Catalyst 3750-X, 3750-E, 3560-X, and 3560-E Switch System Message Guide

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Catalyst 3750-X, 3750-E, 3560-X, and 3560-E Switch System Message Guide

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Preface

Purpose

This guide describes the Catalyst 3750-X, 3750-E, 3560-X, or 3560-E switch or the Catalyst 3750-X or 3750-E switch stack-specific system messages that you might encounter. For a complete list of Cisco IOS system error messages, see the *Cisco IOS Software System Error Messages, Cisco IOS Release 12.2* available from the Cisco.com home page by choosing **Technical Support & Documentation > Documentation > Cisco IOS Software**.

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

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

Conventions

This publication uses these conventions to convey instructions and information:

Command descriptions use these conventions:

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

Interactive examples use these conventions:

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

Notes use this convention and symbol:

Note Means *reader take note*. Notes contain helpful suggestions or references to materials not contained in this manual.

Related Publications

- Catalyst 3750-X switch:
  http://www.cisco.com/en/US/products/ps10745/tsd_products_support_series_home.html
- Catalyst 3750-E switch:
  http://www.cisco.com/en/US/products/ps7077/tsd_products_support_series_home.html
- Catalyst 3560-X switch:
  http://www.cisco.com/en/US/products/ps10744/tsd_products_support_series_home.html
- Catalyst 3560-E switch:
  http://www.cisco.com/en/US/products/ps7078/tsd_products_support_series_home.html

Note

- For initial configuration information, see the "Using Express Setup" chapter in the getting started guide or the "Configuring the Switch with the CLI-Based Setup Program" appendix in the hardware installation guide.
- For device manager requirements, see the "System Requirements" section in the release notes.
- For Network Assistant requirements, see the *Getting Started with Cisco Network Assistant*.
- For cluster requirements, see the *Release Notes for Cisco Network Assistant*.
- For upgrade information, see the "Downloading Software" section in the release notes.

Catalyst 3750-X and 3560-X switches:

- *Release Notes for the Catalyst 3750-X and 3560-X Switches*
- *Catalyst 3750-X and 3560-X Switch Getting Started Guide*
- *Catalyst 3750-X and 3560-X Switch Hardware Installation Guide*
- *Installation Notes for the Catalyst 3750-X and 3560-X Power Supply Modules*
- *Installation Notes for the Catalyst 3750-X and 3560-X Fan Module*
- *Installation Notes for the Catalyst 3750-X and 3560-X Network Modules*
- *Regulatory Compliance and Safety Information for the Catalyst 3750-X and 3560-X Switches*
- *Catalyst 3750-X and 3560-X Switch Software Configuration Guide*
- *Catalyst 3750-X and 3560-X Switch Command Reference*
- *Catalyst 3750-X, 3750-E, 3560-X and 3560-E Switch System Message Guide*
- *Cisco Software Installation Document*

Catalyst 3750-E and Catalyst 3560-E switches:

- *Release Notes for the Catalyst 3750-E and 3560-E Switches*
- *Catalyst 3750-E and 3560-E Switch Hardware Installation Guide*
- *Regulatory Compliance and Safety Information for the Catalyst 3750-E and 3560-E Switches*
- *Installation Note for the Catalyst 3750-E and Catalyst 3560-E Switches, and RPS 2300 Power Supply Modules*
- *Installation Note for the Catalyst 3750-E and 3560-E Switch Fan Modules*
- *Catalyst 3750-E and 3560-E Switch Software Configuration Guide*
- *Getting Started Guide for the Catalyst 3750-E Switch*
- *Getting Started Guide for the Catalyst 3560-E Switch*
- *Catalyst 3750-E and 3560-E Switch Command Reference*
- *Cisco Software Activation and Compatibility Document*
- *Cisco Redundant Power System 2300 Hardware Installation Guide*
- *Installation Note for the Cisco TwinGig Converter Module*

See these documents for other information about the switches:

- *Getting Started with Cisco Network Assistant*
- *Release Notes for Cisco Network Assistant*
- For information about the Network Admission Control (NAC) features, see the *Network Admission Control Software Configuration Guide*
- Information about Cisco SFP, SFP+, and GBIC modules is available from this Cisco.com site:

  http://www.cisco.com/en/US/products/hw/modules/ps5455/prod_installation_guides_list.html

  SFP compatibility matrix documents are available from this Cisco.com site:

  http://www.cisco.com/en/US/products/hw/modules/ps5455/products_device_support_tables_list.html

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

CHAPTER 1

System Message Overview

This guide describes the Catalyst 3750-X, 3750-E, 3560-X, or 3560-E-specific system messages. The system software sends these messages to the console (and, optionally, to a logging server on another system). Not all system messages mean problems with your system. Some messages are informational, and others can help diagnose problems with communications lines, internal hardware, or the system software.

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

How to Read System Messages

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

seq no:timestamp: %facility-severity-MNEMONIC:description (hostname-n) (Catalyst 3750-X or 3750-E switches)

seq no:timestamp: %facility-severity-MNEMONIC:description (Catalyst 3560-X or 3560-E switches)

By default, a switch sends the output from system messages to a logging process. In a switch stack, stack members append their hostnames to the output from system messages and redirect the output to the logging process on the stack master.

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

%FACILITY-SEVERITY-MNEMONIC: Message-text

- FACILITY is two or more uppercase letters that show the facility to which the message refers. A facility can be a hardware device, a protocol, or a module of the system software.

  These messages are described in Chapter 2, "Message and Recovery Procedures," in alphabetical order by facility code, with the most severe (lowest number) errors described first.

