



## **Catalyst 3750, 3560, 3550, 2970, and 2960 Switch System Message Guide**

Cisco IOS Release 12.2(25)SEE  
February 2006

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## Preface

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### Audience

This guide is for the networking professional managing the Catalyst 3750, 3560, 3550, 2970, and 2960 switch or switch stack, hereafter referred to as *the switch*. Before using this guide, you should have experience working with the Cisco IOS software and the switch software features.

### Purpose

This guide describes only the Catalyst 3750, 3560, 3550, 2970, and 2960-specific system messages that you might encounter. For a complete list of Cisco IOS system error messages, see the *Cisco IOS Software System Error Messages, Cisco IOS Release 12.2*.

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

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

### Conventions

This publication uses these conventions to convey instructions and information:

Command descriptions use these conventions:

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

Interactive examples use these conventions:

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

Notes use this convention and symbol:



**Note**

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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:

Catalyst 3750 switch

[http://www.cisco.com/en/US/products/hw/switches/ps5023/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/switches/ps5023/tsd_products_support_series_home.html)

Catalyst 3560 switch

[http://www.cisco.com/en/US/products/hw/switches/ps5528/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/switches/ps5528/tsd_products_support_series_home.html)

Catalyst 3550 switch

[http://www.cisco.com/en/US/products/hw/switches/ps646/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/switches/ps646/tsd_products_support_series_home.html)

Catalyst 2970 switch

[http://www.cisco.com/en/US/products/hw/switches/ps5206/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/switches/ps5206/tsd_products_support_series_home.html)

Catalyst 2960 switch

[http://www.cisco.com/en/US/products/ps6406/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6406/tsd_products_support_series_home.html)



**Note**

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

- For initial configuration information, see the “Using Express Setup” chapter in the getting started guide or the “Configuring the Switch with the CLI-Based Setup Program” appendix in the hardware installation guide.
  - For device manager requirements, see the “System Requirements” section in the release notes (not orderable but available on Cisco.com).
  - For Network Assistant requirements, see the *Getting Started with Cisco Network Assistant* (not orderable but available on Cisco.com).
  - For cluster requirements, see the *Release Notes for Cisco Network Assistant* (not orderable but available on Cisco.com).
  - For upgrade information, see the “Downloading Software” section in the release notes.
-

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

- *Release Notes for the Catalyst 3750, 3560, 2970, and 2960 Switches* (not orderable but available on Cisco.com)
- *Catalyst 3750, 3560, 3550, 2970, and 2960 Switch System Message Guide* (not orderable but available on Cisco.com)
- *Catalyst 3750 Switch Software Configuration Guide* (not orderable but available on Cisco.com)
- *Catalyst 3750 Switch Command Reference* (not orderable but available on Cisco.com)
- Device manager online help (available on the switch)
- *Catalyst 3750 Switch Hardware Installation Guide* (not orderable but available on Cisco.com)
- *Catalyst 3750 Switch Getting Started Guide* (order number DOC-7816663=)
- *Regulatory Compliance and Safety Information for the Catalyst 3750 Switch* (order number DOC-7816664)
- *Catalyst 3560 Switch Software Configuration Guide* (not orderable but available on Cisco.com)
- *Catalyst 3560 Switch Command Reference* (not orderable but available on Cisco.com)
- Device manager online help (available on the switch)
- *Catalyst 3560 Switch Hardware Installation Guide* (not orderable but available on Cisco.com)
- *Catalyst 3560 Switch Getting Started Guide* (order number DOC-7816660=)
- *Regulatory Compliance and Safety Information for the Catalyst 3560 Switch* (order number DOC-7816665)
- *Catalyst 2970 Switch Software Configuration Guide* (not orderable but available on Cisco.com)
- *Catalyst 2970 Switch Command Reference* (not orderable but available on Cisco.com)
- Device manager online help (available on the switch)
- *Catalyst 2970 Switch Hardware Installation Guide* (not orderable but available on Cisco.com)
- *Catalyst 2970 Switch Getting Started Guide* (order number DOC-7816685=)
- *Regulatory Compliance and Safety Information for the Catalyst 2970 Switch* (order number DOC-7816686=)
- *Catalyst 2960 Switch Software Configuration Guide* (not orderable but available on Cisco.com)
- *Catalyst 2960 Switch Command Reference* (not orderable but available on Cisco.com)
- Device manager online help (available on the switch)
- *Catalyst 2960 Switch Hardware Installation Guide* (not orderable but available on Cisco.com)
- *Catalyst 2960 Switch Getting Started Guide* (order number DOC-7816879=)
- *Regulatory Compliance and Safety Information for the Catalyst 2960 Switch* (order number DOC-7816880=)
- *Getting Started with Cisco Network Assistant* (not orderable but available on Cisco.com)
- *Release Notes for Cisco Network Assistant* (not orderable but available on Cisco.com)
- *Cisco Small Form-Factor Pluggable Modules Installation Notes* (order number DOC-7815160=)
- *Cisco CWDM GBIC and CWDM SFP Installation Note* (not orderable but available on Cisco.com)
- *Cisco RPS 300 Redundant Power System Hardware Installation Guide* (order number DOC-7810372=)

- *Cisco RPS 675 Redundant Power System Hardware Installation Guide* (order number DOC-7815201=)
- For information about the Network Admission Control (NAC) features, see the *Network Admission Control Software Configuration Guide* (not orderable but available on Cisco.com)

## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain 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 at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

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

### Product Documentation DVD

The Product Documentation DVD is a comprehensive library of technical product documentation on a portable medium. The DVD enables you to access multiple versions of installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the same HTML documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .PDF versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at this URL:

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

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

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# Documentation Feedback

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

We appreciate your comments.

## Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you will find information about how to:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

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

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For Emergencies only—[security-alert@cisco.com](mailto:security-alert@cisco.com)

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For Nonemergencies—[psirt@cisco.com](mailto:psirt@cisco.com)

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

**Tip**

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We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT at the aforementioned e-mail addresses or phone numbers before sending any sensitive material to find other means of encrypting the data.

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## Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

## Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

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

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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

**Note**

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Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

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## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—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.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired, while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco offerings. To order and find out more about the Cisco Product Quick Reference Guide, go to this URL:

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

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<http://www.cisco.com/go/marketplace/>
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<http://www.ciscopress.com>
- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:  
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- *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/ipj>
- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:  
<http://www.cisco.com/en/US/products/index.html>
- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:  
<http://www.cisco.com/discuss/networking>
- World-class networking training is available from Cisco. You can view current offerings at this URL:  
<http://www.cisco.com/en/US/learning/index.html>



# System Message Overview

This guide describes the Catalyst 3750, 3560, 3550, 2970, and 2960-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.

For information about system messages that are not Catalyst 3750, 3560, 3550, 2970, or 2960 platform-specific, see the *Cisco IOS Software System Messages for Cisco IOS Release 12.2S*.

This chapter contains these sections:

- [How to Read System Messages, page 1-1](#)
- [Error Message Traceback Reports, page 1-6](#)

## 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)* (Catalyst 3750 switches only)

*seq no:timestamp: %facility-severity-MNEMONIC:description* (switches other than Catalyst 3750 switches)

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, 3560, 3550, 2970, and 2960-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	<a href="#">“ACLMGR Messages” section on page 2-3</a>
AUTOQOS	Automatic quality of service (auto-QoS) (Catalyst 3550 switches only)	<a href="#">“AUTOQOS Messages” section on page 2-9</a>
BACKUP_INTERFACE	Flexlinks	<a href="#">BACKUP_INTERFACE Messages, page 2-9</a>
BADTRANSCEIVER	Defective transceiver messages (Catalyst 3750 switches only)	<a href="#">“BADTRANSCEIVER Messages” section on page 2-9</a>
BSPATCH	Boot loader patch	<a href="#">“BSPATCH Messages” section on page 2-10</a>
CFGMGR	Configuration manager (Catalyst 3750 switches only)	<a href="#">“CFGMGR Messages” section on page 2-11</a>
CMP	Cluster Membership Protocol	<a href="#">“CMP Messages” section on page 2-13</a>
DHCP_SNOOPING	DHCP snooping	<a href="#">“DHCP_SNOOPING Messages” section on page 2-15</a>
DHCP_SNOOPING_CAT3550	DHCP snooping (Catalyst 3550 switches only)	<a href="#">“DHCP_SNOOPING_CAT3550 Messages” section on page 2-19</a>
DOT1Q_TUNNELLING	IEEE 802.1Q tunneling (Catalyst 3550 switches only)	<a href="#">“DOT1Q_TUNNELLING Messages” section on page 2-20</a>
DOT1X	IEEE 802.1x	<a href="#">“DOT1X Messages” section on page 2-20</a>
DOT1X_SWITCH	IEEE 802.1x for switches	<a href="#">DOT1X_SWITCH Messages, page 2-22</a>
DTP	Dynamic Trunking Protocol	<a href="#">“DTP Messages” section on page 2-25</a>
DWL	Down-when-looped	<a href="#">DWL Messages, page 2-27</a>
EC	EtherChannel	<a href="#">“EC Messages” section on page 2-27</a>
ENVIRONMENT	Environment (Catalyst 3550 switches only)	<a href="#">“ENVIRONMENT Messages” section on page 2-33</a>
ETHCNTR	Ethernet Controller	<a href="#">“ETHCNTR Messages” section on page 2-34</a>
EXPRESS_SETUP	Express Setup	<a href="#">“EXPRESS_SETUP Messages” section on page 2-38</a>
FM	Feature manager (Catalyst 3550 switches only)	<a href="#">“FM Messages” section on page 2-39</a>
FRNTEND_CTRLR	Front-end controller (Catalyst 3750 switches only)	<a href="#">“FRNTEND_CTRLR Messages” section on page 2-48</a>
GBIC	Gigabit Interface Converter (GBIC) module identification and validation (Catalyst 3550 switches only)	<a href="#">“GBIC Messages” section on page 2-49</a>
GBIC_SECURITY	GBIC module and small form-factor pluggable (SFP) module security	<a href="#">“GBIC_SECURITY Messages” section on page 2-52</a>
GBIC_SECURITY_CRYPT	GBIC and SFP module security	<a href="#">“GBIC_SECURITY_CRYPT Messages” section on page 2-55</a>
GBIC_SECURITY_UNIQUE	GBIC and SFP module security	<a href="#">“GBIC_SECURITY_UNIQUE Messages” section on page 2-56</a>

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

Facility Code	Description	Location
GIGASTACK	GigaStack GBIC module (Catalyst 3550 switch only)	"GIGASTACK Messages" section on page 2-57
HARDWARE	Hardware	"HARDWARE Messages" section on page 2-58
HLFM	Local forwarding manager	"HLFM Messages" section on page 2-60
IDBMAN	Interface description block manager	"IDBMAN Messages" section on page 2-62
IGMP_QUERIER	Internet Group Management Protocol (IGMP) querier	"IGMP_QUERIER Messages" section on page 2-65
ILPOWER	Power over Ethernet (PoE)	"ILPOWER Messages" section on page 2-67
IMAGEMGR	Image manager (Catalyst 3750 switches only)	"IMAGEMGR Messages" section on page 2-72
IP_DEVICE_TRACKING_HA	IP device tracking for high availability	IP_DEVICE_TRACKING_HA Messages, page 2-74
L2TM	Layer 2 forwarding manager (Catalyst 3550 switches only)	"L2TM Messages" section on page 2-74
L3TCAM	Layer 3 unicast routing manager (Catalyst 3550 switches only)	"L3TCAM Messages" section on page 2-75
MAC_LIMIT	MAC address table entries	"MAC_LIMIT Messages" section on page 2-76
MAC_MOVE	Host activity	"MAC_MOVE Messages" section on page 2-77
NETWORK_PORT_SATELLITE	Network port satellite (Catalyst 3550 switches only)	"NETWORK_PORT_SATELLITE Messages" section on page 2-77
PBR	Policy-based routing (PBR) (Catalyst 3550 switches only)	"PBR Messages" section on page 2-78
PHY	PHY	"PHY Messages" section on page 2-80
PIMSN	Protocol Independent Multicast (PIM) snooping	"PIMSN Messages" section on page 2-82
PLATFORM	Low-level platform-specific	"PLATFORM Messages" section on page 2-83
PLATFORM_FBM	Platform fallback bridging manager	"PLATFORM_FBM Messages" section on page 2-84
PLATFORM_HPLM	Platform pseudo label manager	"PLATFORM_HPLM Messages" section on page 2-85
PLATFORM_IPC	Platform inter-process communication protocol (Catalyst 3750 switches only)	"PLATFORM_IPC Messages" section on page 2-86
PLATFORM_PBR	Platform policy-based routing	"PLATFORM_PBR Messages" section on page 2-88
PLATFORM_PM	Platform port manager	"PLATFORM_PM Messages" section on page 2-90
PLATFORM_RPC	Platform remote procedure call (Catalyst 3750 switches only)	"PLATFORM_RPC Messages" section on page 2-91
PLATFORM_SPAN	Platform Switched Port Analyzer	"PLATFORM_SPAN Messages" section on page 2-94

