\_INVALID: The VLAN [dec] is invalid and cannot be assigned for use on the 802.1X port [chars] Vlan.

**Explanation** This message means that the specified VLAN is out of range and cannot be assigned for use on this port. [dec] is the VLAN ID. [chars] is the port number.

**Recommended Action** Update the configuration to use a valid VLAN.

**Error Message** DOT1X-5-ERR\_VLAN\_NOT\_ASSIGNABLE: RADIUS tried to assign a VLAN to dot1x port [chars] whose VLAN cannot be assigned.

**Explanation** This message means that the RADIUS server tried to assign a VLAN to a supplicant on a port whose VLAN cannot be changed. [chars] is the port number.

**Recommended Action** Change the specified port to a Layer 2 port by using the **switchport** interface configuration command.

**Error Message** DOT1X-5-ERR\_VLAN\_NOT\_FOUND: Attempt to assign non-existent [chars] VLAN [chars] to dot1x port [chars].

**Explanation** This message means that an attempt to assign a VLAN to a supplicant on a port fails because the VLAN was not found in the VTP database. [chars] is the port number.

**Recommended Action** Make sure that the VLAN exists, or use another VLAN.

**Error Message** DOT1X-5-ERR\_VLAN\_RESERVED: The VLAN [dec] is a reserved vlan and cannot be assigned for use on the Dot1x port [chars] Vlan.

**Explanation** This message means that the VLAN specified is a reserved VLAN and cannot be assigned for use on this port. [dec] is the VLAN ID. [chars] is the port number.

**Recommended Action** Update the configuration to not use this VLAN.

**Error Message** DOT1X-5-ERR\_VLAN\_RSPAN\_CONFIGURED: VLAN [dec] is configured as a Remote SPAN VLAN, which has Dot1x enabled interface(s) configured. Please disable Dot1x on all ports in this VLAN or do not enable RSPAN on this VLAN.

**Explanation** This message means that remote SPAN should not be enabled on a VLAN in which ports are configured with 802.1x enabled. [dec] is the VLAN ID.

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

**Error Message** DOT1X-5-ERR\_VVID\_NOT\_SUPPORTED: Dot1x can not be enabled on this port with Voice VLAN configured.

**Explanation** This message means that 802.1x and voice VLAN cannot be configured on the same port.

**Explanation** Remove the voice VLAN configuration on the port and retry the 802.1x authentication process.

**Error Message** DOT1X-5-INVALID\_INPUT: Dot1x Interface parameter is Invalid on interface [chars].

**Explanation** This message means that the 802.1x interface parameter is out of the specified range or is invalid. [chars] is the interface.

**Recommended Action** See the CLI help by entering a ? after the command to see the valid range.

**Error Message** DOT1X-5-INVALID\_MAC: Invalid MAC address (zero, broadcast or multicast mac address [chars] is trying to authenticate).

**Explanation** This message means that authentication was attempted for a zero, broadcast, or multicast MAC address using 802.1x. 802.1x authentication is allowed only for a valid nonzero, nonbroadcast, or nonmulticast source MAC address.

**Recommended Action** Connect a 802.1x-supported host to the 802.1x-enabled port.

**Error Message** DDOT1X-5-NOT\_DOT1X\_CAPABLE: Dot1x disabled on interface [chars] because it is not an Ethernet interface.

**Explanation** This message means that you can enable 802.1x authentication only on Ethernet interfaces. [chars] is the interface.

**Recommended Action** Enable 802.1x authentication only on Ethernet interfaces.

**Error Message** DOT1X-5-SECURITY\_VIOLATION: Security violation on interface [chars], New MAC address [enet] is seen on the interface in [chars] mode.

**Explanation** This message means that the port on the specified interface is configured in single-host mode. Any new host that the interface detects is perceived as a security violation. The port has been disabled. The first [chars] is the interface. [enet] is the MAC address. The second [chars] is the mode.

**Recommended Action** Verify that the port is configured to use only one host. Enter the **shutdown** interface configuration command and then the **no shutdown** interface configuration command to restart the port.

## DTP Messages

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

**Error Message** DTP-4-MEM\_UNAVAIL: Memory was not available to perform the trunk negotiation action.

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

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

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

**Explanation** This message means that a timer used by the trunking protocol unexpectedly expired. [chars] is the trunked interface.

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

**Error Message** DTP-4-UNKN\_ERR: An unknown operational error occurred.

**Explanation** This message means that the system is unable to negotiate trunks because an internal operation generated an unexpected error.

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

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

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

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

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

**Explanation** This message means that one end of the trunk link is configured as *on* with ISL encapsulation and that the other end is configured as *on* with 802.1Q encapsulation. [chars] is the interface.

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

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

**Explanation** This message means that the interface changed from a trunk port to an access port. [chars] is the interface that changed.

**Recommended Action** This message is provided for information only.

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

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

**Recommended Action** This message is provided for information only.

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

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

**Recommended Action** This message is provided for information only.

# EC Messages

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

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

**Explanation** This message means that either the LACP or the PAgP EtherChannel could not obtain the memory it needed to initialize the required data structures. [chars] is the data structure name.

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

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

**Explanation** This message means that the listed interface joined the specified EtherChannel. The first [chars] is the physical interface, and the second [chars] is the EtherChannel interface.

**Recommended Action** No action is required.

**Error Message** EC-5-CANNOT\_ALLOCATE\_AGGREGATOR: Aggregator limit reached, cannot allocate aggregator for group [dec].

**Explanation** This message means that a new aggregator cannot be allocated in the group. [dec] is the affected group.

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

**Error Message** EC-5-CANNOT\_BUNDLE1: Port-channel [chars] is down, port [chars] will remain stand-alone.

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

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

**Error Message** EC-5-CANNOT\_BUNDLE2: [chars] is not compatible with [chars] and will be suspended ([chars]).

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

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

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

**Explanation** This message means that the port has different port attributes than the port channel or ports within the port channel. For the port to join the bundle, change the port attributes so that they match the port. [chars] is the incompatible port. [chars] is the short interface name, such as Gi0/1, [dec] is the channel group number, and the last [chars] is the reason.

**Recommended Action** Match the port attributes to the port channel.

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

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

**Recommended Action** No action is required.

**Error Message** EC-5-DONTBNL: [chars] suspended: incompatible partner port with [chars].

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

**Recommended Action** Verify that the configuration of the partner ports is the same for all ports in the bundle.

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

**Explanation** This message means that the interface cannot be added to the channel group with the specified mode. [chars] is the interface, and [dec] is the channel group.

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



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

**Explanation** This message means 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. [chars] is the interface.

**Recommended Action** Remove the interface from the channel group.

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

**Explanation** This message means that the interface cannot be unselected for the specified protocol because it is already part of a channel group. [chars] is the interface.

**Recommended Action** Remove the interface from the channel group.

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

**Explanation** This message means that the EtherChannel mode cannot be set because LACP is not included in the software image.

