



## Catalyst 3750 Switch System Message Guide

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## Preface

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### Audience

This guide is for the networking professional managing the Catalyst 3750 switch or switch stack, hereafter referred to as *the switch*. Before using this guide, you should have experience working with the Cisco IOS and the switch software features.

### Purpose

This guide describes only the Catalyst 3750-specific system messages that you might encounter. For a complete list of Cisco IOS system error messages, refer to the *Cisco IOS Software System Error Messages, Cisco IOS Release 12.1*.

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

### Conventions

This publication uses these conventions to convey instructions and information:

Command descriptions use these conventions:

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

Interactive examples use these conventions:

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

Notes use this convention and symbol:



Note

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

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## Related Publications

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

<http://www.cisco.com/univercd/cc/td/doc/product/lan/c3750/index.htm>

You can order printed copies of documents with a DOC-xxxxxx= number from the Cisco.com sites and from the telephone numbers listed in the “[Obtaining Documentation](#)” section on page vi.

- *Release Notes for the Catalyst 3750 Switch* (not orderable but available on Cisco.com)
- *Catalyst 3750 Switch Software Configuration Guide* (order number DOC-7815164=)
- *Catalyst 3750 Switch Command Reference* (order number DOC-7815165=)
- *Catalyst 3750 Switch System Message Guide* (order number DOC-7815166=)
- Cluster Management Suite (CMS) online help (available only from the switch CMS software)
- *Catalyst 3750 Switch Hardware Installation Guide* (order number DOC-7815136=)
- *Cisco Small Form-Factor Pluggable Modules Installation Notes* (not orderable but available on Cisco.com)

## Obtaining Documentation

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

### Cisco.com

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

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

You can access the Cisco website at this URL:

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International Cisco websites can be accessed from this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Documentation CD-ROM

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[http://www.cisco.com/en/US/partner/ordering/ordering\\_place\\_order\\_ordering\\_tool\\_launch.html](http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html)

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

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

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

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

We appreciate your comments.

# Obtaining Technical Assistance

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

## Cisco.com

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Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
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- Register for online skill assessment, training, and certification programs

To obtain customized information and service, you can self-register on Cisco.com at this URL:

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

## Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The type of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration. There is little or no impact to your business operations.
- Priority level 3 (P3)—Operational performance of the network is impaired, but most business operations remain functional. You and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- Priority level 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively impacted by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.
- Priority level 1 (P1)—An existing network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.



## Cisco TAC Website

The Cisco TAC website provides online documents and tools to help troubleshoot and resolve technical issues with Cisco products and technologies. To access the Cisco TAC website, go to this URL:

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

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

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

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

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

If you have Internet access, we recommend that you open P3 and P4 cases online so that you can fully describe the situation and attach any necessary files.

## Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

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

Before calling, please check with your network operations center to determine the Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

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- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

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

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

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

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

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

[http://www.cisco.com/en/US/about/ac123/ac147/about\\_cisco\\_the\\_internet\\_protocol\\_journal.html](http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html)

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[http://www.cisco.com/en/US/learning/le31/learning\\_recommended\\_training\\_list.html](http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html)



# System Message Overview

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This guide describes the Catalyst 3750-specific system messages. During operation, the system software sends these messages to the console (and, optionally, to a logging server on another system). Not all system messages indicate problems with your system. Some messages are purely informational, whereas others can help diagnose problems with communications lines, internal hardware, or the system software. This guide also includes error messages that appear when the system fails.



## Note

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For information about system messages that are not Catalyst 3750 platform-specific, refer to the *Cisco IOS Software System Messages for IOS Release 12.1*.

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This chapter contains these sections:

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

## How to Read System Messages

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

*seq no:timestamp: %facility-severity-MNEMONIC:description (hostname-n)*

By default, a switch sends the output from system messages to a logging process. In a switch stack, stack members append their hostnames to the output from system messages and redirect the output to the logging process on the stack master.

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

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

- **FACILITY** is a code consisting of two or more uppercase letters that show the facility to which the message refers. A facility can be a hardware device, a protocol, or a module of the system software. [Table 1-1](#) lists Catalyst 3750-specific facility codes. These messages are described in [Chapter 2, “Message and Recovery Procedures,”](#) in alphabetical order by facility code with the most severe (lowest number) errors described first.