Table 1-1 Facility Codes (continued)

Facility Code	Description	Location
PLATFORM_UCAST	Platform unicast routing	“PLATFORM_UCAST Messages” section on page 2-94
PLATFORM_VLAN	Platform VLAN	“PLATFORM_VLAN Messages” section on page 2-97
PM	Port manager	“PM Messages” section on page 2-98
PORT_SECURITY	Port security	“PORT_SECURITY Messages” section on page 2-107
QATM	QoS and ACL TCAM manager (Catalyst 3550 switches only)	“QATM Messages” section on page 2-109
QM	QoS manager (Catalyst 3550 switches only)	“QM Messages” section on page 2-110
QOSMGR	QoS manager	“QOSMGR Messages” section on page 2-113
RMON	Remote Network Monitoring (RMON)	“RMON Messages” section on page 2-120
SDM	Switch Database Manager (Catalyst 3750 switches only)	“SDM Messages” section on page 2-120
SPAN	Switched Port Analyzer	“SPAN Messages” section on page 2-121
SPANTREE	Spanning Tree	“SPANTREE Messages” section on page 2-122
SPANTREE_FAST	Spanning-tree fast convergence	“SPANTREE_FAST Messages” section on page 2-131
SPANTREE_VLAN_SW	Spanning-tree VLAN switch	“SPANTREE_VLAN_SW Messages” section on page 2-132
STACKMGR	Stack manager (Catalyst 3750 switches only)	“STACKMGR Messages” section on page 2-132
STORM_CONTROL	Storm control	“STORM_CONTROL Messages” section on page 2-135
SUPERVISOR	Supervisor ASIC	“SUPERVISOR Messages” section on page 2-136
SUPQ	Supervisor queue	“SUPQ Messages” section on page 2-136
SW_DAI	Dynamic ARP inspection	“SW_DAI Messages” section on page 2-139
SW_MACAUTH	MAC address authentication	SW_MACAUTH Messages, page 2-142
SW_VLAN	VLAN manager	“SW_VLAN Messages” section on page 2-143
SWITCH_QOS_TB	QoS trusted boundary	“SWITCH_QOS_TB Messages” section on page 2-151
TCAMMGR	Ternary content addressable memory manager	“TCAMMGR Messages” section on page 2-151
UDLD	UniDirectional Link Detection	“UDLD Messages” section on page 2-154
UFAST_MCAST_SW	UplinkFast packet transmission	“UFAST_MCAST_SW Messages” section on page 2-156
VQPCIENT	VLAN Query Protocol client	“VQPCIENT Messages” section on page 2-157

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

**Table 1-2** Message Severity Levels

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

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

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

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

All syslog messages generated by a Catalyst 3750 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 on a switch other than a Catalyst 3750 switch:

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

This example shows a partial switch system message for a stack master and a stack member switch (hostname *Switch-2*) in a Catalyst 3750 switch stack:

```
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 **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 Technical Assistance”](#) section on page xii for further information.



## Message and Recovery Procedures

---

This chapter describes the Catalyst 3750, 3560, 3550, 2970, and 2960 switch system messages in alphabetical order by facility. Within each facility, the messages are listed by severity levels 0 to 7: 0 is the highest severity level, and 7 is the lowest severity level. Each message is followed by an explanation and a recommended action.

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

The chapter includes these message facilities:

- [ACLMGR Messages, page 2-3](#)
- [AUTOQOS Messages, page 2-9](#) (Catalyst 3550 switches only)
- [BACKUP\\_INTERFACE Messages, page 2-9](#)
- [BADTRANSCEIVER Messages, page 2-9](#) (Catalyst 3750 switches only)
- [BSPATCH Messages, page 2-10](#)
- [CFGMGR Messages, page 2-11](#) (Catalyst 3750 switches only)
- [CMP Messages, page 2-13](#)
- [DHCP\\_SNOOPING Messages, page 2-15](#)
- [DHCP\\_SNOOPING\\_CAT3550 Messages, page 2-19](#) (Catalyst 3550 switches only)
- [DOT1Q\\_TUNNELLING Messages, page 2-20](#) (Catalyst 3550 switches only)
- [DOT1X Messages, page 2-20](#)
- [DOT1X\\_SWITCH Messages, page 2-22](#)
- [DTP Messages, page 2-25](#)
- [DWL Messages, page 2-27](#)
- [EC Messages, page 2-27](#)
- [ENVIRONMENT Messages, page 2-33](#) (Catalyst 3550 switches only)
- [ETHCNTR Messages, page 2-34](#)
- [EXPRESS\\_SETUP Messages, page 2-38](#)
- [FM Messages, page 2-39](#) (Catalyst 3550 switches only)
- [FRNTEND\\_CTRLR Messages, page 2-48](#) (Catalyst 3750 switches only)
- [GBIC Messages, page 2-49](#) (Catalyst 3550 switches only)
- [GBIC\\_SECURITY Messages, page 2-52](#)

- [GBIC\\_SECURITY\\_CRYPT Messages, page 2-55](#)
- [GBIC\\_SECURITY\\_UNIQUE Messages, page 2-56](#)
- [GIGASTACK Messages, page 2-57](#) (Catalyst 3550 switches only)
- [HARDWARE Messages, page 2-58](#)
- [HLFM Messages, page 2-60](#)
- [IDBMAN Messages, page 2-62](#)
- [IGMP\\_QUERIER Messages, page 2-65](#)
- [ILPOWER Messages, page 2-67](#)
- [IMAGEMGR Messages, page 2-72](#) (Catalyst 3750 switches only)
- [IP\\_DEVICE\\_TRACKING\\_HA Messages, page 2-74](#)
- [L2TM Messages, page 2-74](#) (Catalyst 3550 switches only)
- [L3TCAM Messages, page 2-75](#) (Catalyst 3550 switches only)
- [MAC\\_LIMIT Messages, page 2-76](#)
- [MAC\\_MOVE Messages, page 2-77](#)
- [NETWORK\\_PORT\\_SATELLITE Messages, page 2-77](#) (Catalyst 3550 switches only)
- [PBR Messages, page 2-78](#) (Catalyst 3550 switches only)
- [PHY Messages, page 2-80](#)
- [PIMSN Messages, page 2-82](#) (Catalyst 3750 and 3560 switches only)
- [PLATFORM Messages, page 2-83](#)
- [PLATFORM\\_FBM Messages, page 2-84](#) (Catalyst 3750 and 3560 switches only)
- [PLATFORM\\_HPLM Messages, page 2-85](#) (Catalyst 3750 and 3560 switches only)
- [PLATFORM\\_IPC Messages, page 2-86](#) (Catalyst 3750 switches only)
- [PLATFORM\\_PBR Messages, page 2-88](#) (Catalyst 3750 and 3560 switches only)
- [PLATFORM\\_PM Messages, page 2-90](#)
- [PLATFORM\\_RPC Messages, page 2-91](#) (Catalyst 3750 switches only)
- [PLATFORM\\_SPAN Messages, page 2-94](#) (Catalyst 3750 and 3560 switches only)
- [PLATFORM\\_UCAST Messages, page 2-94](#) (Catalyst 3750 and 3560 switches only)
- [PLATFORM\\_VLAN Messages, page 2-97](#)
- [PM Messages, page 2-98](#)
- [PORT\\_SECURITY Messages, page 2-107](#)
- [QATM Messages, page 2-109](#) (Catalyst 3550 switches only)
- [QM Messages, page 2-110](#) (Catalyst 3550 switches only)
- [QOSMGR Messages, page 2-113](#)
- [RMON Messages, page 2-120](#)
- [SDM Messages, page 2-120](#) (Catalyst 3750 switches only)
- [SPAN Messages, page 2-121](#)
- [SPANTREE Messages, page 2-122](#)
- [SPANTREE\\_FAST Messages, page 2-131](#)

- SPANTREE\_VLAN\_SW Messages, page 2-132
- STACKMGR Messages, page 2-132 (Catalyst 3750 switches only)
- STORM\_CONTROL Messages, page 2-135
- SUPERVISOR Messages, page 2-136
- SUPQ Messages, page 2-136
- SW\_DAI Messages, page 2-139 (Catalyst 3750 and 3560 switches)
- SW\_MACAUTH Messages, page 2-142
- SW\_VLAN Messages, page 2-143
- SWITCH\_QOS\_TB Messages, page 2-151
- TCAMMGR Messages, page 2-151
- UDLD Messages, page 2-154
- UFAST\_MCAST\_SW Messages, page 2-156
- VQPCCLIENT Messages, page 2-157

## ACLMGR Messages

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

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



**Note** This message applies to the Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** The ACL manager could not allocate the data structures needed to describe a VLAN map in a form that can be loaded into hardware. This error is most likely caused by lack of free memory. [chars] is the VLAN map name.

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

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



**Note** This message applies to the Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** The ACL manager could not save per-VLAN information needed for its correct operation. Some per-interface features, such as access groups or VLAN maps, will not be configured correctly. [dec] is the VLAN ID.

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

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



**Note** This message applies to the Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to the Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

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



**Note** This message applies to the Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to the Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies to the Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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

**Explanation** An unrecoverable software error occurred while trying to merge the configured input features. [dec] are internal action codes.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



---

**Note** This message applies to the Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

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

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



---

**Note** This message applies to the Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

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

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



---

**Note** This message applies to the Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

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

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



**Note** This message applies to the Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** An unrecoverable software error occurred while trying to merge the configured output features. [dec] are internal action codes.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the “[Error Message Traceback Reports](#)” section on page 1-6.

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



**Note** This message applies to the Catalyst 3750 and 3560 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the “[Error Message Traceback Reports](#)” section on page 1-6.

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



**Note** This message applies to the Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the “[Error Message Traceback Reports](#)” section on page 1-6.

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



---

**Note** This message applies to the Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** No action is required.

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



---

**Note** This message applies to the Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

**Explanation** An internal software error has occurred. [hex] is an internal action code.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



---

**Note** This message applies to the Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

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

## AUTOQOS Messages

This section contains the automatic quality of service (auto-QoS) messages on Catalyst 3550 switches.

**Error Message** AUTOQOS-3-FEATURE\_UNINITIALIZED: Feature not initialized in the platform, [chars].



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** The feature did not initialize and is not enabled on any interface. [chars] is the feature name, which is auto-QoS.

**Recommended Action** If this feature does not operate, reboot the system by using the **reload** privileged EXEC command. Verify that this feature is supported on your switch by checking the software configuration guide for this software release.

## BACKUP\_INTERFACE Messages

This section contains the Flex Link message.

**Error Message** BACKUP\_INTERFACE-5-PREEMPT: Preempting interface [chars] in backup pair ([chars], [chars]), preemption mode is [chars]



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** No action is required.

## BADTRANSCEIVER Messages

This section contains the BADTRANSCEIVER message.

**Error Message** BADTRANSCEIVER, PHY, LOG\_WARNING: An innapropriate transceiver has been inserted in interface [chars].



---

**Note** This message applies only to Catalyst 3750 switches.

---

**Explanation** A defective module is installed in the specified interface. [chars] is the interface.

**Recommended Action** Remove the transceiver. If it was purchased from Cisco, contact your Cisco representative to have the transceiver replaced.

# BSPATCH Messages

This section contains boot loader patch messages.

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



**Note** This message apply only to Catalyst 3750, 3560, and 2970 switches.

**Explanation** The switch will automatically reboot after the boot loader is patched.

**Recommended Action** If this message recurs, copy it exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message apply only to Catalyst 3750, 3560, and 2970 switches.

**Explanation** A boot loader patch is installed successfully. [chars] is the SDRAM refresh timer register setting.

**Recommended Action** If this message recurs, copy it exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message apply only to Catalyst 3750, 3560, and 2970 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

# CFGMGR Messages

This section contains the configuration manager messages on Catalyst 3750 switches.

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



---

**Note** This message applies only to Catalyst 3750 switches.

---

**Explanation** 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** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



---

**Note** This message applies only to Catalyst 3750 switches.

---

**Explanation** 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** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



---

**Note** This message applies only to Catalyst 3750 switches.

---

**Explanation** The system encountered an error when it was automatically applying the startup configuration to the running configuration.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

**Error Message** CFGMGR-4-MEMBER\_WRITING\_STARTUP\_CFG: only master can do that.



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** A stack member switch attempted to write to the startup configuration file; only the stack master can write to the startup configuration file.

**Recommended Action** No action is required.

**Error Message** CFGMGR-5-UNABLE\_TO\_USE\_PROVISIONED\_CFG: Switch [dec] will receive the default configuration.



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** The switch type of the specified switch does not match the provisioned configuration for its switch number; therefore, the default configuration is applied to this switch. [dec] is the stack member number.

**Recommended Action** No action is required.

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



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** A new stack master is applying the backed-up running configuration.

**Recommended Action** No action is required.

**Error Message** CFGMGR-6-SPURIOUS\_MEMBER\_ADD: CFG MGR Recvd Spurious New Member Notification: [int].



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** The configuration manager received a notification about adding a stack member switch that already exists in the stack. [int] is the switch number.

**Recommended Action** If this message recurs, copy it exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** The stack master is temporarily unable to generate the stack running configuration because 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...



**Note** This message applies only to Catalyst 3750 switches.

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

# DHCP\_SNOOPING Messages

This section contains the DHCP snooping messages.

**Error Message** DHCP\_SNOOPING-3-DHCP\_SNOOPING\_INTERNAL\_ERROR: DHCP Snooping internal error, [chars].



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

**Explanation** A software sanity check failed in the DHCP snooping process. [chars] is the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

**Error Message** DHCP\_SNOOPING-4-AGENT\_OPERATION\_FAILED: DHCP snooping binding transfer failed. [chars].



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** No action is required.

**Error Message** DHCP\_SNOOPING-4-AGENT\_OPERATION\_FAILED\_N: DHCP snooping binding transfer failed ([dec]). [chars].



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** No action is required.

**Error Message** DHCP\_SNOOPING-4-DHCP\_SNOOPING\_ERRDISABLE\_WARNING: DHCP Snooping received [dec] DHCP packets on interface [chars].



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

**Error Message** DHCP\_SNOOPING-4-DHCP\_SNOOPING\_PVLAN\_WARNING: DHCP Snooping configuration may not take effect on secondary vlan [dec]. [chars]



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** If private VLANs are configured, the DHCP Snooping configuration on the primary VLAN automatically propagates to all the secondary VLANs. [dec] is the VLAN IDs of the secondary VLANs, and [chars] is the warning.

**Recommended Action** No action is required.

**Error Message** DHCP\_SNOOPING-4-IP\_SOURCE\_BINDING\_NON\_EXISTING\_VLAN\_WARNING: IP source binding is configured on non existing vlan [dec].



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

**Error Message** DHCP\_SNOOPING-4-IP\_SOURCE\_BINDING\_PVLAN\_WARNING: IP source filter may not take effect on secondary vlan [dec] where IP source binding is configured. [chars].



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

**Error Message** DHCP\_SNOOPING-4-NTP\_NOT\_RUNNING: NTP is not running; reloaded binding lease expiration times are incorrect.



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

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

**Error Message** DHCP\_SNOOPING-4-QUEUE\_FULL: Fail to enqueue DHCP packet into processing queue: [chars], the queue is most likely full and the packet will be dropped.



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** No action is required.

**Error Message** DHCP\_SNOOPING-4-STANDBY\_AGENT\_OPERATION\_FAILED: DHCP snooping binding transfer failed on the Standby Supervisor. [chars].



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** No action is required.

**Error Message** DHCP\_SNOOPING-6-AGENT\_OPERATION\_SUCCEEDED: DHCP snooping database [chars] succeeded.



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** No action is required.

**Error Message** DHCP\_SNOOPING-6-BINDING\_COLLISION: Binding collision. [dec] bindings ignored.



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** No action is required.

**Error Message** DHCP\_SNOOPING-6-INTERFACE\_NOT\_VALID: Interface not valid. [dec] bindings ignored.



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** No action is required.

**Error Message** DHCP\_SNOOPING-6-LEASE\_EXPIRED: Lease Expired. [dec] bindings ignored.



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** No action is required.

**Error Message** DHCP\_SNOOPING-6-PARSE\_FAILURE: Parsing failed for [dec] bindings.



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** No action is required.

**Error Message** DHCP\_SNOOPING-6-VLAN\_NOT\_SUPPORTED: Vlan not supported. [dec] bindings ignored.



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** No action required.

## DHCP\_SNOOPING\_CAT3550 Messages

This section contains the DHCP snooping messages on Catalyst 3550 switches.

**Error Message** DHCP\_SNOOPING\_CAT3550-3-MVR\_INSTALL: Cannot install [chars] ACLs for DHCP Snooping, probably no TCAM space.



---

**Note** This message applies to Catalyst 3550 switches.

---

**Explanation** When DHCP snooping is enabled, access control lists (ACLs) need to be installed in the ternary content addressable memory (TCAM). DHCP snooping fails if there is insufficient space in the TCAM.

**Recommended Action** Reduce the number of input or output port ACLs (PACLs) and VLAN maps to make space in the TCAM.

**Error Message** DHCP\_SNOOPING\_CAT3550-3-UNEXPECTED\_EVENT: Process received unknown event (major [hex], minor [hex]).



---

**Note** This message applies to Catalyst 3550 switches.

---

**Explanation** A process received an event it was unable to handle.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#) for more information.

## DOT1Q\_TUNNELLING Messages

This section contains the IEEE 802.1Q tunneling message on Catalyst 3550 switches. An incorrect maximum transmission unit (MTU) setting causes these messages.

**Error Message** DOT1Q\_TUNNELLING-4-MTU\_WARNING: System MTU of [dec] might be insufficient for 802.1Q tunnelling. 802.1Q tunnelling requires system MTU size of [dec] to handle maximum size ethernet frames.




---

**Note** This message applies to Catalyst 3550 switches.

---

**Explanation** The switch MTU setting might not be sufficient for IEEE 802.1Q tunneling. The MTU needs to include the 4-byte overhead associated with the additional IEEE 802.1Q tag. The first [dec] is the current system MTU setting in bytes, and the second [dec] is the required MTU size in bytes.

**Recommended Action** Adjust the system MTU for the additional IEEE 802.1Q tag by using the **system mtu** global configuration command, and reload the switch by using the **reload** privileged EXEC command.

## DOT1X Messages

This section contains the IEEE 802.1x authentication messages.

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




---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

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

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




---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

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

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** Reload the device.

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

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

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, and 2970 switches.

---

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

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

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

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

**Error Message** DOT1X-5-SECURITY\_VIOLATION: Security violation on interface [chars], New MAC address [enet]



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** The port on the specified interface has been disabled because of a security violation. When an interface is configured in single-host mode, any new host that is detected on the interface is treated as a security violation. [chars] is the interface number, and [enet] is the MAC address of the new host.

**Recommended Action** Ensure that the port is configured to use only one host. Enter the **shutdown** interface configuration command. Then enter the **no shutdown** interface configuration command to restart the port.

## DOT1X\_SWITCH Messages

This section contains the IEEE 802.1x authentication messages for switches.

**Error Message** DOT1X\_SWITCH-5-ERR\_INVALID\_PRIMARY\_VLAN: Primary VLAN [dec] cannot be assigned to dot1x port [chars]



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** An attempt was made to assign a primary VLAN on an IEEE 802.1x enabled port. [dec] is the VLAN ID and [chars] is the port.

