



## CHAPTER 2

# Messages and Recovery Procedures

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This chapter describes the Cisco ME 3400E, ME 3400, and ME 2400 switches system messages in alphabetical order by facility. Note that some messages apply only to specific switches and are never seen on the other switches.

Within each facility, the messages are listed by severity levels 0 to 7: 0 is the highest severity level, and 7 is the lowest severity level. Each message is followed by an explanation and a recommended action.



### Note

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

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# ACLMGR Messages

Most messages in this section are the result of a switch memory shortage, which includes hardware memory and label space but not CPU memory. Both kinds of memory shortages are described.

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

**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 number.

**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].

**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 Layer 3, and the second [chars] is 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-IECPORLABLELERROR: 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 1-5.

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

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

**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 the 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-OUTTABLE: 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 1-5.

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

**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 1-5.

**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 1-5.

**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 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 1-5.

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

**Explanation** The ACL manager could not fit 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-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-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** A host on the interface attempted to access the network or attempted an authentication. The interface mode does not support the number of hosts that are attached to the interface. This is a security violation, and the interface has been error-disabled. The first [chars] is the interface, [enet] is the Ethernet address of the host, and the second [chars] is the session ID.

**Recommended Action** Make sure that the interface is configured to support the number of hosts that are attached to it. Enter the **shutdown** interface configuration command followed by **no shutdown** interface configuration command to restart the interface.

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

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

**Recommended Action** No action 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 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** This messages provides authentication results. The first [chars] is the status of the authentication, 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 required.

## BACKUP\_INTERFACE Messages

**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 inappropriate transceiver has been inserted in interface [chars].

**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.

**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 1-5.

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

**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 1-5.

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

**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 1-5.

# 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 1-5](#).

**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 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. This message is rate-limited. [dec] is the number of times the process failed, and [chars] is the reason the process failed.

**Recommended Action** No action 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 placed the interface in the error-disabled state. [dec] is the number of DHCP packets, and [chars] is the interface.

**Recommended Action** No action required.

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

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

**Recommended Action** No action required.

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



**Note** This message applies only to the Cisco ME 3400E and ME 3400 switches.

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

**Recommended Action** No action required.

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



**Note** This message applies only to the Cisco ME 3400E and ME 3400 switches.

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

**Recommended Action** No action 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 packets at a higher rate than the DHCP snooping process can handle. These DHCP packets are dropped to prevent a denial of service attack. [chars] is the warning.

**Recommended Action** No action 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 required.

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

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

**Recommended Action** No action 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. [dec] is the number of bindings.

**Recommended Action** No action 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 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 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 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 VLAN is no longer configured on the switch. [dec] is the number of bindings that the switch ignores.

**Recommended Action** No action required.

# 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 run 802.1x authentication. [chars] is the session ID.

**Recommended Action** Reconfigure the switch to reduce memory usage.

**Error Message** DOT1X-5-RESULT\_OVERRIDE: Authentication result overridden for client ([chars]) on Interface [chars] AuditSessionID [chars]

**Explanation** The authentication result was 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 required.

**Error Message** DOT1X-4-MSG\_ERR: Unknown message event received.

**Explanation** The 802.1x process received an unknown message event.

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

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

**Explanation** The system did not create the 802.1x process.

**Recommended Action** Use the **dot1x system-auth-control** global configuration command 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** No action required.

**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 required.

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

**Explanation** Authentication was not 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 required.

**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 either because hardware memory is full or because the address is a secure address on another port. This message could also 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-5-ERR\_CHANNELLING: Dot1x can not be enabled on Channeling ports.

**Explanation** 802.1x could not be enabled on the channeling port. An attempt to set 802.1x port-control to *auto* or *force-unauthorized* mode on a channeling port, which is not allowed, causes this condition.

**Recommended Action** Disable channeling on the interface, and then enable 802.1x.

**Error Message** DOT1X-5-ERR\_DYNAMIC: Dot1x can not be enabled on Dynamic ports.

**Explanation** 802.1x could not be enabled on the dynamic mode port. An attempt to set 802.1x port-control to *auto* or *force-unauthorized* mode on a dynamic mode port, which is not allowed, causes this condition.

**Recommended Action** Disable dynamic mode on the interface, and then enable 802.1x.

**Error Message** DOT1X-5-ERR\_DYNAMIC\_VLAN: Dot1x can not be enabled on dynamic VLAN ports.

**Explanation** 802.1x could not be enabled on the dynamic VLAN port. An attempt to set 802.1x port-control to *auto* or *force-unauthorized* mode on a dynamic VLAN port, which is not allowed, causes this condition.

**Recommended Action** Disable dynamic VLAN configuration on the interface, and then enable 802.1x.

**Error Message** DOT1X-5-ERR\_INVALID\_TUNNEL\_MEDIUM\_TYPE: Got an invalid value [chars] for TUNNEL\_MEDIUM\_TYPE [chars].

**Explanation** The provided tunnel medium is either unsupported or invalid. [chars] is the text received from the RADIUS server.