Table 1-1 Facility Codes

Facility Code	Description	Location
ACLMGR	ACL manager	"ACLMGR Messages" section on page 2-3
BACKUP_INTERFACE	Flex Links	"BACKUP_INTERFACE Messages" section on page 2-8
BADTRANSCEIVER	Defective transceiver messages (Catalyst 3750-X and 3750-E switches)	"BADTRANSCEIVER Messages" section on page 2-8
BSPATCH	Boot loader patch	"BSPATCH Messages" section on page 2-8
CFGMGR	Configuration manager (Catalyst 3750-X and 3750-E switches)	"CFGMGR Messages" section on page 2-9
CLS_ACC	Consoleless access	"CLS_ACC Messages" section on page 2-11
CMP	Cluster Membership Protocol	"CMP Messages" section on page 2-15
DHCP_SNOOPING	DHCP snooping	"DHCP_SNOOPING Messages" section on page 2-17
DOT1X	802.1x	"DOT1X Messages" section on page 2-20
DOT1X_SWITCH	802.1x for switches	"DOT1X_SWITCH Messages" section on page 2-23
DTP	Dynamic Trunking Protocol	"DTP Messages" section on page 2-26
DWL	Down-when-looped	"DWL Messages" section on page 2-27
EC	EtherChannel	"EC Messages" section on page 2-28
ETHCNTR	Ethernet controller	"ETHCNTR Messages" section on page 2-32
EXPRESS_SETUP	Express Setup	"EXPRESS_SETUP Messages" section on page 2-34
FRNTEND_CTRLR	Front-end controller (Catalyst 3750-X and 3750-E switches)	"FRNTEND_CTRLR Messages" section on page 2-35
GBIC_SECURITY	GBIC module and small form-factor pluggable (SFP) module security	"GBIC_SECURITY Messages" section on page 2-35
GBIC_SECURITY_CRYPT	GBIC and SFP module security	"GBIC_SECURITY_CRYPT Messages" section on page 2-36
GBIC_SECURITY_UNIQUE	GBIC and SFP module security	"GBIC_SECURITY_UNIQUE Messages" section on page 2-37
HARDWARE	Hardware	"HARDWARE Messages" section on page 2-38

Table 1-1 Facility Codes (continued)

Facility Code	Description	Location
HLFM	Local forwarding manager	"HLFM Messages" section on page 2-40
HPSECURE	Port security (Catalyst 3750-X and 3750-E switches)	"HPSECURE Messages" section on page 2-42
IGMP_QUERIER	Internet Group Management Protocol (IGMP) querier	"IGMP_QUERIER Messages" section on page 2-42
ILPOWER	Power over Ethernet (PoE)	"ILPOWER Messages" section on page 2-43
IMAGEMGR	Image manager (Catalyst 3750-X and 3750-E switches)	"IMAGEMGR Messages" section on page 2-47
IP_DEVICE_TRACKING	IP device tracking	"IP_DEVICE_TRACKING Messages" section on page 2-48
MAC_MOVE	Host activity	"MAC_MOVE Messages" section on page 2-48
PHY	PHY	"PHY Messages" section on page 2-49
PIMSN	Protocol Independent Multicast (PIM) snooping	"PIMSN Messages" section on page 2-50
PLATFORM	Low-level platform-specific	"PLATFORM Messages" section on page 2-51
PLATFORM_ENV	Platform environment	"PLATFORM_ENV Messages" section on page 2-52
PLATFORM_FBM	Platform fallback bridging manager	"PLATFORM_FBM Messages" section on page 2-58
PLATFORM_HCEF	Cisco Express Forwarding	"PLATFORM_HCEF Messages" section on page 2-59
PLATFORM_HPLM	Platform pseudo-label manager	"PLATFORM_HPLM Messages" section on page 2-59
PLATFORM_IPC	Platform Interprocess Communication Protocol (Catalyst 3750-X and 3750-E switches)	"PLATFORM_IPC Messages" section on page 2-60
PLATFORM_IPv6_UCAST	IP Version 6 Unicast	"PLATFORM_IPv6_UCAST Messages" section on page 2-61
PLATFORM_PBR	Platform policy-based routing	"PLATFORM_PBR Messages" section on page 2-62
PLATFORM_PM	Platform port manager	"PLATFORM_PM Messages" section on page 2-63
PLATFORM_RPC	Platform remote procedure call (Catalyst 3750-X and 3750-E switches)	"PLATFORM_RPC Messages" section on page 2-64

Table 1-1 Facility Codes (continued)

Facility Code	Description	Location
PLATFORM_SPAN	Platform switched port analyzer	"PLATFORM_SPAN Messages" section on page 2-66
PLATFORM_STACKPOWER	Platform stack power	"PLATFORM_STACKPOWER Messages" section on page 2-67
PLATFORM_UCAST	Platform unicast routing	"PLATFORM_UCAST Messages" section on page 2-76
PLATFORM_VLAN	Platform VLAN	"PLATFORM_VLAN Messages" section on page 2-78
PLATFORM_WCCP	Platform WCCP	"PLATFORM_WCCP Messages" section on page 2-79
PM	Port manager	"PM Messages" section on page 2-79
PORT_SECURITY	Port security	"PORT_SECURITY Messages" section on page 2-87
PT	Protocol tunneling	"PT Messages" section on page 2-88
QOSMGR	QoS manager	"QOSMGR Messages" section on page 2-89
RMON	Remote Network Monitoring (RMON)	"RMON Messages" section on page 2-94
SDM	Switch Database Manager (Catalyst 3750-X and 3750-E switches)	"SDM Messages" section on page 2-94
SPAN	Switched port analyzer	"SPAN Messages" section on page 2-95
SPANTREE	Spanning tree	"SPANTREE Messages" section on page 2-96
SPANTREE_FAST	Spanning-tree fast convergence	"SPANTREE_FAST Messages" section on page 2-104
SPANTREE_VLAN_SW	Spanning-tree VLAN switch	"SPANTREE_VLAN_SW Messages" section on page 2-104
STACKMGR	Stack manager (Catalyst 3750-X and 3750-E switches)	"STACKMGR Messages" section on page 2-104
STORM_CONTROL	Storm control	"STORM_CONTROL Messages" section on page 2-106
SUPERVISOR	Supervisor ASIC	"SUPERVISOR Messages" section on page 2-107
SUPQ	Supervisor queue	"SUPQ Messages" section on page 2-107

