CHAPTER 2

Message and Recovery Procedures

This chapter describes the Catalyst 3750, 3560, 3550, 2975, 2970, 2960, and 2960-S 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.

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ACLMGR Messages

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

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

Recommended Action Reduce other system activity to ease memory demands.

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

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

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

Error Message `ACLMGR-2-NOVMR: Cannot generate hardware representation of access list [chars]`

Explanation Available resources are not sufficient to create a hardware representation of the ACL. A lack of available logical operation units or specialized hardware resources can cause this problem. Logical operation units are needed for a TCP flag match or a test other than **eq** (**ne**, **gt**, **lt**, or **range**) on TCP, UDP, or SCTP port numbers.

Recommended Action Modify the ACL configuration to use fewer resources, or rename the ACL with a name or number that alphanumerically precedes the other ACL names or numbers.

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

Note This message applies only to the Catalyst 3750, 3560, 2975, 2970, and 2960 switches.

Explanation The platform-specific ACL TCAM cannot support the number of configured ACLs. [dec] is the label number, and [chars] represents the layer. The first [chars] is for Layer 3, and the second for Layer 2. If only one layer of TCAM is full, only one string is displayed, and the other string is NULL.

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

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

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

Recommended Action Reduce other system activity to ease memory demands.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

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

Recommended Action Reduce other system activity to ease memory demands. For example, remove any ACLs that have been defined but not 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 AnAn 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

Error Message `ACLMGR-3-INVALIDPARAM: Invalid [chars] [int] encountered`

Explanation The access control list (ACL) manager has encountered an invalid parameter value. [chars] is the parameter name, and [int] is the parameter 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 1-9.

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

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

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

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

Explanation The ACL manager could not 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. The most likely cause is specifying an ACL that is too large or too complex for the system. The first [chars] is the ACL-type error (*ip* or *mac*), the first [dec] is the error code, the second [chars] is the message string for the preceding error code, the second [dec] is the label number, and the third [chars] is either *input* or *output*.

Recommended Action Specify a smaller and less complicated configuration.

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

Explanation The ACL manager could not 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 Use a simpler configuration. Use the same ACLs on multiple interfaces, if possible.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Note This message applies only 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Explanation A software error occurred while trying to merge a quality of service (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 1-9.

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

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

Recommended Action No action is required.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Explanation The ACL manager could not load the complete configuration into the hardware, so some features will be applied in the software. Some or all of the packets in a VLAN are 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.

AUTHMGR Messages

Error Message `AUTHMGR-5-MACMOVE: MAC address ([enet]) moved from Interface [chars] to Interface [chars]`

Explanation The client moved to a new interface but did not log off from the first interface. [enet] is the MAC address of the client, the first [chars] is the earlier interface, and the second [chars] is the newer interface.

Recommended Action No action is required.

Error Message `AUTHMGR-5-MACREPLACE: MAC address ([enet]) on Interface [chars] is replaced by MAC ([enet])`

Explanation A new client has triggered a violation that caused an existing client to be replaced. The first [enet] is the first client, [chars] is the interface, the second [enet] is the new client.

Recommended Action No action is required.

Error Message `AUTHMGR-5-SECURITY_VIOLATION: Security violation on the interface [chars], new MAC address ([enet) is seen. AuditSessionID [chars]`

Explanation Interface host mode limits the number of hosts that can be attached to an interface. The limit was exceeded and caused a security violation. The interface is error disabled. The first [chars] is the interface, [enet] is the host MAC address, and the second [chars] is the session ID.

Recommended Action Reconfigure the interface to support the number of attached hosts. Enter the **shutdown** interface configuration command and then the **no shutdown** interface configuration command to re-enable the interface.

Error Message `AUTHMGR-5-VLANASSIGN: VLAN [dec] assigned to Interface [chars] AuditSessionID [chars]`

Explanation A VLAN is assigned. [dec] is the VLAN ID, the first [chars] is the interface, and the second [chars] is the session ID.

Recommended Action No action is required.

Error Message `AUTHMGR-7-FAILOVER: Failing over from [chars] for client ([chars]) on Interface [chars] AuditSessionID [chars]`

Explanation The authorization manager is failing over from the current authentication method to another method. The first [chars] is the current authentication method, the second [chars] is the client ID, the third [chars] is the interface, and the fourth [chars] is the session ID.

Recommended Action No action is required.

Error Message `AUTHMGR-7-STOPPING: Stopping '[chars]' for client [enet] on Interface [chars] AuditSessionID [chars]`

Explanation The authentication process has been stopped. The first [chars] is the authentication method, [enet] is the Ethernet address of the host, the second [chars] is the interface for the host, and the third [chars] is the session ID.

Recommended Action No action is required.

Error Message `AUTHMGR-7-NOMOREMETHODS: Exhausted all authentication methods for client ([chars]) on Interface [chars] AuditSessionID [chars]`

Explanation All available authentication methods have been tried. The first [chars] is the client identifier, the second [chars]s is the interface for the client, and the third [chars] is the session ID.

Recommended Action No action is required.

Error Message `AUTHMGR-7-RESULT: Authentication result [chars] from [chars] for client [chars] on Interface [chars] AuditSessionID [chars]`

Explanation Authentication results: the first [chars] is the authentication status, the second [chars] is the authentication method, the third [chars] is the client ID, the fourth [chars] is the interface, and the fifth [chars] is the session ID.

Recommended Action No action is required.

AUTOQOS Messages

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

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

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

Recommended Action No action is required.

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

Explanation Flex Link VLAN load-balancing (VLB) detected a nontrunk port. [chars] is the interface name.

Recommended Action Change the interface to trunking mode.

BADTRANSCEIVER Messages

Error Message `BADTRANSCEIVER, PHY, LOG_WARNING: An innapropriate transceiver has been inserted in interface [chars].`

Note This message applies only to Catalyst 3750, 2975, and 2960-S 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

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 automatically reboots 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 1-9.

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 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 1-9.

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 did not 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 1-9.

CFGMGR Messages

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, 2975, and 2960-S switches.

Explanation The system is unsuccessfully trying 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. Copy the message 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 1-9.

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, 2975, and 2960-S switches.

Explanation The system is unsuccessfully trying 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. Copy the message 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 1-9.

Error Message `CFGMGR-3-ERROR_APPLYING_STARTUP_CFG: Error Applying Startup Config to Running Config.`

Note This message applies only to Catalyst 3750, 2975, and 2960-S 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 1-9.

Error Message `CFGMGR-4-MEMBER_WRITING_STARTUP_CFG: only master can do that.`

Note This message applies only to Catalyst 3750, 2975, and 2960-S 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, 2975, and 2960-S switches.

Explanation The switch type of the specified switch does not match the provisioned configuration for its switch number. 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, 2975, and 2960-S 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, 2975, and 2960-S 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 1-9.

Error Message `CFGMGR-6-UNABLE_TO_NVGEN_BUSY_RUNNING_CFG: config file busy, retrying...`

Note This message applies only to Catalyst 3750, 2975, and 2960-S 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, 2975, and 2960-S switches.

Explanation The stack master cannot generate the stack running configuration because the configuration file is too large.

Recommended Action Remove some configuration commands.

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, 2975, 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]).`

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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].`

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

DHCP_SNOOPING Messages

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Explanation The DHCP snooping binding transfer process failed. [chars] is the reason the process failed.

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

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

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

Error Message `DHCP_SNOOPING-5-DHCP_SNOOPING_UNTRUSTED_PORT: DHCP_SNOOPING drop message on untrusted port, message type: [chars], MAC sa: [enet]`

Explanation An untrusted port dropped a DHCP message. A host might be acting as a DHCP server. [chars] is the message type (DHCPOFFER, DHCPACK, DHCPNAK, or DHCPLEASEQUERY), and [enet] is the MAC address of the sending host.