**Recommended Action** Change the value to a valid tunnel medium.

**Error Message** DOT1X-5-ERR\_INVALID\_TUNNEL\_TYPE: Got an invalid value of [chars] for TUNNEL\_TYPE [chars].

**Explanation** The provided tunnel type is either unsupported or invalid. [chars] is the text received from the RADIUS server.

**Recommended Action** Change the value to a valid tunnel type.

**Error Message** DOT1X-5-ERR\_PROTO\_TUNNELLING: Dot1x can not be enabled on protocol tunnelling enabled ports.

**Explanation** 802.1x could not be enabled on the protocol-tunneling-enabled port. An attempt to set 802.1x port-control to *auto* or *force-unauthorized* mode on a protocol-tunneling-enabled port, which is not allowed, causes this condition.

**Recommended Action** Change the access VLAN on the interface, and then enable 802.1x.

**Error Message** DOT1X-5-ERR\_PVLAN\_TRUNK:Dot1x can not be enabled on private VLAN trunk ports

**Explanation** 802.1x could not be enabled on private VLAN ports on which trunking is enabled.

**Recommended Action** No action required.

**Error Message** DOT1X-5-ERR\_RSPAN\_VLAN: Dot1x can not be enabled on ports configured in Remote SPAN vlan.

**Explanation** 802.1x could not be enabled on the remote SPAN VLAN port. An attempt to set 802.1x port-control to *auto* or *force-unauthorized* mode on a port that is in a remote SPAN VLAN, which is not allowed, causes this condition.

**Recommended Action** Disable remote SPAN on the VLAN, and then enable 802.1x.

**Error Message** DOT1X-5-ERR\_SPANDST: Dot1x can not be enabled on [chars]. It is configured as a SPAN Dest port.

**Explanation** 802.1x cannot be enabled on a port that is a SPAN destination port because these features are mutually exclusive. [chars] is the port.

**Recommended Action** Remove the SPAN destination port from the SPAN session before reconfiguring 802.1x on the port.

**Error Message** DOT1X-5-ERR\_TRUNK: Dot1x can not be enabled on Trunk port.

**Explanation** 802.1x could not be enabled on the trunk port. An attempt to set 802.1x port control to *auto* or *force-unauthorized* mode on a trunk port, which is not allowed, causes this condition.

**Recommended Action** Disable trunking on the interface, and then enable 802.1x.

**Error Message** DOT1X-5-ERR\_TUNNEL: Dot1x can not be enabled on 802.1q tunnelling enabled ports.

**Explanation** 802.1x could not be enabled on the 802.1Q tunneling-enabled port. An attempt to set 802.1x port-control to *auto* or *force-unauthorized* mode on a 802.1Q tunneling-enabled port, which is not allowed, causes this condition.

**Recommended Action** Disable 802.1Q tunneling on the interface, and then enable 802.1x.

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

**Explanation** The VLAN is used internally and cannot be assigned again for use on this port. [dec] is the VLAN ID, and [chars] is the port number.

**Recommended Action** Assign a different VLAN.

**Error Message** DOT1X-5-ERR\_VLAN\_INVALID: The VLAN [dec] is invalid and cannot be assigned for use on the 802.1X port [chars] Vlan.

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

**Recommended Action** Update the configuration to use a valid VLAN.

**Error Message** DOT1X-5-ERR\_VLAN\_NOT\_ASSIGNABLE: RADIUS tried to assign a VLAN to dot1x port [chars] whose VLAN cannot be assigned.

**Explanation** The RADIUS server tried to assign a VLAN to a supplicant on a port whose VLAN cannot be changed, such as a routed port. [chars] is the port number.

**Recommended Action** Change the specified port to a Layer 2 port by using the **switchport** interface configuration command.

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

**Explanation** An attempt to assign a VLAN to a supplicant on a port failed because the VLAN was not found in the VLAN Trunking Protocol (VTP) database. [chars] is the port number.

**Recommended Action** Make sure that the VLAN exists, or use another VLAN.



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

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

**Recommended Action** Assign a different VLAN.

**Error Message** DOT1X-5-ERR\_VLAN\_RSPAN\_CONFIGURED: VLAN [dec] is configured as a Remote SPAN VLAN, which has Dot1x enabled interface(s) configured. Please disable Dot1x on all ports in this VLAN or do not enable RSPAN on this VLAN.

**Explanation** The remote SPAN should not be enabled on a VLAN with 802.1x-enabled interfaces. [dec] is the VLAN ID.

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

**Error Message** DOT1X-5-INVALID\_MAC: Invalid MAC address (zero, broadcast or multicast mac address [chars] is trying to authenticate).

**Explanation** Authentication was attempted for a zero, broadcast, or multicast MAC address using 802.1x. 802.1x authentication is allowed only for a valid nonzero, nonbroadcast, or nonmulticast source MAC address. [chars] is the MAC address.

**Recommended Action** Connect a 802.1x-supported host to the 802.1x-enabled port.

**Error Message** DOT1X-5-NOT\_DOT1X\_CAPABLE: Dot1x disabled on interface [chars] because it is not an Ethernet interface.

**Explanation** 802.1x authentication is disabled on the interface because it is not an Ethernet interface. [chars] is the interface.