**Recommended Action** Update the configuration to use a non-primary VLAN.

**Error Message** DOT1X\_SWITCH-5-ERR\_INVALID\_SEC\_VLAN: Assignment of invalid secondary VLAN [dec] on PVLAN host port [chars]



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** An attempt was made to assign a non-secondary dot1x VLAN on a PVLAN host port. [dec] is the VLAN ID and [chars] is the port.

**Recommended Action** Update the configuration to use a different VLAN or change the port mode to match the VLAN type.

**Error Message** DOT1X\_SWITCH-5-ERR\_SEC\_VLAN\_INVALID: Secondary VLAN [dec] cannot be assigned to non-PVLAN host port [chars]



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Update the configuration to use a different VLAN or change the port mode to match the VLAN type.

**Error Message** DOT1X\_SWITCH-5-ERR\_SPAN\_DST\_PORT: Assigning a dot1x VLAN [dec] to a SPAN destination port [chars] is not allowed



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

**Explanation** You cannot assign an IEEE 802.1x VLAN to a port that is configured as a SPAN destination port.

**Recommended Action** Update the configuration to use a different VLAN, or disable the RSPAN VLAN.

**Error Message** DOT1X\_SWITCH-5-ERR\_VLAN\_EQ\_VVLAN: Data VLAN [dec] on port [chars] cannot equal to Voice VLAN.



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

**Explanation** The IEEE 802.1x-assigned VLAN on a port cannot be the same as the voice VLAN. [dec] is the data VLAN ID, and [chars] is the port.

**Recommended Action** Configure either a different voice VLAN or a different IEEE 802.1x-assigned access VLAN on the interface. The authentication then proceeds normally on the next retry.

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

**Explanation** The specified VLAN ID is already used internally and cannot be assigned to the IEEE 802.1x VLAN on this port. [dec] is the VLAN ID already in use, and [chars] is the port.

**Recommended Action** Configure a different VLAN ID for the IEEE 802.1x VLAN on this port.

**Error Message** DOT1X\_SWITCH-5-ERR\_VLAN\_INVALID: The VLAN [dec] is invalid and cannot be assigned for use on the Dot1x port [chars] Vlan



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

**Explanation** The specified VLAN ID is out of range and cannot be configured on this port. [dec] is the VLAN ID and [chars] is the port.

**Recommended Action** Configure a valid VLAN ID.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** The VLAN assigned to a supplicant on a port was not found in the VTP database. [dec] is the number of the assigned VLAN, and [chars] is the port.

**Recommended Action** Make sure the specified VLAN is properly configured, or configure another VLAN.

**Error Message** DOT1X\_SWITCH-5-ERR\_VLAN\_ON\_ROUTED\_PORT: Dot1x cannot assign a VLAN [dec] to a routed port [chars]



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** An attempt was made to assign a VLAN to a supplicant on a routed port, which is not allowed. [dec] is the VLAN ID and [chars] is the port.

**Recommended Action** Either disable the VLAN assignment or change the port type to a non-routed port.

**Error Message** DOT1X\_SWITCH-5-ERR\_VLAN\_PROMISC\_PORT: Assigning a dot1x VLAN [dec] to a promiscuous port [chars] is not allowed



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** An attempt was made to assign a VLAN to a supplicant on a promiscuous port, which is not allowed. [dec] is the VLAN ID and [chars] is the port.

**Recommended Action** Change the port mode to a non-promiscuous port.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** The specified VLAN is reserved and cannot be assigned for use on this port. [dec] is the VLAN ID, and [chars] is the port.

**Recommended Action** Configure a different VLAN for the port.

**Error Message** DOT1X\_SWITCH-5-ERR\_VLAN\_RSPAN: Attempt by 802.1x to assign RSPAN VLAN [dec]. 802.1x is incompatible with RSPAN



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** You cannot configure remote SPAN on a VLAN assigned to IEEE 802.1x-enabled ports.

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

## DTP Messages

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

## DWL Messages

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

## EC Messages

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** The port has different port attributes than the port channel or ports within the port channel. For the port to join the bundle, change the port attributes so that they match the port. [chars] is the incompatible port. [chars] is the short interface name, such as Gi1/0/1 on a Catalyst 3750 switch, [dec] is the channel group number, and the last [chars] is the reason.

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies only to Catalyst 3750, 3560, and 3550 switches.

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

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

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



**Note** This message applies only to Catalyst 3750, 3560, and 3550 switches.

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

**Recommended Action** Enable LACP on the remote side.

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



**Note** This message applies only to Catalyst 3550 switches.

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

**Recommended Action** Enable LACP on the remote port.

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



**Note** This message applies only to Catalyst 3550 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** 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].



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** One of the interfaces cannot join the EtherChannel because it is configured for PortFast, as a VLAN Membership Policy Server (VMPS), for IEEE 802.1x authentication, 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.

## ENVIRONMENT Messages

This section contains the Environment messages on Catalyst 3550 switches.

**Error Message** ENVIRONMENT-2-FAN\_FAULT:System Fault:FAN FAULT is detected.



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** An internal fan fault is detected.

**Recommended Action** Check the switch for a fan failure, or use the **show env** privileged EXEC command to check if one or more fans on the switch have failed. Replace the switch at your convenience.

**Error Message** ENVIRONMENT-2-OVER\_TEMP:System Fault:OVER TEMPERATURE condition is detected.



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** An overtemperature condition is detected.

**Recommended Action** Use the **show env** privileged EXEC command to check if an overtemperature condition exists. If an overtemperature condition does exist, place the switch in an environment that is within 32 to 113°F (0 to 45°C), and make sure that the fan intake and exhaust areas are clear.



**Note** If a multiple-fan failure is causing the switch to overheat, replace the switch.

# ETHCNTR Messages

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

**Error Message** ETHCNTR-2-MOLSENDDTIMEOUT: Molecule send timeout, queue [dec], molecule [hex] [hex].




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**Note** This message applies only to Catalyst 3550 switches.

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**Explanation** An attempt to read or write one or more of the hardware settings failed.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6 for more information.

**Error Message** ETHCNTR-3-FLOWCONTROL\_DUPLEX\_ERROR: Flowcontrol will not take effect until duplex is set to auto.




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**Note** This message applies only to Catalyst 3550 switches.

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**Explanation** Flow control cannot be set on the switch in this configuration.

**Recommended Action** Configure the duplex mode to auto.

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




---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

**Explanation** The collisions at a half-duplex port exceeded the threshold, and the port is considered as a loopback. On switches that support Power over Ethernet (PoE), this message might be displayed when a device that can be powered by either a PoE switch port or by AC power is not being powered by an external AC power source and is connected to a port that has been configured with the **power inline never** interface configuration command. [chars] is the port where the threshold was exceeded.

**Recommended Action** On switches that support PoE, remove the device or configure the port by entering the **power inline auto**, **shutdown**, and **no shutdown** interface configuration commands. No action is required on non-PoE switches. The port goes into error-disabled mode until the problem is resolved.

**Error Message** ETHCNTR-3-INTERNAL\_ERROR: Internal Error [chars].



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** An internal error occurred when the software was trying to program the hardware. As a result, the switch is in an inconsistent state and might not provide the expected functions. [chars] describes the internal operation that failed.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#) for more information.

**Error Message** ETHCNTR-3-INVALIDMAP: Invalid map [dec] for address [enet].



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** An attempt to bridge a packet in software obtained an invalid result. [dec] is the map number, and [enet] is the Ethernet address.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#) for more information.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** A loopback condition might be the result of a balun cable incorrectly connected to a port. On PoE switches, this message might appear when a device that can be powered by either a PoE switch port or by AC power is not being powered by an external AC power source and is connected to a port that has been configured with the **power inline never** interface configuration command. [chars] is the interface name.

**Recommended Action** On non-PoE switches, check the cables. If a balun cable is connected and the loopback condition is desired, no action is required. Otherwise, connect the correct cable, and then enable the port. On PoE switches, remove the device, or configure the port by entering the **power inline auto**, **shutdown**, and **no shutdown** interface configuration commands.

**Error Message** ETHCNTR-3-MOLSENDINT: Molecule send from interrupt handler



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** An interrupt handler is accessing the hardware in an impermissible manner.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6 for more information.

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

**Explanation** There are too many VLANs and routed ports (if the switch supports routed ports) configured. [chars] is the short interface name, such as Gi1/0/1 on a Catalyst 3750 switch, or the VLAN name, such as VLAN0002.

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

**Error Message** ETHCNTR-3-RA\_ALLOC\_ERROR:RAM Access [chars] [chars] memory allocation failure.



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** A request to read from or write to the RAM access failed its memory allocation. The first [chars] is the RAM access command that failed, and the second [chars] describes whether processor memory allocation or I/O memory allocation failed.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6 for more information.

**Error Message** ETHCNTR-3-RA\_REPLY\_ERROR: Invalid reply to RAM Access [chars] request ([hex]) from satellite [dec].



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** A request to read from or write to the satellite RAM produced an unexpected reply. [chars] is the request type (*read* or *write*), [hex] is the address, and [dec] is the satellite number.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6 for more information.

**Error Message** ETHCNTR-3-SNAP\_FORWARDING\_UNSUPPORTED: IPv4/IPv6 SNAP forwarding will be disabled because switch [dec] does not support this feature.



---

**Note** This message applies only to Catalyst 3750 switches.

---

**Explanation** A switch that is being added to the stack does not support the forwarding of IP Version 4 (IPv4) and IP Version 6 (IPv6) frames with Subnetwork Access Protocol (SNAP) encapsulation. If this occurs, forwarding of IPv4 and IPv6 frames is disabled in the switch stack. [dec] is the stack member number.

**Recommended Action** Replace the stack member with a switch that supports forwarding of IPv4 and IPv6 frames with SNAP encapsulation.

**Error Message** ETHCNTR-3-UNEXPECTED\_EVENT: Request [hex] encountered event [dec] in state [dec].



---

**Note** This message applies only to Catalyst 3550 switches.

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**Explanation** An unexpected event occurred during a RAM-access request. [hex] is a request identifier. The first [dec] is an event number, and the second [dec] is a state number.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6 for more information.

# EXPRESS\_SETUP Messages

This section contains messages for the Express Setup feature.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** The Express Setup mode is active.

**Recommended Action** No action is required.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** The Express Setup mode is no longer active.

**Recommended Action** No action is required.

## FM Messages

This section contains the feature manager messages on Catalyst 3550 switches. The feature manager software module manages access control lists (ACLs). Most messages in this section are the result of a switch memory shortage, which includes hardware memory such as the ternary content addressable memory (TCAM) and label space versus CPU memory. Both kinds of memory shortages are described.

**Error Message** FM-1-INIT: Feature Manager subsystem initialization failure.



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The feature manager subsystem failed to initialize. The most likely cause is insufficient memory at initialization. Either the hardware has failed, or the wrong Cisco IOS image is installed.

**Recommended Action** Replace the failing hardware, or obtain the correct Cisco IOS image for this platform.

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



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The feature manager could not allocate the data structures needed to describe a VLAN map in a form that can be loaded into hardware. This error is probably caused by a lack of free memory. [chars] is the VLAN map name.

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

**Error Message** FM-2-NOSB: Cannot create subblock for interface [chars].



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The feature manager was unable to save per-interface information needed for its correct operation. Some per-interface features, such as access groups or VLAN maps, will not be correctly configured. [chars] is the interface name.

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

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



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The feature 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 correctly configured. [dec] is the VLAN ID.

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

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



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The feature manager could not allocate the data structures needed to describe an ACL in a form that can be loaded into hardware. This error is probably caused by a lack of available CPU DRAM. [chars] is the access-list name.

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

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



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The system ran out of CPU memory 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 the memory demands.

**Error Message** FM-3-CONFLICT: [chars] [chars] conflicts with [chars].



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** Port access lists (PACLs) cannot be applied when input router access lists, VLAN maps, or IP multicast boundaries have been applied, and the reverse. [chars] are the names of the conflicting features.

**Recommended Action** Remove the conflicting feature or features, and apply the configuration again.

**Error Message** FM-3-GOTLABEL: Got label for [chars].



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** The feature manager is able to allocate a hardware label for the interface. The interface needed a label before, but no label was available. [chars] is the label.

**Recommended Action** No action is required. (This message pairs with the FM-3-NOLABEL message and means that the previous error condition has rectified itself.)

**Error Message** FM-3-GOTVLABEL: Got label for VLAN [dec].



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** The feature manager is able to allocate a hardware label for the VLAN. The VLAN needed a label before, but no label was available. [dec] is the VLAN ID.

**Recommended Action** No action is required. (This message pairs with the FM-3-NOLABELVL message and means that the previous error condition has rectified itself.)

**Error Message** FM-3-ILLEGALCOPY: Illegal copy of [chars] access group [chars] from [chars] label [dec] to [dec].



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** An internal software error occurred. The first [chars] is either *ip* or *mac*, the second [chars] is an access list name, the third [chars] is either *port* or *vlan*, and the two [dec] values are label numbers.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

**Error Message** FM-3-INITLABEL: Special initialization of label [dec] failed.



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The initialization of the access list hardware failed. Prioritization of routing protocol packets above other kinds of packets might not occur on some VLANs or routed ports. [dec] is the label number.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the “[Error Message Traceback Reports](#)” section on page 1-6 for more information.

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



**Note** This message applies only to Catalyst 3550 switches.

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

**Recommended Action** Reduce other system activity to ease the 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** FM-3-INTTABLE: Not in truth table: VLMAP [dec] RACL [dec] Rtprot [dec] Redir [dec] Mcb [dec] Feat [dec].



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** An unrecoverable software error occurred while the software was trying to merge the configured input features. The first five [dec] values are internal code numbers for the results of the VLAN map, router ACL, routing protocol selector, IP redirect settings, and the multicast boundary configured on a Layer 3 interface. The sixth [dec] value is the feature that was being examined when the problem was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the “[Error Message Traceback Reports](#)” section on page 1-6.

**Error Message** FM-3-LABELERROR: Incorrect label to [chars] vlan label attribute copy callback srclabel [dec], dstlabel [dec].



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** The feature manager attribute copy callback was called with an incorrect source or destination label. [chars] is the direction (*input* or *output*), the first [dec] is the source label value, and the second [dec] is the destination label value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** The configuration is too complicated for the platform-specific ACL merge code to support. The most likely cause is too many separate access lists in a single VLAN map or policy map. The first [dec] is the number of levels of recursion. [chars] describes which stage of the merge encountered the problem; the stage can be one of these: VLAN map, Global Input, Global Output, or QoS Map. The second [dec] is an internal code number of the merge stage that encountered the problem.

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

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