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

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

**Explanation** This message means that PAgP is not included in the Cisco IOS image and that the EtherChannel mode cannot be set to **desirable** or **auto**.

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

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

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

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

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

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

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

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

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

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

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

**Explanation** This message means that the listed interface left the specified EtherChannel. The first [chars] is the physical interface, which can be a switch port, and the second [chars] is the EtherChannel.

**Recommended Action** No action is required.

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

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

**Recommended Action** Reconfigure the port; remove the unsuitable configuration.

## ETHCNTR Messages

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

**Error Message** ETHCNTR-3-HALF\_DUX\_COLLISION\_EXCEED\_THRESHOLD: Collision at [chars] exceed threshold. Consider as loop-back.

**Explanation** This message means that the collisions at a half-duplex port exceeded the threshold, and the port is considered as a loopback. [chars] is the port where the threshold was exceeded.

**Recommended Action** No action is required. The port goes into error-disabled mode until the problem is resolved.

**Error Message** ETHCNTR-3-LOOP\_BACK\_DETECTED: Loop-back detected on [chars].

**Explanation** This message means that a loopback condition might be the result of a balun cable incorrectly connected to a port. [chars] is the interface name.

**Recommended Action** Check the cables. If a balun cable is connected and the loopback condition is desired, no action is required. Otherwise, connect the correct cable, and then enable the port.

**Error Message** ETHCNTR-3-NO\_HARDWARE\_RESOURCES: Not enough hardware resources. Shutting down [chars].

**Explanation** This message means that there are too many VLANs configured. [chars] is the short interface name, such as Gi0/1, or the VLAN name, such as VLAN0002.

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

## EXPRESS\_SETUP Messages

This section contains messages for the Express Setup feature.

**Error Message** EXPRESS\_SETUP-3-UNABLE\_TO\_RESET\_CONFIG: [chars].

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

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

**Error Message** EXPRESS\_SETUP-6-CONFIG\_IS\_RESET: [chars].

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

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

**Error Message** EXPRESS\_SETUP-6-MODE\_ENTERED.

**Explanation** This message means that the Express Setup mode is active.

**Recommended Action** No action is required.

**Error Message** EXPRESS\_SETUP-6-MODE\_EXITED.

**Explanation** This message means that the Express Setup mode is no longer active.

**Recommended Action** No action is required.

## FRNTEND\_CTRLR Messages

This section contains the front-end controller messages.

**Error Message** FRNTEND\_CTRLR-2-SUB\_INACTIVE: The front end controller [dec] is inactive.

**Explanation** This message means that the front-end controller that controls the LEDs, the PoE features, and the fan-control features is now inactive on the port controlled by the front-end controller. This does not affect the traffic on the port. [dec] is the controller number.

**Recommended Action** Reset the switch. If the problem is not resolved by resetting the switch, contact your Cisco technical support representative because there might be a problem with the switch.

# GBIC\_SECURITY Messages

This section contains the Cisco Gigabit Interface Converter (GBIC) and small form-factor pluggable (SFP) module security messages. The GBIC and SFP modules have a serial EEPROM that contains the serial number, security code, and cyclic redundancy check (CRC). When the module is inserted into the switch, the software reads the EEPROM to recompute the security code and CRC. The software generates an error message if the CRC is invalid or if the recomputed security code does not match the one stored in the EEPROM.

**Note**

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

**Error Message** GBIC\_SECURITY-4-EEPROM\_CRC\_ERR: EEPROM checksum error for GBIC in [chars].

**Explanation** This message means that the GBIC in the specified port has invalid EEPROM data. [chars] is the port in which the GBIC is inserted.

**Recommended Action** Remove the GBIC from the port.

**Error Message** GBIC\_SECURITY-4-EEPROM\_READ\_ERR: Error in reading GBIC serial ID in [chars].

**Explanation** This message means that an error occurred while the switch was reading the GBIC type from the EEPROM. [chars] is the port in which the GBIC is inserted.

**Recommended Action** Remove the GBIC from the port.

**Error Message** GBIC\_SECURITY-4-EEPROM\_SECURITY\_ERR: GBIC in [chars] failed security check.

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

**Recommended Action** Remove the GBIC from the port.

**Error Message** GBIC\_SECURITY-4-GBIC\_INTERR: Internal error occurred in setup for GBIC interface [chars].

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

**Recommended Action** Reload the switch by using the **reload** privileged EXEC command. If the problem persists, find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and

entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-4.

## GBIC\_SECURITY\_CRYPT Messages

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



### Note

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

**Error Message** GBIC\_SECURITY\_CRYPT-4-ID\_MISMATCH: Identification check failed for GBIC interface [chars].

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

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

**Error Message** GBIC\_SECURITY\_CRYPT-4-UNRECOGNIZED\_VENDOR: GBIC interface [chars] manufactured by an unrecognized vendor.

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

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

**Error Message** GBIC\_SECURITY\_CRYPT-4-VN\_DATA\_CRC\_ERROR: GBIC interface [chars] has bad crc.

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

**Recommended Action** Check the list of supported SFP modules for this version of the system software. An upgrade might be required for newer modules. Even if unrecognized, the module might operate but with limited functionality.

## GBIC\_SECURITY\_UNIQUE Messages

This section contains the Cisco GBIC module and SFP module security messages that identify whether the module is unique.

**Note**

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

**Error Message** GBIC\_SECURITY\_UNIQUE-3-DUPLICATE\_GBIC: GBIC interface [dec]/[dec] is a duplicate of GBIC interface [dec]/[dec].

**Explanation** This message means that the SFP module was identified as a Cisco SFP module, but its vendor ID and serial number match that of another interface on the system. The first [dec]/[dec] is the interface of the duplicate SFP module, and the second [dec]/[dec] is the interface of the existing module.

**Recommended Action** Cisco SFP modules are assigned unique serial numbers. Verify that the module was obtained from Cisco or from a supported vendor.

**Error Message** GBIC\_SECURITY\_UNIQUE-4-DUPLICATE\_SN: GBIC interface [dec]/[dec] has the same serial number as another GBIC interface.

**Explanation** This message means that the SFP module was identified as a Cisco SFP module, but its serial number matches that of another interface on the system. [dec]/[dec] is the interface in which the duplicate module is installed.

**Recommended Action** Cisco SFP modules are assigned unique serial numbers. Verify that the module was obtained from Cisco or from a supported vendor.

## HARDWARE Messages

This section contains hardware messages.

**Error Message** HARDWARE-1-THERMAL\_CRITICAL: Temperature has reached critical threshold.

**Explanation** This message means that the temperature sensor valve inside the switch reached the critical threshold. The switch is unable to function normally.

**Recommended Action** The external temperature is very high. Immediately reduce the temperature in the room. Check for fan fault.

**Error Message** `HARDWARE-2-FAN_ERROR: Fan Failure.`

**Explanation** This message means that the fan is not working.

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

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

**Explanation** This message means that the temperature sensor valve inside the switch reached the warning threshold. The switch can function normally until the temperature reaches the critical threshold.