**Recommended Action** Enable 802.1x authentication only on Ethernet interfaces.

## DOT1X\_SWITCH Messages

**Error Message** DOT1X\_SWITCH-5-ERR\_INVALID\_PRIMARY\_VLAN: Attempt to assign primary VLAN [dec] to 802.1x port [chars] AuditSessionID [chars]

**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** Use 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]

**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]

**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** Make sure that the primary VLAN exists and is not shut down. Verify 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]

**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 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** Either change 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** Either change 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.

**Recommended Action** 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 that 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. This 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. 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 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 ports in this VLAN.

## EC Messages

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

**Explanation** The Link Aggregation Control Protocol (LACP) or the Port Aggregation Protocol (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 1-5.

**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 required.

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

**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-a-one.

**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 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. The first [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 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.

**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.



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**Note** This message applies only to the Cisco ME 3400E and ME 3400 switches.

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**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-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 that the EtherChannel mode cannot be set to **desirable** or **auto**.

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

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

**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 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 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, 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.

## 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, and the second [chars] is the event.

**Recommended Action** No action required.



## ETHCNTR Messages

These messages appear when the switch software fails to program the hardware that leads to incorrect switch behavior.

**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. [chars] is the port where the threshold was exceeded.

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

**Error Message** ETHCNTR-3-LOOP\_BACK\_DETECTED:, Loop-back detected on [chars]. The port is forced to linkdown.

**Explanation** A keepalive packet has been 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 required. Otherwise, connect the correct cable, and bring the port up by using 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-NO\_HARDWARE\_RESOURCES: Not enough hardware resources. Shutting down [chars].

**Explanation** There are too many VLANs and routed ports configured. [chars] is the short interface name, such as Gi0/1, or the VLAN name, such as VLAN0002.

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

## FRNTEND\_CTRLR Messages

**Error Message** FRNTEND\_CTRLR-1-MGR\_TXQ\_FULL: The front end controller Tx queue reached watermark level.

**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.

**Explanation** The front-end controller that controls the LEDs 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\_SECURITY Messages

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



### Note

The 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-EEPROM\_CRC\_ERR: EEPROM checksum error for GBIC in [chars].

**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].

**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.

**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 1-5](#).

**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 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 required.

## GBIC\_SECURITY\_CRYPT Messages

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



### Note

The 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 in port [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 in port [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 in port [chars] has bad crc

**Explanation** The SFP module was identified as a Cisco SFP module, but it does not have valid 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 SFP module is unrecognized by the switch, the SFP module might still operate properly but have limited functionality.

## GBIC\_SECURITY\_UNIQUE Messages

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



### Note

The 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].

**Explanation** The SFP module was identified as a Cisco 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 SFP module, and the second [dec]/[dec] is the interface of the existing module.

**Recommended Action** Cisco 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.

**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.

## HARDWARE Messages

**Error Message** HARDWARE-2-FAN\_ERROR: Fan [chars] Failure

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

**Recommended Action** This is a hardware failure. The fan might recover automatically. If the fan failure 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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open 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 1-5](#).

**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 require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the information you have gathered.

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

**Explanation** The index in 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 1-5](#).

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

**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 1-5.

**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 require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the information you have gathered.

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

**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 1-5.

## HCPU\_PROT\_MGR Messages

**Error Message** `HCPU_PROT_MGR-4-PROGRAM_POLICER_FAIL: Could not program policer for port.`

**Explanation** A hardware error could have 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 1-5.

# HLFM Messages

**Error Message** HLFM-3-MACFREE\_ERROR: MAC address [enet], vlan [dec] is still referenced; cannot free.

**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 1-5](#).

**Error Message** HLFM-3-MAP\_ERROR: IP address [IP\_address] not in mac tables, mac-address [enet], vlan [dec].

**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 1-5](#).

**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].

**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 1-5](#).

# IDBMAN Messages


**Note**

These messages apply only to the Cisco ME 3400E and ME 3400 switches.

**Error Message** IDBMAN-3-AGGPORTMISMATCH: [chars]: [chars]([dec] / [dec]) does not match internal slot/port state [chars]([dec] / [dec]).

**Explanation** There is an internal error that caused the software to use an invalid aggregate port. 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 1-5](#).

**Error Message** IDBMAN-3-DELETEDAGGPORT: [chars]([dec] / [dec]) Group [dec] has been deleted, but is being reused.

**Explanation** There is an internal error that caused a deleted interface 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 1-5](#).

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

**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 1-5](#).



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

**Explanation** There is an internal error that caused the software to use an invalid port number. [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 1-5](#).

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

**Explanation** There is an internal error that caused the software to use an invalid VLAN. [chars] is the interface name, and [dec] is the VLAN number 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 1-5](#).

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

**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 1-5](#).

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

**Explanation** An internal error has been detected. A port that was supposed to be in an aggregate port was not. 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 1-5](#).

**Error Message** IDBMAN-3-VLANNOTSET: [chars]: Vlan [dec] not set since it already has Vlan [dec].

**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 new VLAN number, and the second [dec] is the currently assigned VLAN 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 1-5](#).