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action required.

DHCP_SNOOPING_CAT3550 Messages

Error Message `DHCP_SNOOPING_CAT3550-3-MVR_INSTALL: Cannot install [chars] ACLs for DHCP Snooping, probably no TCAM space.`

Note This message applies only to Catalyst 3550 switches.

Explanation When DHCP snooping is enabled, access control lists (ACLs) need to be installed in the 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 only to Catalyst 3550 switches.

Explanation A process received an event it could not handle.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command. Copy the message 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 1-9 for more information.

DOT1Q_TUNNELLING 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 only to Catalyst 3550 switches.

Explanation The switch MTU setting might not be sufficient for 802.1Q tunneling. The MTU needs to include the 4-byte overhead associated with the additional 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 802.1Q tag by using the **system mtu** global configuration command, and reload the switch by using the **reload** privileged EXEC command.

DOT1X Messages

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

Explanation The switch does not have enough memory to perform 802.1x authentication. [chars] is the session ID.

Recommended Action Reconfigure the switch to reduce memory usage.

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

Explanation The system did not start the 802.1x process.

Recommended Action Enter the global configuration command **dot1x system-auth-control** to restart the 802.1x process. If this message recurs, reload the device.

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

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

Recommended Action Reload the device.

Error Message `DOT1X-5-RESULT_OVERRIDE: Authentication result overridden for client ([chars]) on Interface [chars] AuditSessionID [chars]`

Explanation The authentication result is overridden. The first [chars] is the client ID, the second [chars] is the interface, and the third [chars] is the session ID.

Recommended Action No action is required.

Error Message `DOT1X-5-FAIL: Authentication failed for client ([chars]) on Interface [chars] AuditSessionID [chars]`

Explanation The authentication was unsuccessful. The first [chars] is the client ID, the second [chars] is the interface, and the third [chars] is the session ID.

Recommended Action No action is required.

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

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

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

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

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

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

Error Message `DOT1X-5-SUCCESS: Authentication successful for client ([chars]) on Interface [chars] AuditSessionID [chars]`

Explanation Authentication was successful. The first [chars] is the client ID, the second [chars] is the interface, and the third [chars] is the session ID.

Recommended Action No action is required.

DOT1X_SWITCH Messages

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

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

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

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

Note This message applies to switches running the IP base image.

Explanation An attempt was made to assign a primary VLAN to an 802.1x port. This is not allowed. [dec] is the VLAN, the first [chars] is the port, and the second [chars] is the session ID.

Recommended Action Assign a different VLAN.

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

Note This message applies to switches running the IP base image.

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

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

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

Note This message applies to switches running the IP base image.

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

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

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

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

Recommended Action Make sure a VLAN with the specified name or ID exists on the switch.

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

Note This message applies to switches running the IP base image.

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

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

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

Explanation An attempt was made to assign a VLAN to an 802.1x port that is configured as a Switched Port Analyzer (SPAN) destination port. [dec] is the VLAN, the first [chars] is the port, and the second [chars] is the session ID.

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

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

Explanation Multi-Domain Authentication (MDA) host mode cannot start when the configured data VLAN on a port is the same as the voice VLAN. [chars] is the port session ID.

Recommended Action Change either the voice VLAN or the access VLAN on the interface so that they are not the same. MDA then starts.

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

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

Recommended Action Change either the voice VLAN or the 802.1x-assigned VLAN on the interface so that they are not the same.

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

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

Explanation Assign a different VLAN.

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

Explanation An attempt was made to assign an invalid VLAN to an 802.1x port. The VLAN specified is out of range. [dec] is the VLAN, the first [chars] is the port, and the second [chars] is the session ID.

Recommended Action Change the configuration to use a valid VLAN.

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

Explanation An attempt was made to assign a VLAN to an 802.1x port, but the VLAN was not found in the VLAN Trunking Protocol (VTP) database. [dec] is the VLAN, the first [chars] is the port, and the second [chars] is the session ID.

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

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

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, the first [chars] is the port, and the second [chars] is the session ID.

Recommended Action Either disable the VLAN assignment, or change the port type to a nonrouted port.

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

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

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

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

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

Recommended Action Assign a different VLAN.

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

Explanation Remote SPAN should not be enabled on a VLAN with 802.1x-enabled. [dec] is the VLAN, the first [chars] is the port, and the second [chars] is the session ID.

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

DTP Messages

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

Explanation The system cannot negotiate trunks because of a lack of memory.

Recommended Action Reduce other system activity to ease memory demands.

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

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

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

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

Explanation The system cannot negotiate trunks because an internal operation generated an unexpected error.

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

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

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

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

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

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

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

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

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

Recommended Action This message is provided only for information.

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

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

Recommended Action This message is provided only for information.

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

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

Recommended Action This message is provided only for information.

DWL Messages

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

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

Recommended Action Correct the problem that is causing the loopback condition. Then enter the **shutdown** and the **no shutdown** interface configuration commands.

EC Messages

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

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

Recommended Action No action is required.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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.`

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

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

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

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

Explanation The port has different port attributes than the port channel or ports within the port channel. [chars] is the incompatible port, [dec] is the channel group number, and the last [chars] is the reason.

Recommended Action For the port to join the bundle, change the port attributes so that they match the port.

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

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

Recommended Action No action is required.

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

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

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

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

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

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

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

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

Recommended Action Remove the interface from the channel group.

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

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

Recommended Action Remove the interface from the channel group.

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

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. [chars] is the interface name.

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.`

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Recommended Action No action is required.

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

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

Recommended Action Reconfigure the port, removing the illegal configuration.

ENVIRONMENT Messages

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 was detected.

Recommended Action Check if the fan on the switch failed, 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 was 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 multiple fans on the switch fails and causes the switch to overheat, replace the switch.

EPM Messages

Error Message `EPM-6-AUTH_ACL: POLICY [chars]| EVENT [chars]`

Explanation The switch has sent or received a download request for a downloadable ACL (dACL). The first [chars] is the dACL policy. The second [chars] is the event.

Recommended Action No action is required.

ETHCNTR Messages

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

Note This message applies only to Catalyst 3550 switches.

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. Copy the message 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 1-9 for more information.

Error Message `ETHCNTR-3-FLOWCONTROL_DUPLEX_ERROR: Flowcontrol will not take effect until duplex is set to auto.`

Note This message applies only to Catalyst 3550 switches.

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.`

Explanation The collisions at a half-duplex port exceeded the threshold, and the port is treated 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. Copy the message 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 1-9 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. Copy the message 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 1-9 for more information.

Error Message `ETHCNTR-3-LOOP_BACK_DETECTED:, Loop-back detected on [chars]. The port is forced to linkdown.`

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

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

Error Message `ETHCNTR-3-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. Copy the message 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 1-9 for more information.

Error Message `ETHCNTR-3-NETWORK_ERROR: Frame received on queue [dec] contained network error.  Source thread [dec], source interface [chars].`

Note This message applies only to Catalyst 3550 switches.

Explanation The frame that is stored on the switch has an error. The first [dec] is the ingress queue, the second [dec] is the source thread, and [chars] is the ingress 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 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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. Copy the message 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 1-9 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. Copy the message 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 1-9 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.

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. Copy the message 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 1-9 for more information.

EXPRESS_SETUP Messages

Error Message `EXPRESS_SETUP-3-UNABLE_TO_RESET_CONFIG: [chars].`

Explanation The system cannot 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 1-9.

Error Message `EXPRESS_SETUP-6-CONFIG_IS_RESET: [chars].`

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 1-9.

Error Message `EXPRESS_SETUP-6-MODE_ENTERED.`

Explanation The Express Setup mode is active.

Recommended Action No action is required.

Error Message `EXPRESS_SETUP-6-MODE_EXITED.`

Explanation The Express Setup mode is no longer active.

Recommended Action No action is required.