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

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

**Explanation** This message means that the port ASIC number used is invalid. Each port ASIC is identified by an ID. [dec] is the ASIC number.

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

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

**Explanation** This message means that the index into the hardware table is out-of-range. [dec] is the index value.

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

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

**Explanation** This message means that the interrupt ID used in a port ASIC is invalid. [dec] is the interrupt number.

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



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

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

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

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

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

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

**Error Message** `HARDWARE-5-FAN_OK: Fan works fine.`

**Explanation** This message means that the fan is now working properly.

**Recommended Action** No action is required.

**Error Message** `HARDWARE-5-THERMAL_NORMAL: Temperature is within the acceptable limit.`

**Explanation** This message means that temperature sensor valve inside the switch is within the normal limit.

**Recommended Action** No action is required.

# HLFM Messages

This section contains messages from the local forwarding manager.

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

**Explanation** This message means that an attempt was made to free a MAC address before releasing all references to it. [enet] is the MAC address, and [dec] is the VLAN ID.

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

**Error Message** HLFM-3-MAP\_ERROR: IP address [IP\_address] not in mac tables, mac-address [enet], vlan [dec].

**Explanation** This message means that the IP address and MAC address tables are out of sync. [IP\_address] is the IP address, [enet] is the MAC address, and [dec] is the VLAN ID.

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

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

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

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

# IGMP\_QUERIER Messages

This section contains the IGMP querier messages.

**Error Message** IGMP\_QUERIER-4-NO\_IP\_ADDR\_CFG: The IGMP querier cannot send out General Query messages in VLAN [dec] because there is no IP address configured on the system.

**Explanation** This message means that you must specify an IP address for the IGMP querier at either the global or per-VLAN level. [dec] is the VLAN number.

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

**Error Message** IGMP\_QUERIER-4-PIM\_ENABLED: The IGMP querier is operationally disabled in VLAN [dec] because PIM has been enabled on the SVI.

**Explanation** This message means that PIM was detected on the SVI. Do not enable the IGMP querier when PIM is enabled on the SVI. [dec] is the VLAN number.

**Recommended Action** Ensure that PIM is disabled on the SVI.

**Error Message** IGMP\_QUERIER-4-SNOOPING\_DISABLED: The IGMP querier is operationally disabled in VLAN [dec] because IGMP snooping has been disabled in this VLAN.

**Explanation** This message means that IGMP snooping was detected in a disabled state on this VLAN. The IGMP querier function should not be operationally enabled when IGMP snooping is disabled. [dec] is the VLAN numbers.

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

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

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

**Recommended Action** No action is required.

**Error Message** IGMP\_QUERIER-6-SNOOPING\_ENABLED: The IGMP querier is now operationally enabled in VLAN [dec] because IGMP snooping is no longer disabled.

**Explanation** This message means that IGMP snooping was enabled. As a result, the IGMP querier function is now enabled. [dec] is the VLAN number.

**Recommended Action** No action is required.

## MAC\_LIMIT Messages

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

**Error Message** MAC\_LIMIT-4-DROP: Vlan [dec] with Configured limit = [dec] has currently [dec] Entries.

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

**Recommended Action** Your network administrator configures this action.

**Error Message** MAC\_LIMIT-4-ENFORCE: Enforcing limit on Vlan [dec] with Configured limit = [dec].

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

**Recommended Action** Your network administrator configures this action.

**Error Message** MAC\_LIMIT-4-EXCEED: Vlan [dec] with Configured limit = [dec] has currently [dec] Entries.

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

**Recommended Action** Your network administrator configures this action.

## MAC\_MOVE Messages

This section contains the MAC\_MOVE messages.

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

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

**Recommended Action** Check your network for loops.

# PHY Messages

This section contains the PHY messages.

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

**Explanation** This message means that a transceiver that should not be used is in the specified interface.

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

**Error Message** PHY-4-CHECK\_SUM\_FAILED: SFP EEPROM data check sum failed for SFP interface [chars].

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

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

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

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

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

**Error Message** PHY-4-MODULE\_DUP: SFPs in [chars] and in [chars] have duplicate vendor-id and serial numbers.

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

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

**Error Message** PHY-4-SFP\_NOT\_SUPPORTED: The SFP in [chars] is not supported

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

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

**Error Message** PHY-4-UNSUPPORTED\_TRANSCIEVER:Unsupported transceiver found in [chars]

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

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

## PIMSN Messages

This section contains the PIMSN messages for the Protocol Independent Multicast (PIM) snooping feature.

**Error Message** PIMSN-6-IGMPSN\_GLOBAL: PIM Snooping global runtime mode [chars] due to IGMP Snooping [chars].

**Explanation** This message means that IGMP snooping must be enabled for PIM snooping to run. When IGMP snooping is disabled, PIM snooping is disabled. When IGMP snooping is re-enabled, PIM snooping is re-enabled. The first [chars] is the PIM snooping mode, and the second [chars] is the IGMP snooping mode.

**Recommended Action** No action is required.

**Error Message** PIMSN-6-IGMPSN\_VLAN: PIM Snooping runtime mode on vlan [dec] [chars] due to IGMP Snooping [chars].

**Explanation** This message means that IGMP snooping must be enabled for PIM snooping to run. When IGMP snooping is disabled, PIM snooping is disabled. When IGMP snooping is re-enabled, PIM snooping is re-enabled. [dec] is the VLAN ID, the first [chars] is the PIM snooping mode, and the second [chars] is the IGMP snooping mode.

**Recommended Action** No action is required.

# PLATFORM Messages

This section contains low-level platform-specific messages.

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

**Explanation** This message means that the system is attempting to display the failure message from the previous failure. [chars] is the description of the error message.

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

# PLATFORM\_PM Messages

This section contains platform port manager (PM) messages.

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

**Explanation** This message means that there are too many interfaces configured for the interface type. [dec] is the interface count, [chars] is the interface, and [dec] is the maximum number of interfaces.

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

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

**Explanation** This message means that an internal VLAN ID allocated for an interface is still in use. [dec] is the VLAN ID, and [chars] is the interface.

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

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

**Explanation** This message means that internal vlan\_data is not active for the given VLAN ID. [chars] is the interface, and [dec] is the VLAN ID.

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

## PLATFORM\_VLAN Messages

This section contains platform VLAN messages.

**Error Message** PLATFORM\_VLAN-3-LOCK\_FAIL: Failed to lock vlan-id [dec], associated mapped vlan id value [dec].

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

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

**Error Message** PLATFORM\_VLAN-3-MVID\_ERROR: Mapped Vlan ID value [dec] associated with vlan-id [dec] is invalid.

**Explanation** This message means that an active VLAN is not correctly associated with a mapped-vlan-id (MVID). The first [dec] is the VLAN ID, and the second [dec] is the MVID.