Table 1-1 Facility Codes (continued)

Facility Code	Description	Location
SW_DAI	Dynamic ARP inspection	"SW_DAI Messages" section on page 2-109
SW_MACAUTH	MAC address authentication	"SW_MACAUTH Messages" section on page 2-111
SW_MATM	MAC address table manager	"SW_MATM Messages" section on page 2-112
SW_VLAN	VLAN manager	"SW_VLAN Messages" section on page 2-112
SW_QOS_TB	QoS trusted boundary	"SWITCH_QOS_TB Messages" section on page 2-118
TCAMMGR	Ternary content addressable memory manager	"TCAMMGR Messages" section on page 2-119
UDLD	UniDirectional Link Detection	"UDLD Messages" section on page 2-120
UFAST_MCAST_SW	UplinkFast packet transmission	"UFAST_MCAST_SW Messages" section on page 2-122
VQPCLIENT	VLAN Query Protocol client	"VQPCLIENT Messages" section on page 2-122
WCCP	Web Cache Communication Protocol (WCCP)	"WCCP Messages" section on page 2-123

- SEVERITY is a single-digit code from 0 to 7 that reflects the severity of the condition. The lower the number, the more serious the situation.

Table 1-2 Message Severity Levels

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

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

Table 1-3 Variable Fields

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

All syslog messages generated by a Catalyst 3750-X or 3750-E switch other than the master switch appear with (*Switch-x*) where *Switch-x* is the number of the stack member generating the message. Syslog messages generated by the master switch appear with no hostname string.

This example shows a partial switch system message on a switch other than a Catalyst 3750-E:

```
00:00:46: %LINK-3-UPDOWN: Interface Port-channel1, changed state to up
00:00:47: %LINK-3-UPDOWN: Interface GigabitEthernet0/1, changed state to up
00:00:47: %LINK-3-UPDOWN: Interface GigabitEthernet0/2, changed state to up
00:00:48: %LINEPROTO-5-UPDOWN: Line protocol on Interface Vlan1, changed state to down
00:00:48: %LINEPROTO-5-UPDOWN: Line protocol on Interface GigabitEthernet0/1, changed
state to down 2 *Mar  1 18:46:11: %SYS-5-CONFIG_I: Configured from console by vty2
(10.34.195.36)
18:47:02: %SYS-5-CONFIG_I: Configured from console by vty2 (10.34.195.36)
*Mar  1 18:48:50.483 UTC: %SYS-5-CONFIG_I: Configured from console by vty2 (10.34.195.36)
```

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

```
00:00:46: %LINK-3-UPDOWN: Interface Port-channel1, changed state to up
00:00:47: %LINK-3-UPDOWN: Interface GigabitEthernet1/0/1, changed state to up
00:00:47: %LINK-3-UPDOWN: Interface GigabitEthernet1/0/2, changed state to up
00:00:48: %LINEPROTO-5-UPDOWN: Line protocol on Interface Vlan1, changed state to down
00:00:48: %LINEPROTO-5-UPDOWN: Line protocol on Interface GigabitEthernet1/0/1, changed
state to down 2
*Mar  1 18:46:11: %SYS-5-CONFIG_I: Configured from console by vty2 (10.34.195.36)
18:47:02: %SYS-5-CONFIG_I: Configured from console by vty2 (10.34.195.36)
*Mar  1 18:48:50.483 UTC: %SYS-5-CONFIG_I: Configured from console by vty2 (10.34.195.36)

00:00:46: %LINK-3-UPDOWN: Interface Port-channel1, changed state to up (Switch-2)
00:00:47: %LINK-3-UPDOWN: Interface GigabitEthernet1/0/1, changed state to up (Switch-2)
00:00:47: %LINK-3-UPDOWN: Interface GigabitEthernet1/0/2, changed state to up (Switch-2)
00:00:48: %LINEPROTO-5-UPDOWN: Line protocol on Interface Vlan1, changed state to down
(Switch-2)
00:00:48: %LINEPROTO-5-UPDOWN: Line protocol on Interface GigabitEthernet1/0/1, changed
state to down 2 (Switch-2)
```

Error Message Traceback Reports

Some messages describe internal errors and contain traceback information. Include this information when you report a problem to your technical support representative.

This message example includes traceback information:

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

Some system messages ask you to copy the error messages and take further action.

Output Interpreter

The Output Interpreter provides additional information and suggested resolutions based on the output of many CLI commands, such as the **show tech-support** privileged EXEC command.

https://www.cisco.com/pcgi-bin/Support/OutputInterpreter/home.pl

Bug Toolkit

The Bug Toolkit provides information on open and closed caveats. You can search for all known bugs in a specific Cisco IOS Release.

http://tools.cisco.com/Support/BugToolKit/

Contacting TAC

If you cannot determine the nature of the error, see the "Obtaining Documentation and Submitting a Service Request" section on page ix for further information.