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** The feature manager was unable to merge the configured features into a form suitable for loading into the hardware. Packets potentially affected by this feature are sent to the CPU for processing. The CPU processing needed to uphold the overflowed ACL severely degrades performance. 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** Reorganize the ACLs so that all entries fit into hardware. Use less complicated and fewer ACLs.

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



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The feature 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*), and the second [chars] is the interface name.

**Recommended Action** Allocate more space to the relevant section of the TCAM by using the **sdm prefer** global configuration command and reboot the switch, or use a simpler configuration. Use the same ACLs on multiple interfaces, if possible.

**Error Message** FM-3-NOLABELVL: Cannot allocate [chars] label for VLAN [dec].



**Note** This message applies only to Catalyst 3550 switches.

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

**Recommended Action** Allocate more space to the relevant section of the TCAM by using the **sdm prefer** global configuration command and reboot the switch, or use a simpler configuration. Use the same VLAN map on multiple VLANs, if possible.

**Error Message** FM-3-NOEMPTY: Illegal copy of attribute to non empty [chars] vlan label [dec].



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The feature manager attribute copy callback was called with a destination label already being used by a VLAN or routed port. [chars] is the direction (*input* or *output*), and [dec] is the label value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** FM-3-NOTOBJECT: Invalid object (VLAN [dec], IDB [hex]) used in Feature Manager operation.



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** An internal software error has occurred. An invalid combination of VLAN and interface descriptor block (IDB) values was passed to a software routine. [dec] is the VLAN ID, and [hex] is the IDB value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

**Error Message** FM-3-NULLCPU: Sending traffic on empty [chars] label [dec] to CPU.



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** An internal software error occurred. [chars] is the direction (*input* or *output*), and [dec] is the label number.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#) for more information.

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



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** An unrecoverable software error occurred while trying to merge the configured output features. The two [dec] values are internal code numbers for the results of the router ACL and VLAN map configured on a particular Layer 3 interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** A software error occurred while trying to merge a quality of service (QoS) policy map. The first [dec] is the number in the policy map (counting from zero) of the particular ACL where the problem was discovered, and the second [dec] is an internal code number for the result of matching that ACL in the policy map.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The feature manager is now able to fit more of the configured features on this label into the hardware. One or more features had been previously unloaded because of a lack of space. The first [chars] is the direction (*input* or *output*), [dec] is the label number, and the second [chars] is the TCAM ID.

**Recommended Action** No action is required.

**Error Message** FM-3-TOSCOST: Minimize monetary cost TOS bit unsupported in hardware, ignored.



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** This hardware platform does not support filtering based on the type of service (ToS) and precedence; it supports filtering based on Differentiated Services Code Points (DSCPs). The DSCP field does not include the minimize monetary cost bit from the ToS field; the hardware ignores this bit when checking for a match to an ACE, which can lead to unintended filtering actions.

**Recommended Action** Design filters that do not test for the minimum monetary cost ToS.

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



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** An internal software error has occurred.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the “[Error Message Traceback Reports](#)” section on page 1-6 for more information.

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



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The feature manager was unable to fit the complete configuration into the hardware, so some features will be applied in software. This error prevents some or all the packets from being forwarded in hardware and requires them to be forwarded by the CPU. Multicast packets might be dropped instead of being forwarded. The first [chars] is the direction (*input* or *output*), [dec] is the label number, and the second [chars] is the TCAM ID.

**Recommended Action** Allocate more space to the relevant section of the TCAM by using the **sdm prefer** global configuration command and then reboot the switch, or use a simpler configuration. Use the same ACLs on multiple interfaces, if possible.

**Error Message** FM-3-WRONGLABEL: Inconsistent records of label for [chars]: FM has [dec], LM has [dec].



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** An internal software error has occurred. [chars] is an interface name. The rest of the message `FM has [dec], LM has [dec]` means that the feature manager has a record that the interface belongs to the first [dec] and that the label manager has a record that the interface belongs to the second [dec]. Therefore, the software is in an inconsistent state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the “[Error Message Traceback Reports](#)” section on page 1-6.

**Error Message** FM-4-EXCESSESECONDARY: More than [dec] secondary IP addresses configured on interface [chars].



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** When secondary IP addresses are configured on an interface and you enable Internet Control Message Protocol (ICMP) redirects for packets received on that interface, the ICMP redirect function on the CPU is not usually notified of packets sent between two different subnets on the same interface. If too many secondary IP addresses are configured on the interface this message is logged, and in addition to being notified about packets that cause the generation of an ICMP redirect, the CPU is also notified about every packet routed between two different subnets that are both on the interface. No ICMP redirects will be sent in error, but the CPU usage might increase because of the additional notifications. [dec] is the limit of secondary IP addresses, and [chars] is the specified interface.

**Recommended Action** You can use the **no ip redirects** interface configuration command on the interface named in the message to reduce the CPU load on the system.

**Error Message** FM-7-TRANSDEF: No augmentation function found for VMR.



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** An internal error occurred. An ACL was not correctly interpreted. The value-mask result (VMR) is incorrect.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6 for more information.

## FRNTEND\_CTRLR Messages

This section contains the front-end controller messages on Catalyst 3750 switches.

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



**Note** This message applies only to Catalyst 3750 switches.

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

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

# GBIC Messages

This section contains Gigabit Interface Converter (GBIC) module identification and validation messages on Catalyst 3550 switches. When a GBIC module is inserted into the switch, the software reads information from the module that identifies its type, and for some types of GBIC modules, obtains additional information to validate the compatibility of the module.

**Error Message** GBIC\_1000BASE-T-6-GBIC\_1000BASE-T\_DEFAULT\_CONFIG: 1000BASE-T GBIC module is detected in [chars]. Speed and duplex will be autonegotiated.



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** A 1000BASE-T GBIC module is detected in the slot, and its speed and duplex are automatically negotiated. [chars] is the slot in which the module is installed.

**Recommended Action** No action is required.

**Error Message** GBIC\_1000BASE-T-6-GBIC\_1000BASE-T\_NO\_CONFIG\_DUPLEX: Configuration ignored. 1000-BaseT GBIC modules only support autonegotiation on duplex.



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** Autonegotiation was not used. The 1000BASE-T GBIC modules only support autonegotiation on duplex.

**Recommended Action** No action is required.

**Error Message** GBIC\_1000BASE-T-6-GBIC\_1000BASE-T\_NO\_CONFIG\_NEGOTIATE: Configuration ignored. 1000BASE-T GBIC modules only support autonegotiation.



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** The disabling of autonegotiation was not used. The 1000BASE-T GBIC modules support autonegotiation.

**Recommended Action** No action is required.

**Error Message** GBIC\_1000BASET-6-GBIC\_1000BASET\_NO\_CONFIG\_SPEED: Configuration ignored. 1000-BaseT GBIC modules only support autonegotiation on speed.



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** Autonegotiation was ignored. The 1000BASE-T GBIC modules only support autonegotiated speed.

**Recommended Action** No action is required.

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



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The GBIC module was identified as a Cisco GBIC 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 GBIC module. If it continues to fail after re-insertion, it might be defective.

**Error Message** GBIC-4-NOREAD\_VNAME: Unable to read vendor name for GBIC interface [chars].



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The GBIC module was identified as a Cisco GBIC module, but the system was unable to read the GBIC vendor name. [chars] is the interface in which the module is installed.

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

**Error Message** GBIC-4-NOREAD\_VSDATA: Unable to read vendor-specific data for GBIC interface [chars].



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The GBIC module was identified as a Cisco GBIC module, but the system was unable to read the identifying vendor-specific information to verify its authenticity. [chars] is the interface in which the module is installed.

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

**Error Message** GBIC-4-NOREAD\_VSERNUM: Unable to read serial number for GBIC interface [chars].



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** The GBIC module was identified as a Cisco GBIC module, but the system was unable to read the serial number of the GBIC module. [chars] is the interface in which the module is installed.

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

**Error Message** GBIC-4-UNRECOGNIZED\_EXTTYPE: GBIC interface [chars] has unrecognized extended type.



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** The GBIC module was identified as a Cisco GBIC module, but the system does not recognize its reported extended type code. [chars] is the interface in which the module is installed.

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

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



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** The system could not allocate resources or had some other problem during the setup for the specified GBIC interface. [chars] is the interface in which the GBIC 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-6-SERDES\_MODULE\_UNKNOWN: Unrecognizable GBIC found in [chars] (module mask [hex]).



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The GBIC module presented data to the system that did not correctly identify the type of the GBIC module. The switch will treat it as a generic GBIC module. [chars] is the name of the interface in which the unknown module is installed, and [hex] is the module type value returned by the module.

**Recommended Action** If the GBIC module fails to become operational, carefully remove and re-insert it in the slot. If it continues to fail after re-insertion, it might be defective or incompatible with the switch.

**Error Message** GBIC-6-SERDES\_SERIAL\_INV\_DATA: Unrecognizable GBIC found in [chars] (serial data [hex]).



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The GBIC module presented data to the system that did not correctly identify the type of the GBIC module. The switch will treat it as a generic GBIC module. [chars] is the name of the interface where the unrecognizable module is found, and [hex] is the data value returned by the module.

**Recommended Action** If the GBIC module fails to become operational, carefully remove and re-insert it in the slot. If it continues to fail after re-insertion, it might be defective or incompatible with the switch.

## GBIC\_SECURITY Messages

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



**Note**

The Catalyst 3750, 3560, 2970, and 2960 switch supports SFP modules and does not support GBIC modules. Although the error message text refers to GBIC interfaces and modules, the messages from the switch actually refer to the SFP module interfaces and modules.

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



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** The GBIC module was identified as a Cisco GBIC 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 GBIC modules are assigned unique serial numbers. Verify that the module was obtained from Cisco or a supported vendor.

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



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

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

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



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

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

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



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

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

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** Reload the switch by using the **reload** privileged EXEC command. If the problem persists, find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the “[Error Message Traceback Reports](#)” section on page 1-6.

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



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**Note** This message applies only to Catalyst 3550 switches.

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**Explanation** The GBIC module was identified as a Cisco GBIC 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 GBIC 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.



---

**Note** This message applies only to Catalyst 3550 switches.

---

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

**Recommended Action** Check the list of supported GBIC 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.



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The GBIC module was identified as a Cisco GBIC 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 GBIC 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.

## GBIC\_SECURITY\_CRYPT Messages

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



**Note**

The Catalyst 3750, 3560, 2970, and 2960 switch supports SFP modules and does not support GBIC modules. Although the error message text refers to GBIC interfaces and modules, the messages from the switch actually refer to the SFP module interfaces and modules.

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

## GBIC\_SECURITY\_UNIQUE Messages

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



**Note**

The Catalyst 3750, 3560, and 2970 switch supports SFP modules and does not support GBIC modules. Although the error message text refers to GBIC interfaces and modules, the messages from the switch actually refer to the SFP module interfaces and modules.

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



**Note** This message applies only to Catalyst 3750, 3560, and 2970 switches.

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

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

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



**Note** This message applies only to Catalyst 3750, 3560, and 2970 switches.

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

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

# GIGASTACK Messages

This section contains the GigaStack GBIC module messages on Catalyst 3550 switches.

**Error Message** GIGASTACK-1-NO\_LOOP\_DETECT: The link neighbor of link [dec] of GigaStack GBIC in [chars] did not respond to the loop detection request. If loop topology is deployed, make sure all switches in the stack are running the latest software.



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** No acknowledgement for the loop-detection request is received from one of the links on a GigaStack GBIC module. Either the neighboring switch does not support the GigaStack GBIC loop-breaking algorithm, or the link between the two GigaStack GBIC modules is broken. Under this condition, a GigaStack loop topology is not automatically detected, and the connectivity between switches in the stack can be lost. [dec] is the link number, and [chars] is the slot number.

**Recommended Action** If a loop topology is used with the GigaStack GBIC module, ensure that the latest software is running on all switches in the stack. Check the GigaStack GBIC modules involved to ensure that they are functioning.

**Error Message** GIGASTACK-3-INIT\_FAILURE: GigaStack GBIC in [chars] initialization failed.



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** The GigaStack GBIC module failed power-on self-test (POST). [chars] is the interface name.

**Recommended Action** Remove the GigaStack GBIC module, and re-insert it into the GBIC module slot.

**Error Message** GIGASTACK-6-LOOP\_BROKEN: Link loss is detected in the GigaStack loop. Link 2 of the GigaStack GBIC in [chars] is re-enabled.



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** The loop formed by GigaStack GBIC modules is broken because of a link loss. Link 2 of the master loop breaker is re-enabled to replace the broken link. [chars] is the interface name.

**Recommended Action** No action is required.

**Error Message** GIGASTACK-6-LOOP\_DETECTED: GigaStack GBIC in [chars] is selected as Master Loop Breaker. Link 2 of the GigaStack GBIC is disabled to break the loop.



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** A loop is detected in the stack, and this GigaStack GBIC module is selected as the master loop breaker. Link 2 of this GigaStack GBIC module is disabled to break the loop. [chars] is the interface name.

**Recommended Action** No action is required.

## HARDWARE Messages

This section contains hardware messages.

**Error Message** HARDWARE-3-ASICNUM\_ERROR: Port-ASIC number [dec] is invalid.



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** HARDWARE-3-INDEX\_ERROR: Index value [dec] is invalid.



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** HARDWARE-3-INTRNUM\_ERROR: Port-ASIC Interrupt number [dec] is invalid.



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** HARDWARE-3-PORTNUM\_ERROR: port number [dec] is invalid.



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** HARDWARE-3-STATS\_ERROR: Statistics ID [dec] is invalid.



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Recommended Action**

# HLFM Messages

This section contains messages from the local forwarding manager.



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**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** HLFM-3-SEND\_FAIL: Failed to send RPC message, req [dec], [chars].



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** There is a local resource error or that too many outgoing messages are queued for the message class. [dec] is the RPC request number, and [chars] is an optional comment.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

# IDBMAN Messages

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

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




---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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




---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