EOU Messages

Error Message `EOU-4-UNKN_EVENT_ERR: UNKNOWN Event for HOST=[inet]| Event=[dec]| AUDITSESSID=[chars]`

Explanation Unknown message for the EAPoUDP process. [inet] is the host identifier, [dec] is the event identifier, and [chars] is the session ID.

Recommended Action File a DDTS with Cisco.

Error Message `EOU-4-VERSION_MISMATCH: HOST=[inet]| Version=[dec]| AUDITSESSID=[chars]`

Explanation A mismatch in the EAPoUDP versions was detected from the host. [inet] is the host identifier, [dec] is the EAPoUDP version, and [chars] is the session ID.

Recommended Action Check EAPoUDP versions on peers.

Error Message `EOU-5-AAA_DOWN: AAA unreachable. METHODLIST=[chars]| HOST=[inet]| POLICY=[chars].| AUDITSESSID=[chars]`

Explanation The AAA servers defined by the method list cannot be reached by the host and the applied policy. The first [chars] is the method list identifer, [inet] is the host identifier, the second [chars] is the policy, and the third [chars] is the session ID.

Recommended Action Check the possible causes for unreachable AAA servers.

Error Message `EOU-5-RESPONSE_FAILS: Received an EAP failure response from AAA for host=[inet]| AUDITSESSID=[chars]`

Explanation The router received an EAP failure response from authentication, authorization, and accounting (AAA). The host credentials were not validated. [inet] is the host, and [chars] is the session ID.

Recommended Action Check for causes of unsuccessful AAA validation of host credentials.

Error Message `EOU-6-AUTHTYPE: IP=[inet]| AuthType=[chars]| AUDITSESSID=[chars]`

Explanation The authentication type for the host. [inet] is the host IP address, the first [chars] is the authentication type, and the second [chars] is the session ID.

Recommended Action No action is required.

Error Message `EOU-6-IDENTITY_MATCH: IP=[inet]| PROFILE=EAPoUDP| POLICYNAME=[chars]| AUDITSESSID=[chars]`

Explanation The router has found the specifed host under the Extensible Authentication Protocol over User Datagram Protocol (EAPoUDP) identity profile. [inet] is the host IP address, the first [chars] is the enforced policy, and the second [chars] is the session ID.

Recommended Action If you do not want the host to be exempt from authentication, remove its entry from the EAPoUDP identity profile.

Error Message `EOU-6-POSTURE: IP=[inet]| HOST=[chars]| Interface=[chars]|AUDITSESSID=[chars]`

Explanation The posture validation status for the host. [inet] is the host IP address, the first [chars] is the host identfier, the second [chars] is the host interface, and the third [chars] is the session ID.

Recommended Action No action is required.

Error Message `EOU-6-SESSION: IP=[inet]| HOST=[chars]| Interface=[chars]| AUDITSESSID=[chars]`

Explanation An entry for the host was created or deleted on the specified interface. [inet] is the host IP address, the first [chars] is the host identifier, the second [chars] is the interface, and the third [chars] is the session ID.

Recommended Action No action is required.

FM Messages

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

Note This message applies only to Catalyst 3550 switches.

Explanation The feature manager subsystem did not initialize because of insufficient memory. 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 into 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 could not 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 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 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 trying 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 can 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 can 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Note This message applies only to Catalyst 3550 switches.

Explanation The access list hardware initialization 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. Copy the message 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 1-9 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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 copy callback attribute 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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 the merge stage that encountered the problem, such as 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 could not 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 could not 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 could not 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-NOTEMPTY: Illegal copy of attribute to non empty [chars] vlan label [dec].`

Note This message applies only to Catalyst 3550 switches.

Explanation The feature manager copy callback attribute 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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. Copy the message 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 1-9 for more information.

Error Message `FM-3-OUTTTABLE: 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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 can now load 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. Copy the message 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 1-9 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 could not load the complete configuration into the hardware, so some features will be applied in the software. Some or all the packets are 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

Error Message `FM-4-EXCESSSECONDARY: 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. Copy the message 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 1-9 for more information.

FRNTEND_CTRLR Messages

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

Note This message applies only to Catalyst 3750, 2975, and 2960-S switches.

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

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

Error Message `FRNTEND_CTRLR-2-SUB_INACTIVE: The front end controller [dec] is inactive.`

Note This message applies only to Catalyst 3750, 2975, and 2960-S 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

Error Message `GBIC_1000BASET-6-GBIC_1000BASET_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_1000BASET-6-GBIC_1000BASET_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_1000BASET-6-GBIC_1000BASET_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 could not 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 could not 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 could not 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 could not 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

Note The Catalyst 3750, 3560, 2975, 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, 2975, 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, 2975, 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, 2975, 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].`

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. Copy the message 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 1-9.

Error Message `GBIC_SECURITY-4-ID_MISMATCH: Identification check 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 could not 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 could not 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.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

GBIC_SECURITY_CRYPT Messages

Note The Catalyst 3750, 3560, 2975, 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].`

Explanation The SFP module was identified as a Cisco SFP module, but the system could not verify its identity. [chars] is the port.

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

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

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

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

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

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

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

GBIC_SECURITY_UNIQUE Messages

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 SPF module, and the second [dec]/[dec] is the interface of the existing module.

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

Error Message `GBIC_SECURITY_UNIQUE-4-DUPLICATE_SN: GBIC interface [dec]/[dec] has the same serial number as another GBIC interface.`

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

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

Error Message `HARDWARE-1-PSU_THERMAL_CRITICAL: PSU [chars] temperature has reached critical threshold`

Explanation The switch PSU temperature sensor value has reached the critical level, and the switch cannot function normally. The external temperature is very high. [chars] is the power supply.

Recommended Action Immediately reduce the room temperature.

Error Message `HARDWARE-1-TCAM_ERROR: [traceback] Found error in [chars] TCAM Space and not able to recover the error`

Note This message is not applicable on Catalyst 2960-S switches.

Explanation The switch cannot fix a ternary content addressable memory (TCAM) integrity error. [chars] is the memory location with the error: Unassigned TCAM Space, HFTM TCAM Space (the ASIC forwarding TCAM manager space), or HQATM TCAM Space (the TCAM ASIC quality of service [QoS] and access control list [ACL] TCAM manager space).

Recommended Action Restart the switch.

Error Message `HARDWARE-2-FAN_ERROR: Fan [chars] Failure`

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

Recommended Action This occurs when the hardware fails. The fan might recover automatically. If the fan on the switch continues to fail, copy the message 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 the online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

Error Message `HARDWARE-2-PSU_THERMAL_WARNING: PSU [chars] temperature has reached warning threshold`

Explanation The switch power supply unit (PSU) temperature sensor value has reached the warning level. The external temperature is high. [chars] is the power supply.

Recommended Action Reduce the temperature in the room. (The switch functions normally until the temperature reaches the critical level.)

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

Note This message applies only to Catalyst 3750, 3560, 2975, 2970, and 2960 switches.

Explanation The switch temperature sensor value has reached the warning level. The external temperature is high.

Recommended Action Reduce the room temperature. (The switch functions normally until the temperature reaches the critical level.)

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

Explanation The port ASIC number is invalid. [dec] is the port 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 need assistance, open a case with the TAC, or provide your Cisco technical support representative with your information.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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 1-9.

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

Explanation The port number is out of range. [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 need assistance, open a case with the TAC, or provide your Cisco technical support representative with your information.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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 1-9.

Error Message `HARDWARE-5-PSU_THERMAL_NORMAL: PSU [chars] Temperature is within the acceptable limit`

Explanation The switch PSU temperature sensor value is within normal limits. [chars] is the power supply.

Recommended Action No action is required.

HLFM Messages

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, 2975, 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 1-9.

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, 2975, 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 1-9.

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, 2975, 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 1-9.