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



**Error Message** PLATFORM\_VLAN-3-UNLOCK\_FAIL: Failed to unlock vlan-id [dec], associated mapped vlan id value [dec].

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

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

## PM Messages

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

**Error Message** PM-2-LOW\_SP\_MEM: Switch process available memory is less than [dec] bytes.

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

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

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

**Explanation** This message means that the port manager subsystem could not obtain the memory it needed to initialize the specified operation. [chars] is the port manager operation.

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

**Error Message** PM-2-VLAN\_ADD: Failed to add VLAN [dec] - [chars].

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

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

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

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

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

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

**Error Message** PM-4-BAD\_APP\_ID: an invalid application id ([dec]) was detected.

**Explanation** This message means that the port manager detected an invalid request. [dec] is the application ID.

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

**Error Message** PM-4-BAD\_APP\_REQ: an invalid [chars] request by the '[chars]' application was detected.

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

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

**Error Message** PM-4-BAD\_CARD\_COOKIE: an invalid card cookie was detected.

**Explanation** This message means that the port manager detected an invalid request.

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

**Error Message** PM-4-BAD\_CARD\_SLOT: an invalid card slot ([dec]) was detected.

**Explanation** This message means that the port manager detected an invalid request. [dec] is the slot number.

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

**Error Message** PM-4-BAD\_COOKIE: [chars] was detected.

**Explanation** This message means that the port manager detected an invalid request. [chars] is the invalid request.

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

**Error Message** PM-4-BAD\_HA\_ENTRY\_EVENT: Invalid Host access entry event ([dec]) is received.

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

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

**Error Message** PM-4-BAD\_PORT\_COOKIE: an invalid port cookie was detected.

**Explanation** This message means that the port manager detected an invalid request.

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

**Error Message** PM-4-BAD\_PORT\_NUMBER: an invalid port number ([dec]) was detected.

**Explanation** This message means that the port manager detected an invalid request. [dec] is the port number.

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

**Error Message** PM-4-BAD\_VLAN\_COOKIE: an invalid vlan cookie was detected.

**Explanation** This message means that the port manager detected an invalid request.

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

**Error Message** PM-4-BAD\_VLAN\_ID: an invalid vlan id ([dec]) was detected.

**Explanation** This message means that the port manager detected an invalid request. [dec] is the VLAN ID.

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

**Error Message** PM-4-ERR\_DISABLE: [chars] error detected on [chars], putting [chars] in err-disable state.

**Explanation** This message means that the port manager detected a misconfiguration or misbehavior and placed the interface in an error-disabled state. A recovery is attempted after the configured retry time (the default is 5 minutes). [chars] is the port where the threshold was exceeded. The first [chars] is the error, and the second and third [chars] are the affected interfaces.

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

**Error Message** PM-4-ERR\_RECOVER: Attempting to recover from [chars] err-disable state on [chars].

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

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

**Error Message** PM-4-EXT\_VLAN\_INUSE: VLAN [dec] currently in use by [chars].

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

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

**Error Message** PM-4-EXT\_VLAN\_NOTAVAIL: VLAN [dec] not available in Port Manager.

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

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

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

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

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

**Error Message** PM-4-INT\_FAILUP: [chars] failed to come up. No internal VLAN available.

**Explanation** This message means that the port manager failed to allocate an internal VLAN, and therefore the interface cannot be enabled. [chars] is the interface name.

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

**Error Message** PM-4-INT\_VLAN\_NOTAVAIL: Failed to allocate internal VLAN in Port Manager.

**Explanation** This message means that the port manager failed to find any available internal VLAN.

**Recommended Action** Delete some extended-range VLANs created by users, or remove some features that require internal VLAN allocation. To delete extended-range VLANs, use the **no vlan** *vlan-id* global configuration command.

**Error Message** PM-4-INVALID\_HOST\_ACCESS\_ENTRY: Invalid Host access entry type ([dec]) is received.

**Explanation** This message means that an invalid host access entry type was received; the host access entry should be a configured or a dynamic type. [dec] is the entry type that is received.

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

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

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

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

**Error Message** PM-4-NO\_SUBBLOCK: No PM subblock found for [chars].

**Explanation** This message means that the port manager failed to find the subblock for this interface. [chars] is the interface name.

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

**Error Message** PM-4-PORT\_BOUNCED: Port [chars] was bounced by [chars].

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

**Recommended Action** No action is required.

**Error Message** PM-4-PVLAN\_TYPE\_CFG\_ERR: Failed to set VLAN [dec] to a [chars] VLAN.

**Explanation** This message means that the platform failed to set a private VLAN type. [dec] is the VLAN ID.

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

**Error Message** PM-4-TOO\_MANY\_APP: application '[chars]' exceeded registration limit.

**Explanation** This message means that the port manager detected an invalid request. [chars] is the application.

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

**Error Message** PM-4-UNKNOWN\_HOST\_ACCESS: Invalid Host access value ([dec]) is received.

**Explanation** This message means that the host access table is being accessed with an invalid host access value. [dec] is the value that is received.

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

**Error Message** PM-4-VMPS\_CFG: Dynamic access VLAN [dec] same as voice vlan on [chars].

**Explanation** This message means that the access VLAN ID on the VMPS server is the same as the voice VLAN ID on the interface. [dec] is the access VLAN ID, and [chars] is the physical interface.

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

## QOSMGR Messages

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

**Error Message** QOSMGR-3-FEATURE\_NOT\_FOUND: Cannot find feature for [chars].

**Explanation** This message means that an internal software error has occurred. [chars] is the description of the feature that the software cannot find.

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



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

**Error Message** QOSMGR-3-FILTERTYPE\_INVALID: Internal Error Invalid Policy filtertype [dec].

**Explanation** This message means that an internal software error has occurred. [dec] is the invalid filter type identification.

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

**Error Message** QOSMGR-3-MERGE\_RES\_COUNT: Internal Error Invalid count.

**Explanation** This message means that an internal software error has occurred.

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

**Error Message** QOSMGR-3-NO\_POLICER\_QOSLABEL: Creating port Class Label Failed.

**Explanation** This message means that an internal software error has occurred.

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

**Error Message** QOSMGR-3-NO\_VMR\_QOSLABEL: qm\_generate\_vmrs have no qos label.

**Explanation** This message means that an internal software error has occurred.

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

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

**Error Message** QOSMGR-3-NULL\_POLICER: Internal Error Invalid Policer.

**Explanation** This message means that an internal software error has occurred.

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

**Error Message** QOSMGR-3-POLICER\_RES\_COUNT: Internal Error Invalid Policer count.

**Explanation** This message means that an internal software error has occurred.

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

**Error Message** QOSMGR-3-POLICYMAP\_NOT\_FOUND: Cannot find policymap for [chars].

**Explanation** This message means that an internal software error has occurred. [chars] is the policy-map name.

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

**Error Message** QOSMGR-3-QUEUE\_PTR\_ERROR: queue pointers out of order [hex] [hex] [hex] [hex].

**Explanation** This message means that an internal software error has occurred. [hex] [hex] [hex] [hex] are the software-computed queue pointer values. The parameters provide error details for Cisco Technical Support.