**Explanation** There is an internal error that caused an interface to not have its VLAN set to the requested value. [chars] is the interface name. The first [dec] is the new VLAN ID, and the second [dec] is the currently assigned VLAN ID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

## IGMP\_QUERIER Messages

This section contains the IGMP querier messages.

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

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



**Note** This message applies only to Catalyst 3750 and 3560 switches.

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

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

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



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

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

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



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

**Recommended Action** No action is required.

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



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

**Recommended Action** No action is required.

# ILPOWER Messages

This section contains the Power over Ethernet (PoE) messages.

**Error Message** ILPOWER-3-CONTROLLER\_ERR: Controller error, Controller number [dec]: [chars].



---

**Note** This message applies only to Catalyst 3750, 3560, and 3550 switches.

---

**Explanation** An error reported or caused by the PoE controller is detected. [dec] is the controller instance, which is 0 to 5 on a 24-port PoE switch and 0 to 11 on a 48-port PoE switch. [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** ILPOWER-3-CONTROLLER\_ERR:Controller error, Controller number [chars]: accessing failed



---

**Note** This message applies only to Catalyst 3550-24PWR switches.

---

**Explanation** An error reported or caused by the PoE controller was detected. [chars] is the controller number.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6 for more information.

**Error Message** ILPOWER-3-CONTROLLER\_ERR:Controller error, Controller number [chars]:Reset failed



**Note** This message applies only to Catalyst 3550-24PWR switches.

**Explanation** An error reported or caused by the PoE controller was detected. [chars] is the controller number.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6 for more information.

**Error Message** ILPOWER-3-CONTROLLER\_IF\_ERR: Controller interface error, [chars]: [chars].



**Note** This message applies only to Catalyst 3750, 3560, and 3550 switches.

**Explanation** An interface error is detected between the PoE controller and the system. The first [chars] is the interface. The second [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** ILPOWER-3-CONTROLLER\_IF\_ERR:Controller interface error, S2W bus:Initialization failed.



**Note** This message applies only to Catalyst 3550-24PWR switches.

**Explanation** An interface error was detected between the PoE controller and the system.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6 for more information.

**Error Message** ILPOWER-3-CONTROLLER\_PORT\_ERR: Controller port error, Interface [chars]: [chars].



---

**Note** This message applies only to Catalyst 3750, 3560, and 3550 switches.

---

**Explanation** A port error reported by the PoE controller is detected. The first [chars] is the interface. The second [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

**Error Message** ILPOWER-3-CONTROLLER\_PORT\_ERR:Controller port error, Interface Fa0/7:Power given, but link is not up.



---

**Note** This message applies only to Catalyst 3550-24PWR switches.

---

**Explanation** A port error reported by the PoE controller was detected.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#) for more information.

**Error Message** ILPOWER-3-ILPOWER\_INTERNAL\_IF\_ERROR: Inline Power internal error, interface [chars]: [chars].



---

**Note** This message applies only to Catalyst 3750 and 3560 switches.

---

**Explanation** A software check failed during PoE processing. The first [chars] is the interface. The second [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

**Error Message** ILPOWER-3-ILPOWER\_INTERNAL\_IF\_ERROR: Inline Power internal error. Interface cannot obtain asic-cnfg information.



**Note** This message applies only to Catalyst 3550-24PWR switches.

**Explanation** The PoE feature code failed for unknown reasons. A software error has probably occurred.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6 for more information.

**Error Message** ILPOWER-5-DC\_DISCONNECT: Interface [chars]: DC disconnect.



**Note** This message applies only to Catalyst 3550-24PWR switches.

**Explanation** The DC power has been disconnected.

**Recommended Action** No action is required.

**Error Message** ILPOWER-5-IEEE-DISCONNECT: Interface [chars]: PD removed.



**Note** This message applies only to Catalyst 3750 and 3560 switches.

**Explanation** The powered device is no longer connected to the switch or that the connected powered device is being powered by an external AC power source. The switch is no longer providing power to the port. [chars] is the interface.

**Recommended Action** No action is required.

**Error Message** ILPOWER-5-ILPOWER\_POWER\_DENY: Interface [chars]: inline power denied.



**Note** This message applies only to Catalyst 3750 and 3560 switches.

**Explanation** There is not enough power remaining in the switch to supply to the PoE port. [chars] is the interface.

**Recommended Action** Connect the powered device to an external AC power source.

**Error Message** ILPOWER-5-ILPOWER\_POWER\_DENY: Interface [chars]: inline power denied



---

**Note** This message applies only to Catalyst 3550-24PWR switches.

---

**Explanation** The PoE request was denied because the switch does not have enough power left to support the request. [chars] is the interface number.

**Recommended Action** No action is required.

**Error Message** ILPOWER-5-INVALID\_IEEE\_CLASS: Interface [chars]: has detected invalid IEEE class: [dec] device. Power denied



---

**Note** This message applies only to Catalyst 3750 and 3560 switches.

---

**Explanation** The power device has an invalid IEEE class so that the switch is not supplying power to the device. [chars] is the interface name. [dec] is the class number of the device.

**Recommended Action** No action is required.

**Error Message** ILPOWER-5-LINKDOWN\_DISCONNECT: Interface [chars]: Link down disconnect.



---

**Note** This message applies only to Catalyst 3750 and 3560 switches.

---

**Explanation** The powered device is no longer connected to the switch or that the connected powered device is being powered by an external AC power source. The switch is no longer providing power on the interface. [chars] is the interface.

**Recommended Action** No action is required.

**Error Message** ILPOWER-5-POWER\_GRANTED: Interface [chars]: Power granted.



---

**Note** This message applies only to Catalyst 3750 and 3560 switches.

---

**Explanation** There is enough power available in the switch and that the switch is providing power to the interface. [chars] is the interface.

**Recommended Action** No action is required.

**Error Message** ILPOWER-7-DETECT: Interface [chars]: Power Device detected:[chars].



**Note** This message applies only to Catalyst 3750 and 3560 switches.

**Explanation** The switch has detected the attached powered device. The first [chars] is the interface. The second [chars] is the Cisco pre-standard powered device or the IEEE-compliant powered device.

**Recommended Action** No action is required.

## IMAGEMGR Messages

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

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



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** 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 finds out 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: [chars].



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** 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]].



---

**Note** This message applies only to Catalyst 3750 switches.

---

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

**Recommended Action** No action is required.

**Error Message** IMAGEMGR-6-AUTO\_COPY\_SW: [chars].



---

**Note** This message applies only to Catalyst 3750 switches.

---

**Explanation** 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]].



---

**Note** This message applies only to Catalyst 3750 switches.

---

**Explanation** 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].



---

**Note** This message applies only to Catalyst 3750 switches.

---

**Explanation** 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.

## IP\_DEVICE\_TRACKING\_HA Messages

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

**Error Message** IP\_DEVICE\_TRACKING\_HA-4-ENTRY\_OUT\_OF\_SYNC: Host mac-address [enet] ip-address [IP\_address] interface [chars]



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

## L2TM Messages

This section contains the Layer 2 forwarding manager messages on Catalyst 3550 switches. This software module controls the part of the hardware that performs MAC address-based forwarding and learning. A ternary content addressable memory (TCAM) device implements the forwarding table.

**Error Message** L2TM-3-ACCESS\_ERR: TCAM access failed while [chars].



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** A failure occurred while reading from or writing to the TCAM. [chars] describes the part of the TCAM and the operation that failed.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6 for more information.

**Error Message** L2TM-7-INTERNAL\_ERR: Internal error:[chars].



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** An internal error occurred. [chars] describes the internal operation that failed.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6 for more information.

# L3TCAM Messages

This section contains the Layer 3 unicast routing manager messages on Catalyst 3550 switches. This software module controls the part of the hardware that performs unicast routing. A ternary content addressable memory (TCAM) device implements the routing table.

**Error Message** L3TCAM-3-SIZE\_CONFLICT: [chars] requires enabling extended routing.



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The size of the Layer 3 unicast TCAM entry is not sufficient to implement a feature. [chars] is the feature name (either Web Cache Communication Protocol [WCCP] or multiple VPN routing/forwarding [multi-VRF]) that requires the 144-bit TCAM size.

**Recommended Action** Modify the Switch Database Management (SDM) template to enable the switch to support the 144-bit Layer 3 TCAM. Use the **sdm prefer extended-match**, **sdm prefer access extended-match**, or **sdm prefer routing extended-match** global configuration command, and then reload the switch by using the **reload** privileged EXEC command.

**Error Message** L3TCAM-3-TOO\_MANY\_VRF: Exceed the maximum number of VRF allowed.



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The number of virtual private networks (VPNs) exceeds the number allowed by the VPN routing/forwarding table on this hardware platform.

**Recommended Action** Reconfigure your switch to limit the number of VRFs. Do not define (name) more than seven VRFs with the **ip vrf vrf-name** global configuration command.

**Error Message** L3TCAM-4-WCCP\_ENABLE: Both VRF and WCCP are enabled, please remove either WCCP or VRF configuration.



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The switch does not support enabling of both VRF and WCCP.

**Recommended Action** Reconfigure your switch to use either VRF or WCCP.

# MAC\_LIMIT Messages

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

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



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

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

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



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

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

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



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

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

## MAC\_MOVE Messages

This section contains the MAC\_MOVE messages.

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



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

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

## NETWORK\_PORT\_SATELLITE Messages

The section contains the network port satellite messages on Catalyst 3550 switches. A network port satellite is a Cisco ASIC within the switch that provides Layer 2 and Layer 3 functionality and the interface between a Gigabit link or multiple 10/100 Ethernet links and the switch.

**Error Message** NETWORK\_PORT\_SATELLITE-3-PHY\_LOCKUP: Repeated phy lockup seen on [chars]. Interface will be shut down.



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** PHY lockup was detected too many times in a row. The interface is shut down to avoid continuous link flapping.

**Recommended Action** To re-enable the interface, use the **shutdown** interface configuration command, followed by the **no shutdown** interface configuration command.



---

**Note** NETWORK\_PORT\_SATELLITE-6-MAC\_LOCKUP: Transmit lock up is detected in [chars]. This message applies only to Catalyst 3550 switches.

---

**Error Message** NETWORK\_PORT\_SATELLITE-6-MAC\_LOCKUP: Transmit lock up is detected in [chars]. This port is administratively down.



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** When the PHY is powered on and off, the MAC cycles from 1000 to 100 Mbps, and the port might lock up and stop sending packets. The PHY refers to the physical layer device on the switch, which sends and receives optical signals and provides framing and line integrity. [chars] is the interface name.

**Recommended Action** Shut down the port by using the **shutdown** interface configuration command, and bring it back up by using the **no shutdown** interface configuration command.

## PBR Messages

This section contains the policy-based routing (PBR) messages on Catalyst 3550 switches.

**Error Message** PBR-2-NO\_RMAP: Cannot create PBR data structures for route-map [chars]



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The PBR manager could not allocate the data structures needed to describe a route map being used for policy routing. This was probably caused by lack of available memory. [chars] is a value that is applied by using the **route-map** interface configuration command.

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

**Error Message** PBR-3-NO\_LABEL: Cannot allocate label for route-map [chars]



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The PBR manager could not allocate a label for this route map. This means that the hardware cannot be programmed to implement policy routing. There is a limit of 247 labels for policy routing. [chars] is a value that is applied by using applied the **route-map** interface configuration command.

**Recommended Action** Use a less complicated configuration that allows label sharing. If possible, use the same route maps on multiple interfaces.

**Error Message** PBR-3-MERGE\_FAIL: [chars] ACL merge error [dec] on route-map [chars]



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The PBR manager could not complete the merge of the configured route map into a form suitable for loading into the hardware. The most likely cause is specifying an access control list (ACL) that is too large or too complex for the system to handle. The first [chars] is the module or feature name, and the second [chars] is a value that is applied by using the **route-map** interface configuration command. [dec] is an internal error code.

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

**Error Message** PBR-3-UNSUPPORTED\_RMAP: Route-map [chars] not supported for Policy-Based Routing



**Note** This message applies only to Catalyst 3550 switches.

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

**Recommended Action** Reconfigure the route map. Use only *permit* entries and *set ip next-hop action* in the route map.

**Error Message** PBR-4-CPU\_SUPPORTEDED\_ACTION: Set action in sequence [dec] of route-map [chars] supported by forwarding to CPU.



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The route map attached to an interface for policy routing contains an action that is not supported in hardware because it contains *set interface*, *set ip default next-hop*, *set default interface* or *set ip df* actions. The packets must be forwarded by the CPU. [dec] and [chars] are values that are applied by using the **route-map** interface configuration command.

**Recommended Action** Reconfigure the route map. If possible, use only *set ip next-hop* in the route map.

**Error Message** PBR-3-INSTALL\_FAIL: Policy route-map [chars] not installed in hardware



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The PBR manager was unable to install the complete route map in the hardware, so this will have to be applied in software. The packets must be forwarded by the CPU. [chars] is a value that is applied by using the **route-map** interface configuration command.

**Recommended Action** Reconfigure the route map to use a simpler configuration. If possible, use the same route map on multiple interfaces.

**Error Message** PBR-4-RETRY\_INSTALL: Route-map [chars] installed in hardware upon retry



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The PBR manager was able to fit the complete configuration into the hardware. One or more route maps had previously not been loaded because of lack of space. [chars] is a value that is applied by using the **route-map** interface configuration command.

**Recommended Action** No action is required.

## PHY Messages

This section contains the PHY messages.

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

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



**Note** This message applies only to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

## PIMSN Messages

This section contains the PIMSN messages for the Protocol Independent Multicast (PIM) snooping feature on Catalyst 3750 and 3560 switches.

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



**Note** This message applies only to Catalyst 3750 and 3560 switches.

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

**Recommended Action** No action is required.

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



**Note** This message applies only to Catalyst 3750 and 3560 switches.

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

**Recommended Action** No action is required.

# PLATFORM Messages

**Error Message** This section contains low-level platform-specific message.PLATFORM-1-CRASHED: [chars].



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

**Error Message** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).PLATFORM-3-NO\_HARDWARE\_RESOURCES: Not enough hardware resources. Shutting down [chars].



---

**Note** This message applies only to Catalyst 3750 and 3560 switches.

---

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

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

**Error Message** PLATFORM-3-PW\_REC\_HRPC\_BAD\_LENGTH: Received incompatible length (=[dec]) in set-password-recovery HRPC message from box [dec].



---

**Note** This message applies only to Catalyst 3750 switches.

---

**Explanation** The system received an incompatible length parameter in the set-password-recovery HRPC message. This can be caused by a stack operating with incompatible software versions on different stack members. The first [dec] is the length and the second [dec] is the switch.

**Recommended Action** Make sure that all stack members are running compatible software images. If the problem persists, find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

**Error Message** PLATFORM-3-PW\_REC\_HRPC\_NOT\_ON\_MASTER: Set-password-recovery HRPC msg from box [dec] received on master.



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** The stack master has received a set-password-recovery HRPC message. These messages should be received on stack member switches only. [dec] is the switch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** PLATFORM-3-PW\_REC\_HRPC\_ONLY\_ON\_MASTER: Get-password-recovery HRPC msg from box [dec] received on member.