Error Message `HLFM-3-SEND_FAIL: Failed to send RPC message, req [dec], [chars].`

Note This message applies only to Catalyst 3750, 2975, and 2960-S 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 1-9.

HPSECURE Messages

Error Message `HPSECURE-6-ADDR_REMOVED: Address [enet]:[dec] on port [chars] cannot be added on switch [dec] and has been removed.`

Note This message applies only to Catalyst 3750, 2975, and 2960-S switches.

Explanation At least one switch in the stack could not add the MAC address because a resource failed, and the MAC address has been deleted from all the switches in the stack. [enet] is the MAC address, the first [dec] is the VLAN to which the MAC address is assigned, [chars] is the interface, and the second [dec] is the stack member number.

Recommended Action No action is required.

HULC Messages

Error Message `HULC_LICENSE-1-LICENSE_REGISTER_FAILED: [chars] - rc = [dec]`

Note This message applies only to Catalyst 2960-S switches.

Explanation The licensing initialization failed. [chars] explains what part of the license registration failed, and [dec] is the type of license initialization 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 need assistance, open a case with the TAC, or provide your Cisco technical support representative with your information.

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, 2975, 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 1-9.

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, 2975, 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 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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 1-9.

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, 2975, 2970, and 2960 switches.

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

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

contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 2970, and 2960 switches.

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

IFMGR Messages

Error Message `IFMGR-3-IFINDEX_PERSIST_ENTRY_CORRUPT: [chars] seems to be corrupted. Trying to read [dec] size`

Explanation The ifIndex table is corrupted. [chars] is the path to the IfIndex file, and [dec] is the number of bytes that was being read from the ifIndex table when the corruption was detected.

Recommended Action Delete the ifindex table.

Error Message `IFMGR-3-INVALID_PERSISTENT_DATA: Invalid persistent data`

Explanation The interface manager attempts to write invalid persistent data.

Recommended Action Copy the message 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 need assistance, open a case with the TAC, or provide your Cisco technical support representative with your information.

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, 2975, 2970, and 2960 switches.

Explanation An IP address for the IGMP querier was not configured 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 Protocol-Independent Multicast (PIM) was detected on the switch virtual interface (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, 2975, 2970, and 2960 switches.

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

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

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

Note This message applies only to Catalyst 3750, 3560, 2975, 2970, and 2960 switches.

Explanation PIM is disabled on the 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, 2975, 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.

ILET Messages

Error Message `ILET-1-AUTHENTICATION_FAIL: This Switch may not have been manufactured by Cisco or with Cisco's authorization. This product may contain software that was copied in violation of Cisco's license terms. If your use of this product is the cause of a support issue, Cisco may deny operation of the product, support under your warranty or under a Cisco technical support program such as Smartnet. Please contact Cisco's Technical Assistance Center for more information.`

Explanation A license authentication failure occurred for the switch.

Recommended Action Contact your Cisco sales representative for assistance.

Error Message `ILET-1-DEVICE_AUTHENTICATION_FAIL: The [chars] inserted in this switch may not have been manufactured by Cisco or with Cisco's authorization. If your use of this product is the cause of a support issue, Cisco may deny operation of the product, support under your warranty or under a Cisco technical support program such as Smartnet. Please contact Cisco's Technical Assistance Center for more information.`

Explanation A license authentication failure occurred for a component that was inserted in the switch. [chars] is the component.

Recommended Action Contact your Cisco sales representative for assistance.

ILPOWER 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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. Copy the message 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 1-9 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. Copy the message 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 1-9 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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. Copy the message 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 1-9 for more information.

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 the Catalyst 3750 and 3560 switches.

Explanation The inline-power-controller reported an error on an interface.

Recommended Action Enter the **shutdown** and **no shutdown** interface configuration commands on the affected interfaces. Upgrade to Cisco IOS Release12.1(14)EA1 or later, which provides an electrostatic discharge (ESD) recovery mechanism.

Error Message `ILPOWER-3-CONTROLLER_POST_ERR: Inline Power Feature is disabled on this switch because Power On Self Test (POST) failed on this switch. Please consult TECH support for further assistance`

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

Explanation An error reported or caused by the Power over Ethernet (PoE) controller is detected during power-on self-test (POST).

Recommended Action Copy the message 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 1-9.

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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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. Copy the message 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 1-9 for more information.

Error Message `ILPOWER-4-LOG_OVERDRAWN: Interface [chars] is overdrawing power. it is consuming [dec] milliwatts where as maximum configured power is ([dec]) milliwatts.`

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

Explanation The powered device is drawing more power than the maximum powered configured on the interface. [chars] is the interface, and [dec] is the maximum configured power.

Recommended Action Ensure that the correct power is budgeted for this interface based on the powered-device electrical specifications or ratings. Otherwise, you might risk overloading the switch. We recommend that you change the cutoff power value if needed.

Error Message `ILPOWER-5-CLR_OVERDRAWN: Interface [chars] is NOT overdrawing power. it is consuming [dec] milliwatts where as maximum configured value is ([dec]) milliwatts.`

Note This message applies only to Catalyst 3550 switches.

Explanation The device connected to the Power over Ethernet (PoE) interface is consuming more power than the maximum power allocation. [chars] is the interface. The first [dec] is the power being consumed, and the second [dec] is the maximum allocated power value.

Recommended Action No action is required.

Error Message `ILPOWER-5-CONTROLLER_OVERDRAWN: Interface [chars] is NOT overdrawing power. it is consuming [dec] milliwatts where as maximum configured value is ([dec]) milliwatts.`

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

Explanation The device connected to the Power over Ethernet (PoE) interface is consuming more power than the maximum power allocation. [chars] is the interface. The first [dec] is the power being consumed, and the second [dec] is the maximum allocated power value.

Recommended Action No action is required.

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_CDP_SHUT: Interface [chars]: inline power shut`

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

Explanation Inline power is shut down because CDP consumption power on this Power over Ethernet (PoE) port is greater than the allocation power, the hardware interface limit, the user-configured maximum power, or the available power on this switch. [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 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

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, 2975, and 2960-S 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, 2975, and 2960-S 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, 2975, and 2960-S 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, 2975, and 2960-S 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, 2975, and 2960-S 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, 2975, and 2960-S 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 Messages

Error Message `IP-3-SBINIT: Error initializing [chars] subblock data structure. [chars]`

Explanation The subblock data structure was not initialized. [chars] is the structure identifier.

Recommended Action No action is required.

IP_DEVICE_TRACKING_HA Messages

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

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

Recommended Action No action is required.

L2TM Messages

Error Message `L2TM-3-ACCESS_ERR: TCAM access failed while [chars].`

Note This message applies only to Catalyst 3550 switches.

Explanation The software did not read from or write 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. Copy the message 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 1-9 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. Copy the message 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 1-9 for more information.

L3TCAM Messages

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.

MAB Messages

Error Message `MAB-5-FAIL: Authentication failed for client ([chars]) on Interface [chars] AuditSessionID [chars]`

Explanation Authentication was unsuccessful. The first [chars] is the client, the second [chars] is the interface, and the third [chars] is the session ID.

Recommended Action No action is required.

Error Message `MAB-5-SUCCESS: Authentication successful for client ([chars]) on Interface [chars] AuditSessionID [chars]`

Explanation Authentication was successful. The first [chars] is the client, the second [chars] is the interface, and the third [chars] is the session ID.

Recommended Action No action is required.

MAC_LIMIT Messages

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, 2975, 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 system administrator configures an 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, 2975, 2970, and 2960 switches.

Explanation The number of MAC address entries for the VLAN exceeds the maximum number allowed. 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 system administrator configures an 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, 2975, 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 system administrator configures an action.

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, 2975, 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.

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 Mb/s, 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.

