Cisco Catalyst Blade Switch 3040 for FSC System Message Guide

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Preface

Audience

This guide is for the networking professional managing the Cisco Catalyst Blade Switch 3040 for FSC, hereafter referred to as *the switch*. Before using this guide, you should have experience working with the Cisco IOS software and the switch software features.

Note The Cisco Catalyst Blade Switch 3040 for FSC is referred to as the *blade switch* in the software documentation for the Fujitsu Siemens Computers (FSC) PRIMERGY BX600 S2 blade server (also referred to as the *BX600 system* in the blade switch hardware documentation).

Purpose

This guide describes only the Cisco Catalyst Blade Switch 3040-specific system messages that you might encounter. For a complete list of Cisco IOS system error messages, see the *Cisco IOS Software System Error Messages, Cisco IOS Release 12.2*.

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

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

Conventions

This publication uses these conventions to convey instructions and information:

Command descriptions use these conventions:

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

- Braces and vertical bars within square brackets ([{ | }]) mean a required choice within an optional element.

Interactive examples use these conventions:

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

Notes use this convention and symbol:

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

Related Publications

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

http://www.cisco.com/en/US/products/ps6748/tsd_products_support_series_home.html

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

- For initial configuration information, see the ”Configuring the Switch Module” chapter in the getting started guide or the “Configuring the Switch with the CLI-Based Setup Program” appendix in the hardware installation guide.
- For device manager requirements, see the “System Requirements” section in the release notes (not orderable but available on Cisco.com).
- For upgrade information, see the “Downloading Software” section in the release notes.

You can order printed copies of documents with a DOC-xxxxxx= number from the Cisco.com sites and from the telephone numbers listed in the URL referenced in the “Obtaining Documentation and Submitting a Service Request” section on page ix.

- Device manager online help (available on the switch)
- These compatibility matrix documents are available from this Cisco.com site:

  http://www.cisco.com/en/US/products/hw/modules/ps5455/products_device_support_tables_list.html

  - *Cisco Gigabit Ethernet Transceiver Modules Compatibility Matrix* (not orderable but available on Cisco.com)
  - *Cisco Small Form-Factor Pluggable Modules Compatibility Matrix* (not orderable but available on Cisco.com)
  - *Compatibility Matrix for 1000BASE-T Small Form-Factor Pluggable Modules* (not orderable but available on Cisco.com)
- *Cisco Small Form-Factor Pluggable Modules Installation Notes* (order number DOC-7815160=)

Obtaining Documentation and Submitting a Service Request

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

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

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

CHAPTER 1

System Message Overview

This guide describes the 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.

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.

This chapter contains these sections:

How to Read System Messages

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

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

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

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

%FACILITY-SEVERITY-MNEMONIC: Message-text

- FACILITY is a code consisting of two or more uppercase letters that show the facility to which the message refers. A facility can be a hardware device, a protocol, or a module of the system software. Table 1-1 lists 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.
- 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 1-1 lists the message severity levels.

Table 1-1 Message Severity Levels

Severity Level	Description
0 – emergency	System is unusable.
1 – alert	Immediate action required.

Table 1-1 Message Severity Levels (continued)

Severity Level	Description
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 1-2 lists the variable fields in messages.

Table 1-2 Representation of Variable Fields in Messages

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

This example shows a partial switch system message:

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

Error Message Traceback Reports

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

This message example includes traceback information:

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

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

Output Interpreter

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

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

Bug Toolkit

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

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

Contacting TAC

If you cannot determine the nature of the error, see the "Obtaining Documentation and Submitting a Service Request" section on page ix for further information.

CHAPTER 2

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.

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

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 The ACL manager could not 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 The ACL manager could not 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 ID.

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 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] [chars].`

Explanation There are too many ACLs configured for the platform-specific ACL TCAM table to support. [dec] is the label number, and [chars] represents the layer. The first [chars] is for Layer 3; the second for Layer 2. If only one layer of TCAM is full, only one string is displayed, and the other string is NULL.

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 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 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, 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 1-2.

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

Explanation 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 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, 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 1-2.

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

Explanation 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 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 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 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, 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 1-2.

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

Explanation 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, 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 1-2.

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

Explanation 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, 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 1-2.

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

Explanation 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 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, 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 1-2.

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

Explanation 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.

BACKUP_INTERFACE Messages

This section contains the Flex Links messages.

Error Message `BACKUP_INTERFACE-5-PREEMPT: Preempting interface [chars] in backup pair ([chars], [chars]), preemption mode is [chars]`

Explanation The switch is pre-empting the current forwarding interface in the backup interface pair. The first [chars] is the number of the current forwarding interface. The second and third [chars] are the names of the interfaces in the backup pair, and the fourth [chars] is the pre-emption mode.