CHAPTER 2

Message and Recovery Procedures

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

Note 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.

ACLMGR Messages

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

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

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

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

Explanation This message means that 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 This message means that the platform-specific TCAM cannot support the number of configured ACLs. [dec] is the label number, and [chars] is the layer. The first [chars] is for Layer 3, and the second [chars] is for Layer 2. If only the Layer 2 or Later 3 hardware table is full, only one string appears, 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 This message means that the system ran out of CPU DRAM when trying to merge internally required elements with the configured access maps. The first [chars] is the access-map name, the second [chars] is the direction in which the map was applied (*input* or *output*), and [dec] is the label number.

Recommended Action Reduce other system activity to ease memory demands.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 (incoming or outgoing) 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 This message means that 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 1-7.

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

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

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

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

Explanation This message means that a software error occurred while trying to merge the configured output features. The first and second [dec] are the 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 1-7.

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

Explanation This message means that a 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 1-7.

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

Explanation This message means that 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 1-7.

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

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

Recommended Action No action is required.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that the ACL manager could not load the complete configuration into the hardware, so some features will be applied in the software. Some or all of the packets in a VLAN are forwarded by the CPU. Multicast packets might be dropped entirely instead of being forwarded. [chars] is the direction (*input* or *output*), and [dec] is the label number.

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

Error Message `ACLMGR-4-UNLOADINGFSPAN Unloading[chars]session[dec][chars]feature`

Explanation This message means that the ACL manager cannot store the flow-based Switched Port Analyzer (FSPAN) configuration, and this feature has been temporarily disabled for the specified session. The first [chars] is the type of FSPAN session: either *vlan-based FSPAN* for a VLAN FSPAN session or *port-based FSPAN* for a port FSPAN session. [dec] is the session number, and the second [chars] is the type of traffic being filtered: *MAC, IPv4, or IPv6*.

Recommended Action Specify an Switch Database Management (SDM) template that allocates more system resources for ACLs, simplify the ACL, or use the same ACLs on multiple interfaces.

Error Message `ACLMGR-4-RELOADEDFSPAN Reloading [chars] session [dec] [chars] feature`

Explanation This message means that the ACL manager can store the flow-based SPAN configuration for the specified session. One or more ACLs had previously been unloaded because of lack of hardware memory. The first [chars] is the type of FSPAN session: either *vlan-based FSPAN* for a VLAN FSPAN session or *port-based FSPAN* for a port FSPAN session. [dec] is the session number, and the second [chars] is the type of traffic being filtered: *MAC, IPv4, or IPv6*.

Recommended Action No action is required.

BACKUP_INTERFACE Messages

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

Explanation This message means that the switch is preempting the current forwarding interface in the backup interface pair. The first [chars] is the number of the current forwarding interface. The second and third [chars] are the names of the interfaces in the backup pair, and the fourth [chars] is the pre-preemption mode.

Recommended Action No action is required.

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

Explanation This message means that Flex Link VLAN load-balancing (VLB) detects a nontrunk port. [chars] is the interface name.

Recommended Action Change the interface to trunking mode.

BADTRANSCEIVER Messages

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

Explanation This message means that 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 This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

CFGMGR Messages

Note These messages apply only to the Catalyst 3750-X and 3750-E switches.

Error Message `CFGMGR-1-UNABLE_TO_SEND_RUN_CFG: unable to send running-cfg, bits: [hex], retrying...`

Explanation This message means that the system is unsuccessfully trying to distribute the running configuration to the stack member switches. [hex] is the bit representation of the switch number.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `CFGMGR-1-UNABLE_TO_SEND_STARTUP_CFG: unable to send startup-cfg, bits: [hex], retrying...`

Explanation This message means that the system is unsuccessfully trying to distribute the startup configuration file to the stack member switches. [hex] is the bit representation of the switch number.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

Explanation This message means that an error occurred when the system was automatically applying the startup configuration to the running configuration.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

Explanation This message means that a stack member switch attempted to write to the startup configuration file. Only the stack master can write to the startup configuration file.

Recommended Action No action is required.

Error Message `CFGMGR-5-UNABLE_TO_USE_PROVISIONED_CFG: Switch [dec] will receive the default configuration.`

Explanation This message means that the switch type of the specified switch does not match the provisioned configuration for its switch number. The default configuration is applied to this switch. [dec] is the stack member number.

Recommended Action No action is required.

Error Message `CFGMGR-6-APPLYING_RUNNING_CFG: as new master.`

Explanation This message means that a new stack master is applying the backed-up running configuration.

Recommended Action No action is required.

Error Message `CFGMGR-6-SPURIOUS_MEMBER_ADD: CFG MGR Recvd Spurious New Member Notification: [int].`

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

Recommended Action If this message recurs, copy it exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

Explanation This message means that the stack master is temporarily unable to generate the stack running configuration because another process is generating the configuration file.

Recommended Action No action is required. The action will be tried again.

Error Message `CFGMGR-6-UNABLE_TO_NVGEN_RUNNING_CFG: config file too large...`

Explanation This message means that the stack master cannot generate the stack running configuration because the configuration file is too large.

Recommended Action Remove some configuration commands.

CLS_ACC Messages

Error Message `CLS_ACC-2-CONFIG_NV_DATA: Express setup parameter committed. Default port role will be applied`

Explanation This message means that after the Express Setup settings are configured, the switch becomes a configured switch. The default port roles are automatically applied to all ports. You can now manually modify the port role configurations.