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

**Explanation** An internal error removed an aggregate port with 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 1-5](#).

## 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 being read from the ifIndex table when the corruption was detected.

**Recommended Action** Use the `delete nvram:ifindex-table` privileged EXEC command to delete the ifindex table.

**Error Message** IFMGR-3-INVALID\_PERSISTENT\_DATA: Invalid persistent data

**Explanation** The interface manager attempted 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 require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the information you have gathered.

## 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.

**Explanation** An IP address for the Internet Group Management Protocol (IGMP) querier was not configured at either the global or per-VLAN level. [dec] is the VLAN number.

**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.

**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 number.

**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.

**Explanation** IGMP snooping was detected in a disabled state on this VLAN. The IGMP querier function should not be operationally enabled when IGMP snooping is disabled. [dec] is the VLAN numbers.

**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.

**Explanation** PIM is disabled on the SVI, and the IGMP querier function is now enabled. [dec] is the VLAN number.

**Recommended Action** No action 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.

**Explanation** IGMP snooping was enabled. As a result, the IGMP querier function is now enabled. [dec] is the VLAN number.

**Recommended Action** No action 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 installed in the switch. [chars] is the component.

**Recommended Action** Contact your Cisco sales representative for assistance.

## 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.

## MAC\_LIMIT Messages

This section contains messages that pertain to entries in the MAC address table.

**Error Message** MAC\_LIMIT-4-DROP: Vlan [dec] with Configured limit = [dec] has currently [dec] Entries.

**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** Contact your system administrator to configure this action.

**Error Message** MAC\_LIMIT-4-ENFORCE: Enforcing limit on Vlan [dec] with Configured limit = [dec].

**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** Contact your system administrator to configure this action.

**Error Message** MAC\_LIMIT-4-EXCEED: Vlan [dec] with Configured limit = [dec] has currently [dec] Entries.

**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** Contact your system administrator to configure this action.

## MAC\_MOVE Messages

**Error Message** MAC\_MOVE-4-NOTIF: Host [enet] in vlan [dec] is flapping between port [chars] and port [chars].

**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.

## 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 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 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 required.

## PHY Messages

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

**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].

**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].

**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 1-5](#).

**Error Message** PHY-4-SFP\_NOT\_SUPPORTED: The SFP in [chars] is not supported

**Explanation** The SFP module type is not supported on this switch. [chars] is the interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports” section on page 1-5](#).

**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 1-5](#).

**Error Message** PHY-4-UNSUPPORTED\_TRANSCEIVER: Unsupported transceiver found in [chars]

**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].

**Explanation** When IGMP snooping is disabled, Protocol Independent Multicast (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 required.

**Error Message** PIMSN-6-IGMPSN\_VLAN: PIM Snooping runtime mode on vlan [dec] [chars] due to IGMP Snooping [chars].

**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 required.

## PLATFORM Messages

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

**Explanation** The system is trying to display the failure message from the previous failure. [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 1-5.](#)



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



**Note** This message applies only to the Cisco ME 3400E and ME 3400 switches.

**Explanation** There are too many VLANs and routed ports. [chars] is the short interface name, such as Gi0/1, 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.

## PLATFORM\_ENV Messages

**Error Message** PLATFORM\_ENV-1-DUAL\_PWR: Faulty internal power supply [chars] detected.



**Note** This message applies only to the Cisco ME 3400E and ME 3400 switches.

**Explanation** A faulty internal power supply was detected in one of the two power supplies on the switch. [chars] is the power supply 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 1-5.

**Error Message** PLATFORM\_ENV-1-EXTERNAL\_ALARM\_CONTACT\_ASSERT: Alarm asserted: %s.



**Note** This message applies only to the Cisco ME 3400E switch.

**Explanation** An error condition was detected on an external alarm contact.

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

**Error Message** PLATFORM\_ENV-1-EXTERNAL\_ALARM\_CONTACT\_CLEAR: Alarm cleared: %s.



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**Note** This message applies only to the Cisco ME 3400E switch.

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**Explanation** An error condition was cleared on external alarm contact.

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

**Error Message** PLATFORM\_ENV-1-FRU\_PS\_FAN\_FAILED: Faulty PS%s fan detected.



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**Note** This message applies only to the Cisco ME 3400E switch.

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**Explanation** A power-supply fan failure was detected.

**Recommended Action** Replace the faulty fan.

**Error Message** PLATFORM\_ENV-1-FRU\_PS\_FAN\_OK: PS%s fan ok.



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**Note** This message applies only to the Cisco ME 3400E switch.

---

**Explanation** The power-supply fan module is working correctly.

**Recommended Action** No action required.

**Error Message** PLATFORM\_ENV-1-FRU\_PS\_OIR: FRU Power Supply %s.



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**Note** This message applies only to the Cisco ME 3400E switch.

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**Explanation** A power-supply module was inserted or removed.

**Recommended Action** No action required.

# PLATFORM\_PBR Messages

**Note**

These messages apply only to the Cisco ME 3400E and ME 3400 switches.