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** A stack member switch has received a get-password-recovery HRPC message. These messages should only be received by the stack master. [dec] is the switch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

## PLATFORM\_FBM Messages

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

**Error Message** PLATFORM\_FBM-4-RECOVERED: Fallback bridging recovered from resource crunch.



**Note** This message applies only to Catalyst 3750 and 3560 switches.

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

**Recommended Action** No action is required.

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



---

**Note** This message applies only to Catalyst 3750 and 3560 switches.

---

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

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

## PLATFORM\_HPLM Messages

This section has the platform pseudo label manager messages.

**Error Message** PLATFORM\_HPLM-3-ERROR: Failed Alloc for xaction record label move from [dec] to [dec].



---

**Note** This message applies only to Catalyst 3750 and 3560 switches.

---

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

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

**Error Message** PLATFORM\_HPLM-6-LABEL\_COMPLETE: VRF Label compaction complete.



---

**Note** This message applies only to Catalyst 3750 and 3560 switches.

---

**Explanation** The VRF label compaction process has successfully completed.

**Recommended Action** No action is required.

**Error Message** PLATFORM\_HPLM-6-LABEL\_FAILED: VRF Label compaction failed.



**Note** This message applies only to Catalyst 3750 and 3560 switches.

**Explanation** The VRF label compaction process has failed.

**Recommended Action** No action is required.

**Error Message** PLATFORM\_HPLM-6-LABEL\_START: VRF Label compaction started.



**Note** This message applies only to Catalyst 3750 and 3560 switches.

**Explanation** The VRF label compaction process has started.

**Recommended Action** No action is required.

## 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].



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** There has been an IPC failure. [chars] describes the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** There has been an IPC failure on the stack master. [chars] describes the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** PLATFORM\_IPC-3-MAX\_LENGTH\_EXCEEDED: [chars].



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** An internal IPC application error occurred when an IPC message was sent that exceeded the maximum length. [chars] describes the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** There has been an IPC failure on a stack member switch. [chars] describes the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** PLATFORM\_IPC-3-STACK\_EVENT: [chars].



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** There has been an IPC failure in the stack. [chars] describes the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

## PLATFORM\_PBR Messages

This section contains policy based routing (PBR) messages.

**Error Message** PLATFORM\_PBR-2-NO\_RMAP: Cannot create PBR data structures for route-map [chars].



**Note** This message applies only to Catalyst 3750 and 3560 switches.

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

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

**Error Message** PLATFORM\_PBR-3-INSTALL\_FAIL: Policy route-map [chars] not installed in hardware.



**Note** This message applies only to Catalyst 3750 and 3560 switches.

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

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

**Error Message** PLATFORM\_PBR-3-NO\_LABEL: Cannot allocate label for route-map [chars].



---

**Note** This message applies only to Catalyst 3750 and 3560 switches.

---

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

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

**Error Message** PLATFORM\_PBR-3-UNSUPPORTED\_RMAP: Route-map [chars] not supported for Policy-Based Routing.



---

**Note** This message applies only to Catalyst 3750 and 3560 switches.

---

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

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

**Error Message** PLATFORM\_PBR-4-CPU\_SUPPORTED\_ACTION: Set action in sequence [dec] of route-map [chars] supported by forwarding to CPU.



---

**Note** This message applies only to Catalyst 3750 and 3560 switches.

---

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

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

**Error Message** PLATFORM\_PBR-4-RETRY\_INSTALL: Route-map [chars] installed in hardware upon retry.



---

**Note** This message applies only to Catalyst 3750 and 3560 switches.

---

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

**Recommended Action** No action is required.

**Error Message** PLATFORM\_PBR-4-SDM\_MISMATCH: [chars] requires sdm template routing.



**Note** This message applies only to Catalyst 3750 and 3560 switches.

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

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

## PLATFORM\_PM Messages

This section contains platform port manager (PM) messages.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** Internal vlan\_data is not active for the given VLAN ID. [chars] is the interface, and [dec] is the VLAN ID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

## PLATFORM\_RPC Messages

This section contains platform-specific remote procedure call (RPC) messages. The RPC function in the switch stack allows instances of code running on the various systems in a stack to intercommunicate by using a virtual function-call mechanism.

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



**Note** This message applies only to Catalyst 3750 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** There is a missing entry in the class table for a message class. [int] is the number of the missing message class.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



---

**Note** This message applies only to Catalyst 3750 switches.

---

**Explanation** 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 message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



---

**Note** This message applies only to Catalyst 3750 switches.

---

**Explanation** 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 message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** PLATFORM\_RPC-3-RESP\_FAIL: Unexpected response or failure, class [dec], req [dec], switch [dec], error [dec], [chars].



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** The platform received an unexpected response. The first [dec] is RPC request class, the second [dec] is the RPC request number, the third [dec] is the destination switch number, the fourth [dec] is the returned error number, and [chars] is an optional comment.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** PLATFORM\_RPC-3-SEND\_FAIL: Failed to send RPC message in class [dec], req [dec], [chars].



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** There is a local resource error or that too many outgoing messages are queued for the message class. The first [dec] is RPC request class, the second [dec] is the RPC request number, and [chars] is an optional comment.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** 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** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

## PLATFORM\_SPAN Messages

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

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



**Note** This message applies only to Catalyst 3750 and 3560 switches.

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

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

## PLATFORM\_UCAST Messages

This section contains platform unicast routing messages.

**Error Message** PLATFORM\_UCAST-3-ADJ: [chars].



**Note** This message applies only to Catalyst 3750 and 3560 switches.

**Explanation** The adjacency module for unicast routing encountered an error. [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** PLATFORM\_UCAST-3-ARP: [chars].



---

**Note** This message applies only to Catalyst 3750 and 3560 switches.

---

**Explanation** The ARP module for unicast routing encountered an error. [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** PLATFORM\_UCAST-3-CEF: [chars].



---

**Note** This message applies only to Catalyst 3750 and 3560 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** PLATFORM\_UCAST-3-DYNAMIC: [chars].



---

**Note** This message applies only to Catalyst 3750 and 3560 switches.

---

**Explanation** The dynamic address tracking mechanism for unicast routing encountered an error. [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



---

**Note** This message applies only to Catalyst 3750 and 3560 switches.

---

**Explanation** An internal unicast routing error occurred. [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** PLATFORM\_UCAST-3-HSRP: [chars].



---

**Note** This message applies only to Catalyst 3750 and 3560 switches.

---

**Explanation** The Hot Standby Router Protocol (HSRP) module for unicast routing encountered an error. [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** PLATFORM\_UCAST-3-INTERFACE: [chars].



---

**Note** This message applies only to Catalyst 3750 and 3560 switches.

---

**Explanation** A unicast routing interface error occurred. [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** PLATFORM\_UCAST-3-RPC: [chars].



**Note** This message applies only to Catalyst 3750 and 3560 switches.

**Explanation** The RPC module for unicast routing encountered an error. [chars] describes the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

## PLATFORM\_VLAN Messages

This section contains platform VLAN messages.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

## PM Messages

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

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



**Note** This message applies to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** The port manager detected an invalid request.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

**Explanation** The port manager detected an invalid request.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

**Explanation** The port manager detected an invalid request.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** The port manager detected a misconfiguration or misbehavior and placed the interface in an error-disabled state. A recovery is attempted after the configured retry time (the default is 5 minutes). On PoE switches, this message might appear when a device that can be powered by either a PoE switch port or by AC power is not being powered by an external AC power source and is connected to a port that has been configured with the **power inline never** interface configuration command. [chars] is the port where the threshold was exceeded. The first [chars] is the error, and the second and third [chars] are the affected interfaces.

**Recommended Action** On non-PoE switches, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. On PoE switches, remove the device or configure the port by entering the **power inline auto**, **shutdown**, and **no shutdown** interface configuration commands. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Reconfigure the feature (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.



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Delete some extended-range VLANs created by users, or remove some features (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.



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



---

**Note** This message applies to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

**Recommended Action** No action is required.

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



---

**Note** This message applies to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

## PORT\_SECURITY Messages

This section contains the port security messages.

**Error Message** PORT\_SECURITY-2-PSECURE\_VIOLATION:Security violation occurred caused by MAC [enet] on port [chars].



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

**Error Message** PORT\_SECURITY-6-ADDR\_REMOVED: Address [dec]:[enet] exists on port [chars]. It has been removed from port [chars].



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

**Error Message** PORT\_SECURITY-6-ADDRESSES\_REMOVED: Maximum system secure address count reached. Some secure addresses configured on port [chars] removed.



**Note** This message applies to Catalyst 3750, 3560, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

**Error Message** PORT\_SECURITY-6-VLAN\_FULL: Vlan [dec] on port [chars] has reached its limit. Address [enet] has been removed.



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

**Error Message** PORT\_SECURITY-6-VLAN\_REMOVED: VLAN [dec] is no longer allowed on port [chars]. Its port security configuration has been removed.



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** The VLAN is not allowed on the trunk port and is removed from the trunk port configuration. [dec] is the VLAN ID, and [chars] is the switch port assigned to the VLAN.

**Recommended Action** No action is required.

# QATM Messages

This section contains the QoS and ACL TCAM manager messages on Catalyst 3550 switches. This software module configures the hardware to match the QoS classification and security ACL that you configure on the switch.

**Error Message** QATM-2-ASDATA\_READ: Cannot read TCAM associated data.



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** Associated data could not be read from the TCAM. This error might mean a hardware failure.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#) for more information.

**Error Message** QATM-2-ASDATA\_WRITE: Cannot write TCAM associated data.



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** Associated data could not be written to the TCAM. This error might mean a hardware failure.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#) for more information.

**Error Message** QATM-2-TCAM\_READ: Cannot read TCAM.



---

**Note** This message applies only to Catalyst 3550 switches.

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**Explanation** The TCAM could not be read from. This error might mean a hardware failure.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#) for more information.

**Error Message** QATM-2-TCAM\_WRITE: Cannot write the TCAM.



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The TCAM could not be written to. This error might mean a hardware failure.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the “[Error Message Traceback Reports](#)” section on page 1-6 for more information.

**Error Message** QATM-4-TCAM\_LOW: TCAM resource running low for table [chars], resource type [chars], on TCAM number [dec].



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The TCAM resource is running low and might cause system instability. The first [chars] is the TCAM table, the second [chars] is the resource type, and [dec] is the TCAM number.

**Recommended Action** Avoid further configurations that might deplete the indicated TCAM resource type that is running low. Use the **show tcam** user EXEC command to display information about the input security access control list (ACL), the output security ACL, the QoS, or other regions of the TCAM, as shown in the message TCAM table. If possible, change to a different TCAM allocation by using the **sdm prefer** global configuration command to configure the template used in the Switch Database Management (SDM) resource allocation.

## QM Messages

This section contains the QoS manager messages on Catalyst 3550 switches. An incorrect QoS setting causes these messages.

**Error Message** QM-4-ACTION\_NOT\_SUPPORTED: Action is not supported in policy map [chars].



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** An action other than the **set**, **trust**, and **police** policy-map class configuration commands was configured in a policy map. This is a hardware limitation. [chars] is the 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** QM-4-CLASS\_NOT\_SUPPORTED: Classification is not supported in class map [chars].



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** 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** QM-4-HARDWARE\_NOT\_SUPPORTED: Hardware limitation has been reached for policy map [chars].



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** The policy-map configuration has exceeded the limitation of the hardware. You either configured more QoS ACL entries than the number specified in the Switch Database Management (sdm) template, or you configured more policers in a policy map (by using the **police** or **police aggregate** policy-map class configuration command) than supported. [chars] is the policy-map name.

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

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



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** 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** QM-4-NOT\_SUPPORTED: Action [chars] is not supported for a policy map attached to output side.



---

**Note** This message applies only to Catalyst 3550 switches.

---

**Explanation** A **set** or **trust** policy-map class configuration command was configured in a policy map and attached to an egress interface. A warning message is logged, and the actions do not take 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** QM-4-POLICER\_NOT\_SUPPORTED: Number of policers has exceeded hardware limitation for policy map [chars].



---

**Note** This message applies only to Catalyst 3550 switches.

---

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

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

**Error Message** QM-4-POLICING\_RATE\_NOT\_SUPPORTED: Policer configuration has exceeded hardware limitation for policy map [chars].



---

**Note** This message applies only to Catalyst 3550 switches.

---

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

**Recommended Action** Reconfigure the class map or the policy map, and reduce the policing rate or burst size.

**Error Message** QM-4-UNEXPECTED\_INTERNAL\_QOS\_CONDITION: Unexpected internal QoS condition.



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** An unexpected internal quality of service (QoS) condition has occurred. QoS debug can be enabled to obtain more information in case the condition recurs.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6 for more information.

## 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].



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show running-config** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

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

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

**Recommended Action** Check if any other messages indicate resource failure. If other messages indicate that the hardware resources are exceeded, retry the command with a smaller configuration. Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

## RMON Messages

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

## SDM Messages

This section contains the Switch Database Management (SDM) message on the Catalyst 3750 switch.

**Error Message** SDM-6-MISMATCH\_ADVISE: [chars].



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** A stack member cannot support the SDM template that the stack master is using. Switches in the SDM mismatch state are not functional stack members. This error follows the STACKMGR-6-SWITCH\_ADDED\_SDM error message if it reports SDM\_MISMATCH. [chars] displays mismatch information and recommended corrective actions.

**Recommended Action** Downgrade the SDM template of the stack master to make it compatible with the stack member switches. For example, if the stack master uses the aggregator routing template, the message recommends downgrading the stack master to the desktop routing template by using the **sdm prefer vlan desktop** global configuration command.

## 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.



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** SPAN detected an error in its internal operation.

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

# SPANTREE Messages

This section contains the spanning-tree messages.