Recommended Action No action is required.

Error Message `CLS_ACC-2-MODE_ENTERED: Entering consoleless access mode [chars]`

Explanation This message means that the switch enters consoleless access mode. [chars] is the name of the mode.

Recommended Action No action is required.

Error Message `CLS_ACC-2-MODE_EXITED: Complete consoleless access from mode [chars]`

Explanation This message means that the switch exits from consoleless access mode. [chars] is the mode.

Recommended Action No action is required.

Error Message `CLS_ACC-2-NO_PROCESS: Process creation failure`

Explanation This message means that the system did not create the process to execute consoleless access.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `CLS_ACC-2-SETUP_BTN_PRS: [chars]`

Explanation This message means that pressing the Mode button for more than 5 seconds causes an unconfigured switch to go into Express Setup mode. Pressing the Mode button for more than 5 seconds does not affect an already configured switch. The switch does not go into Express Setup mode. [chars] is the mode.

Recommended Action No action is required.

Error Message `CLS_ACC-3-CONFIG_ERROR: [chars]`

Explanation This message means that the switch is not correctly configured for consoleless access mode and cannot go into that mode. [chars] is the mode.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `CLS_ACC-3-NO_ACC_INTF: Failed to find a free interface as consoleless access interface or failed to retrieve the access interface information`

Explanation This message means that the switch cannot find an interface to be the management interface for consoleless access.

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

contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `CLS_ACC-3-NOMEMORY: [chars]`

Explanation This message means that a request to configure the switch with consoleless access commands failed its memory allocation. [chars] describes whether processor memory allocation or I/O memory allocation failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `CLS_ACC-3-NOSOCKET: Fail to create DNS socket for consoleless access`

Explanation This message means that the socket creation process failed. The switch cannot go into consoleless access mode and stops.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `CLS_ACC-3-UNABLE_TO_RESET_CONFIG: [chars]`

Explanation This message means that the switch cannot reset the configuration.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `CLS_ACC-3-VLAN_CREATE_FAIL: Failed to allocate a free vlan as consoleless access vlan,use default mamagement vlan`

Explanation This message means that the switch cannot find a VLAN with an ID from 2 to1000 to be the management VLAN for consoleless access.

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

contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `CLS_ACC-4-NO_HTTP_PAGE: Failed to locate HTTP page for the consoleless access mode`

Explanation This message means that the switch cannot find the HTTP page that appears in Express Setup mode because the page is not on the flash memory.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `CLS_ACC-4-UNEXPECTEDEVENT: Switch does not support or not ready for consoleless access mode`

Explanation This message means that the switch does not support or is not ready to go into the consoleless access mode.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `CLS_ACC-5-CLRCFG: User cleared switch configurations under recovery mode`

Explanation This message means that the switch resets to the default configuration in recovery mode.

Recommended Action No action is required.

Error Message `CLS_ACC-5-RSTIMG: User reset switch image to factory default image under recovery mode`

Explanation This message means that in recovery mode, the switch image resets to the default image.

Recommended Action No action is required.

Error Message `CLS_ACC-7-ACC_INTF: Selected management interface: [chars] interface number: [dec]`

Explanation This message means that an interface has been selected for Express Setup. [chars] is the name of the interface, and [dec] is the number of the interface.

Recommended Action No action is required.

Error Message `CLS_ACC-7-ACC_VLAN: Selected vlan [dec] for consoleless access`

Explanation This message means that the switch assigned a VLAN to the management interface for consoleless access. [dec] is the VLAN ID.

Recommended Action No action is required.

Error Message `CLS_ACC-7-CONFIG: Save access intf config: if: [chars], port num: [dec], vlan [dec], admin-down?:[dec]`

Explanation This message means that the switch has saved the interface configuration. After the switch exits Express Setup mode and the management interface is configured, the saved configuration takes effect. [chars] is the name of the mode. The first [dec] is the port number, the second [dec] is the VLAN ID, and the third [dec] is the port status.

Recommended Action No action is required.

Error Message `CLS_ACC-7-CONFIG_SUCCESS: [chars]`

Explanation This message means that the management interface has been configured, or its original configuration has been restored. [chars] is the name of the configuration file.

Recommended Action No action is required.

CMP Messages

Error Message `CMP-4-MEM_CMPIP_ADDR_CONFLICT: Conflict with CMP IP address [IP_address], Reissuing a new CMP IP address to member [dec]`

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

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

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

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

Recommended Action No action is required.

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

Explanation This message means that the active or standby command switch received a member configuration. [dec] is the member number of the sender.

Recommended Action No action is required.

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

Explanation This message means that the management VLAN has changed. [dec] is the new management VLAN ID.

Recommended Action No action is required.

Error Message `CMP-5-NBR_UPD_SIZE_TOO_BIG: Number of neighbors in neighbor update is [int], maximum number of neighbors allowed in neighbor update is [int].`

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

Recommended Action No action is required.

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

Explanation This message means that the device is removed from the cluster. [chars] is the cluster name.

Recommended Action No action is required.

DHCP_SNOOPING Messages

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

Explanation This message means that 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 1-7.

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

Explanation This message means that the DHCP snooping binding transfer process failed because of the specified reason for failure. [chars] is the reason for the failure.

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

Explanation This message means that the DHCP snooping binding transfer process failed on a standby supervisor engine. [chars] is the standby supervisor engine.

Recommended Action No action is required.

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

Explanation This message means that the DHCP binding transfer process succeeded. [chars] is the DCHP snooping database.