Table 1-1 Facility Codes

Facility Code	Description	Location
ACLMGRR	ACL Manager	“ACLMGR Messages” section on page 2-2
CFGMGE	Configuration Manager	“CFGMGR Messages” section on page 2-4
CMP	Cluster Membership Protocol	“CMP Messages” section on page 2-6
DTP	Dynamic Trunking Protocol	“DTP Messages” section on page 2-6
EC	EtherChannel	“EC Messages” section on page 2-8
ETHCNTR	Ethernet Controller	“ETHCNTR Messages” section on page 2-10
GBIC_SECURITY	GBIC (SFP) module security <b>Note</b> These errors refer to small-form factor pluggable (SFP) modules.	“GBIC (SFP) Security Messages” section on page 2-11
IMAGMGR	Image Manager	“IMAGEMGR Messages” section on page 2-12
PLATFORM	Low-level platform-specific	“PLATFORM Messages” section on page 2-13
PLATFORM_CAT3750	Catalyst 3750 internal	“PLATFORM_CAT3750 Messages” section on page 2-14
PLATFORM_IPC	Platform Inter-Process Communication (IPC) protocol	“PLATFORM_IPC Messages” section on page 2-14
PLATFORM_RPC	Platform remote procedure call (RPC)	“PLATFORM_RPC Messages” section on page 2-15
PLATFORM_SPAN	Platform Switched Port Analyzer (SPAN)	“PLATFORM_SPAN Messages” section on page 2-16
PM	Port manager	“PM Messages” section on page 2-17
QOSMGR	QoS manager	“QOSMGR Messages” section on page 2-23
SFP	Small form-factor pluggable (SFP) identification	“SFP Messages” section on page 2-27
SPAN	Switch Port Analyzer (SPAN)	“SPAN Messages” section on page 2-28
SPANTREE	Spanning tree	“SPANTREE Messages” section on page 2-28
SPANTREE_FAST	Spanning-tree fast convergence	“SPANTREE_FAST Messages” section on page 2-33
SPANTREE_VLAN_SW	Spanning-tree VLAN switch	“SPANTREE_VLAN_SWITCH Messages” section on page 2-34
STACKMGR	Stack manager	“STACKMGR Messages” section on page 2-34

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

Facility Code	Description	Location
SUPERVISOR_ASIC	Supervisor ASIC)	“SUPERVISOR Messages” section on page 2-36
SUPQ	Supervisor queue	“SUPQ Messages” section on page 2-36
SW_VLAN	VLAN manager	“SW_VLAN Messages” section on page 2-37
UDLD	UniDirectional Link Detection (UDLD)	“UDLD Messages” section on page 2-42
VQPCIENT	VLAN Query Protocol (VQP) client	“VQPCIENT Messages” section on page 2-44

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

**Table 1-2 Message Severity Levels**

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

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

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

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

**Table 1-3 Representation of Variable Fields in Messages (continued)**

Representation	Type of Information
[hex]	Hexadecimal integer
[inet]	Internet address

All syslog messages generated by a switch other than the master switch are displayed ending with (*Switch-x*) where *Switch-x* is the number of the stack member generating the message. Syslog messages generated by the master switch are displayed with no hostname string.

This example shows a partial switch system message for a stack master and a stack member switch (hostname *Switch-2*):

```
00:00:46: %LINK-3-UPDOWN: Interface Port-channel1, changed state to up
00:00:47: %LINK-3-UPDOWN: Interface GigabitEthernet1/0/1, changed state to up
00:00:47: %LINK-3-UPDOWN: Interface GigabitEthernet1/0/2, 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 GigabitEthernet1/0/1, 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)

00:00:46: %LINK-3-UPDOWN: Interface Port-channel1, changed state to up (Switch-2)
00:00:47: %LINK-3-UPDOWN: Interface GigabitEthernet2/0/1, changed state to up (Switch-2)
00:00:47: %LINK-3-UPDOWN: Interface GigabitEthernet2/0/2, changed state to up (Switch-2)
00:00:48: %LINEPROTO-5-UPDOWN: Line protocol on Interface Vlan1, changed state to down
(Switch-2)
00:00:48: %LINEPROTO-5-UPDOWN: Line protocol on Interface GigabitEthernet2/0/1, changed
state to down 2 (Switch-2)
```

## 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 sample message includes traceback information:

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



## Message and Recovery Procedures

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This chapter describes the Catalyst 3750-specific system messages in alphabetical order by facility. Within each facility, the messages are listed by severity levels 0 to 7: 0 is the highest severity level, and 7 is the lowest severity level. Each message is followed by an explanation and a recommended action.



**Note**

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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.