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

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

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

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

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** No action is required.

**Error Message** SPANTREE-2-PVSTSIM\_FAIL: Blocking [chars] port [chars]: Inconsistent [chars] PVST BPDU received on VLAN [dec], claiming root [dec]:[enet]



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

**Explanation** The specified port on the MST switch is blocked. When a designated port on an MST switch is connected to a PVST+ switch, the CIST (MST00) information on the port of the MST switch must be consistently superior (lower bridge ID, lower path cost, and so forth) to the information in all the PVST+ messages. If the port is the root, the CIST (MST00) information on the MST switch must be consistently inferior to all the PVST+ messages. If this constraint is violated, the port on the MST switch is blocked to prevent a potential bridging loop.

**Recommended Action** When STP is converging after a new switch or switch port is added to the topology, this condition might happen briefly. In such cases, the port unblocks automatically. If the port remains blocked, identify the root bridge as reported in the message, and configure the appropriate priority for the VLAN spanning tree, consistent with the CIST role on the port of the MST switch. The first [chars] is the MST switch, the second [chars] is the port, and the third [chars] is the PVST+ switch. The first [dec] is the VLAN ID, the second [dec] is the MST switch, and [enet] is the MST-switch MAC address.

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

**Error Message** SPANTREE-2-PVSTSIM\_OK: PVST Simulation inconsistency cleared on port [chars].



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** No action is required.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show version** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

**Error Message** SPANTREE-3-PRESTD\_NEIGH: pre-standard MST interaction not configured ([chars]).



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** 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 *IEEE 802.1Q*). When these parameters are consistent, spanning tree automatically unblocks the interface.

## SPANTREE\_FAST Messages

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

## SPANTREE\_VLAN\_SW Messages

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

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




---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

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

## STACKMGR Messages

This section contains stack manager system messages on Catalyst 3750 switches. These messages are related to the status of switches within the stack.

**Error Message** STACKMGR-3-HDM\_GET\_DEVICE\_RECORD\_FAIL: Device Manager could not get device record.




---

**Note** This message applies only to Catalyst 3750 switches.

---

**Explanation** This switch could not get the device record for some or all other switches in the stack.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** STACKMGR-3-MSG\_FAIL: Failed to retrieve stack message from port-asic [dec] in direction [dec].



---

**Note** This message applies only to Catalyst 3750 switches.

---

**Explanation** The stack manager module failed to retrieve stack messages. The first [dec] is the ASIC ID, and the second [dec] is the direction.

**Recommended Action** No action is required.

**Error Message** STACKMGR-3-NORECORD: Switch removed event for switch [dec] with no switch record.



---

**Note** This message applies only to Catalyst 3750 switches.

---

**Explanation** The stack manager received a switch-removed event for which there is no switch record. [dec] is the switch number.

**Recommended Action** No action is required.

**Error Message** STACKMGR-4-MASTER\_ELECTED: Switch [dec] has been elected as MASTER of the stack.



---

**Note** This message applies only to Catalyst 3750 switches.

---

**Explanation** 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-4-STACK\_LINK\_CHANGE: Stack Port [chars] Switch [dec] has changed to state [chars].



---

**Note** This message applies only to Catalyst 3750 switches.

---

**Explanation** 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-4-SWITCH\_ADDED: Switch [dec] has been ADDED to the stack.



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** 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-4-SWITCH\_ADDED\_SDM: Switch [dec] has been ADDED to the stack (SDM\_MISMATCH).



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** The specified switch has been added to the stack. [dec] is the switch number. SDM\_MISMATCH means that the added switch cannot support the SDM template that the stack master is using. Subsequent SDM-6-MISMATCH\_ADVISE messages explain the mismatch and recommend corrective actions.

**Recommended Action** No action is required unless SDM\_MISMATCH is displayed. For SDM\_MISMATCH corrective actions, see SDM-6-MISMATCH\_ADVISE.

**Error Message** STACKMGR-4-SWITCH\_ADDED\_VM: Switch [dec] has been ADDED to the stack (VERSION\_MISMATCH).



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** 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-4-SWITCH\_REMOVED: Switch [dec] has been REMOVED from the stack.



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** The specified switch has been removed from the stack. [dec] is the switch number.

**Recommended Action** No action is required.

**Error Message** STACKMGR-5-MASTER\_READY: Master Switch [dec] is READY.



**Note** This message applies only to Catalyst 3750 switches.

**Explanation** The stack master is ready for use. [dec] is the stack master switch number.

**Recommended Action** No action is required.

**Error Message** STACKMGR-5-SWITCH\_READY: Switch [dec] is READY.



---

**Note** This message applies only to Catalyst 3750 switches.

---

**Explanation** The switch is ready. [dec] is the switch number.

**Recommended Action** No action is required.

## STORM\_CONTROL Messages

This section contains the storm control messages.

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



---

**Note** This message applies to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

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

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



---

**Note** This message applies to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

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

# SUPERVISOR Messages

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

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



---

**Note** This message applies to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

# SUPQ Messages

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

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



---

**Note** This message applies to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



---

**Note** This message applies to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



---

**Note** This message applies to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



---

**Note** This message applies to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



---

**Note** This message applies to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



---

**Note** This message applies to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

# SW\_DAI Messages

This section contains the dynamic ARP inspection (DAI) messages on Catalyst 3750 and 3560 switches.

**Error Message** SW\_DAI-4-ACL\_DENY: [dec] Invalid ARPs ([chars]) on [chars], vlan [dec]. ([enet]/[chars]/[enet]/[chars]/[time-of-day]).



**Note** This message applies only to Catalyst 3750 and 3560 switches.

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

**Recommended Action** No action is required.

**Error Message** SW\_DAI-4-DHCP\_SNOOPING\_DENY: [dec] Invalid ARPs ([chars]) on [chars], vlan [dec]. ([enet]/[chars]/[enet]/[chars]/[time-of-day]).



**Note** This message applies only to Catalyst 3750 and 3560 switches.

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

**Recommended Action** No action is required.

**Error Message** SW\_DAI-6-DHCP\_SNOOPING\_PERMIT: [dec] ARPs ([chars]) on [chars], vlan [dec]. ([enet]/[chars]/[enet]/[chars]/[time-of-day]).



**Note** This message applies only to Catalyst 3750 and 3560 switches.

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

**Recommended Action** No action is required.

**Error Message** SW\_DAI-4-INVALID\_ARP: [dec] Invalid ARPs ([chars]) on [chars], vlan [dec]. ([enet]/[chars]/[enet]/[chars]/[time-of-day]).



**Note** This message applies only to Catalyst 3750 and 3560 switches.

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

**Recommended Action** No action is required.

**Error Message** SW\_DAI-4-PACKET\_BURST\_RATE\_EXCEEDED: [dec] packets received in [dec] seconds on [chars].



**Note** This message applies only to Catalyst 3750 and 3560 switches.

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

**Recommended Action** No action is required.

**Error Message** SW\_DAI-4-PACKET\_RATE\_EXCEEDED: [dec] packets received in [dec] milliseconds on [chars].



**Note** This message applies only to Catalyst 3750 and 3560 switches.

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

**Recommended Action** No action is required.

**Error Message** SW\_DAI-4-SPECIAL\_LOG\_ENTRY: [dec] Invalid ARP packets [[time-of-day]].



**Note** This message applies only to Catalyst 3750 and 3560 switches.

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

**Recommended Action** No action is required.

**Error Message** SW\_DAI-6-ACL\_PERMIT: [dec] ARPs ([chars]) on [chars], vlan [dec]. ([enet]/[chars]/[enet]/[chars]/[time-of-day]).



**Note** This message applies only to Catalyst 3750 and 3560 switches.

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

**Recommended Action** No action is required.

**Error Message** SW\_DAI-6-DHCP\_SNOOPING\_PERMIT: [dec] ARPs ([chars]) on [chars], vlan [dec]. ([enet]/[chars]/[enet]/[chars]/[time-of-day]).



**Note** This message applies only to Catalyst 3750 and 3560 switches.

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

**Recommended Action** No action is required.

## SW\_MACAUTH Messages

This section contains the MAC address authentication messages.

**Error Message** SW\_MACAUTH-4-UNAUTH\_MAC: Unauthenticated MAC [enet] on port [chars]



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

**Error Message** SW\_MACAUTH-5-CLEAR\_TABLE: MAC Authentication Table Cleared



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** The MAC authentication table was cleared.

**Recommended Action** No action is required.

**Error Message** SW\_MACAUTH-5-MACAUTH\_ENADSA: MAC Authentication [chars]



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

**Error Message** SW\_MACAUTH-5-MAC\_AUTHENTICATED: MAC [enet] was authenticated



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

## 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].



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**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].



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the “[Error Message Traceback Reports](#)” section on page 1-6.

**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.



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** No action is required.

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the “[Error Message Traceback Reports](#)” section on page 1-6.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies only to Catalyst 3550 switches.

**Explanation** 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** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6 for more information.

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**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].



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** No action is required.

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



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

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

**Recommended Action** Check the internal VLAN usage by using **show vlan internal usage** privileged EXEC command, reconfigure the feature that is using the internal VLANs, and try to create the VLANs again. If this message appears again, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



---

**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

---

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

**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.



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** The VTP code encountered an unusual diagnostic situation. [chars] is a description of the situation.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** No action is required.

## SWITCH\_QOS\_TB Messages

This section contains the QoS trusted boundary (TB) messages.

**Error Message** SWITCH\_QOS\_TB-5-TRUST\_DEVICE\_DETECTED: [chars] detected on port [chars], port trust enabled.



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

**Explanation** The trusted boundary software detected a device matching the trusted device setting for the port and has modified the port trust state. The first [chars] is the type of device detected, and the second [chars] is the port ID.

**Recommended Action** No action is required.

**Error Message** SWITCH\_QOS\_TB-5-TRUST\_DEVICE\_LOST: [chars] no longer detected on port [chars], port set to untrusted.



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

**Explanation** The trusted boundary software lost contact with a trusted device and has set the port trust state to untrusted. The first [chars] is the type of device detected, and the second [chars] is the port ID.

**Recommended Action** No action is required.

## TCAMMGR Messages

This section contains the ternary content-addressable memory manager (TCAMMGR) messages.

**Error Message** TCAMMGR-3-GROW\_ERROR: cam region [dec] can not grow.



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

**Explanation** The specified CAM region is configured as a static region with a fixed number of entries, and a caller requested to add more CAM entries. [dec] is the CAM region.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** TCAMMGR-3-HANDLE\_ERROR: cam handle [hex] is invalid.



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

**Explanation** The CAM handle used by the caller is not valid. [hex] is the handle value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** TCAMMGR-3-INDEX\_ERROR: cam value/mask index [dec] is invalid.



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

**Explanation** The CAM index used by the caller is not valid. [dec] is the index value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** TCAMMGR-3-MOVE\_ERROR: cam entry move from index [int] to index [int] failed.



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

**Explanation** Moving a CAM entry from one index to another failed. [int] is the index value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** TCAMMGR-3-REGION\_ERROR: cam region [dec] is invalid.



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

**Explanation** The CAM region is not valid. [dec] is the region.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

**Error Message** TCAMMGR-3-REGMASK\_ERROR: invalid cam region [dec] mask [dec] pair.



---

**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

---

**Explanation** A caller attempted to install an entry with an invalid mask for the region. Only a predetermined set of masks is allowed in a region. The first [dec] is the region, and the second [dec] is the mask.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

# UDLD Messages

This section contains UniDirectional Link Detection (UDLD) messages.

**Error Message** UDLD-0-STOPPED:UDLD process stopped:[chars].



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** The UDLD process stopped because it cannot read the unique system identifier that is being used by UDLD. The system identifier is used to identify the device that is sending the UDLD packets. [chars] is the UDLD process name.

**Recommended Action** Reload the switch by using the **reload** privileged EXEC command. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** A software check failed during UDLD processing. [chars] is a description of the internal error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** The UDLD Protocol detected a unidirectional connection between neighbors. Reset the port that was disabled by UDLD by using the **udld reset** privileged EXEC command or through a hardware action such as a link-state change. [chars] is the interface.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

## UFAST\_MCAST\_SW Messages

This section contains UplinkFast (UFAST) packet transmission messages.

**Error Message** UFAST\_MCAST\_SW-3-PROC\_START\_ERROR: No process available for transmitting UplinkFast packets.



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

**Explanation** UplinkFast packets will not be sent because the process could not be created.

**Recommended Action** UplinkFast does not work unless you reload the switch software. If this problem persists even after reload, find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

**Error Message** UFAST\_MCAST\_SW-4-MEM\_NOT\_AVAILABLE: No memory is available for transmitting UplinkFast packets on Vlan [dec].



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

**Explanation** UplinkFast packets will not be sent on VLAN [dec] due to memory limitations. [dec] is the VLAN ID.

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

# VQPCIENT Messages

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** An error occurred when the system tried to allocate memory for the VQP client.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** VQPCIENT-2-DENY: Host [enet] denied on interface [chars].



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

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



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** An error occurred during initialization of the VQP client platform-specific code.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-6.

**Error Message** VQPCIENT-2-IPSOCK: Could not obtain IP socket.



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** An error occurred when the system attempted to open an IP socket to the VMPS.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

**Error Message** VQPCIENT-2-PROCFAIL: Could not create process for VQP. Quitting.



**Note** This message applies to Catalyst 3750, 3560, 3550, 2970, and 2960 switches.

**Explanation** An error occurred while creating a process for the VQP client.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-6](#).

**Error Message** VQPCIENT-2-SHUTDOWN: Interface [chars] shutdown by VMPS.



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

**Explanation** The VMPS has sent an unsolicited response with an unknown interface name. [chars] is the name of the unknown interface.

**Recommended Action** Verify the VMPS configuration.

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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

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

**Error Message** VQPCIENT-7-NEXTSERV: Trying next VMPS [IP\_address].



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

**Explanation** The system has lost connectivity with the current VMPS and is changing to the next server in its list. [IP\_address] is the address of the next server in the list.

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

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



**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

**Explanation** The system is trying to reestablish connectivity with the primary VMPS at the given IP address.

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

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



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**Note** This message applies only to Catalyst 3750, 3560, 2970, and 2960 switches.

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**Explanation** 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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