**Error Message** PLATFORM\_PBR-2-NO\_RMAP: Cannot create PBR data structures for route-map [chars].

**Explanation** The policy based routing (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.

**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].

**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.

**Explanation** The route-map attached to an interface for policy routing contains an action that is not supported. 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.

**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.

**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 required.

**Error Message** PLATFORM\_PBR-4-SDM\_MISMATCH: [chars] requires sdm template routing.

**Explanation** The routing template is not enabled. [chars] is the text string PBR.

**Recommended Action** Modify the Switch Database Management (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-IFCOUNTERERROR: 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 1-5.

**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 1-5.

**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 1-5.

## PLATFORM\_SPAN Messages

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

**Explanation** The egress Switched Port Analyzer (SPAN) rates are falling because SPAN is enabled with multicast routing or fallback bridging.

**Recommended Action** Find out more about the error by using the **show tech-support** privileged EXEC command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with 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.

# PLATFORM\_UCAST Messages

**Note**

These messages apply only to the Cisco ME 3400E and ME 3400 switches.

**Error Message** PLATFORM\_UCAST-3-ADJ: [chars].

**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 1-5](#).

**Error Message** PLATFORM\_UCAST-3-ARP: [chars].

**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 1-5](#).

**Error Message** PLATFORM\_UCAST-3-CEF: [chars].

**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 1-5](#).

**Error Message** PLATFORM\_UCAST-3-DYNAMIC: [chars].

**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 1-5](#).

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

**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 1-5](#).

**Error Message** PLATFORM\_UCAST-3-HSRP: [chars].

**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 1-5](#).

**Error Message** PLATFORM\_UCAST-3-INTERFACE: [chars].

**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 1-5](#).

**Error Message** PLATFORM\_UCAST-3-RPC: [chars].

**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 1-5.

**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

**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 ip unicast failed route** privileged EXEC command lists the failed prefixes.

**Recommended Action** No action required.

## 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 1-5.

**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 mapped-vlan-id (MVID). The first [dec] is the VLAN ID, and the second [dec] is the MVID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the [“Error Message Traceback Reports”](#) section on page 1-5.



**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 1-5.

## PM Messages

The port manager (PM) is a state machine that controls all the logical and physical interfaces. All features, such as VLANs, UDLD, and so forth, work with the port manager to provide switch functions.

**Error Message** PM-2-LOW\_SP\_MEM: Switch process available memory is less than [dec] bytes.

**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 1-5.

**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 Cisco 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 1-5.

**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 1-5.

**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 1-5.

**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 1-5.

**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 1-5](#).

**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 1-5](#).

**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 1-5](#).

**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 1-5](#).

**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 1-5.

**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 1-5.

**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 1-5.

**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). [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** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with 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.

**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 1-5](#).

**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 1-5](#).

**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 1-5](#).

**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 1-5](#).

**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 1-5](#).

**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 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 1-5](#).

**Error Message** PM-4-PORT\_BOUNCED: Port [chars] was bounced by [chars].

**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 required.

**Error Message** PM-4-PVLAN\_TYPE\_CFG\_ERR: Failed to set VLAN [dec] to a [chars] VLAN.

**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 1-5](#).

**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 1-5.

**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 1-5.

## 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 required.

**Error Message** PORT\_SECURITY-6-ADDRESSES\_REMOVED: Maximum system secure address count reached. Some secure addresses configured on port [chars] removed.

**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 required.

**Error Message** PORT\_SECURITY-6-VLAN\_REMOVED: VLAN [int] 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 required.

## QOSMGR Messages

**Error Message** QOSMGR-3-CANNOT\_ERR\_DISABLE\_DUE\_TO\_INTERNAL\_ERR: Can not put port in err-disable due to an internal error [chars].

**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 1-5.

**Error Message** QOSMGR-3-HW\_PROGRAM\_PORT\_SHAPE\_FAIL: Error in programming hardware for port shape for interface [chars].

**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 1-5](#).

**Error Message** QOSMGR-3-HW\_PROGRAM\_SHAPE\_CLASS\_FAIL: Error in programming hardware for port shape for interface [chars].

**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 1-5](#).

**Error Message** QOSMGR-3-HW\_PROGRAM\_POL\_RATE\_FAIL: Error in programming the configured police rate in policy class [chars].