Recommended Action No action is required.

Error Message `BACKUP_INTERFACE-5-VLB_NON_TRUNK: Warning:  Flexlink VLB is not allowed on non-trunk ports.  Please configure [chars] to be a trunk port.`

Explanation Flex Link VLB detects a nontrunk port. [chars] is the interface name.

Recommended Action Configure the interface to operate in trunking mode.

BSPATCH Messages

This section contains boot loader patch messages.

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

Explanation 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, 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 1-2.

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

Explanation 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, 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 1-2.

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

Explanation 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, 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 1-2.

CMP Messages

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

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

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

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

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

DHCP_SNOOPING Messages

This section contains the DHCP snooping messages.

Error Message `DHCP_SNOOPING-3-DHCP_SNOOPING_INTERNAL_ERROR: DHCP Snooping internal error, [chars].`

Explanation A software sanity check failed in the DHCP snooping process. [chars] is 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. 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 1-2.

Error Message `DHCP_SNOOPING-4-AGENT_OPERATION_FAILED: DHCP snooping binding transfer failed. [chars].`

Explanation The DHCP snooping binding transfer process failed because of the specified reason for failure. [chars] is the reason for failure.

Recommended Action No action is required.

Error Message `DHCP_SNOOPING-4-AGENT_OPERATION_FAILED_N: DHCP snooping binding transfer failed ([dec]). [chars].`

Explanation The DHCP snooping binding transfer process failed because of the specified reason for failure [dec] is the number of failures, and [chars] is the reason for the failure. This message is rate-limited.

Recommended Action No action is required.

Error Message `DHCP_SNOOPING-4-DHCP_SNOOPING_ERRDISABLE_WARNING: DHCP Snooping received [dec] DHCP packets on interface [chars].`

Explanation The switch detected a DHCP packet rate-limit violation on the specified interface and put the interface in the error-disabled state. [dec] is the number of DCHP packets, and [chars] is the interface.

Recommended Action No action is required.

Error Message `DHCP_SNOOPING-4-DHCP_SNOOPING_PVLAN_WARNING: DHCP Snooping configuration may not take effect on secondary vlan [dec]. [chars]`

Explanation If the private VLAN feature is configured, the DHCP snooping configuration on the primary VLAN automatically propagates to all the secondary VLANs. [dec] is the VLAN ID of the secondary VLAN, and [chars] is the warning.

Recommended Action No action is required.

Error Message `DHCP_SNOOPING-4-IP_SOURCE_BINDING_NON_EXISTING_VLAN_WARNING: IP source binding is configured on non existing vlan [dec].`

Explanation The message means that an IP source binding was configured on a VLAN that has not been configured yet. [dec] is the VLAN.

Recommended Action No action is required.

Error Message `DHCP_SNOOPING-4-IP_SOURCE_BINDING_PVLAN_WARNING: IP source filter may not take effect on secondary vlan [dec] where IP source binding is configured. [chars].`

Explanation If private VLANs are configured, the IP-source-guard filter on the primary VLAN automatically propagates to all secondary VLANs. [dec] is the secondary VLAN, and [chars] is the warning.

Recommended Action No action is required.

Error Message `DHCP_SNOOPING-4-NTP_NOT_RUNNING: NTP is not running; reloaded binding lease expiration times are incorrect.`

Explanation If the DHCP snooping database agent loads the DHCP snooping bindings and NTP is not running, the calculated lease duration for the bindings is incorrect.

Recommended Action Configure NTP on the switch to provide an accurate time and date for the system clock. Then disable and re-enable DHCP snooping to clear the DHCP snooping binding database.

Error Message `DHCP_SNOOPING-4-QUEUE_FULL: Fail to enqueue DHCP packet into processing queue: [chars], the queue is most likely full and the packet will be dropped.`

Explanation The CPU is receiving DHCP at a higher rate than the DHCP snooping can process. These DHCP packets are dropped to prevent a denial of service attack. [chars] is the warning.

Recommended Action No action is required.

Error Message `DHCP_SNOOPING-4-STANDBY_AGENT_OPERATION_FAILED: DHCP snooping binding transfer failed on the Standby Supervisor. [chars].`

Explanation The DHCP snooping binding transfer process failed on a standby supervisor engine. [chars] is the standby supervisor engine.

Recommended Action No action is required.

Error Message `DHCP_SNOOPING-6-AGENT_OPERATION_SUCCEEDED: DHCP snooping database [chars] succeeded.`

Explanation The DHCP binding transfer process succeeded. [chars] is the DCHP snooping database.

Recommended Action No action is required.