PAGP_DUAL_ACTIVE Messages

Error Message `PAGP_DUAL_ACTIVE-3-OBJECT_CREATE_FAILED: Unable to create [chars]`

Explanation The switch cannot create the specified managed object. [chars] is the object name.

Recommended Action No action is required.

Error Message `PAGP_DUAL_ACTIVE-3-RECOVERY_TRIGGER: PAgP running on [chars] informing virtual switches of dual-active: new active id [enet], old id [enet]`

Explanation PAgP received a new active ID on the specified interface, which means that all virtual switches are in a dual-active scenario. The interface is informing virtual switches of this, which causes one switch to go into recovery mode. [chars] is the interface, the first [enet] is the new active ID, and the second [enet] is the ID that it replaces.

Recommended Action No action is required.

Error Message `PAGP_DUAL_ACTIVE-3-REGISTRY_ADD_ERR: Failure in adding to [chars] registry`

Explanation The switch could not add a function to the registry. [chars] is the registry name.

Recommended Action No action is required.

PBR Messages

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_SUPPORTED_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 could not 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

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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, 2975, 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, 2975, 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.`

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 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 2970, and 2960 switches.

Explanation This SFP module 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 1-9.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error 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 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 2970, and 2960 switches.

Explanation The SFP module was identified as an 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

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 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 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 `PLATFORM-6-FLEXSTACK_INSERTED: FlexStack module inserted [chars]`

Note This message applies only to Catalyst 2960-S switches.

Explanation The switch has detected a FlexStack module. [chars] is the slot.

Recommended Action No action is required.

Error Message `PLATFORM-6-FLEXSTACK_REMOVED: FlexStack module removed [chars]`

Note This message applies only to Catalyst 2960-S switches.

Explanation The switch has detected that a FlexStack module has been removed. [chars] is the slot.

Recommended Action No action is required.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 2970, and 2960 switches.

Explanation The system is trying to display the error message that appeared when the switch failed in a previous instance. [chars] is the description of the error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

Error Message `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 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, 2975, and 2960-S 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. Copy the message 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 1-9.

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, 2975, and 2960-S switches.

Explanation The stack master received a set-password-recovery HRPC message. These messages should be received only on stack member switches. [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 1-9.

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, 2975, and 2960-S switches.

Explanation A stack member switch 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 1-9.

PLATFORM_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 resources.

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 properly configured. The most likely cause is a TCAM-full condition on at least one stack member. [dec] is the bridge-group.

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_HCEF Messages

Error Message `PLATFORM_HCEF-3-ADJ: [chars]`

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

Explanation An unsupported feature was configured on a switch running Cisco IOS Release 12.2(25)SE. [chars] is the error message.

Recommended Action Determine if a generic routing encapsulation (GRE) tunnel or the **ip cef accounting** global configuration command are configured. Only Distance Vector Multicast Routing Protocol (DVMRP) tunnels are supported. If the GRE tunnel is configured, remove the tunnel, or upgrade the switch software to a Cisco IOS release when the GRE feature is needed. If the **ip cef accounting** command is configured, remove it by using the **no ip cef accounting** global configuration command.

Note Cisco IOS Release12.2(25)SEB2 does not support the **ip cef accounting** command.

PLATFORM_HPLM Messages

Error Message `PLATFORM_HPLM-3-ERROR: Failed Alloc for action 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 message 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 1-9.

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

Error Message `PLATFORM_IPC-3-COMMON: [chars].`

Note This message applies only to Catalyst 3750, 2975, and 2960-S switches.

Explanation The IPC has failed. [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 1-9.

Error Message `PLATFORM_IPC-3-MASTER: [chars].`

Note This message applies only to Catalyst 3750, 2975, and 2960-S switches.

Explanation The IPC has failed 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 1-9.

Error Message `PLATFORM_IPC-3-MAX_LENGTH_EXCEEDED: [chars].`

Note This message applies only to Catalyst 3750, 2975, and 2960-S 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 1-9.

Error Message `PLATFORM_IPC-3-MEMBER: [chars].`

Note This message applies only to Catalyst 3750, 2975, and 2960-S switches.

Explanation The IPC has failed 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 1-9.

Error Message `PLATFORM_IPC-3-STACK_EVENT: [chars].`

Note This message applies only to Catalyst 3750, 2975, and 2960-S switches.

Explanation The IPC has failed 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 1-9.

PLATFORM_IPv6 Message

Error Message `PLATFORM_IPv6_UCAST-6-PREFIX: One or more, more specific prefixes could not be programmed into TCAM and are being covered by a less specific prefix`

Note This message applies only to Catalyst 3750, 3560, 2975, and 2960 switches.

Explanation A more specific prefix could not be programmed into TCAM and is covered by a less specific prefix. This could be a temporary condition. The output of the **show platform ipv6 unicast retry route** privileged EXEC command lists the failed prefixes.

Recommended Action No action is required.

PLATFORM_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 could not 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 did not 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

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Explanation The 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 1-9.

PLATFORM_RPC Messages

Error Message `PLATFORM_RPC-0-RESOURCE_CRASH: [chars].`

Note This message applies only to Catalyst 3750, 2975, and 2960-S switches.

Explanation The system cannot 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 1-9.

Error Message `PLATFORM_RPC-3-BAD_CLASS: Bad Class in RPC message: [int].`

Note This message applies only to Catalyst 3750, 2975, and 2960-S 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 1-9.

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, 2975, and 2960-S 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 1-9.

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, 2975, and 2960-S 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 1-9.

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, 2975, and 2960-S 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 1-9.

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, 2975, and 2960-S 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 1-9.

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, 2975, and 2960-S 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. Copy the message 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 1-9.

PLATFORM_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 SPAN rates are falling because SPAN (egress or both egress and ingress) 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. Copy the message 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 1-9.

PLATFORM_UCAST 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 1-9.

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 1-9.

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 1-9.

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 1-9.

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 1-9.

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 1-9.

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 1-9.

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 1-9.

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

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

Explanation A more specific prefix could not be programmed into TCAM (due to insufficient memory) and is covered by a less specific prefix. This could be a temporary condition. The output of the **show platform ip unicast failed route** privileged EXEC command lists the failed prefixes. This may cause software forwarding.

Recommended Action Check the TCAM utilization and compare the values to the SDM template in use. You may need to change the SDM template to one that is more suitable for the current device.

PLATFORM_VLAN Messages

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Explanation An active VLAN is not correctly associated with a 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 1-9.

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

Explanation The switch did not 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 1-9.

PLATFORM_WCCP Messages

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

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

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

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

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

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

Explanation The SDM routing template is not specified on the switch.

Recommended Action Specify the SDM routing template to be used. Enter the **sdm prefer routing** global configuration command, and then enter the **reload** privileged EXEC command to reload the switch.

PM Messages

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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 VLANs from the system to reduce memory usage.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Explanation The software did not add the VLAN to the VLAN Trunking Protocol (VTP) database. [dec] is the VLAN ID, and [chars] specifies the reason the software did not add the VLAN.

Recommended Action Copy the message 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 1-9.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Explanation The port manager detected an invalid request.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Explanation The port manager detected an invalid request.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Explanation The port manager detected an invalid request.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Explanation The port manager detected a misconfiguration or misbehavior and error-disabled the interface. 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 both the second and third [chars] are the affected interface.

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 1-9.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error 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 1-9.

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

Explanation The port manager is trying to restart an error-disabled interface. The first [chars] is the error, 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Explanation The port manager is trying to restart an error-disabled virtual port. The first [chars] is the error, the second [chars] is the virtual port, and [dec] is the VLAN ID.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error 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 1-9.

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

Explanation The port manager did not allocate the VLAN for external use because the VLAN is being used by another feature. [dec] is the VLAN that is being used, and [chars] is the feature that is using it.

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

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

Explanation The port manager did not allocate the requested VLAN. The VLAN is probably being used as an internal VLAN by other features. [dec] is the requested VLAN.