**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 1-5](#).

**Error Message** QOSMGR-3-FAIL\_TO\_MATCH\_QOS\_LABEL: Failed to match to QoS labels.

**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 1-5](#).

**Error Message** QOSMGR-3-FAIL\_TO\_UPDATE\_TX\_QOS\_LABEL: Failed to update transmit QoS label to queue mapping.

**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 1-5](#).

**Error Message** QOSMGR-3-HW\_PROGRAM\_Q\_SHAPE\_FAIL: Error in programming hardware for queue shape in policy class.

**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 1-5](#).

**Error Message** QOSMGR-3-POLICER\_PER\_PORT\_EXCEEDED: Policers per port limit exceeded in hardware.

**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 1-5](#).

**Error Message** QOSMGR-3-HW\_PROGRAM\_WRITE\_PORT\_POLICER\_FAIL: Failed to program port policer.

**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 1-5](#).

**Error Message** QOSMGR-3-CANNOT\_ALLOC\_POL\_FOR\_PLCMAP: Failed to allocate policer for policy-maps.

**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 1-5.

**Error Message** QOSMGR-3-FAIL\_GET\_AGG\_POLICER: Failed to get aggregate policers.

**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 1-5.

**Error Message** QOSMGR-3-FAIL\_UPDATE\_HARDWARE\_FOR\_TBLMAP: Failed to update hardware for table-map.

**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 1-5.

**Error Message** QOSMGR-3-UPDATE\_QUEUE\_TSHLDD\_FAIL: Failed to update queue threshold.

**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 1-5.

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

**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 1-5](#).

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

**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 1-5](#).

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

**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 1-5](#).

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

**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 1-5](#).

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

**Explanation** An internal software error has occurred. [hex] [hex] [hex] [hex] are the software-computed queue pointer values. The parameters provide error details for Cisco 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 1-5](#).

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

**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 1-5](#).

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

**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 1-5](#).

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

**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 1-5](#).

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

**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 1-5](#).

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

**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 1-5](#).

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

**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 1-5](#).

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

**Explanation** An internal software error has occurred. [dec] is the invalid filter type identification.

**Recommended Action** Check if any other messages indicate resource failure. If other messages indicate that the hardware resources are exceeded, retry the command with a smaller configuration. Find out more about the error by using the **show tech-support** privileged EXEC command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with 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](#).

**Error Message** QOSMGR-3-INITIALIZING\_INTERNAL\_LINK\_FAIL: Failed to initialize internal link [dec].

**Explanation** An internal software error has occurred. [dec] is the interface.

**Recommended Action** Check if any other messages indicate resource failure. If other messages indicate that the hardware resources are exceeded, retry the command with a smaller configuration. Find out more about the error by using the **show tech-support** privileged EXEC command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with 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](#).

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

**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 1-5](#).

**Error Message** QOSMGR-4-HARDWARE\_PROGRAMMING\_ERROR: Hardware programming error encountered for policymap [chars].

**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 1-5](#).

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

**Explanation** The policy-map configuration has exceeded the limitation of the hardware. 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 hardware, which is not allowed, causes 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].

**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** QOSMGR-4-QOSLABEL\_EXCEED\_MAX: Hardware limitation was reached for policymaps.

**Explanation** The policy map configuration has exceeded the limitations of the hardware, specifically the number of QoS labels. The QoS label entries needed by this particular policy map configuration, along with the ones already allocated for any other policy maps attached to interfaces, cause the total number of required entries to exceed the limit supported by the hardware for the switch.

**Recommended Action** Reconfigure the class map, reduce number of classes in the policy map, or reduce or reconfigure the actions associated with classes to reduce the number of QoS labels.

**Error Message** QOSMGR-4-QOS\_TCAM\_RESOURCE\_EXCEED\_MAX: Exceeded a maximum of QoS TCAM resources.

**Explanation** The number of QoS TCAM entries required for all attached QoS policies exceeds the maximum number of QoS TCAM entries.

**Recommended Action** Reconfigure the class map or reduce the number of classes in the policy map to reduce the number of TCAM entries.

**Error Message** QOSMGR-4-VLAN\_LABEL\_EXCEED\_MAX: Exceeded a maximum of active vlan classifications.



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**Note** This message applies only to the Cisco ME 3400E and ME 3400 switches.

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**Explanation** The number of VLAN classifications required for all attached per-port, per-VLAN QoS policies exceeds the maximum number of VLAN classifications that are supported by this hardware.

**Recommended Action** Reconfigure the attached per-port, per-vlan QoS policies to reduce the number of VLANs used for classification.

# REP Messages

**Note**

These messages apply only to the Cisco ME 3400E and ME 3400 switches.

**Error Message** REP-3-INVALIDPKT: received invalid pkt: [chars]

**Explanation** The switch has received an invalid Resilient Ethernet Protocol (REP) packet. [chars] is information about the invalid packet.

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

**Error Message** REP-3-NOPPPLOC: [traceback] Failed to create REP LSL Fast Hello Process

**Explanation** The switch cannot exchange hello packets with its REP neighbors because the Link Status Layer (LSL) age timer is set to more than 3 seconds.

**Recommended Action** Reload the switch.

**Error Message** REP-4-LINKSTATUS: [chars] (segment [dec]) is [chars]

**Explanation** The REP-interface link status has changed. The first [chars] is the interface name. The [dec] is the REP segment number of the interface, and the second [chars] is the new link status.

**Recommended Action** No action required.

**Error Message** REP-5-PREEMPTIONFAIL: can not perform preemption on segment [dec] due to [char]

**Explanation** The REP preempt operation failed. This could be due to an invalid port ID or a neighbor\_offset number specified with the **rep block port** interface configuration command. This could also be caused by entering the **rep block port preferred** interface configuration command if there is no REP port configured with the **preferred** keyword. [dec] is the segment number, and [char] is the reason for the failure.

**Recommended Action** Correct the configuration. Run REP manual preemption on the primary edge port by using the **rep preempt segment** command.