Error Message `DHCP_SNOOPING-6-BINDING_COLLISION: Binding collision. [dec] bindings ignored.`

Explanation The specified number of bindings were ignored when the switch read the database file. The bindings from the database file have MAC address and VLAN information that a configured DHCP snooping binding already uses.

Recommended Action No action is required.

Error Message `DHCP_SNOOPING-6-INTERFACE_NOT_VALID: Interface not valid. [dec] bindings ignored.`

Explanation The specified number of bindings were ignored when the switch read the database file because the interface in binding database is not available, the interface is a routed port, or the interface is a DHCP snooping-trusted Layer 2 interface. [dec] is the number of bindings that the switch ignores.

Recommended Action No action is required.

Error Message `DHCP_SNOOPING-6-LEASE_EXPIRED: Lease Expired. [dec] bindings ignored.`

Explanation The specified number of bindings were ignored when the switch read the database file because the DHCP lease expired. [dec] is the number of bindings.

Recommended Action No action is required.

Error Message `DHCP_SNOOPING-6-PARSE_FAILURE: Parsing failed for [dec] bindings.`

Explanation The specified number of bindings were ignored when the switch read the database file because the database read operation failed. [dec] is the number of bindings.

Recommended Action No action is required.

Error Message `DHCP_SNOOPING-6-VLAN_NOT_SUPPORTED: Vlan not supported. [dec] bindings ignored.`

Explanation The specified number of bindings were ignored when the switch read the database file because the VLAN is no longer configured on the switch. [dec] is the number of bindings that the switch ignores.

Recommended Action No action required.

DOT1X Messages

This section contains the IEEE 802.1x messages.

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

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

Recommended Action Reduce other system activity to reduce memory demands.

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

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

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

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

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

Recommended Action Reload the device.

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

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

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

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

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

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

DOT1X_SWITCH Messages

This section contains the IEEE 802.1x messages for switches.

Error Message `DOT1X_SWITCH-5-ERR_ADDING_ADDRESS: Unable to add address [enet] on [chars]`

Explanation The client MAC address could not be added to the MAC address table because the hardware memory is full or the address is a secure address on another port. [enet] is the supplicant MAC address, and [chars] is the interface. This message might appear if the IEEE 802.1x feature is enabled.

Recommended Action If the hardware memory is full, remove some of the dynamic MAC addresses. If the client address is on another port, manually remove it from that port.

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

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

Recommended Action Update the configuration to use a different VLAN.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Recommended Action Update the configuration to not use this VLAN.

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

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

Recommended Action Update the configuration to use a valid VLAN.

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

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

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

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

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

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

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

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

Recommended Action Update the configuration to not use this VLAN.

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

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

Recommended Action Update the configuration to not use this VLAN.

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

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

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

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

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

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

DTP Messages

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

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

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

Recommended Action Reduce other system activity to ease memory demands.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Recommended Action This message is provided for information only.

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

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

Recommended Action This message is provided for information only.

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

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

Recommended Action This message is provided for information only.

DWL Messages

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

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

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

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

EC Messages

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

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action No action is required.

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

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

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

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

Explanation The aggregation port is down. The port remains standalone until the aggregation port is up. The first [chars] is the EtherChannel. The second [chars] is the port number.

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

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

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

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

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

Explanation The port has different port attributes than the port channel or ports within the port channel. 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 For the port to join the bundle, change the port attributes so that they match the port.

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

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

Recommended Action No action is required.

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

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

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

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

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

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

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

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

Recommended Action Remove the interface from the channel group.

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

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

Recommended Action Remove the interface from the channel group.

Error Message `EC-5-L3DONTBNDL1: [chars] suspended: PAgP not enabled on the remote port.`

Explanation PAgP is enabled on the Layer 3 interface, but the partner port is not enabled for PAgP. In this mode, the port is placed in a suspended state. [chars] is the Layer 3 interface.

Recommended Action Enable PAgP on the remote side by using the **channel-group** interface configuration command.

Error Message `EC-5-L3DONTBNDL2: [chars] suspended: LACP currently not enabled on the remote port.`

Explanation LACP is enabled on a Layer 3 interface but is not enabled on the partner port. In this mode, the port is put in a suspended state. [chars] is the interface name.

Recommended Action Enable LACP on the remote side.

Error Message `EC-5-L3DONTBNDL3: [chars] suspended: LACP not enabled on the remote port.`

Explanation LACP is enabled on a Layer 3 interface, but the remote port does not have LACP enabled. In this mode, the local port is put in a suspended state.

Recommended Action Enable LACP on the remote port.

Error Message `EC-5-L3STAYDOWN: [chars] will remain down as its port-channel [chars] is admin-down.`

Explanation On Layer 3 interfaces and aggregation interfaces, the administrative state of the aggregation interface overrides the administrative status of the Layer 3 interface. If the aggregation interface is administratively down, all interfaces in the aggregation interface are forced to be down. [chars] is the Layer 3 interface.