Recommended Action Configure a different VLAN on the device.

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

Explanation The port is inactive because the port manager could not create a virtual port for the switch port and VLAN. 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Explanation The port manager did not allocate an internal VLAN. The interface cannot be enabled. [chars] is the interface name.

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

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

Explanation The port manager did not find any available internal VLAN.

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

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

Explanation 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Explanation The total number of individual VLAN ports on the module or the switch has exceeded the recommended limit. VLANs can be counted more than once. If VLAN 1 is carried on ten interfaces, it counts 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 counts as eight VLAN ports. [chars] is the module name (for example, switch or the module number), and [dec] is the recommended limit.

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

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

Explanation The port manager did not 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 2970, and 2960 switches.

Explanation During a change-over 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 return to the link-up state when the port is restarted. 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 only to Catalyst 3750, 3560, 2975, 2970, and 2960 switches.

Explanation The platform did not 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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.

Error Message `PM-6-EXT_VLAN_ADDITION: Extended VLAN is not allowed to be configured in VTP CLIENT mode.`

Explanation The switch did not add a VLAN in VTP client mode.

Recommended Action Copy the message 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 1-9.

PORT_SECURITY Messages

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

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

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

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

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

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

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

Explanation A routed port is reconfigured as a switch port. The address in the previous switch configuration conflicts with the running configuration and has been deleted. [dec]:[enet] is the MAC address of the port, and [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 only to Catalyst 3750, 3560, 2975, 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.`

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

POWERNET Messages

Error Message `POWERNET_ISSU-4-SM_EW_DOMAIN_MISMATCH: Energywise domain of EtherSwitch is [chars], recommended to have [chars].`

Note This message applies only to Cisco EtherSwitch service modules.

Explanation The EnergyWise domain of the service module does not match that of the switch. The first [chars] is the EnergyWise domain of the service module. The second [chars] is the EnergyWise domain of the router.

Recommended Action Configure the EnergyWise domain of the service module to match that of the switch. If the 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 need assistance, open a case with the TAC, or provide your Cisco technical support representative with your information.

QATM Messages

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. Copy the message 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 1-9 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. Copy the message 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 1-9 for more information.

Error Message `QATM-2-TCAM_READ: Cannot read TCAM.`

Note This message applies only to Catalyst 3550 switches.

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. Copy the message 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 1-9 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. Copy the message 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 1-9 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 SDM resource allocation.

QM 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** a*cl-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 using 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. Copy the message 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 1-9 for more information.

QOSMGR Messages

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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, 2975, 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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, 2975, 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 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, 2975, 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 Look for any other messages that 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. Copy the message 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 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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 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, 2975, 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-lis*t match types are supported with the **match** class-map configuration command. [chars] is the class-map name.

Recommended Action Reconfigure the class map using 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, 2975, 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 effect. This is a hardware limitation. [chars] is either the set or trust action.

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

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

Note This message applies only to Catalyst 3750, 3560, 2975, 2970, and 2960 switches.

Explanation The policy-map configuration has exceeded the hardware limitation. An attempt to configure more policers in all policy maps (by using the **police** or **police aggregate** policy-map class configuration command) than supported by the hardware, which is not allowed, caused this condition. [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, 2975, 2970, and 2960 switches.

Explanation The policy-map configuration has exceeded the hardware limitation. An attempt to configure more policers in a policy map (by using the **police** or **police aggregate** policy-map class configuration command) than supported by the hardware, which is not allowed, caused this condition. [chars] is the policy-map name.

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

RMON Messages

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

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

Recommended Action Take appropriate action on the specified MIB object.

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

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

Recommended Action Take appropriate action on the specified object.

SCHED Messages

Error Message `SCHED-3-UNEXPECTEDEVENT: [traceback] [process information] Process received unknown event (maj [hex], min [hex])`

Explanation A process did not handle an event. The first [hex] is the major event number, and the second [hex] is the minor event number, both of which allow you to identify the event that 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information.

SDM Messages

Error Message `SDM-6-MISMATCH_ADVISE: [chars].`

Note This message applies only to Catalyst 3750, 2975, and 2960-S 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

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

Explanation The system could not perform a SPAN operation because of a lack of memory.

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

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

Explanation SPAN detected an error in its internal operation.

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

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

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

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

SPANTREE Messages

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

Explanation A bridge protocol data unit (BPDU) was received on an interface that has the spanning tree BPDU guard feature enabled. 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 Port Fast enabled. To disable BPDU guard on an interface, use the **no spanning-tree bpduguard enable** interface configuration command. To disable BPDU guard globally, use the **no spanning-tree portfast bpduguard default** global configuration command. After you have removed the device or disabled BPDU guard, re-enable the interface by entering the **no shutdown** interface configuration command.

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

Explanation A BPDU was received on the interface and the VLAN. The spanning tree BPDU guard feature is enabled and configured to shut down the VLAN. The VLAN is error disabled. [chars] is the interface, and [dec] is the VLAN.

Recommended Action Either remove the device sending BPDUs, or disable the BPDU guard feature. You can configure the BPDU guard feature locally on the interface or globally on all Port Fast enabled ports. Enter the **clear errdisable** privileged EXEC command to re-enable the interface and VLAN.

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

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

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

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

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

Recommended Action Verify that the configuration of the native VLAN ID is consistent on the interfaces on each end of the 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 only to Catalyst 3750, 3560, 2975, 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 did not 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 Use the **show interfaces status err-disabled** privileged EXEC command to identify the local ports, and use the **show etherchannel summary** privileged EXEC command on the remote device to check the EtherChannel configuration. After the configuration is correct, enter the **shutdown** and then **no shutdown** interface configuration commands on the associated port-channel interfaces.

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

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

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

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

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

Recommended Action Verify that this is the desired configuration for the listed interface. Correct it if this is not the desired configuration.

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

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

Recommended Action No action is required.

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

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

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

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

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

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

Recommended Action No action is required.

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

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

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

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

Explanation The listed interface received an SSTP BPDU without the VLAN ID tag. The BPDU is discarded. The first [chars] is the interface, 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 1-9.

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

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

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

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

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

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

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

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

Recommended Action Verify that this is the desired configuration for the listed interface. Correct it if it is not the desired configuration.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Explanation The listed interface received a BPDU 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 Verify the interface configuration, and test any cable connected to the interface. When the problem is resolved, re-enable the interface by entering the **no shutdown** interface configuration command.

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

Explanation The switch has received a prestandard MST BPDU on an interface that is not configured to send prestandard MST BPDUs. The switch automatically adjusts its configuration on the interface and starts 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 MST standard version.

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

Explanation A port-not-forwarding alarm is set or cleared. The first [chars] is the mode, and the second [chars] is the severity. The third [chars] is the interface name, and the fourth [chars] is the alarm string.

Recommended Action Copy the message 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 1-9.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

Explanation A trap was generated because of a topology change in the network. [chars] and [dec] is the interface ID.

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

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

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

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

Recommended Action No action is required.

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

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

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

SPANTREE_FAST Messages

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

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

Recommended Action No action is required.

SPANTREE_VLAN_SW Messages

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

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

Explanation The number of currently active VLAN spanning-tree instances has reached a platform-specific limit. No additional VLAN instances are created until the existing number of instances drops below the platform limit. [dec] is the spanning-tree instance limit, the first [chars] is the smallest VLAN ID of those VLANs that cannot have spanning-tree instances created, and the second [chars] is the port number.

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

Error Message `STACKMGR-3-HDM_GET_DEVICE_RECORD_FAIL: Device Manager could not get device record.`

Note This message applies only to Catalyst 3750, 2975, and 2960-S 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. Copy the message 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 1-9.

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, 2975, and 2960-S switches.