## 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** An event was not processed. The first [hex] is the major event number, and the second [hex] is the minor event 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 information you have gathered.

## 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\_VP: Received BPDU on port [chars], vlan [dec] with BPDU Guard enabled. Disabling vlan.

**Explanation** A Bridge Protocol Data Unit (BPDU) was received on an interface and a VLAN. The spanning tree BPDU guard feature was enabled and configured to shut down the VLAN. The VLAN was placed in the error-disabled state. [chars] is the interface, and [dec] is the VLAN.

**Recommended Action** Either remove the device sending BPDUs, or disable the BPDU guard feature. The BPDU guard feature can be configured locally on the interface or globally on all ports that have Port Fast enabled. 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 appropriate.

**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].

**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** Identify the local ports using the **show interfaces status err-disabled** privileged EXEC command, and then check the EtherChannel configuration on the remote device by using the **show etherchannel summary** privileged EXEC command on the remote device. After the configuration is correct, enter the **shutdown** and then **no shutdown** interface configuration commands on the associated port-channel interfaces.

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

**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 placed in 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 Spanning Tree Protocol (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 required.

**Error Message** SPANTREE-2-PVSTSIM\_FAIL: Superior PVST BPDU received on VLAN [dec] port [chars], claiming root [dec]:[enet]. Invoking root guard to block the port.

**Explanation** Root guard blocked a port that might cause a spanning-tree loop. When a PVST+ switch is connected to an Multiple Spanning Tree (MST) switch, the Internal Spanning Tree (IST) root (MSTOO) becomes the root for all PVST+ spanning trees. A loop can occur if any of the PVST+ spanning trees have a better root than IST. To prevent the loop, root guard blocks the port on the MST switch that receives the superior message from the PVST+ side. The first [dec] is the VLAN ID, [chars] is the short interface name, such as Gi0/1, the second [dec] is the root bridge priority, and [enet] is the root bridge MAC address.

**Recommended Action** When spanning tree converges after a new switch or switch port is added to the topology, root guard might temporarily block the port and then automatically restore it. If the port remains blocked, identify the root bridge from this error message, and configure a less favorable priority for the VLAN spanning tree. There could be other superior PVST roots, and the port cannot recover until all such roots are cleared. Alternatively, try disabling and then enabling the VLAN port.

**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 (none or 802.1Q). 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 1-5.

**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 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 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 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 1-5](#).

**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 using the **no shutdown** interface configuration command.

**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 1-5](#).

**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 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 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 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 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 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 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 (*none* 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 required.

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

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

**Recommended Action** Verify that the configuration and operational state of the listed interface and that of the interface to which it is connected are in the same mode (*access* or *trunk*). If the mode is trunk, verify that both interfaces have the same encapsulation (none 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 required.

## SPANTREE\_VLAN\_SW Messages

**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, first [chars] is the smallest VLAN number of those VLANs that cannot have spanning-tree instances created, and 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.

**Error Message** SPANTREE\_VLAN\_SHIM-3-ADD\_REGISTRY\_FAILED: Subsystem [chars] fails to add callback function [chars]

**Explanation** A subsystem did not add its callback functions. Use this message only for debugging. The first [chars] is the subsystem name, and the second [chars] is the function name.

**Recommended Action** No action required.

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

**Explanation** The number of VLAN spanning-tree instances has reached the maximum limit. No additional VLAN instances will be created until the number of instances drops below the maximum limit. [dec] is the maximum, the first [chars] is the VLAN for which an STP instance is not created, and the second [chars] is the port number.

For example, when you are configuring spanning tree and the maximum is 128 instances:

- If the switch has already created 128 instances and you enter the **vlan 200-1000** global interface configuration command, the first [chars] is 200, and an STP instance for VLAN 200 is not created. STP instances are also not created for the remainder of the VLANs in the range.
- If the switch has already created 100 instances and you enter the **vlan 200-1000** global interface configuration command, the first [chars] is 228. The switch creates STP instances for VLAN 200 to VLAN 227, but not for VLAN 228. STP instances are also not created for the remainder of the VLANs in the range.

**Recommended Action** Reduce the number of active spanning-tree instances by either disabling some or deleting the VLANs associated with them. To create STP instances, manually create them. If you do not, the switch automatically creates an STP instances when a VLAN is created.

For example, if the switch has already created 128 instances and you want to create an STP instance for VLAN 200, remove a spanning-tree instance with one of these commands:

- To delete one of the VLANs, enter the **no vlan *vlan-id*** configuration command.
- To disable spanning tree on a per-VLAN basis. enter the **no spanning-tree *vlan-id*** configuration command.

Enter the **spanning-tree 200** configuration command to create an instance for VLAN 200.

## 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.

**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.

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

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

## SUPERVISOR Messages

The supervisor ASIC controls the CPU and the send and receive ports of the switch.