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The chapter includes these message facilities:

- [ACLMGR Messages, page 2-2](#)
- [CFGMGR Messages, page 2-4](#)
- [CMP Messages, page 2-6](#)
- [DTP Messages, page 2-6](#)
- [EC Messages, page 2-8](#)
- [ETHCNTR Messages, page 2-10](#)
- [GBIC \(SFP\) Security Messages, page 2-11](#)
- [IMAGEMGR Messages, page 2-12](#)
- [PLATFORM Messages, page 2-13](#)
- [PLATFORM\\_CAT3750 Messages, page 2-14](#)
- [PLATFORM\\_IPC Messages, page 2-14](#)
- [PLATFORM\\_RPC Messages, page 2-15](#)
- [PLATFORM\\_SPAN Messages, page 2-16](#)
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- [SPANTREE\\_FAST Messages, page 2-33](#)
- [SPANTREE\\_VLAN\\_SWITCH Messages, page 2-34](#)
- [STACKMGR Messages, page 2-34](#)

- [SUPERVISOR Messages, page 2-36](#)
- [SUPQ Messages, page 2-36](#)
- [SW\\_VLAN Messages, page 2-37](#)
- [UDLD Messages, page 2-42](#)
- [VQPCLIENT Messages, page 2-44](#)

## ACL MGR Messages

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

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

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

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

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

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

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

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

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

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

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

**Explanation** This message means that there are too many ACLs configured for the platform-specific ACL TCAM table to support. [dec] is the label number and [chars] represents the layer. The first [chars] is for Layer 3; the second for Layer 2. If it 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** This message means that the system ran out of CPU DRAM when attempting to merge internally required elements with the configured access maps. The first [chars] is the access-map name, the second [chars] is the direction in which the map was applied (*input* or *output*), and [dec] is the label number.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Recommended Action** No action is required.

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

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

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

## CFGMGR Messages

This section contains configuration manager messages.

**Error Message** CFGMGR-1-UNABLE\_TO\_SEND\_RUN\_CFG: unable to send running-cfg, bits: [hex], retrying...

**Explanation** This message means that the system is unsuccessfully attempting to distribute the running configuration to the stack member switches. [hex] is the bit representation of the switch number.

**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** CFGMGR-1-UNABLE\_TO\_SEND\_STARTUP\_CFG: unable to send startup-cfg, bits: [hex], retrying...

**Explanation** This message means that the system is unsuccessfully attempting to distribute the startup configuration file to the stack member switches. [hex] is the bit representation of the switch number.

**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** CFGMGR-3-ERROR\_APPLYING\_STARTUP\_CFG: Error Applying Startup Config to Running Config

**Explanation** This message means that the system encountered an error when it was automatically applying the startup-configuration to the running-configuration.

**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** CFGMGR-4-SLAVE\_WRITING\_STARTUP\_CFG: only master can do that

**Explanation** This message means that a stack member switch (slave) attempted to write to the startup configuration file; only the stack master switch can write to the startup configuration file.

**Recommended Action** No action is required.

**Error Message** CFGMGR-6-APPLYING\_RUNNING\_CFG: as new master

**Explanation** This message means that a new stack master is applying the backed-up running-configuration.

**Recommended Action** No action is required.

**Error Message** CFGMGR-6-UNABLE\_TO\_NVGEN\_BUSY\_RUNNING\_CFG: config file busy, retrying...

**Explanation** This message means that the stack master is temporarily unable to generate the stack running configuration because the another process is generating the configuration file.

**Recommended Action** No action is required. The action will be tried again.

**Error Message** CFGMGR-6-UNABLE\_TO\_NVGEN\_RUNNING\_CFG: config file too large...

**Explanation** This message means that the master switch is unable to generate the stack running configuration because the configuration file is too large.

**Recommended Action** Remove some configuration commands.

# CMP Messages

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

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

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

**Recommended Action** No action is required.

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

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

**Recommended Action** No action is required.

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

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

**Recommended Action** No action is required.

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

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

**Recommended Action** No action is required.

# DTP Messages

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

# EC Messages

This section contains the EtherChannel and Port Aggregation Protocol (PAgP) messages.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** No action is required.

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

**Explanation** This message means that the EtherChannel is administratively shut down. The first [chars] is the EtherChannel interface, and the second [chars] is the physical interface, which can be a switch port or a routed port.

**Recommended Action** Enable the EtherChannel by using the **no shutdown** interface configuration command.

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

**Explanation** This message means that the interface has different interface attributes than other ports in the EtherChannel. For the interface to join the bundle (EtherChannel), change the interface attributes to match the EtherChannel attributes. The first [chars] is the interface to be bundled, the second [chars] is the physical interface (a switch port or a routed 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-L3DONTBNDL1: [chars] suspended: PAgP not enabled on the remote port.

**Explanation** This message means that 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: incompatible partner port with [chars]

**Explanation** This message means that an interface cannot join an EtherChannel group because the local group capability and the partner group capability must be the same as that of the interfaces in the group. In this case, the ports in the partner's bundle (EtherChannel) do not all have the same group capability. [chars] is the physical interface, which can be a switch port or a routed port.