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

**Error Message** QOSMGR-3-RESERVE\_COUNT\_ERROR: Reserved Count Exceeding total [dec].

**Explanation** This message means that an internal software error has occurred in the allocated reserved buffers. [dec] is the reserved count computed by the software.

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

**Error Message** QOSMGR-3-RESOURCE\_INTERNAL: Internal Error in resource allocation.

**Explanation** This message means that an internal software error has occurred.

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

**Error Message** QOSMGR-3-VMRSEQ\_INVALID: Internal Error Invalid VMR sequence.

**Explanation** This message means that an internal software error has occurred.

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

**Error Message** QOSMGR-4-ACTION\_NOT\_SUPPORTED: Action is not supported in policymap [chars].

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

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

**Error Message** QOSMGR-4-CLASS\_NOT\_SUPPORTED: Classification is not supported in classmap [chars].

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

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

**Error Message** QOSMGR-4-COMMAND\_FAILURE: Execution of [chars] command failed.

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

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

**Error Message** QOSMGR-4-HARDWARE\_NOT\_SUPPORTED: Hardware limitation has reached for policymap [chars].

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

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

**Error Message** QOSMGR-4-MATCH\_NOT\_SUPPORTED: Match type is not supported in classmap [chars].

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

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

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

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

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

**Error Message** QOSMGR-4-POLICER\_PLATFORM\_NOT\_SUPPORTED: Policer configuration has exceeded hardware limitation for policymap [chars].

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

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

**Error Message** QOSMGR-4-POLICER\_POLICY\_NOT\_SUPPORTED: Number of policers has exceeded per policy hardware limitation for policymap [chars].

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

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

## RMON Messages

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

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

**Explanation** This message means that a falling trap has been generated. The value of the specified MIB object has fallen below the falling threshold value. [chars] is the MIB object, and [dec] is the threshold value.

**Recommended Action** Take appropriate action on the specified MIB object.

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

**Explanation** This message means that a rising trap has been generated. The value of the specified MIB object has exceeded the rising threshold value. [chars] is the MIB object, and [dec] is the threshold value.

**Recommended Action** Take appropriate action on the specified object.

## SPAN Messages

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

**Error Message** SPAN-3-MEM\_UNAVAIL: Memory was not available to perform the SPAN operation.

**Explanation** This message means that the system was unable to perform a SPAN operation because of a lack of memory.

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

**Error Message** SPAN-3-UNKN\_ERR: An internal error occurred during a SPAN operation.

**Explanation** This message means that SPAN detected an error in its internal operation.

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

**Error Message** SPAN-3-UNKN\_ERR\_PORT: An internal error occurred when configuring SPAN on port [chars].

**Explanation** This message means that SPAN detected an error in its internal operation. [chars] is the interface.

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

## SPANTREE Messages

This section contains the spanning-tree messages.

**Error Message** SPANTREE-2-BLOCK\_BPDUGUARD: Received BPDU on port [chars] with BPDU Guard enabled. Disabling port.

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

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

**Error Message** SPANTREE-2-BLOCK\_PVID\_LOCAL: Blocking [chars] on [chars]. Inconsistent local vlan.

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

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

**Error Message** SPANTREE-2-BLOCK\_PVID\_PEER: Blocking [chars] on [chars]. Inconsistent peer vlan.

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

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

**Error Message** SPANTREE-2-CHNL\_MISCFG: Detected loop due to etherchannel misconfiguration of [chars] [chars].

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

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

**Error Message** SPANTREE-2-LOOPGUARD\_BLOCK: Loop guard blocking port [chars] on [chars].

**Explanation** This message means 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 a unidirectional-link failure, the interface is put into the blocking state and marked as loopguard-inconsistent to prevent possible loops from being created. The first [chars] is the port name, and the second [chars] is the spanning-tree mode displayed in the **show spanning-tree** privileged EXEC command.

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



**Error Message** SPANTREE-2-LOOPGUARD\_CONFIG\_CHANGE: Loop guard [chars] on port [chars] on [chars].

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

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

**Error Message** SPANTREE-2-LOOPGUARD\_UNBLOCK: Loop guard unblocking port [chars] on [chars].

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

**Recommended Action** No action is required.

**Error Message** SPANTREE-2-PVSTSIM\_FAIL: Superior PVST BPDU received on VLAN [dec] port [chars], claiming root [dec]:[enet]. Invoking root guard to block the port.

**Explanation** This message means that root guard blocked a port that might cause a spanning-tree loop. When a PVST+ switch is connected to an MST switch, the IST root (MSTOO) becomes the root for all PVST+ spanning trees. A loop can occur if any of the PVST+ spanning trees have a better root than IST. To prevent the loop, root guard blocks the port on the MST switch that receives the superior message from the PVST+ side. The first [dec] is the VLAN ID, [chars] is the short interface name, such as Gi0/1, the second [dec] is the root bridge priority, and [enet] is the root bridge MAC address.

**Recommended Action** When spanning tree converges after a new switch or switch port is added to the topology, root guard might temporarily block the port and then automatically restore it. If the port remains blocked, identify the root bridge from this error message, and configure a less favorable priority for the VLAN spanning tree. There could be other superior PVST roots, and the port cannot recover until all such roots are cleared. Alternatively, try disabling and then enabling the VLAN port.

**Error Message** SPANTREE-2-RECV\_1Q\_NON\_1QTRUNK: Received 802.1Q BPDU on non 802.1Q trunk [chars] [chars].

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

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

**Error Message** SPANTREE-2-RECV\_BAD\_TLV: Received SSTP BPDU with bad TLV on [chars] [chars].

**Explanation** This message means that the listed interface received an SSTP BPDU without the VLAN ID tag. The BPDU is discarded. The first [chars] is the port, and the second [chars] is the VLAN that received the SSTP BPDU.

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

**Error Message** SPANTREE-2-RECV\_PVID\_ERR: Received BPDU with inconsistent peer vlan id [dec] on [chars] [chars].

**Explanation** This message means 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 occurs when the native VLAN is not consistently configured on both ends of an 802.1Q trunk. [dec] is the VLAN ID, the first [chars] is the port, and the second [chars] is the VLAN.

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

**Error Message** SPANTREE-2-ROOTGUARD\_BLOCK: Root guard blocking port [chars] on [chars].

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

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

**Error Message** SPANTREE-2-ROOTGUARD\_CONFIG\_CHANGE: Root guard [chars] on port [chars] on [chars].

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

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

**Error Message** SPANTREE-2-ROOTGUARD\_UNBLOCK: Root guard unblocking port [chars] on [chars].

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

**Recommended Action** No action is required.

**Error Message** SPANTREE-2-UNBLOCK\_CONSIST\_PORT: Unblocking [chars] on [chars]. Port consistency restored.

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

**Recommended Action** No action is required.

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

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

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

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

**Error Message** SPANTREE-3-PORT\_SELF\_LOOPED: [chars] disabled.- received BPDU src mac ([enet]) same as that of interface.