Recommended Action Enter the **no shutdown** interface configuration command on the aggregation interface.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Recommended Action No action is required.

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

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

Recommended Action Reconfigure the port; remove the unsuitable configuration.

ETHCNTR Messages

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

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

Explanation The collisions at a half-duplex port exceeded the threshold, and the port is considered as a loopback. [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]. The port is forced to linkdown.`

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

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

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

Explanation There are too many VLANs configured. [chars] is the short interface name, such as Gi0/1h, 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.

FRNTEND_CTRLR Messages

This section contains the front-end controller messages.

Error Message `FRNTEND_CTRLR-1-MGR_TXQ_FULL: The front end controller Tx queue reached watermark level`

Explanation There are too many messages in the queue between the front-end controller and the switch software.

Recommended Action Try reloading the switch. If this does not resolve the issue, this might be a hardware problem. Contact the Cisco technical support representative.

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

Recommended Action Remove the GBIC from the port.

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

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

Recommended Action Remove the GBIC from the port.

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

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

Recommended Action Remove the GBIC from the port.

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

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

Recommended Action Reload the switch by using the **reload** privileged EXEC command. If the problem persists, find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

GBIC_SECURITY_CRYPT Messages

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

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

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

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

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

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

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

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

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

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

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

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 The SFP module was identified as a Cisco GBIC or 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 GBIC or SPF module, and the second [dec]/[dec] is the interface of the existing module.

Recommended Action Cisco GBIC or 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 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-2-FAN_ERROR: Fan [chars] Failure`

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

Recommended Action This is a hardware failure. The fan might recover automatically. If the fan failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems.If you still require assistance, contact Cisco technical support and provide the representative with the gathered information. For more information about the online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

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

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

HLFM Messages

This section contains messages from the local forwarding manager.

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

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

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

contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

IDBMAN Messages

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

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

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

contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

IGMP_QUERIER Messages

This section contains the IGMP querier messages.

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

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

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

Error Message `IGMP_QUERIER-4-PIM_ENABLED: The IGMP querier is operationally disabled in VLAN [dec] because PIM has been enabled on the SVI.`

Explanation PIM was detected on the SVI. Do not enable the IGMP querier when PIM is enabled on the SVI. [dec] is the VLAN ID.

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

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

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

IP_DEVICE_TRACKING_HA Messages

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

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

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

Recommended Action No action is required.

MAC_LIMIT Messages

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

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

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

Recommended Action Your network administrator configures this action.

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

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

Recommended Action Your network administrator configures this action.

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

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

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

Recommended Action Check your network for loops.

PHY Messages

This section contains the PHY messages.

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

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

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

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

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

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

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

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

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

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TA C, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TA C, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2

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

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

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

Explanation There are too many VLANs and routed ports. [chars] is the short interface name, such as Gi1/0/1, or the VLAN name, such as VLAN0002.

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

PLATFORM_FBM Messages

This section contains the platform fallback bridging manager (FBM) messages.

Error Message `PLATFORM_FBM-4-RECOVERED: Fallback bridging recovered from resource crunch.`

Explanation Fallback bridging has recovered from an earlier lack of resource.

Recommended Action No action is required.

Error Message `PLATFORM_FBM-4-RESOURCE_CRUNCH: Fallback bridging on bridge-group [dec] is experiencing a resource crunch. One or more bridge-groups may not be functional. It will recover automatically when system recovers from resource crunch. Delete the bridge-group to immediately recover.`

Explanation Fallback bridging could not be configured properly. The most likely cause is a TCAM-full condition on at least one stack member.

Recommended Action The switch automatically recovers, but this could take some time. For an immediate recovery, use the **shutdown** interface configuration command to disable the port and stop the traffic flow to the switch. Use the **clear mac-address-table dynamic** privileged EXEC command to remove all MAC addresses from the TCAM. Use the **no shutdown** interface configuration command to re-enable the port.

PLATFORM_HPLM Messages

This section has the platform pseudo label manager messages.

Error Message `PLATFORM_HPLM-3-ERROR: Failed Alloc for action record label move from [dec] to [dec].`

Explanation An internal resource allocation error occurred during the label compaction process. The first [dec] is the previous label, and the second [dec] is the new label.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative, and provide the representative with the gathered information.

Error Message `PLATFORM_HPLM-6-LABEL_COMPLETE: VRF Label compaction complete.`

Explanation The VRF label compaction process has successfully completed.

Recommended Action No action is required.

Error Message `PLATFORM_HPLM-6-LABEL_FAILED: VRF Label compaction failed.`

Explanation The VRF label compaction process has failed.