**Recommended Action** Ensure that the partner group capability is the same for all the ports in the group.

**Error Message** EC-5-L3PORTDOWN: Shutting down [chars] as its port-channel is admin-down

**Explanation** This message means that the Layer 3 port administrative state is controlled by the administrative state of its EtherChannel. If the EtherChannel administrative state is down, the port administrative state is also forced to be down. [chars] is the Layer 3 interface.

**Recommended Action** Enable the aggregate port administrative-state by entering the **no shutdown** interface configuration command on the aggregation interface.

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

**Explanation** This message means that 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-NOPAGP: Invalid EC mode, PAgP not enabled

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

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

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

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

**Recommended Action** No action is required.

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

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

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

## ETHCNTR Messages

This section contains the Ethernet controller messages. These messages are a result of a failure of the switch software when trying to program the hardware. Most of these errors lead to incorrect switch behavior, and you should call your Cisco technical support representative.

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

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

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

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

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

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



# GBIC (SFP) Security Messages

This section contains the Cisco Gigabit Interface Converter (GBIC) and small form-factor pluggable (SFP) module security messages. These 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 Catalyst 3750 supports SFP modules and does not support GBIC modules. Although the error message text refers to GBIC interfaces and modules, on the Catalyst 3750 the messages actually refer to the SFP interfaces and modules.

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

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

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

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

**Explanation** This message means that the system could not allocate resources or had some other problem during the setup for the specified SFP 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, call your Cisco technical support representative.

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

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

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

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

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

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

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

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

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

## IMAGEMGR Messages

This section contains image manager messages, related to image compatibility within the stack.

**Error Message** IMAGEMGR-6-AUTO\_ADVISE\_SW\_INITIATED: Auto-advise-software process initiated for systems [bits: [hex]]

**Explanation** This message means that systems with incompatible software have been detected in the switch stack. Auto-advise software informs you when not all switches in the stack are running the same software version. The stack master then attempts to upgrade all switches running different versions to the version that the master is running. The stack determines whether or not software is available to be copied to the incompatible systems and if so, advises you how to copy it. Otherwise, the system informs you that the software on the switch stack needs to be updated. [bits [hex]] is the bit representation of the switch number.

**Recommended Action** No action is required.

**Error Message** IMAGEMGR-6-AUTO\_ADVISE\_SW\_OUTPUT: [chars]

**Explanation** This message means that a line of output from the auto-advise-software process is being displayed. [chars] is a text message reporting status of the upgrade process.

**Recommended Action** No action is required.

**Error Message** `IMAGEMGR-6-AUTO_COPY_SW_INITIATED: Auto-copy-software process initiated for systems [bits: [hex]]`

**Explanation** This message means that systems with incompatible software have been detected in the switch stack. The stack now determines whether or not software is available to be copied to the incompatible systems and whether or not it is appropriate to copy the software automatically. [bits [hex]] is the bit representation of the switch number.

**Recommended Action** No action is required.

**Error Message** `IMAGEMGR-6-AUTO_COPY_SW: [chars]`

**Explanation** This message means that a line of output from the auto-copy-software process is being displayed. [chars] is a text message reporting status of the upgrade process.

**Recommended Action** No action is required.

**Error Message** `IMAGEMGR-6-AUTO_DOWNLOAD_SW_INITIATED: Auto-download-software process initiated for systems [bits: [hex]]`

**Explanation** This message means that systems with incompatible software have been detected in the switch stack. The stack now attempts to download software from a previously configured location and to install it to make the systems compatible. [bits [hex]] is the bit representation of the switch number.

**Recommended Action** No action is required.

**Error Message** `IMAGEMGR-6-AUTO_DOWNLOAD_SW: [chars]`

**Explanation** This message means that a line of output from the auto-download-software process is being displayed. [chars] is a text message reporting the status of the upgrade process.

**Recommended Action** No action is required.

## PLATFORM Messages

This section contains low-level platform specific messages.

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

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

**Recommended Action** Copy the 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.

## PLATFORM\_CAT3750 Messages

This section contains internal error messages that are specific to the Catalyst 3750 platform but might differ between models.

**Error Message** PLATFORM\_CAT3750-3-ERROR: [chars]

**Explanation** This message means that an internal error occurred. [chars] is the description of the error.

**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.

## PLATFORM\_IPC Messages

This section contains the Catalyst 3750 Inter-Process Communication (IPC) protocol messages. The IPC protocol handles communication between the stack master switch and stack member switches.