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

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

**Error Message** SPANTREE-4-PORT\_NOT\_FORWARDING: [chars] [chars] [chars] [chars].

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

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

**Error Message** SPANTREE-5-EXTENDED\_SYSID: Extended SysId [chars] for type [chars].

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

**Recommended Action** No action is required.

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

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

**Recommended Action** No action is required.

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

**Explanation** This message means that a trap was generated because of a topology change in the network.

**Recommended Action** No action is required.

**Error Message** SPANTREE-6-PORT\_STATE: Port [chars] instance [dec] moving from [chars] to [chars].

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

**Recommended Action** No action is required.

**Error Message** SPANTREE-7-BLOCK\_PORT\_TYPE: Blocking [chars] on [chars]. Inconsistent port type.

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

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

**Error Message** SPANTREE-7-PORTDEL\_SUCCESS: [chars] deleted from Vlan [dec].

**Explanation** This message means that the interface has been deleted from VLAN. [chars] is the interface, and [dec] is the VLAN ID.

**Recommended Action** No action is required.

**Error Message** SPANTREE-7-RECV\_1Q\_NON\_TRUNK: Received 802.1Q BPDU on non trunk [chars] [chars].

**Explanation** This message means that an SSTP BPDU was received on the listed interface, which is not an operational trunking interface. The first [chars] is the port name, and the second [chars] is the VLAN name.

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

## SPANTREE\_FAST Messages

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

**Error Message** SPANTREE\_FAST-7-PORT\_FWD\_UPLINK: [chars] [chars] moved to Forwarding (UplinkFast).

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

**Recommended Action** No action is required.

## SPANTREE\_VLAN\_SW Messages

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

**Error Message** SPANTREE\_VLAN\_SW-2-MAX\_INSTANCE: Platform limit of [dec] STP instances exceeded. No instance created for [chars] (port [chars]).

**Explanation** This message means 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 existing instances drops below the platform limit. [dec] is the spanning-tree instance limit, and the first [chars] is the smallest VLAN number of those VLANs that are unable to have spanning-tree instances created.

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

## STORM\_CONTROL Messages

This section contains the storm control messages.

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

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

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

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

**Explanation** This message means that the amount of traffic detected on the interface has exceeded the configured threshold values. Since the interface is configured to shutdown if a packet storm event is detected, it has been placed in an error-disabled state. [chars] is the affected interface.

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

## SUPERVISOR Messages

This section contains the supervisor ASIC message. This ASIC controls the CPU and the switch send and receive ports.

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

**Explanation** This message means that an internal error occurred in the supervisor ASIC. [chars] is the detailed error message.

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

# SUPQ Messages

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

**Error Message** SUPQ-3-THROTTLE\_CPU\_QUEUE: Invalid application ID [dec] used for throttling.

**Explanation** This message means that an application has passed an invalid application ID for throttle check. [dec] is the internal application identifier.

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

**Error Message** SUPQ-4-CPUHB\_RECV\_STARVE: [chars].

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

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

**Error Message** SUPQ-4-CPUHB\_SLOW\_TRANSMIT: [chars].

**Explanation** This message means that the system is warning you about a slowdown of the transmit interface. [chars] is the detailed error message.

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

**Error Message** SUPQ-4-CPUHB\_TX\_FAIL: [chars].

**Explanation** This message means that the system is warning you about the transmit interface discarding the heartbeat message. [chars] is the detailed error message.



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

**Error Message** SUPQ-4-PORT\_QUEUE\_STUCK: Port queue Stuck for ASIC [dec] port [dec] queue [dec].

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

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

**Error Message** SUPQ-4-RECV\_QUEUE\_STUCK: Receive queue Stuck for ASIC [dec] queue [dec].

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

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

## SW\_VLAN Messages

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

**Error Message** SW\_VLAN-3-VLAN\_PM\_NOTIFICATION\_FAILURE: VLAN Manager synchronization failure with Port Manager over [chars].

**Explanation** This message means that the VLAN manager dropped a notification from the port manager because of a lack of ready pool space. [chars] is the type of port manager notification.

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

**Error Message** SW\_VLAN-3-VTP\_PROTOCOL\_ERROR: VTP protocol code internal error [chars].

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

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

**Error Message** SW\_VLAN-4-BAD\_PM\_VLAN\_COOKIE\_RETURNED: VLAN manager unexpectedly received a bad PM VLAN cookie from the Port Manager, VLAN indicated [dec].

**Explanation** This message means that the VLAN manager received an upcall and a VLAN cookie from the port manager, which translated to a bad VLAN number. [dec] is the VLAN ID.

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

**Error Message** SW\_VLAN-4-BAD\_STARTUP\_VLAN\_CONFIG\_FILE: Failed to configure VLAN from startup-config. Fallback to use VLAN configuration file from non-volatile memory.

**Explanation** This message means that the VLAN software did not use the VLAN configuration from the startup-configuration file. It will use the binary VLAN configuration file in NVRAM memory.

**Recommended Action** No action is required.

**Error Message** SW\_VLAN-4-BAD\_VLAN\_CONFIGURATION\_FILE: VLAN configuration file contained incorrect verification word [hex].

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

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

**Error Message** SW\_VLAN-4-BAD\_VLAN\_CONFIGURATION\_FILE\_VERSION: VLAN configuration file contained unknown file version [dec].

**Explanation** This message means that the VLAN configuration file read by the VLAN manager contained an unrecognized file version number, which might mean an attempt to regress to an older version of the VLAN manager software. [dec] is the file version number.

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

**Error Message** SW\_VLAN-4-BAD\_VLAN\_TIMER\_ACTIVE\_VALUE: Encountered incorrect VLAN timer active value [chars].

**Explanation** This message means that, because of a software error, a VLAN timer was detected as active when it should have been inactive or as inactive when it should have been active. [chars] is the VLAN timer active value.

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

**Error Message** SW\_VLAN-4-EXT\_VLAN\_INTERNAL\_ERROR: Extended VLAN manager received an internal error [dec] from [chars] [chars].

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

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

**Error Message** SW\_VLAN-4-EXT\_VLAN\_INVALID\_DATABASE\_DATA: Extended VLAN manager received bad data of type [chars] value [dec] from function [chars].

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

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

**Error Message** SW\_VLAN-4-IFS\_FAILURE: VLAN manager encountered file operation error call = [chars] / file = [chars] / code = [dec] ([chars]) / bytes transferred = [dec].

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

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

**Error Message** SW\_VLAN-4-NO\_PM\_COOKIE\_RETURNED: VLAN manager unexpectedly received a null [chars] type cookie from the Port Manager, data reference [chars].

**Explanation** This message means that the VLAN manager queried the port manager for a reference cookie but received a NULL pointer instead. The first [chars] is the type of port manager cookie, and the second [chars] is the interface or VLAN that is the source of the problem.

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

**Error Message** SW\_VLAN-4-STARTUP\_EXT\_VLAN\_CONFIG\_FILE\_FAILED: Failed to configure extended range VLAN from startup-config. Error [chars].