Recommended Action No action is required.

Error Message `PLATFORM_HPLM-6-LABEL_START: VRF Label compaction started.`

Explanation The VRF label compaction process has started.

Recommended Action No action is required.

PLATFORM_PBR Messages

This section contains policy based routing (PBR) messages.

Error Message `PLATFORM_PBR-2-NO_RMAP: Cannot create PBR data structures for route-map [chars].`

Explanation The PBR manager could not allocate the internal data structures for this route-map. A likely cause is lack of available memory. [chars] is the route-map.

Recommended Action Simplify the configuration so that it requires less memory.

Error Message `PLATFORM_PBR-3-INSTALL_FAIL: Policy route-map [chars] not installed in hardware.`

Explanation The PBR manager was unable to install the complete route-map in hardware, so the packets are forwarded to the CPU for processing. [chars] is the route-map.

Recommended Action Simplify route-map configurations. For example, use the same route-map on multiple interfaces.

Error Message `PLATFORM_PBR-3-NO_LABEL: Cannot allocate label for route-map [chars].`

Explanation The PBR manager could not allocate a label for this route-map. As a result, the hardware cannot be programmed to implement policy routing. There is a limit of 247 labels for policy routing. [chars] is the route-map.

Recommended Action Simplify the configuration with label sharing. Use the same route-maps on multiple interfaces, if possible.

Error Message `PLATFORM_PBR-3-UNSUPPORTED_RMAP: Route-map [chars] not supported for Policy-Based Routing.`

Explanation The route-map attached to an interface for policy routing contains an action that is not supported on this platform. This is a hardware limitation. [chars] is the route-map.

Recommended Action Use the **route-map** *map-tag* **permit** global configuration command and the **set ip next-hop** *ip-address* route-map configuration command to reconfigure the route map to use only these supported actions.

Error Message `PLATFORM_PBR-4-CPU_SUPPORTED_ACTION: Set action in sequence [dec] of route-map [chars] supported by forwarding to CPU.`

Explanation The route-map attached to an interface for policy-based routing contains an action that is not supported in hardware, so the packets are forwarded to the CPU for processing. The route-map actions that invoke this forwarding are **set interface**, **set ip default next-hop**, **set default interface**, or **set ip df**. [dec] is the action number, and [chars] is the route-map.

Recommended Action Use the **set ip next-hop** *ip-address* route-map configuration command to reconfigure the route map action to route the packet to the specified next hop.

Error Message `PLATFORM_PBR-4-RETRY_INSTALL: Route-map [chars] installed in hardware upon retry.`

Explanation The PBR manager was able to fit the complete configuration into the hardware. One or more route-maps previously failed to load because of lack of resources. [chars] is the route-map.

Recommended Action No action is required.

Error Message `PLATFORM_PBR-4-SDM_MISMATCH: [chars] requires sdm template routing.`

Explanation The routing template is not enabled. [chars] is the text string PBR.

Recommended Action Modify the SDM template to enable the routing template. Use the **sdm prefer** routing configuration command, and then reload the switch by using the **reload** privileged EXEC command.

PLATFORM_PM Messages

This section contains platform port manager (PM) messages.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

PLATFORM_SPAN Messages

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

Error Message `PLATFORM_SPAN-3-PACKET_DROP: Decreases egress SPAN rate.`

Explanation Egress SPAN rates are falling because SPAN is enabled with multicast routing or fallback bridging.

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 1-2.

PLATFORM_UCAST Messages

This section contains platform unicast routing messages.

Error Message `PLATFORM_UCAST-3-ADJ: [chars].`

Explanation The adjacency module for unicast routing encountered an error. [chars] describes 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. 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 1-2.

Error Message `PLATFORM_UCAST-3-ARP: [chars].`

Explanation The ARP module for unicast routing encountered an error. [chars] describes 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. 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 1-2.

Error Message `PLATFORM_UCAST-3-CEF: [chars].`

Explanation The Cisco Express Forwarding (CEF) module for unicast routing encountered an error. [chars] describes 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. 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 1-2.

Error Message `PLATFORM_UCAST-3-DYNAMIC: [chars].`

Explanation The dynamic address tracking mechanism for unicast routing encountered an error. [chars] describes 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. 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 1-2.

Error Message `PLATFORM_UCAST-3-ERROR: [chars].`

Explanation An internal unicast routing error occurred. [chars] describes 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. 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 see the "Error Message Traceback Reports" section on page 1-2.

Error Message `PLATFORM_UCAST-3-HSRP: [chars].`

Explanation The Hot Standby Router Protocol (HSRP) module for unicast routing encountered an error. [chars] describes 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. 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 see the "Error Message Traceback Reports" section on page 1-2.

