



CHAPTER 1

System Message Overview

This guide describes the Cisco IE 3000 switch-specific system messages. During operation, the system software sends these messages to the console (and, optionally, to a logging server on another system). Not all system messages indicate problems with your system. Some messages are purely informational, whereas others can help diagnose problems with communications lines, internal hardware, or the system software. This guide also includes error messages that appear when the system fails.

For information about system messages that are not Cisco IE 3000 platform-specific, see the *Cisco IOS Software System Messages for Cisco IOS Release 12.2S*.

This chapter contains these sections:

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

How to Read System Messages

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

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

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

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

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

- FACILITY is a code consisting of two or more uppercase letters that show the facility to which the message refers. A facility can be a hardware device, a protocol, or a module of the system software. [Table 1-1](#) lists Cisco IE 3000 switch-specific facility codes. These messages are described in [Chapter 2, “Message and Recovery Procedures,”](#) in alphabetical order by facility code, with the most severe (lowest number) errors described first.

Table 1-1 Facility Codes

Facility Code	Description	Location
ACLMGR	ACL manager	“ACLMGR Messages” section on page 2-2
BACKUP_INTERFACE	Flex Links	“BACKUP_INTERFACE Messages” section on page 2-6
CMP	Cluster Membership Protocol	“CMP Messages” section on page 2-7
DHCP_SNOOPING	DHCP snooping	“DHCP_SNOOPING Messages” section on page 2-8
DOT1X	IEEE 802.1x	“DOT1X Messages” section on page 2-11
DOT1X_SWITCH	IEEE 802.1x for switches	“DOT1X_SWITCH Messages” section on page 2-12
DTP	Dynamic Trunking Protocol	“DTP Messages” section on page 2-15
DWL	Down-when-looped	“DWL Messages” section on page 2-17
EC	EtherChannel	“EC Messages” section on page 2-17
ETHCNTR	Ethernet Controller	“ETHCNTR Messages” section on page 2-21
EXPRESS_SETUP	Express Setup	“EXPRESS_SETUP Messages” section on page 2-22
FLASH_DEVICE	Flash device	“FLASH_DEVICE Messages” section on page 2-23
GBIC_SECURITY	GBIC module and small form-factor pluggable (SFP) module security	“GBIC_SECURITY Messages” section on page 2-23
GBIC_SECURITY_CRYPT	GBIC and SFP module security	“GBIC_SECURITY_CRYPT Messages” section on page 2-24
HARDWARE	Hardware	“HARDWARE Messages” section on page 2-25
IDBMAN	Interface description block manager	“IDBMAN Messages” section on page 2-28
IGMP_QUERIER	Internet Group Management Protocol (IGMP) querier	“IGMP_QUERIER Messages” section on page 2-31
IP_DEVICE_TRACKING_HA	IP device tracking for high availability	“IP_DEVICE_TRACKING_HA Messages” section on page 2-32
MAC_LIMIT	MAC address table entries	“MAC_LIMIT Messages” section on page 2-32
MAC_MOVE	Host activity	“MAC_MOVE Messages” section on page 2-33
PHY	PHY	“PHY Messages” section on page 2-33
PLATFORM	Low-level platform-specific	“PLATFORM Messages” section on page 2-35
PLATFORM_IPV6	IP Version 6	“PLATFORM_IPv6 Message” section on page 2-35
PLATFORM_PM	Platform port manager	“PLATFORM_PM Messages” section on page 2-35
PLATFORM_VLAN	Platform VLAN	“PLATFORM_VLAN Messages” section on page 2-36
PM	Port manager	“PM Messages” section on page 2-37
PORT_SECURITY	Port security	“PORT_SECURITY Messages” section on page 2-45

Table 1-1 Facility Codes (continued)

Facility Code	Description	Location
QOSMGR	QoS manager	“QOSMGR Messages” section on page 2-47
RMON	Remote Network Monitoring (RMON)	“RMON Messages” section on page 2-52
SPAN	Switched Port Analyzer	“SPAN Messages” section on page 2-52
SPANTREE	Spanning Tree	“SPANTREE Messages” section on page 2-53
SPANTREE_FAST	Spanning-tree fast convergence	“SPANTREE_FAST Messages” section on page 2-61
SPANTREE_VLAN_SW	Spanning-tree VLAN switch	“SPANTREE_VLAN_SW Messages” section on page 2-61
STORM_CONTROL	Storm control	“STORM_CONTROL Messages” section on page 2-61
SUPERVISOR	Supervisor ASIC	“SUPERVISOR Messages” section on page 2-62
SUPQ	Supervisor queue	“SUPQ Messages” section on page 2-62
SW_MACAUTH	MAC address authentication	“SW_MACAUTH Messages” section on page 2-64
SW_VLAN	VLAN manager	“SW_VLAN Messages” section on page 2-65
SWITCH_QOS_TB	QoS trusted boundary	“SWITCH_QOS_TB Messages” section on page 2-71
TCAMMGR	Ternary content addressable memory manager	“TCAMMGR Messages” section on page 2-72
UDLD	UniDirectional Link Detection	“UDLD Messages” section on page 2-73
UFAST_MCAST_SW	UplinkFast packet transmission	“UFAST_MCAST_SW Messages” section on page 2-75
VQPCIENT	VLAN Query Protocol client	“VQPCIENT Messages” section on page 2-76

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

Table 1-2 Message Severity Levels

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

- MNEMONIC is a code that uniquely identifies the message.

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

Table 1-3 Representation of Variable Fields in Messages

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

Error Message Traceback Reports

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

This message example includes traceback information:

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

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

Output Interpreter

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

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

Bug Toolkit

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

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

Contacting TAC

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