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

**Recommended Action** No action is required.

**Error Message** SW\_VLAN-4-VLAN\_CREATE\_FAIL: Failed to create VLANs [chars]: [chars].

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

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

**Error Message** SW\_VLAN-4-VTP\_INTERNAL\_ERROR: VLAN manager received an internal error [dec] from vtp function [chars] [chars].

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

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

**Error Message** SW\_VLAN-4-VTP\_INVALID\_DATABASE\_DATA: VLAN manager received bad data of type [chars] value [dec] from vtp database function [chars].

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

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

**Error Message** SW\_VLAN-4-VTP\_INVALID\_EVENT\_DATA: VLAN manager received bad data of type [chars] value [dec] while being called to handle a [chars] event.

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

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

**Error Message** SW\_VLAN-4-VTP\_SEM\_BUSY: VTP semaphore is unavailable for function [chars]. Semaphore locked by [chars].

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

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

**Error Message** SW\_VLAN-4-VTP\_USER\_NOTIFICATION: VTP protocol user notification: [chars].

**Explanation** This message means that the VTP code encountered an unusual diagnostic situation. [chars] is a description of the situation.

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

**Error Message** SW\_VLAN-6-OLD\_CONFIG\_FILE\_READ: Old version [dec] VLAN configuration file detected and read OK. Version [dec] files will be written in the future.

**Explanation** This message means that the VLAN software detected an old version of the VLAN configuration file format. It interpreted the file without a problem, but it will create files using the new format in the future. The first [dec] is the old version number, and the second [dec] is the new version number.

**Recommended Action** No action is required.

**Error Message** SW\_VLAN-6-VTP\_MODE\_CHANGE: VLAN manager changing device mode from [chars] to [chars].

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

**Recommended Action** No action is required.

## SWITCH\_QOS\_TB Messages

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

**Error Message** SWITCH\_QOS\_TB-5-TRUST\_DEVICE\_DETECTED: [chars] detected on port [chars], port trust enabled.

**Explanation** This message means that the trusted boundary software detected a device matching the trusted device setting for the port and has modified the port trust state. The first [chars] is the type of device detected, and the second [chars] is the port ID.

**Recommended Action** No action is required.

**Error Message** SWITCH\_QOS\_TB-5-TRUST\_DEVICE\_LOST: [chars] no longer detected on port [chars], port set to untrusted.

**Explanation** This message means that the trusted boundary software lost contact with a trusted device and has set the port trust state to untrusted. The first [chars] is the type of device detected, and the second [chars] is the port ID.

**Recommended Action** No action is required.

## TCAMMGR Messages

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

**Error Message** TCAMMGR-3-GROW\_ERROR: cam region [dec] can not grow.

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

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

**Error Message** TCAMMGR-3-HANDLE\_ERROR: cam handle [hex] is invalid.

**Explanation** This message means that the CAM handle used by the caller is not valid. [hex] is the handle value.

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

**Error Message** TCAMMGR-3-INDEX\_ERROR: cam value/mask index [dec] is invalid.

**Explanation** This message means that the CAM index used by the caller is not valid. [dec] is the index value.

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

**Error Message** TCAMMGR-3-MOVE\_ERROR: cam entry move from index [int] to index [int] failed.

**Explanation** This message means that moving a CAM entry from one index to another failed. [int] is the index value.

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

**Error Message** TCAMMGR-3-REGION\_ERROR: cam region [dec] is invalid.

**Explanation** This message means that the CAM region is not valid. [dec] is the region.

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



**Error Message** TCAMMGR-3-REGMASK\_ERROR: invalid cam region [dec] mask [dec] pair.

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

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

## UDLD Messages

This section contains UniDirectional Link Detection (UDLD) messages.

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

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

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

**Error Message** UDLD-3-UDLD\_IDB\_ERROR: UDLD error handling [chars] interface [chars].

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

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

**Error Message** UDLD-3-UDLD\_INTERNAL\_ERROR: UDLD internal error [chars].

**Explanation** This message means that a software check failed during UDLD processing. [chars] is a description of the internal error.

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

**Error Message** UDLD-3-UDLD\_INTERNAL\_IF\_ERROR: UDLD internal error, interface [chars] [chars].

**Explanation** This message means that a software check failed during UDLD processing. The first [chars] is the interface, and the second [chars] is a description of the error.

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

**Error Message** UDLD-4-UDLD\_PORT\_DISABLED: UDLD disabled interface [chars], [chars] detected.

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

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

**Error Message** UDLD-6-UDLD\_PORT\_RESET: UDLD reset interface [chars].

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

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

## UFAST\_MCAST\_SW Messages

This section contains UplinkFast (UFAST) packet transmission messages.

**Error Message** UFAST\_MCAST\_SW-3-PROC\_START\_ERROR: No process available for transmitting UplinkFast packets.

**Explanation** This message means that UplinkFast packets will not be sent because the process could not be created.

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

**Error Message** UFAST\_MCAST\_SW-4-MEM\_NOT\_AVAILABLE: No memory is available for transmitting UplinkFast packets on Vlan [dec].

**Explanation** This message means that UplinkFast packets will not be sent on VLAN [dec] due to memory limitations. [dec] is the VLAN ID.

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

# VQPCIENT Messages

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

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

**Explanation** This message means that an error occurred when the system tried to allocate memory for the VQP client.

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

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

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

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

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

**Explanation** This message means that an error occurred during initialization of the VQP client platform-specific code.

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

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

**Explanation** This message means that an error occurred when the system attempted to open an IP socket to the VMPS.

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

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

**Explanation** This message means that an error occurred while creating a process for the VQP client.

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

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

**Explanation** This message means that the VMPS has directed that an interface be shut down. [chars] is the interface name.

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

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

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

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

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

**Explanation** This message means that the VMPS has sent an unsolicited response with an unknown interface name. [chars] is the name of the unknown interface.

**Recommended Action** Verify the VMPS configuration.

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

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

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

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

**Explanation** This message means that the VMPS has specified a VLAN name that is unknown to the switch. [chars] is the invalid VLAN name.

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

**Error Message** VQPCIENT-7-NEXTSERV: Trying next VMPS [IP\_address].

**Explanation** This message means that the system has lost connectivity with the current VMPS and is changing to the next server in its list. [IP\_address] is the address of the next server in the list.

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

**Error Message** VQPCIENT-7-PROBE: Probing primary server [IP\_address].

**Explanation** This message means that the system is trying to reestablish connectivity with the primary VMPS at the given IP address.