Error Message `PLATFORM_UCAST-3-INTERFACE: [chars].`

Explanation A unicast routing interface error occurred. [chars] describes 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. 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 1-2.

Error Message `PLATFORM_UCAST-3-RPC: [chars] .`

Explanation The RPC module for unicast routing encountered an error. [chars] describes 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. 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 1-2.

Error Message `PLATFORM_UCAST-6-PREFIX: One or more, more specific prefixes could not be programmed into TCAM and are being covered by a less specific prefix`

Explanation A more specific prefix could not be programmed into Ternary Content Addressable Memory (TCAM) and is covered by a less specific prefix. This could be a temporary condition. The output of the **show platform ip unicast failed route** privileged EXEC command lists the failed prefixes.

Recommended Action No action is required.

PLATFORM_VLAN Messages

This section contains platform VLAN messages.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

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

contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

PLATFORM_WCCP Messages

This section contains platform Web Cache Communication Protocol (WCCP) messages.

Error Message `PLATFORM-WCCP-3-NO_LABEL: Cannot allocate WCCP Label`

Explanation The WCCP label could not be allocated. This means that the hardware cannot be programmed to implement WCCP redirection.

Recommended Action Reduce the number of interfaces configured for WCCP redirection or policy based routing.

Error Message `PLATFORM-WCCP-4-SDM_MISMATCH: WCCP requires sdm template routing`

Explanation To support this feature, you need to enable the Switch Database Management (SDM) routing template.

Recommended Action Modify the SDM template to enable the routing template. Use the **sdm prefer routing** global configuration command, and then reload the switch by using the **reload** privileged EXEC command.

PM Messages

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

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

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

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

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

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

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

Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

Explanation The port manager detected an invalid request.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

Explanation The port manager detected an invalid request.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems.If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

Explanation The port manager detected an invalid request.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems.If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

Explanation The port manager detected a misconfiguration or misbehavior and placed the interface in an error-disabled state. A recovery is attempted after the configured retry time (the default is 5 minutes). [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, 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 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TA C, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

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

Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TA C, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

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

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

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

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

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

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

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

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

Recommended Action Delete some extended-range VLANs created by users, or remove some features 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 An invalid host access entry type was received; the host access entry should be a configured or a dynamic type. [dec] is the entry type that is received.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

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

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action No action is required.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

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

PORT_SECURITY Messages

This section contains the port security messages.

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

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

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

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

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

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

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

QOSMGR Messages

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

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

Explanation An internal software error has occurred.

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

Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems.If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

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

with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

Explanation An internal software error has occurred.

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

Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

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

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

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

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

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

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

Recommended Action Check if any other messages indicate resource failure. If other messages indicate that the hardware resources are exceeded, retry the command with a smaller configuration. Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

RMON Messages

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

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

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

Recommended Action Take appropriate action on the specified MIB object.

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

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

Recommended Action Take appropriate action on the specified object.

SPAN Messages

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

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

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

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

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

Explanation SPAN detected an error in its internal operation.

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

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

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

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

SPANTREE Messages

This section contains the spanning-tree messages.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Explanation The spanning-tree loopguard configuration for the listed interface has been changed. If enabled, the interface is placed into the blocking state. It is marked as loopguard-inconsistent when the message-age timer expires because no BPDUs were received from the designated bridge. This

feature is mainly used to detect unidirectional links. The first [chars] is the loopguard state (*enable* or *disable*), the second [chars] is the interface name, and the third [chars] is the spanning-tree instance.

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

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

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

Recommended Action No action is required.

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

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

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

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

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

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

Recommended Action No action is required.

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

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

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

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

Explanation 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, 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 1-2.

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

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

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

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

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

Recommended Action Enter the **show spanning-tree inconsistentports** privileged EXEC command to review the list of interfaces with root-guard inconsistencies. Find out why devices connected to the listed ports are sending BPDUs with a superior root bridge, and take action to prevent more

occurrences. When the inaccurate BPDUs have been stopped, the interfaces automatically recover and resume normal operation. Make sure that it is appropriate to have root guard enabled on the interface.

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

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

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

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

error in the platform-specific code, which causes it to request more or less bits than are possible. The first [dec] is the number of bits for the port number, and the second and third [dec] describe the valid range.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show version** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

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

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

Explanation The message means that the switch has received a prestandard multiple spanning-tree (MST) BPDU on an interface that is not configured to send prestandard MST BPDUs. The switch automatically adjusts its configuration on the interface and start sending prestandard BPDUs. However, the switch does not automatically detect all prestandard neighbors, and we recommend that you configure the interface to send prestandard MST BPDUs by using the **spanning-tree mst pre-standard** interface configuration command. This warning message only appears once. [chars] is the interface.

