



System Message Overview

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

For information about system messages that are not Catalyst 3750 platform-specific, refer to the *Cisco IOS Software System Messages for Cisco IOS Release 12.2*.

This chapter contains these sections:

- [How to Read System Messages, page 1-1](#)
- [Error Message Traceback Reports, page 1-5](#)

How to Read System Messages

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

seq no:timestamp: %facility-severity-MNEMONIC:description (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 |
|----------------------|---|--|
| ACLMGR | ACL manager | “ACLMGR Messages” section on page 2-2 |
| BSPATCH | Boot loader patch | “BSPATCH Messages” section on page 2-6 |
| CFGMGR | Configuration manager | “CFGMGR Messages” section on page 2-7 |
| CMP | Cluster Membership Protocol | “CMP Messages” section on page 2-9 |
| DOT1X | 802.1x | “DOT1X Messages” section on page 2-10 |
| DTP | Dynamic Trunking Protocol | “DTP Messages” section on page 2-15 |
| EC | EtherChannel | “EC Messages” section on page 2-16 |
| ETHCNTR | Ethernet Controller | “ETHCNTR Messages” section on page 2-20 |
| EXPRESS_SETUP | Express Setup | “EXPRESS_SETUP Messages” section on page 2-21 |
| GBIC_SECURITY | Gigabit Interface Converter (GBIC) module and small form-factor pluggable (SFP) module security | “GBIC_SECURITY Messages” section on page 2-22 |
| GBIC_SECURITY_CRYPT | GBIC and SFP module security | “GBIC_SECURITY_CRYPT Messages” section on page 2-22 |
| GBIC_SECURITY_UNIQUE | GBIC and SFP module security | “GBIC_SECURITY_UNIQUE Messages” section on page 2-23 |
| HARDWARE | Hardware | “HARDWARE Messages” section on page 2-24 |
| HLFM | Local forwarding manager | “HLFM Messages” section on page 2-25 |
| IDBMAN | Interface description block manager | “IDBMAN Messages” section on page 2-26 |
| ILPOWER | Power over Ethernet (PoE) | “ILPOWER Messages” section on page 2-29 |
| IMAGEMGR | Image manager | “IMAGEMGR Messages” section on page 2-31 |
| PHY | PHY | “PHY Messages” section on page 2-32 |
| PLATFORM | Low-level platform-specific | “PLATFORM Messages” section on page 2-33 |
| PLATFORM_FBM | Platform fallback bridging manager | “PLATFORM_FBM Messages” section on page 2-34 |
| PLATFORM_IPC | Platform inter-process communication protocol | “PLATFORM_IPC Messages” section on page 2-35 |
| PLATFORM_PBR | Platform policy-based routing | “PLATFORM_PBR Messages” section on page 2-36 |
| PLATFORM_PM | Platform port manager | “PLATFORM_PM Messages” section on page 2-38 |
| PLATFORM_RPC | Platform remote procedure call | “PLATFORM_RPC Messages” section on page 2-39 |
| PLATFORM_SPAN | Platform Switched Port Analyzer | “PLATFORM_SPAN Messages” section on page 2-41 |
| PLATFORM_UCAST | Platform unicast routing | “PLATFORM_UCAST Messages” section on page 2-41 |
| PLATFORM_VLAN | Platform VLAN | “PLATFORM_VLAN Messages” section on page 2-43 |

Table 1-1 Facility Codes (continued)

| Facility Code | Description | Location |
|------------------|--|--|
| PM | Port manager | “PM Messages” section on page 2-44 |
| QOSMGR | QoS manager | “QOSMGR Messages” section on page 2-52 |
| RMON | Remote Network Monitoring (RMON) | “RMON Messages” section on page 2-57 |
| SDM | Switch Database Manager | “SDM Messages” section on page 2-57 |
| SPAN | Switched Port Analyzer | “SPAN Messages” section on page 2-58 |
| SPANTREE | Spanning Tree | “SPANTREE Messages” section on page 2-58 |
| SPANTREE_FAST | Spanning-tree fast convergence | “SPANTREE_FAST Messages” section on page 2-65 |
| SPANTREE_VLAN_SW | Spanning-tree VLAN switch | “SPANTREE_VLAN_SW Messages” section on page 2-65 |
| STACKMGR | Stack manager | “STACKMGR Messages” section on page 2-65 |
| STORM_CONTROL | Storm control | “STORM_CONTROL Messages” section on page 2-67 |
| SUPERVISOR | Supervisor ASIC | “SUPERVISOR Messages” section on page 2-68 |
| SUPQ | Supervisor queue | “SUPQ Messages” section on page 2-68 |
| SW_DAI | Dynamic ARP inspection | “SW_DAI Messages” section on page 2-70 |
| SW_VLAN | VLAN manager | “SW_VLAN Messages” section on page 2-72 |
| SWITCH_QOS_TB | QoS trusted boundary | “SWITCH_QOS_TB Messages” section on page 2-77 |
| TCAMMGR | Ternary content addressable memory manager | “TCAMMGR Messages” section on page 2-78 |
| UDLD | UniDirectional Link Detection | “UDLD Messages” section on page 2-79 |
| UFAST_MCAST_SW | UplinkFast packet transmission | “UFAST_MCAST_SW Messages” section on page 2-81 |
| VQPCLIENT | VLAN Query Protocol client | “VQPCLIENT Messages” section on page 2-82 |

- 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. |

Table 1-2 Message Severity Levels (continued)

| Severity Level | Description |
|-------------------|---|
| 6 – informational | Informational message only. |
| 7 – debugging | Message that appears during debugging only. |

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

Table 1-3 Representation of Variable Fields in Messages

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

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 GigabitEthernet1/0/1, changed state to up (Switch-2)
00:00:47: %LINK-3-UPDOWN: Interface GigabitEthernet1/0/2, 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 GigabitEthernet1/0/1, 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 message example includes traceback information:

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

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

Output Interpreter

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

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

Bug Toolkit

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

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

Contacting TAC

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