Explanation The stack manager module did not 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, 2975, and 2960-S 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, 2975, and 2960-S 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, 2975, and 2960-S 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, 2975, and 2960-S 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, 2975, and 2960-S 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, 2975, and 2960-S 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, 2975, and 2960-S 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, 2975, and 2960-S 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, 2975, and 2960-S switches.

Explanation The switch is ready. [dec] is the switch number.

Recommended Action No action is required.

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 only to Catalyst 3750, 3560, 2975, 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 only to Catalyst 3750, 3560, 2975, 2970, and 2960 switches.

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

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

SUPERVISOR Messages

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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 1-9.

SUPQ Messages

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 2970, and 2960 switches.

Explanation The system is warning you about a slowdown of the sending 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 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 2970, and 2960 switches.

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 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 1-9.

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

Note This message applies only to Catalyst 3750, 3560, 2975, 2970, and 2960 switches.

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

SW_DAI Messages

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 IP and MAC address binding of the sender 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 IP and MAC address of the sender 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 put into the error-disabled state 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 IP and MAC address of the sender 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

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

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

Recommended Action No action is required.

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

Explanation The MAC authentication table was cleared.

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

SW_MATM Messages

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

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

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

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

SW_VLAN Messages

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error 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 1-9.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error 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 1-9.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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

Explanation The VLAN manager received an upcall and a VLAN cookie from the port manager that 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. Copy the message 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 1-9.

Error Message `SW_VLAN-4-BAD_STARTUP_VLAN_CONFIG_FILE: Failed to configure VLAN from startup-config. Fallback to use VLAN configuration file from non-volatile memory.`

Explanation The VLAN software did not use the VLAN configuration from the startup-configuration file. It will use the binary VLAN configuration file in NVRAM.

Recommended Action No action is required.

Error Message `SW_VLAN-4-BAD_VLAN_CONFIGURATION_FILE: VLAN configuration file contained incorrect verification word [hex].`

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command. Copy the message 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 1-9.

Error Message `SW_VLAN-4-BAD_VLAN_CONFIGURATION_FILE_VERSION: VLAN configuration file contained unknown file version [dec].`

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command. Copy the message 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 1-9.

Error Message `SW_VLAN-4-BAD_VLAN_TIMER_ACTIVE_VALUE: Encountered incorrect VLAN timer active value [chars].`

Explanation Because of a software error, a VLAN timer was detected as active when it should have been inactive or as inactive when it should have been active. [chars] is the VLAN timer active value.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

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 did not 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. Copy the message 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 1-9 for more information.

Error Message `SW_VLAN-4-EXT_VLAN_INTERNAL_ERROR: Extended VLAN manager received an internal error [dec] from [chars] [chars].`

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

Error Message `SW_VLAN-4-EXT_VLAN_INVALID_DATABASE_DATA: Extended VLAN manager received bad data of type [chars] value [dec] from function [chars].`

Explanation The extended-range VLAN manager received invalid data 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

Error Message `SW_VLAN-4-IFS_FAILURE: VLAN manager encountered file operation error call = [chars] / file = [chars] / code = [dec] ([chars]) / bytes transferred = [dec].`

Explanation The VLAN manager received an unexpected error return from a Cisco IOS file system (IFS) call while reading the VLAN database. The first [chars] is the function call name, the second [chars] is the file name, the first [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 1-9.

Error Message `SW_VLAN-4-NO_PM_COOKIE_RETURNED: VLAN manager unexpectedly received a null [chars] type cookie from the Port Manager, data reference [chars].`

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

Error Message `SW_VLAN-4-STARTUP_EXT_VLAN_CONFIG_FILE_FAILED: Failed to configure extended range VLAN from startup-config. Error [chars].`

Explanation The VLAN software did not 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, 2975, 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 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 1-9.

Error Message `SW_VLAN-4-VTP_INTERNAL_ERROR: VLAN manager received an internal error [dec] from vtp function [chars] [chars].`

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

Error Message `SW_VLAN-4-VTP_INVALID_DATABASE_DATA: VLAN manager received bad data of type [chars] value [dec] from vtp database function [chars].`

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

Error Message `SW_VLAN-4-VTP_INVALID_EVENT_DATA: VLAN manager received bad data of type [chars] value [dec] while being called to handle a [chars] event.`

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

Error Message `SW_VLAN-4-VTP_SEM_BUSY: VTP semaphore is unavailable for function [chars]. Semaphore locked by [chars].`

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

Error Message `SW_VLAN-6-VTP_DOMAIN_NAME_CHG: VTP domain name changed to [chars].`

Explanation The VLAN Trunking Protocol (VTP) domain name was changed through the configuration to the name specified in the message. [chars] is the changed domain name.

Recommended Action No action is required.

Error Message `SW_VLAN-6-OLD_CONFIG_FILE_READ: Old version [dec] VLAN configuration file detected and read OK. Version [dec] files will be written in the future.`

Explanation The VLAN software detected an old version of the VLAN configuration file format. It interpreted the file, but it will use the new format in the future. The first [dec] is the old version number, and the second [dec] is the new version number.

Recommended Action No action is required.

Error Message `SW_VLAN-6-VLAN_DAT_CACHE_EXISTS: Unexpected vlan.dat cache exists. Removing the cache and continuing the sync with new set.`

Explanation This message does not affect switch functionality.

Recommended Action No action is required.

Error Message `SW_VLAN-6-VTP_DOMAIN_NAME_CHG: VTP domain name changed to [chars].`

Explanation The VTP domain name was changed through the configuration to the name specified in the message. [chars] is the changed domain name.

Recommended Action No action is required.

Error Message `SW_VLAN-6-VTP_MODE_CHANGE: VLAN manager changing device mode from [chars] to [chars].`

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

Recommended Action No action is required.

SWITCH_QOS_TB Messages

Error Message `SWITCH_QOS_TB-5-TRUST_DEVICE_DETECTED: [chars] detected on port [chars], port's configured trust state is now operational.`

Note This message applies only to Catalyst 3750, 3560, 2975, 2970, and 2960 switches.

Explanation A trusted boundary detected a device matching the trusted device setting for the port and has modified the port trust state. The first [chars] is the trusted device, and the second [chars] is the port.

Recommended Action No action is required.

Error Message `SWITCH_QOS_TB-5-TRUST_DEVICE_LOST: [chars] no longer detected on port [chars], operational port trust state is now untrusted.`

Note This message applies only to Catalyst 3750, 3560, 2975, 2970, and 2960 switches.

Explanation A trusted boundary lost contact with a trusted device and has set the port trust state to untrusted. The first [chars] is the trusted device, and the second [chars] is the port.

Recommended Action No action is required.

TCAMMGR Messages

Error Message `TCAMMGR-3-GROW_ERROR: cam region [dec] can not grow.`

Note This message applies only to Catalyst 3750, 3560, 2975, 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 1-9.

Error Message `TCAMMGR-3-HANDLE_ERROR: cam handle [hex] is invalid.`

Note This message applies only to Catalyst 3750, 3560, 2975, 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 1-9.

Error Message `TCAMMGR-3-INDEX_ERROR: cam value/mask index [dec] is invalid.`

Note This message applies only to Catalyst 3750, 3560, 2975, 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 1-9.

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, 2975, 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 1-9.

Error Message `TCAMMGR-3-REGION_ERROR: cam region [dec] is invalid.`

Note This message applies only to Catalyst 3750, 3560, 2975, 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 1-9.

Error Message `TCAMMGR-3-REGMASK_ERROR: invalid cam region [dec] mask [dec] pair.`

Note This message applies only to Catalyst 3750, 3560, 2975, 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 1-9.

UDLD Messages

Error Message `UDLD-0-STOPPED:UDLD process stopped:[chars].`

Explanation The UDLD process stopped because it cannot read the unique system identifier that is being used by UDLD. The system identifier is used to identify the device that is sending the UDLD packets. [chars] is the UDLD process name.