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

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

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

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

contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

Error Message `SPANTREE-6-PORTADD_ALL_VLANS: [chars] added to all Vlans`

Explanation The interface has been added to all VLANs. [chars] is the added interface.

Recommended Action No action is required.

Error Message `SPANTREE-6-PORTDEL_ALL_VLANS: [chars] deleted from all Vlans`

Explanation The interface has been deleted from all VLANs. [chars] is the deleted interface.

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

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

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

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

Recommended Action No action is required.

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

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

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

SPANTREE_FAST Messages

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

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

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

Recommended Action No action is required.

SPANTREE_VLAN_SW Messages

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

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

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

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

STORM_CONTROL Messages

This section contains the storm control messages.

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

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

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

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

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

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

SUPERVISOR Messages

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

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

SUPQ Messages

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

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

Error Message `SUPQ-4-PORT_QUEUE_STUCK: Port queue Stuck for asic [dec] port [dec] queue [dec].`

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

SW_DAI Messages

This section contains the dynamic ARP inspection (DAI) messages.

Error Message `SW_DAI-4-ACL_DENY: [dec] Invalid ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]]).`

Explanation The switch has received ARP packets considered invalid by ARP inspection. The packets are erroneous, and their presence shows that administratively denied packets were seen in the network. This log message appears when packets have been denied by ACLs either explicitly or implicitly (with static ACL configuration). These packets show attempted man-in-the-middle attacks in the network. The first [dec] is the number of invalid ARP packets. The first [chars] is either Req (request) or Res (response), and the second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

Recommended Action No action is required.

Error Message `SW_DAI-4-DHCP_SNOOPING_DENY: [dec] Invalid ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]]).`

Explanation The switch has received ARP packets considered invalid by ARP inspection. The packets are erroneous, and their presence might show attempted man-in-the-middle attacks in the network. This log message appears when the sender's IP and MAC address binding for the received VLAN is not present in the DHCP snooping database. The first [dec] is the number of invalid ARP packets. The first [chars] is either Req (request) or Res (response), and the second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

Recommended Action No action is required.

Error Message `SW_DAI-6-DHCP_SNOOPING_PERMIT: [dec] ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]]).`

Explanation The switch has received ARP packets that have been permitted because the sender's IP and MAC address match the DHCP snooping database for the received VLAN. The first [dec] is the number of valid ARP packets. The first [chars] is either Req (request) or Res (response), and the second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

Recommended Action No action is required.

Error Message `SW_DAI-4-INVALID_ARP: [dec] Invalid ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]]).`

Explanation The switch has received ARP packets considered invalid by ARP inspection. The packets do not pass one or more validation checks of the source or destination MAC address or the IP address. The first [dec] is the number of invalid ARP packets. The first [chars] is either Req (request), Res (response), or Invalid Opcode. The second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

Recommended Action No action is required.

Error Message `SW_DAI-4-PACKET_BURST_RATE_EXCEEDED: [dec] packets received in [dec] seconds on [chars].`

Explanation The switch has received the given number of ARP packets in the specified burst interval. The interface is in the error-disabled state when the switch receives packets at a higher rate than the configured packet rate every second over the configured burst interval. The message is logged just before the interface is error disabled and if the configured burst interval is more than a second. The first [dec] is the number of packets, the second [dec] is the number of seconds, and [chars] is the affected interface.

Recommended Action No action is required.

Error Message `SW_DAI-4-PACKET_RATE_EXCEEDED: [dec] packets received in [dec] milliseconds on [chars].`

Explanation The switch has received the given number of ARP packets for the specified duration on the interface. This message is logged just before the port is put into the error-disabled state because of the exceeded packet rate and when the burst interval is set to 1 second. The first [dec] is the number of packets, the second [dec] is the number of milliseconds, and [chars] is the affected interface.

Recommended Action No action is required.

Error Message `SW_DAI-4-SPECIAL_LOG_ENTRY: [dec] Invalid ARP packets [[time-of-day]].`

Explanation The switch has received ARP packets considered invalid by ARP inspection. The packets are erroneous, and their presence might show attempted man-in-the-middle attacks in the network. This message differs from other SW_DAI messages in that this message captures all messages when the rate of incoming packets exceeds the dynamic ARP inspection logging rate. [dec] is the number of invalid ARP packets, and [time-of-day] is the time of day.

Recommended Action No action is required.

Error Message `SW_DAI-6-ACL_PERMIT: [dec] ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]]).`

Explanation The switch has received ARP packets that are permitted as a result of an ACL match. The first [dec] is the number of valid ARP packets. The first [chars] is either Req (request) or Res (response), and the second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

Recommended Action No action is required.