**Error Message** PLATFORM\_IPC-3-COMMON: [chars]

**Explanation** This message means that there has been an IPC failure. [chars] describes the error message.

**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\_IPC-3-MASTER: [chars]

**Explanation** This message means that there has been an IPC failure on the master switch. [chars] describes the error message.

**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\_IPC-3-SLAVE: [chars]

**Explanation** This message means that there has been an IPC failure on a stack member (slave) switch. [chars] describes the error message.

**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\_IPC-3-STACK\_EVENT: [chars]

**Explanation** This message means that there has been an IPC failure in the stack. [chars] describes the error message.

**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.

## PLATFORM\_RPC Messages

This section contains the Catalyst 3750 remote procedure call (RPC) messages. The RPC function in the switch stack allows instances of code running on the various systems in a stack collective to communicate with each other by using a virtual function-call mechanism.

**Error Message** PLATFORM\_RPC-0-RESOURCE\_CRASH: [chars]

**Explanation** This message means that the system is unable to allocate memory for RPC. [chars] describes the error message.

**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\_RPC-3-BAD\_CLASS: Bad Class in RPC message: [int]

**Explanation** This message means that there is a missing entry in the class table for message class. [int] is the number of the missing message class.

**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\_RPC-3-MSG\_THROTTLED: RPC Msg Dropped by throttle mechanism: type [int], class [int], max\_msg [int], total throttled [int]

**Explanation** This message means that there are too many outgoing messages queued for a message class. An RSP message was dropped. The first [int] is the message type, the second [int] is the message class, the third [int] is the maximum number of messages that can be queued before throttling occurs, and the last [int] is the total number of messages that have been throttled.

**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\_RPC-3-PERSISTENT\_UNABLE\_TO\_SEND: System is consistently unable to send RPC message: [chars], paks\_outstanding: [int]

**Explanation** This message means that the system is experiencing a persistent low-level transport failure in sending RPC messages. [chars] is a description of the error returned by the low-level packet-sending driver that triggered the error (usually one of these: *fifo full*, *fifo empty*, *out of buf*, *out of mem*, *null pointer*, *misc failure*), and [int] is the number of packets outstanding (packets from the RPC code to the driver that have not yet been sent).

**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\_RPC-3-UNABLE\_TO\_SEND: System is unable to send RPC message: [chars], paks\_outstanding: [int]

**Explanation** This message means that the system had a low-level transport failure when trying to send an RPC message. [chars] is a description of the error returned by the low-level packet sending driver that triggered the error (usually one of these: *fifo full*, *fifo empty*, *out of buf*, *out of mem*, *null pointer*, *misc failure*), and [int] is the number of packets outstanding (packets from the RPC code to the driver that have not yet been sent).

**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.

## PLATFORM\_SPAN Messages

This section contains the Catalyst 3750-specific Switched Port Analyzer (SPAN) messages.

**Error Message** PLATFORM\_SPAN-3-PACKET\_DROP: Decreases egress SPAN rate

**Explanation** This message means that egress SPAN rates are falling because SPAN is enabled with multicast routing or fallback bridging.

**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.

# 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-NOMEM: Not enough memory available for [chars]

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.



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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Reconfigure the feature (for example, the routed port) to use another internal VLAN or to request another available VLAN.

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

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

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

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

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

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

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

**Recommended Action** Delete some extended-range VLANs created by users or remove some features (such as routed ports) that require internal VLAN allocation. To delete extended-range VLANs, use the **no vlan *vlan-id*** global configuration command. To delete a routed port, use the **no switchport** interface configuration command.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

**Explanation** This message means that the virtual port count exceeded the recommended limit of 1200 virtual ports per module and 4500 per switch. [chars] is the module name (for example, switch or the module number), and [dec] is the recommended limit.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

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

## QOSMGR Messages

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

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show running-config** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message text or from the **show running-config** output, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show running-config** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message text or from the **show running-config** output, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show running-config** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message text or from the **show running-config** output, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show running-config** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message text or from the **show running-config** output, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show running-config** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message text or from the **show running-config** output, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show running-config** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message text or from the **show running-config** output, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show running-config** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message text or from the **show running-config** output, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show running-config** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message text or from the **show running-config** output, call your Cisco technical support representative, and provide the representative with the gathered information.

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

**Explanation** This message means that an internal software error has occurred. [hex] [hex] [hex] [hex] are the software-computed queue pointer values.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show running-config** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message text or from the **show running-config** output, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show running-config** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message text or from the **show running-config** output, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show running-config** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message text or from the **show running-config** output, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show running-config** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message text or from the **show running-config** output, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

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

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

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

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

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

**Explanation** This message means that the command to configure a QoS setting failed. This is possible 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. You can also call your Cisco support representative and provide the representative with gathered information.