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

**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 1-5.

## SUPQ Messages

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

**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 1-5.

**Error Message** SUPQ-4-CPUHB\_RECV\_STARVE: [chars].

**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 1-5.

**Error Message** SUPQ-4-CPUHB\_SLOW\_TRANSMIT: [chars].

**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 1-5.

**Error Message** SUPQ-4-CPUHB\_TX\_FAIL: [chars].

**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 1-5.

**Error Message** SUPQ-4-PORT\_QUEUE\_STUCK: Port queue stuck for ASIC [dec] port [dec] queue [dec].

**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 1-5.

**Error Message** SUPQ-4-RECV\_QUEUE\_STUCK: Receive queue Stuck for ASIC [dec] queue [dec].

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the “[Error Message Traceback Reports](#)” section on page 1-5.

## SW\_DAI Messages



### Note

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These messages apply only to the Cisco ME 3400E and ME 3400 switches.

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**Error Message** SW\_DAI-4-ACL\_DENY: [dec] Invalid ARPs ([chars]) on [chars], vlan [dec]. ([enet]/[chars]/[enet]/[chars]/[time-of-day]).

**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 ACLs either explicitly or implicitly deny packets (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 required.

**Error Message** SW\_DAI-4-DHCP\_SNOOPING\_DENY: [dec] Invalid ARPs ([chars]) on [chars], vlan [dec]. ([enet]/[chars]/[enet]/[chars]/[time-of-day]).

**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 of the sender and MAC address binding for the received VLAN is not 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 required.

**Error Message** SW\_DAI-6-DHCP\_SNOOPING\_PERMIT: [dec] ARPs ([chars]) on [chars], vlan [dec]. ([enet]/[chars]/[enet]/[chars]/[time-of-day]).

**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 required.

**Error Message** SW\_DAI-4-INVALID\_ARP: [dec] Invalid ARPs ([chars]) on [chars], vlan [dec]. ([enet]/[chars]/[enet]/[chars]/[time-of-day]).

**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 required.

**Error Message** SW\_DAI-4-PACKET\_BURST\_RATE\_EXCEEDED: [dec] packets received in [dec] seconds on [chars].

**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 placed in 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 required.

**Error Message** SW\_DAI-4-PACKET\_RATE\_EXCEEDED: [dec] packets received in [dec] milliseconds on [chars].

**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 placed in 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 required.



**Error Message** SW\_DAI-4-SPECIAL\_LOG\_ENTRY: [dec] Invalid ARP packets [[time-of-day]].

**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 required.

**Error Message** SW\_DAI-6-ACL\_PERMIT: [dec] ARPs ([chars]) on [chars], vlan [dec]. ([enet]/[chars]/[enet]/[chars]/[time-of-day])).

**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 required.

**Error Message** SW\_DAI-6-DHCP\_SNOOPING\_PERMIT: [dec] ARPs ([chars]) on [chars], vlan [dec]. ([enet]/[chars]/[enet]/[chars]/[time-of-day])).

**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 required.

## SW\_VLAN Messages

The VLAN manager receives information from the VTP and enables the VLAN membership on all interfaces through the port manager.

**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 1-5.

**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 1-5.

**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 1-5.

**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 1-5.

**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 number. [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 1-5](#).

**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 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 1-5](#).

**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 1-5](#).

**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 1-5](#).

**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 1-5](#).

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with 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](#).

**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, [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 1-5](#).

**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 1-5](#).

**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 required.

**Error Message** SW\_VLAN-4-VLAN\_CREATE\_FAIL: Failed to create VLANs [chars]: [chars].

**Explanation** The specified VLANs could not be created. The port manager might not have completed the VLAN creation requests because the VLANs already exist as internal VLANs. The first [chars] is the VLAN ID, and the second [chars] describes the error.

**Recommended Action** Check the internal VLAN usage by using **show vlan internal usage** privileged EXEC command, reconfigure the feature that is using the internal VLANs, and try to create the VLANs again. If this message appears again, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with 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](#).

**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 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 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 required.

## TCAMMGR Messages

**Error Message** TCAMMGR-3-GROW\_ERROR: cam region [dec] can not grow.

**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 1-5](#).

**Error Message** TCAMMGR-3-HANDLE\_ERROR: cam handle [hex] is invalid.

**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 1-5](#).

**Error Message** TCAMMGR-3-INDEX\_ERROR: cam value/mask index [dec] is invalid.

**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 1-5](#).

**Error Message** TCAMMGR-3-MOVE\_ERROR: cam entry move from index [int] to index [int] failed.

**Explanation** A CAM entry could not be moved from one index to another. [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 1-5](#).

**Error Message** TCAMMGR-3-REGION\_ERROR: cam region [dec] is invalid.

**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 1-5](#).

**Error Message** TCAMMGR-3-REGMASK\_ERROR: invalid cam region [dec] mask [dec] pair.

**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 1-5.

## UDLD Messages

**Error Message** UDLD-0-STOPPED:UDLD process stopped:[chars].

**Explanation** The UniDirectional Link Detection (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. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with 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.

## VQPCLIENT Messages

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

**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 on the interface.

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

**Explanation** The VMPS has specified an unknown VLAN name. [chars] is the invalid VLAN name.

**Recommended Action** Ensure that the VLAN exists on the switch. Verify the VMPS configuration by using the **show vmps** privileged EXEC command.