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action required.

DOT1X Messages

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

Explanation This message means that the system memory is not sufficient to perform the 802.1x authentication. [chars] is the session ID.

Recommended Action Reduce other system activity to reduce memory demands.

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

Explanation This message means that the system did not start the 802.1x process.

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

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

Explanation This message means that the 802.1x process cannot operate because of an internal system error.

Recommended Action Reload the device.

Error Message `DOT1X-5-ERR_CHANNELLING: Dot1x cannot be enabled on Channelling ports.`

Explanation This message means that 802.1x authentication could not be enabled on the EtherChannel port. An attempt to set 802.1x port control to **auto** or to f**orce-unauthorized** mode on the channel port, which is not allowed, caused this condition.

Recommended Action Disable the EtherChannel on the interface, and then re-enable 802.1x authentication.

Error Message `DOT1X-5-ERR_DYNAMIC: Dot1x cannot be enabled on Dynamic ports.`

Explanation This message means that 802.1x authentication 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, caused this condition.

Recommended Action Disable dynamic mode on the interface, and then try 802.1x authentication.

Error Message `DOT1X-5-ERR_MULTI_ACCESS: Dot1x can not be enabled on voice vlan configured ports.`

Explanation This message means that 802.1x authentication could not be enabled on the voice VLAN-configured port. An attempt to set 802.1x port control to *auto* or *force-unauthorized* mode on a voice VLAN-configured port, which is not allowed, caused this condition.

Recommended Action Disable the voice VLAN on the interface, and then try 802.1x authentication.

Error Message `DOT1X-5-ERR_PROTO_TUNNELLING: Dot1x can not be enabled on protocol tunnelling enabled ports.`

Explanation This message means that 802.1x authentication could not be enabled on the protocol tunneling enabled port. This condition was caused by trying to set 802.1x port-control to *auto* or *force-unauthorized* mode on a protocol tunneling enabled port, which is not allowed.

Recommended Action Disable protocol tunnelling on the interface, and retry the 802.1x operation.

Error Message `DOT1X-5-ERR_PVLAN_EQ_VVLAN: Dot1x can not be enabled on a port with Access VLAN equal to Voice VLAN.`

Explanation This message means that 802.1x authentication could not be enabled on a port with the same VLAN for the access VLAN and the voice VLAN. An attempt to set 802.1x port control to *auto* or *force-unauthorized* mode on the port, which is not allowed, caused this condition.

Recommended Action Change the voice VLAN or access VLAN on the interface, and retry the 802.1x operation.

Error Message `DOT1X-5-ERR_RSPAN_VLAN: Dot1x can not be enabled on ports configured in Remote SPAN vlan.`

Explanation This message means that 802.1x authorization could not be enabled on the remote SPAN (RSPAN) VLAN port. An attempt to set 802.1x port-control to *auto* or *force-unauthorized* mode on a port assigned to an RSPAN VLAN, which is not allowed, caused this condition.

Recommended Action Disable RSPAN on the VLAN, and retry the 802.1x operation.

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

Explanation This message means that 802.1x and SPAN destination ports are mutually exclusive. [chars] is the port.

Recommended Action Disable the SPAN destination port configuration, and then reconfigure 802.1x authentication on the port.

Error Message `DOT1X-5-ERR_TRUNK: Dot1x can not be enabled on Trunk port.`

Explanation This message means that 802.1x authentication 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, caused this condition.

Recommended Action Disable trunking on the interface, and re-enable 802.1x authentication on the port.

Error Message `DOT1X-5-ERR_VLAN_INVALID: The VLAN [dec] is invalid and cannot be assiged for use on the Dot1x port [chars] Vlan`

Explanation This message means that the specified VLAN is out of range and cannot be assiged as an 802.1x port. [dec] is the VLAN, and [chars] is the 802.1x port.

Recommended Action Reconfigure the configuration to use a valid VLAN.

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

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

Recommended Action No action is required.

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

Explanation This message means that the 802.1x interface parameter is out of the specified range or is invalid. [chars] is the interface.

Recommended Action See the command-line help string for the valid 802.1x parameters.

Error Message `DOT1X-5-INVALID_MAC: Invalid MAC address(drop, zero, broadcast or multicast mac address) [enet] is trying to authenticate.`

Explanation This message means that authentication using 802.1x is not allowed for zero, broadcast, and multicast source MAC addresses. [enet] is the invalid MAC address.

Recommended Action Connect an 802.1x supported host to the 802.1x enabled port.

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

Explanation This message means that 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 is required.

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

Explanation This message means that authentication was successful. The first [chars] is the client ID, the second [chars] is the interface, and the third [chars] is the session ID.

Recommended Action No action is required

DOT1X_SWITCH Messages

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

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

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

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

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

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

Recommended Action Use a different VLAN.

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

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 This message means that 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 PVLAN host port, or use a valid secondary VLAN.

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

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 This message means that 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.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Explanation This message means that an attempt was made to assign a VLAN to a routed 802.1x port, which is not allowed. [dec] is the VLAN, and [chars] is the port.

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

DTP Messages

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

Explanation This message means that the system cannot negotiate trunks because of a lack of memory.

Recommended Action Reduce other system activity to ease memory demands.

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

Explanation This message means that a timer used by the trunking protocol unexpectedly expired. [chars] is the trunked interface.

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

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

Explanation This message means that the system cannot negotiate trunks because an internal operation generated an unexpected error.

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

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

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

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

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

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

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

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

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

Recommended Action This message is provided only for information.

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

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

Recommended Action This message is provided only for information.