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

## SFP Messages

This section contains the small form factor pluggable (SFP) module identification message.

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

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

**Recommended Action** Remove and re-insert the SFP module. If it continues to fail after re-insertion, it might be defective.

# SPAN Messages

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

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

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

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

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

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

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

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

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

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

# SPANTREE Messages

This section contains the spanning-tree messages.

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

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

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

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

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

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

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

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

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

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

**Explanation** This message means that the spanning-tree message age timer has expired because no bridge protocol data units (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 loop-guard-inconsistent to prevent possible loops from being created. The first [chars] is the name of this port, 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 loop-guard inconsistencies. Determine 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 STP on the remote side of the links.

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

**Explanation** This message means that the spanning-tree loop-guard configuration for the listed interface has been changed. If enabled, the interface is placed into the blocking state. It is marked as loop-guard-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 loop-guard state (*enable* or *disable*), the second [chars] is the interface name, and the third [chars] is the spanning-tree instance.

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

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

**Explanation** This message means that the listed interface has received a BPDU, and, therefore, if the inconsistency was caused by a unidirectional link failure, the problem no longer exists. The loop-guard-inconsistency is cleared for the interface, which is taken out of the blocking state, if appropriate. The first [chars] is the name of this port, 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-RCV\_1Q\_NON\_1QTRUNK: Received 802.1Q BPDU on non 802.1Q trunk [chars] [chars].

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

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

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

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

**Recommended Action** If the message recurs, copy the 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** SPANTREE-2-RECV\_PVID\_ERR: Received BPDU with inconsistent peer vlan id [dec] on [chars] [chars].

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

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

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

**Explanation** This message means that on the listed interface a BPDU was received that advertises a superior spanning-tree root bridge (lower bridge ID, lower path cost, and so forth) than that in use. The interface is put into blocking state and marked as *root-guard inconsistent* to prevent a suboptimal spanning-tree topology from forming. The first [chars] is the name of this port, and the second [chars] is the spanning-tree mode displayed in **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. Determine why devices connected to the listed ports are sending BPDUs with a superior root bridge, and take action to prevent more occurrences. When the inaccurate BPDUs have been stopped, the interfaces automatically recover and resume normal operation. Make sure that it is appropriate to have root guard enabled on the interface.

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

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

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

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

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

**Recommended Action** No action is required.

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

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

**Recommended Action** No action is required.

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

**Explanation** This message means that an error occurred in the platform-specific code, which 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 STP 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 error message exactly as it appears on the console or in the system log. Enter the **show version** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show version** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

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

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

**Explanation** This message means that the extended system ID feature is either enabled or disabled for the given type of spanning tree. If enabled, the spanning-tree instance identifier is stored in the lower portion of the bridge ID priority field and limits the allowed values for the bridge priority from 0 to 61440, in increments of 4096. If disabled, the bridge ID priority field consists only of the configured priority, but some spanning-tree features might not be available on a given platform (for

example, support for 4096 VLANs). On some platforms, this feature might be mandatory. The first [chars] is the extended system ID state (*enable* or *disable*), and the second [chars] is the spanning-tree instance.

**Recommended Action** No action is required.

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

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

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

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

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

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

## SPANTREE\_FAST Messages

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

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

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

**Recommended Action** No action is required.

## SPANTREE\_VLAN\_SWITCH Messages

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

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

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

## STACKMGR Messages

This section contains stack manager system messages. These messages are related to the status of switches within the stack.

**Error Message** STACKMGR-6-MASTER\_ELECTED: Switch [dec] has been elected as MASTER of the stack

**Explanation** This message means that the specified switch has been elected stack master. [dec] is the switch number of the elected stack master.

**Recommended Action** No action is required.

**Error Message** STACKMGR-6-MASTER\_READY: Master Switch [dec] is READY

**Explanation** This message means that the master switch is ready for use. [dec] is the stack master switch number.

**Recommended Action** No action is required.

**Error Message** STACKMGR-6-SPURIOUS\_SLAVE\_ADD: CFG MGR Recvd Spurious New Slave Notification: [int]

**Explanation** This message means that the configuration manager was notified about a stack member switch (slave) that it already recognized as a stack member switch. [int] is the stack member switch number.

**Recommended Action** If the error message recurs, copy the 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** STACKMGR-6-STACK\_LINK\_CHANGE: Stack Port [chars] Switch [dec] has changed to state [chars]

**Explanation** This message means that the specified stack port status has changed state to up or down. The first [chars] is the stack port (1 or 2), [dec] is the switch number, and the second [chars] is the new state (up or down).