Recommended Action Reload the switch by using the **reload** privileged EXEC command. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Enter the **show tech-support** user EXEC command to gather data that might help identify the nature of the error. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

Error Message `UDLD-3-UDLD_IDB_ERROR: UDLD error handling [chars] interface [chars].`

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

Error Message `UDLD-3-UDLD_INTERNAL_ERROR: UDLD internal error [chars].`

Explanation A software check failed during UDLD processing. [chars] is a description of the internal error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

Error Message `UDLD-3-UDLD_INTERNAL_IF_ERROR: UDLD internal error, interface [chars] [chars].`

Explanation A software check failed during UDLD processing. The first [chars] is the interface, and the second [chars] is a description of the error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

Error Message `UDLD-4-UDLD_PORT_DISABLED: UDLD disabled interface [chars], [chars] detected.`

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

Error Message `UDLD-6-UDLD_PORT_RESET: UDLD reset interface [chars].`

Explanation The UDLD Protocol detected a unidirectional connection between neighbors. Reset the port that was disabled by UDLD by using the **udld reset** privileged EXEC command or through a hardware action such as a link-state change. [chars] is the interface.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command. Copy the message 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 1-9.

UFAST_MCAST_SW 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, 2975, 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. Copy the message 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 1-9.

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, 2975, 2970, and 2960 switches.

Explanation UplinkFast packets will not be sent on a VLAN due to memory limitations. [dec] is the VLAN ID.

Recommended Action Reduce other system activity to ease memory demands.

VLMAPLOG Messages

Error Message `VLMAPLOG-6-ARP: vlan [dec] (port [chars]) denied arp ip [inet] -> [inet], [dec] packet[chars]`

Explanation A packet from the virtual LAN (VLAN) that matches the VLAN access-map (VLMAP) log criteria was detected. The first [dec] is the VLAN number, the first [chars] is the port name, the first [inet] is the source IP address, the second [inet] is the destination IP address, the second [dec] denotes the number of packets, and the second [chars] represents the letter "s" to indicate more than one packet.

Recommended Action No action is required.

Error Message `VLMAPLOG-6-ICMP: vlan [dec] (port [chars]) denied icmp [inet] -> [inet] ([dec]/[dec]), [dec] packet[chars]`

Explanation A packet from the VLAN that matches the VLMAP log criteria was detected. The first [dec] is the VLAN number, the first [chars] is the port name, the first [inet] is the source IP address, the second [inet] is the destination IP address, the second [dec] is the Internet Control Message Protocol (ICMP) message type, the third [dec] is the ICMP message code, the fourth [dec] denotes the number of packets, and the second [chars] represents the letter "s" to indicate more than one packet.

Recommended Action No action is required.

Error Message `VLMAPLOG-6-IGMP: vlan [dec] (port [chars]) denied igmp [inet] -> [inet] ([dec]), [dec] packet[chars]`

Explanation A packet from the VLAN that matches the VLMAP log criteria was detected. The first [dec] is the VLAN number, the first [chars] is the port name, the first [inet] is the source IP address, the second [inet] is the destination IP address, the second [dec] is the Internet Group Management Protocol (IGMP) message type, the third [dec] denotes the number of packets, and the second [chars] represents the letter "s" to indicate more than one packet.

Recommended Action No action is required.

Error Message `VLMAPLOG-6-IP: vlan [dec] (port [chars]) denied ip protocol=[dec] [inet] -> [inet], [dec] packet[chars]`

Explanation A packet from the VLAN that matches the VLMAP log criteria was detected. The first [dec] is the VLAN number, the first [chars] is the port name, the second [dec] is the protocol number, the first [inet] is the source IP address, the second [inet] is the destination IP address, the third [dec] denotes the number of packets, and the second [chars] represents the letter "s" to indicate more than one packet.

Recommended Action No action is required.

Error Message `VLMAPLOG-6-L4: vlan [dec] (port [chars]) denied [chars] [inet]([dec]) -> [inet]([dec]), [dec] packet[chars]`

Explanation A packet from the VLAN that matches the VLMAP log criteria was detected. The first [dec] is the VLAN number, the first [chars] is the port name, the second [chars] is the protocol, the first [inet] is the source IP address, the second [dec] is the source port, the second [inet] is the destination IP address, the third [dec] is the destination port, the fourth [dec] denotes the number of packets, and the third [chars] represents the letter "s" to indicate more than one packet.

Recommended Action No action is required.

VQPCLIENT Messages

Error Message `VQPCLIENT-2-CHUNKFAIL: Could not allocate memory for VQP.`

Explanation An error occurred when the system tried to allocate memory for the VQP client.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-9.

Error Message `VQPCLIENT-2-DENY: Host [enet] denied on interface [chars].`

Note This message applies only to Catalyst 3750, 3560, 2975, 2970, and 2960 switches.

Explanation The VMPS has denied access for the given host MAC address to an interface. [enet] is the host MAC address, and [chars] is the interface name.

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

Error Message `VQPCLIENT-2-TOOMANY: Interface [chars] shutdown by active host limit.`

Note This message applies only to Catalyst 3750, 3560, 2975, 2970, and 2960 switches.

Explanation The system has shut down the specified interface because too many hosts have requested access to that interface. [chars] is the interface name.

Recommended Action To enable the interface, remove the excess hosts, and enter the **no shutdown** interface configuration command.

Error Message `VQPCLIENT-3-IFNAME: Invalid interface ([chars]) in response.`

Note This message applies only to Catalyst 3750, 3560, 2975, 2970, and 2960 switches.

Explanation The VMPS has specified an unknown VLAN name. [chars] is the VLAN name.

Recommended Action Verify the VMPS configuration.

Error Message `VQPCLIENT-3-VLANNAME: Invalid VLAN [chars] in response.`

Note This message applies only to Catalyst 3750, 3560, 2975, 2970, and 2960 switches.

Explanation The VMPS has specified an unknown VLAN name. [chars] is the VLAN name.

Recommended Action Ensure that the VLAN exists on the switch. Verify the VMPS configuration by entering the **show vmps** privileged EXEC command.

WCCP Messages

Error Message `WCCP-5-CACHEFOUND: Web Cache [IP_address] acquired.`

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

Explanation The switch has acquired the specified web cache. [IP_address] is the web cache IP address.

Recommended Action No action is required.

Error Message `WCCP-1-CACHELOST: Web Cache [IP_address] lost.`

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

Explanation The switch has lost contact with the specified web cache. [IP_address] is the web cache IP address.

Recommended Action Verify the operation of the web cache by entering the **show ip wccp web-cache** privileged EXEC command.

WRLSCNTR Messages

Error Message `WRLSCNTR-3-INIT_ERR:Initialization failed. [chars]`

Note This message applies only to Catalyst 3750 switches.

Explanation Part of initialization required for the normal operation of the wireless LAN controller failed.

Recommended Action Copy the message 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 1-9.

Error Message `WRLSCNTR-3-CONFIG_ERR: No available channel-group to configure internal interfaces [chars] and [chars].`

Note This message applies only to Catalyst 3750 switches.

Explanation The interfaces connected to the wireless LAN controller must be configured as part of a channel group. The switch tried to apply the configuration, but it failed because all channel-group numbers have been assigned. You cannot correctly configure interfaces connected to the wireless LAN controller without removing a channel group.

Recommended Action Modify the EtherChannel configuration to remove a channel group, and use that channel-group number to configure interfaces connected to the wireless LAN controller.

Error Message `WRLSCNTR-3-VERSION_ERR: Switch and wireless controller are using incompatible versions.`

Note This message applies only to Catalyst 3750 switches.

Explanation The switch software is not fully compatible with the software on the wireless LAN controller. Some functionality might not be available.

Recommended Action Update the software on the switch or on the wireless LAN controller so that the software versions are compatible.