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

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

Recommended Action This message is provided only for information.

DWL Messages

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

Explanation This message means that there is a loopback on the specified port that might be caused by a Token-Ring Type-1 cable connected to the port or a misconfiguration in the network. [chars] is the port.

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

EC Messages

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

Explanation This message means that either the LACP or the PAgP EtherChannel could not get 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 1-7.

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

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

Recommended Action No action is required.

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

Explanation This message means that a new aggregator cannot be allocated in the group. [dec] is the affected group.

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

Error Message `EC-5-CANNOT_BUNDLE1: Port-channel [chars] is down, port [chars] will remain stand-alone.`

Explanation This message means that 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 This message means that the interface has different interface attributes than the EtherChannel or the other ports in the EtherChannel. For the interface to join the bundle (EtherChannel), change the interface attributes to match the EtherChannel attributes. The first [chars] is the interface to be bundled, the second [chars] is the physical interface (a switch port or a routed port) that is already in the bundle, and the third [chars] is the reason for the incompatibility.

Recommended Action Change the interface attributes to match the EtherChannel attributes.

Error Message `EC-5-CANNOT_BUNDLE_LACP: [chars] is not compatible with aggregators in channel [dec] and cannot attach to them ([chars]).`

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

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

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

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

Recommended Action No action is required.

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

Explanation This message means that 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 This message means that 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 This message means that 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 This message means that 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 This message means that 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.`

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

Recommended Action Enable LACP on the remote side.

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

Explanation This message means that LACP is enabled on a Layer 3 interface but the remote port does not have LACP enabled. In this mode, the local port is put in a suspended state. [chars] is the interface name.

Recommended Action Enable LACP on the remote port.

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

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

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

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

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

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

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

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

Recommended Action No action is required.

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

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

Recommended Action Reconfigure the port removing the illegal configuration.

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

Explanation This message means that the switch cannot create the specified managed object. [chars] is the object name.

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

Explanation This message means that the switch could not add a function to the registry. [chars] is the registry name.

Recommended Action No action is required.

ETHCNTR Messages

Error Message `ETHCNTR-3-HALF_DUX_COLLISION_EXCEED_THRESHOLD: Collision at [chars] exceed threshold. Consider as loop-back.`

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

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

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

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

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

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

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

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

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

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

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

EXPRESS_SETUP Messages

Note For Express Setup with the Ethernet management port, see the CLS_ACC Messages section.

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

Explanation This message means that the system cannot reset the configuration. [chars] is a text string that explains why the reset failed. For example, `error renaming config file`, `error removing config file`, or `error removing private config file`.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `EXPRESS_SETUP-6-MODE_ENTERED.`

Explanation This message means that the Express Setup mode is active.

Recommended Action No action is required.

Error Message `EXPRESS_SETUP-6-MODE_EXITED.`

Explanation This message means that the Express Setup mode is no longer active.

Recommended Action No action is required.

FRNTEND_CTRLR Messages

Note These messages apply only to the Catalyst 3750-X and 3750-E switches.

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

Explanation This message means that there are too many messages in the queue between the front-end controller and the switch software.

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

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

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

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

GBIC_SECURITY Messages

Note The Catalyst 3750-X, 3750-E, 3560-X, and 3560-E switches support SFP modules and do not support GBIC modules. Although the error message text refers to GBIC interfaces and modules, the messages from the switches actually refer to the SFP and 10-Gigabit Ethernet module interfaces and modules.

Error Message `GBIC_SECURITY-4-EEPROM_CRC_ERR: EEPROM checksum error for GBIC in [chars].`

Explanation This message means that 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 This message means that 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 This message means that 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 This message means that 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 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 1-7.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

GBIC_SECURITY_CRYPT Messages

Note The Catalyst 3750-X, 3750-E, 3560-X, and 3560-E switches support SFP and 10-Gigabit Ethernet modules but do not support GBIC modules. Although the error message text refers to GBIC interfaces and modules, the messages from the switches actually refer to the SFP and 10-Gigabit Ethernet module interfaces and modules.

Error Message `GBIC_SECURITY_CRYPT-4-ID_MISMATCH: Identification check failed for GBIC in port [chars]`

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

Recommended Action Ensure that the Cisco IOS software running on the switch supports the SFP module. You might need to upgrade your software. Even if the SFP module is unrecognized by the switch, the SFP module might still operate properly but have limited functionality.

GBIC_SECURITY_UNIQUE Messages

Note The Catalyst 3750-X, 3750-E, 3560-X, and 3560-E switches support SFP and 10-Gigabit Ethernet modules and do not support GBIC modules. Although the error message text refers to GBIC interfaces and modules, the messages from the switches actually refer to the SFP and 10-Gigabit Ethernet 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 This message means that the SFP module was identified as a Cisco GBIC or SFP module, but its vendor ID and serial number match that of another interface on the system. The first [dec]/[dec] is the interface of the duplicate GBIC or SPF module, and the second [dec]/[dec] is the interface of the existing module.

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

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

Explanation This message means that 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 This message means that 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 these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7

Error Message `HARDWARE-2-FAN_ERROR: Fan Failure.`

Explanation This message means that the fan is not working.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

Explanation This message means that the temperature sensor valve inside the switch reached the warning threshold. The switch can function normally until the temperature reaches the critical threshold.

Recommended Action The external temperature is high. Reduce the temperature in the room.