**Recommended Action** No action is required.

**Error Message** STACKMGR-6-SWITCH\_ADDED: Switch [dec] has been ADDED to the stack

**Explanation** This message means that the specified stack member switch has been added to the stack. [dec] is the switch number.

**Recommended Action** No action is required.

**Error Message** STACKMGR-6-SWITCH\_ADDED\_VM: Switch [dec] has been ADDED to the stack (VERSION\_MISMATCH)

**Explanation** This message means that a switch that has been added to the stack has a different software version. [dec] is the switch number.

**Recommended Action** No action is required.

**Error Message** STACKMGR-6-SWITCH\_READY: Switch [dec] is READY

**Explanation** This message means that the switch is ready. [dec] is the switch number.

**Recommended Action** No action is required.

**Error Message** STACKMGR-6-SWITCH\_REMOVED: Switch [dec] has been REMOVED from the stack

**Explanation** This message means that the specified switch has been removed from the stack. [dec] is the switch number.

**Recommended Action** No action is required.

## SUPERVISOR Messages

This section contains the supervisor ASIC error message. This ASIC controls the CPU and the switch input/output ports.

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

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

**Recommended Action** Copy the 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.

## SUPQ Messages

This section contains the supervisor queue error messages. These messages are related to CPU and input/output queues.

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

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

**Recommended Action** Copy the 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** SUPQ-4-CPUHB\_RECV\_STARVE: [chars]

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

**Recommended Action** Copy the 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** SUPQ-4-CPUHB\_SLOW\_TRANSMIT: [chars]

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

**Recommended Action** Copy the 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** SUPQ-4-CPUHB\_TX\_FAIL:CPU Heartbeat TX Failed

**Explanation** This message means that the system is warning you about the transmit interface discarding the heartbeat message.

**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** SUPQ-4-PORT\_QUEUE\_STUCK: Port queue Stuck for asic [dec] port [dec] queue [dec]

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

**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** SUPQ-4-RECV\_QUEUE\_STUCK: Receive queue Stuck for asic [dec] queue [dec]

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

**Recommended Action** Copy the 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.

## SW\_VLAN Messages

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

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

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

**Recommended Action** Copy the 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** SW\_VLAN-3-VTP\_PROTOCOL\_ERROR: VTP protocol code internal error:  
[chars]

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** No action is required.

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

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

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

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

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

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

**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** SW\_VLAN-4-EXT\_VLAN\_CREATE\_FAIL: Failed to create VLANs [chars]: [chars]

**Explanation** The message means that the software failed to create VLANs. The first [chars] is the Layer 2 VLAN list, and the second [chars] describes the reason for the failure.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

**Explanation** This message means that the VLAN manager received an unexpected error return from an IOS file system (IFS) call while reading the VLAN database. The first [chars] is the name of the function call, 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 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** SW\_VLAN-4-NO\_PM\_COOKIE\_RETURNED: VLAN manager unexpectedly received a null [chars] type cookie from the Port Manager, data reference: [chars]

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** No action is required.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** SW\_VLAN-4-VTP\_USER\_NOTIFICATION: VTP protocol user notification: [chars]

**Explanation** This message means that the VTP code encountered an unusual diagnostic situation. [chars] is a description of the situation.

**Recommended Action** 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** SW\_VLAN-6-OLD\_CONFIG\_FILE\_READ: Old version [dec] VLAN configuration file detected and read OK. Version [dec] files will be written in the future.

**Explanation** This message means that the VLAN software detected an old version of the VLAN configuration file format. It interpreted the file without a problem, but it will create files using the new format in the future. The first [dec] is the old version number, and the second [dec] is the new version number.

**Recommended Action** No action is required.

**Error Message** SW\_VLAN-6-VTP\_MODE\_CHANGE: VLAN manager changing device mode from [chars] to [chars].

**Explanation** This message means that an automatic VTP mode device change occurred upon receipt of a VLAN configuration database message containing more than a set number of VLANs. The first [chars] is the previous mode, and the second [chars] is the current mode.

**Recommended Action** No action is required.

## UDLD Messages

This section contains UniDirectional Link Detection (UDLD) messages.

**Error Message** UDLD-3-UDLD\_IDB\_ERROR: UDLD error handling [chars] interface: [chars]

**Explanation** This message means that a software error occurred in UDLD processing associated with a specific interface. The first [chars] is the event, and the second [chars] is the interface.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** UDLD-3-UDLD\_INTERNAL\_ERROR: UDLD internal error: [chars]

**Explanation** This message means that a software check failed during UDLD processing. [chars] is a description of the internal error.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.