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

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

**Explanation** This message means that the switch is reconfirming all responses with the VMPS.

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

---

**A**

## abbreviations

- char, variable field [1-4](#)
- chars, variable field [1-4](#)
- dec, variable field [1-4](#)
- enet, variable field [1-4](#)
- hex, variable field [1-4](#)
- inet, variable field [1-4](#)

## access control list manager messages

See ACLMGR messages

ACLMGR messages [2-3](#)

audience [v](#)

---

**B**

## boot loader patch messages

See BSPATCH messages

BSPATCH messages [2-7](#)

bug toolkit [1-5](#)

---

**C**

## Cluster Membership Protocol messages

See CMP messages

CMP messages [2-8](#)

codes [1-1](#)

## configuration, initial

See getting started guide and hardware installation guide

## conventions

- command [v](#)
- for examples [vi](#)

publication [v](#)

text [v](#)

---

**D**

date/time stamp designations [2-1](#)

device manager requirements [vi](#)

documentation, related [vi](#)

document conventions [v](#)

DOT1X (802.1x) messages [2-10](#)

DTP messages [2-15](#)

Dynamic Trunking Protocol messages

See DTP messages

---

**E**

EC messages [2-17](#)

ETHCNTR messages [2-21](#)

EtherChannel controller messages

See ETHCNTR messages

EtherChannel messages

See EC messages

examples, conventions for [vi](#)

EXPRESS\_SETUP messages [2-21](#)

---

**F**

## facility codes

description [1-2](#)

in system messages [1-1](#)

table [1-2](#)

format of system messages [1-1](#)

FRNTEND\_CTRLR messages [2-22](#)

front-end controller messages [2-22](#)

## G

GBIC\_SECURITY\_CRYPT messages [2-24](#)

GBIC\_SECURITY\_UNIQUE messages [2-25](#)

GBIC\_SECURITY messages [2-23](#)

Gigabit Interface Converter security messages

See GBIC\_SECURITY\_CRYPT messages

See GBIC\_SECURITY\_UNIQUE messages

See GBIC\_SECURITY messages

guide

audience [v](#)

purpose of [v](#)

## H

HARDWARE messages [2-25](#)

HLFM messages [2-28](#)

## I

IGMP querier messages [2-29](#)

initial configuration

See getting started guide and hardware installation guide

## L

LACP messages

See EC messages

Link Aggregation Control Protocol messages

See EC messages

local forwarding manager messages

See HLFM messages

## M

MAC\_LIMIT messages [2-30](#)

MAC\_MOVE messages [2-30](#)

MAC address table messages [2-30](#)

message codes [1-2](#)

message mnemonic code [1-3](#)

messages

ACLMGR [2-3](#)

BSPATCH [2-7](#)

CMP [2-8](#)

DOT1X (802.1x) [2-10](#)

DTP [2-15, 2-17](#)

ETHCNTR [2-21](#)

EXPRESS\_SETUP [2-21](#)

FRNTEND\_CTRLR [2-22](#)

GBIC\_SECURITY [2-23](#)

GBIC\_SECURITY\_CRYPT [2-24](#)

GBIC\_SECURITY\_UNIQUE [2-25](#)

HARDWARE [2-25](#)

HLFM [2-28](#)

IGMP querier [2-29](#)

MAC\_LIMIT [2-30](#)

MAC\_MOVE [2-30](#)

PHY [2-31](#)

PIMSN [2-32](#)

PLATFORM [2-33](#)

PLATFORM\_PM [2-33](#)

PLATFORM\_VLAN [2-34](#)

PM [2-35](#)

QOSMGR [2-42](#)

RMON [2-48](#)

SPAN [2-48](#)

SPANTREE [2-49](#)

SPANTREE\_FAST [2-56](#)

SPANTREE\_VLAN\_SW [2-56](#)

STORM\_CONTROL [2-57](#)

SUPERVISOR [2-57](#)

SUPQ [2-58](#)



SW\_VLAN [2-59](#)  
 SWITCH\_QOS\_TB [2-65](#)  
 TCAMMGR [2-65](#)  
 UDLD [2-67](#)  
 UFAST\_MCAST\_SW [2-69](#)  
 VQPCLIENT [2-70](#)

message severity levels

description [1-3](#)  
 table [1-3](#)

message text definition [1-3](#)

mnemonic code [1-3](#)

---

## N

notes

date/time stamp designation [2-1](#)  
 described [vi](#)

---

## O

output interpreter [1-4](#)

---

## P

PAgP messages

See EC messages

PHY messages [2-31](#)

PIMSN messages [2-32](#)

PIM snooping messages [2-32](#)

PLATFORM\_PM messages [2-33](#)

PLATFORM\_VLAN messages [2-34](#)

PLATFORM messages [2-33](#)

PM messages [2-35](#)

Port Aggregation Protocol messages

See EC messages

port manager messages

See PM messages

port manager messages, platform

See PLATFORM\_PM messages

publications, related [vi](#)

---

## Q

QOSMGR messages [2-42](#)

quality of service manager messages

See QOSMGR messages

---

## R

remote network monitoring messages

See RMON messages

requirements

device manager [vi](#)

RMON messages [2-48](#)

---

## S

severity levels

description [1-3](#)

table [1-3](#)

SFP security messages

See GBIC\_SECURITY\_CRYPT messages

See GBIC\_SECURITY\_UNIQUE messages

See GBIC\_SECURITY messages

small form-factor pluggable module messages

See GBIC\_SECURITY\_CRYPT messages

See GBIC\_SECURITY\_UNIQUE messages

See GBIC\_SECURITY messages

SPAN messages [2-48](#)

spanning-tree fast-convergence messages

See SPANTREE\_FAST messages

spanning-tree messages

See SPANTREE messages

spanning tree per-VLAN messages

See SPANTREE\_VLAN\_SW messages

SPANTREE\_FAST messages [2-56](#)  
 SPANTREE\_VLAN\_SW messages [2-56](#)  
 SPANTREE messages [2-49](#)  
 STORM\_CONTROL messages [2-57](#)  
 SUPERVISOR messages [2-57](#)  
 supervisor queue messages  
     See SUPQ messages  
 SUPQ messages [2-58](#)  
 SW\_VLAN messages [2-59](#)  
 SWITCH\_QOS\_TB messages [2-65](#)  
 Switched Port Analyzer messages  
     See SPAN messages  
 system message format [1-1](#)

---

## T

tables  
     message severity levels [1-3](#)  
     variable fields [1-4](#)  
 TAC, contacting [1-5](#)  
 TCAMMGR messages [2-65](#)  
 ternary content addressable memory manager messages  
     See TCAMMGR messages  
 time stamp information [1-1](#)  
 traceback reports [1-4](#)  
 trusted boundary messages  
     See SWITCH\_QOS\_TB messages

---

## U

UDLD messages [2-67](#)  
 UFAST\_MCAST\_SW messages [2-69](#)  
 UniDirectional Link Detection messages  
     See UDLD messages  
 upgrading information  
     See release notes  
 UplinkFast packet transmission messages  
     See UFAST\_MCAST\_SW messages

---

## V

variable fields  
     definition [1-4](#)  
     table [1-4](#)  
 VLAN manager messages  
     See SW\_VLAN messages  
 VLAN Query Protocol client messages  
     See VQPCLIENT messages  
 VQPCLIENT messages [2-70](#)  
 VTP messages  
     See SW\_VLAN messages