Error Message `SW_DAI-6-DHCP_SNOOPING_PERMIT: [dec] ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]]).`

Explanation The switch has received ARP packets that have been permitted because the sender's IP and MAC address match the DHCP snooping database for the received VLAN. The first [dec] is the number of valid ARP packets. The first [chars] is either Req (request) or Res (response), and the second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

Recommended Action No action is required.

SW_MACAUTH Messages

This section contains the MAC address authentication messages.

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

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

Recommended Action No action is required.

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

Explanation The MAC authentication table was cleared.

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

SW_MATM Messages

This section contains the Mac address table manager messages.

Error Message `SW_MATM-4-MACFLAP_NOTIF: Host [enet] in [chars] [dec] is flapping between port [chars] and port [chars]`

Note This message applies to Catalyst 3750 and 3560 switches.

Explanation The switch found the traffic from the specified host flapping between the specified ports. [enet] is the host MAC address, [chars] [dec] is the switch ID, the first and second [chars] are the ports between which the host traffic is flapping.

Recommended Action Check the network switches for misconfigurations that might cause a data-forwarding loop.

SW_VLAN Messages

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

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TA C, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TA C, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

Error Message `SW_VLAN-4-BAD_PM_VLAN_COOKIE_RETURNED: VLAN manager unexpectedly received a bad PM VLAN cookie from the Port Manager, VLAN indicated [dec].`

Explanation The VLAN manager received an upcall and a VLAN cookie from the port manager, which translated to a bad VLAN ID. [dec] is the VLAN ID.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action No action is required.

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

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

Error Message `SW_VLAN-4-BAD_VLAN_CONFIGURATION_FILE_VERSION: VLAN configuration file contained unknown file version [dec].`

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

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

with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

Error Message `SW_VLAN-4-NO_PM_COOKIE_RETURNED: VLAN manager unexpectedly received a null [chars] type cookie from the Port Manager, data reference [chars].`

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action No action is required.

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

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

Recommended Action Check the internal VLAN usage by using **show vlan internal usage** privileged EXEC command, reconfigure the feature that is using the internal VLANs, and try to create the VLANs again. If this message appears again, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

Error Message `SW_VLAN-4-VTP_INVALID_DATABASE_DATA: VLAN manager received bad data of type [chars] value [dec] from vtp database function [chars].`

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

Error Message `SW_VLAN-4-VTP_INVALID_EVENT_DATA: VLAN manager received bad data of type [chars] value [dec] while being called to handle a [chars] event.`

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

Error Message `SW_VLAN-6-OLD_CONFIG_FILE_READ: Old version [dec] VLAN configuration file detected and read OK. Version [dec] files will be written in the future.`

Explanation The VLAN software detected an old version of the VLAN configuration file format. It interpreted the file without a problem, but it will create files using the new format in the future. The first [dec] is the old version number, and the second [dec] is the new version number.

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action 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 1-2.

Error Message `SW_VLAN-6-VTP_DOMAIN_NAME_CHG: VTP domain name changed to [chars].`

Explanation The VLAN Trunking Protocol (VTP) domain name was changed through the configuration to the name specified in the message. [chars] is the changed domain name.

Recommended Action No action is required.

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

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

Recommended Action No action is required.

SWITCH_QOS_TB Messages

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

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

TCAMMGR Messages

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

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

UDLD Messages

This section contains UniDirectional Link Detection (UDLD) messages.

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

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

Recommended Action Reload the switch by using the **reload** privileged EXEC command. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

UFAST_MCAST_SW Messages

This section contains UplinkFast (UFAST) packet transmission messages.

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

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

Recommended Action UplinkFast does not work unless you reload the switch software. If this problem persists even after reload, find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Reduce other system activity to ease memory demands.

VQPCLIENT Messages

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

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

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

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-2.

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

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

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

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

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

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

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

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

Recommended Action Verify the VMPS configuration.

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

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

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

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

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

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

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

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

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

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

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

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

Error Message `VQPCLIENT-7-RECONF: Reconfirming VMPS responses.`

Explanation The switch is reconfirming all responses with the VMPS.

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

WCCP Messages

This section contains the Web Cache Communication Protocol (WCCP) messages.

Error Message `WCCP-1-CACHELOST: Web Cache [IP_address] lost.`

Explanation The switch has lost contact with the specified web cache. [IP_address] is the web cache IP address.

Recommended Action Verify the operation of the web cache by entering the **show ip wccp web-cache** privileged EXEC command.

Error Message `WCCP-5-CACHEFOUND: Web Cache [IP_address] acquired.`

Explanation The switch has acquired the specified web cache. [IP_address] is the web cache IP address.

Recommended Action No action is required.

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