**Error Message** UDLD-3-UDLD\_INTERNAL\_IF\_ERROR: UDLD internal error, interface [chars]: [chars]

**Explanation** This message means that a software check failed during UDLD processing. The first [chars] is the interface, and the second [chars] is a description of the error.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** UDLD-4-UDLD\_PORT\_DISABLED: UDLD disabled interface [chars], [chars] detected

**Explanation** This message means that the UDLD Protocol disabled an interface because it detected connections between neighbors that were functioning only in one direction, which might potentially cause spanning-tree loops or interfere with connectivity. The cause is likely to be hardware related, either due to a bad port, a bad cable, or a misconfigured cable. The first [chars] is the interface, and the second [chars] is the error detected.

**Recommended Action** Try to correct the configuration or locate the bad cable. If you are not successful, copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** UDLD-6-UDLD\_PORT\_RESET: UDLD reset interface [chars]

**Explanation** This message means that the UDLD Protocol detected a unidirectional connection between neighbors. You 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] in the interface.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** privileged EXEC command to gather data that might provide information about the error. If you cannot determine the nature of the error from the error message or from the **show tech-support** command display, call your Cisco technical support representative, and provide the representative with the gathered information.

# VQPCIENT Messages

This section contains VLAN Query Protocol (VQP) Client messages.

**Error Message** VQPCIENT-2-CHUNKFAIL: Could not allocate memory for VQP

**Explanation** This message means that an error occurred when the system tried to allocate memory for the VQP client.

**Recommended Action** Copy the 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** VQPCIENT-2-DENY: Host [enet] denied on interface [chars]

**Explanation** This message means that the VLAN Membership Policy Server (VMPS) has denied access for the given host MAC address to an interface. [enet] is the host MAC address, and [chars] is the interface name.

**Recommended Action** No action is normally required. If you think that the host should have been allowed access, verify the configuration on the VMPS.

**Error Message** VQPCIENT-2-INITFAIL: Platform-specific VQP initialization failed. Quitting

**Explanation** This message means that an error occurred during initialization of the VQP client platform-specific code.

**Recommended Action** Copy the 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** VQPCIENT-2-IPSOCK: Could not obtain IP socket

**Explanation** This message means that an error occurred when the system attempted to open an IP socket to the VMPS.

**Recommended Action** If the error message recurs, copy the 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** VQPCIENT-2-PROCFAIL: Could not create process for VQP. Quitting

**Explanation** This message means that an error occurred while creating a process for the VQP client.

**Recommended Action** Copy the 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** VQPCIENT-2-SHUTDOWN: Interface [chars] shutdown by VMPS

**Explanation** This message means that the VMPS has directed that an interface be shut down. [chars] is the interface name.

**Recommended Action** No action is normally required. If you think that the port should not have been shut down, then verify the configuration on the VMPS.

**Error Message** VQPCIENT-2-TOOMANY: Interface [chars] shutdown by active host limit

**Explanation** This message means that the system has shut down an interface because too many hosts have requested access to that port. [chars] is the interface name.

**Recommended Action** To reactivate the port, remove the excess hosts, and enter a **no shutdown** interface configuration command on the interface.

**Error Message** VQPCIENT-3-THROTTLE: Throttling VLAN change on [chars]

**Explanation** This message means that an attempt was made to change the VLAN assignment for an interface more often than once every 10 seconds. The VLAN change is denied. [chars] is the name of the interface.

**Recommended Action** No action is normally required. If the message recurs, verify the VMPS configuration. Verify that unexpected hosts are not connected to the port.

**Error Message** VQPCIENT-3-VLANNAME: Invalid VLAN ([chars]) in response

**Explanation** This message means that the VMPS has specified a VLAN name that is unknown to the switch. [chars] is the invalid VLAN name.

**Recommended Action** Make sure that the VLAN exists on the switch. Verify the VMPS configuration.

**Error Message** VQPCIENT-3-IFNAME: Invalid interface ([chars]) in response

**Explanation** This message means that the VMPS has sent an unsolicited response with an unknown interface name. [chars] is the name of the unknown interface.

**Recommended Action** Verify the VMPS configuration.

**Error Message** VQPCIENT-7-NEXTSERV: Trying next VMPS

**Explanation** This message means that the system has lost connectivity with the current VMPS and is changing to the next server in its list.

**Recommended Action** This is a debug message only. No action is required.

**Error Message** VQPCIENT-7-PROBE: Probing primary server [IP\_address]

**Explanation** This message means that the system is trying to reestablish connectivity with the primary VMPS at the given IP address.

**Recommended Action** This is a debug message only. No action is required.

**Error Message** VQPCIENT-7-RECONF: Reconfirming VMPS responses

**Explanation** This message means that the switch is reconfirming all responses with the VMPS.

**Recommended Action** This is a debug message only. No action is required.



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