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

Explanation This message means that the port ASIC number used is invalid. Each port ASIC is identified by an ID. [dec] is the ASIC number.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

Explanation This message means that the index into the hardware table is out-of-range. [dec] is the index value.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that the port number used is invalid (out of range). Each interface in a given port ASIC is identified by an index value. [dec] is the port number.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `HARDWARE-3-THERMAL_NOT_FUNCTIONING: Temperature Sensor is not functioning.`

Explanation This message means that the temperature sensor is not functioning, and the switch temperature behavior cannot be determined.

Recommended Action Ensure that the ambient temperature is not too high. If the message appears again, replace the component.

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

Explanation This message means that 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 1-7.

Error Message `HARDWARE-5-FAN_NOT_PRESENT: Fan is not present.`

Explanation This message means that the fan is not in the switch.

Recommended Action Make sure the fan is completely inserted. If the fan is removable, remove and replace it into the switch. If the message appears again after insertion, replace the fan.

Error Message `HARDWARE-5-FAN_OK: Fan works fine.`

Explanation This message means that the fan is now working properly.

Recommended Action No action is required.

HLFM Messages

Error Message `HLFM-3-MACFREE_ERROR: MAC address [enet], vlan [dec] is still referenced; cannot free.`

Explanation This message means that 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 1-7.

Error Message `HLFM-3-MAP_ERROR: IP address [IP_address] not in mac tables, mac-address [enet], vlan [dec].`

Explanation This message means that 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 1-7.

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 This message means that the forwarding manager tried 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 1-7.

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

Note This message applies only to the Catalyst 3750-X and 3750-E switches.

Explanation This message means that there is a local resource error or that too many outgoing messages are queued for the message class. [dec] is the RPC request number, and [chars] is an optional comment.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

HPSECURE Messages

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

Note This message applies only to the Catalyst 3750-X and 3750-E switches.

Explanation This message means that at least one switch in the stack could not add the MAC address due to a resource failure, and the MAC address has been deleted from all the switches in the stack. [enet] is the MAC address, the first [dec] is the VLAN to which the MAC address is assigned, [chars] is the interface, and the second [dec] is the stack member number.

Recommended Action No action is required.

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 This message means that an IP address for the IGMP querier was not configured at either the global or per-VLAN level. [dec] is the VLAN ID.

Recommended Action Configure a source IP address for the IGMP querier.

Error Message `IGMP_QUERIER-4-PIM_ENABLED: The IGMP querier is operationally disabled in VLAN [dec] because PIM has been enabled on the SVI.`

Explanation This message means that Protocol-Independent Multicast (PIM) was detected on the switch virtual interface (SVI). Do not enable the IGMP querier when PIM is enabled on the SVI. [dec] is the VLAN ID.

Recommended Action Ensure that PIM is disabled on the SVI.

Error Message `IGMP_QUERIER-4-SNOOPING_DISABLED: The IGMP querier is operationally disabled in VLAN [dec] because IGMP snooping has been disabled in this VLAN.`

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

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

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

Explanation This message means that PIM is disabled on the SVI, and the IGMP querier function is now enabled. [dec] is the VLAN ID.

Recommended Action No action is required.

Error Message `IGMP_QUERIER-6-SNOOPING_ENABLED: The IGMP querier is now operationally enabled in VLAN [dec] because IGMP snooping is no longer disabled.`

Explanation This message means that IGMP snooping was enabled. As a result, the IGMP querier function is now enabled. [dec] is the VLAN ID.

Recommended Action No action is required.

ILPOWER Messages

Error Message `ILPOWER-3-CONTROLLER_ERR: Controller error, Controller number [dec]: [chars].`

Explanation This message means that an error reported or caused by the PoE controller is detected. [dec] is the controller instance, which is 0 to 5 on a 24-port PoE switch and 0 to 11 on a 48-port PoE switch. [chars] describes the error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `ILPOWER-3-CONTROLLER_IF_ERR: Controller interface error, [chars]: [chars].`

Explanation This message means that an interface error is detected between the PoE controller and the system. The first [chars] is the interface. The second [chars] describes the error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `ILPOWER-3-CONTROLLER_PORT_ERR:Controller port error, Interface Fa0/7:Power given, but link is not up.`

Explanation This message means that the inline-power-controller reported an error on an interface.

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

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `ILPOWER-3-ILPOWER_INTERNAL_IF_ERROR: Inline Power internal error, interface [chars]: [chars].`

Explanation This message means that a software check failed during PoE processing. The first [chars] is the interface. The second [chars] describes the error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `ILPOWER-3-SHUT_OVERDRAWN: Interface [chars] is shutdown as it is consuming more than the maximum configured power ([dec]) milliwatts.`

Explanation This message means that the interface is shut down because it is consuming more than the maximum power allocation. [chars] is the port, and [dec] is the maximum configured power.

Recommended Action Ensure that the cutoff-power value is configured for the device and is based on the powered-device specifications or ratings. We recommend configuring the cutoff power to a value higher than the required power for the device.

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

Explanation This message means that the powered device is drawing more power than the maximum power configured on the interface. The power budgeting calculations determined by the switch are no longer valid, and you might risk overloading the switch. [chars] is the interface, and [dec] is the maximum configured power.

Recommended Action Ensure that the correct power is budgeted for this interface based on the powered-device electrical specifications or ratings. We recommend that you change the cutoff power value.

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

Explanation This message means that the device connected to the PoE interface is consuming less power than the maximum power allocation. [chars] is the interface. The first [dec] is the power being consumed, and the second [dec] is the maximum allocated power value.

Recommended Action No action is required.

Error Message `ILPOWER-5-IEEE-DISCONNECT: Interface [chars]: PD removed.`

Explanation This message means that the powered device is not connected to the switch, or the connected powered device is being powered by an external AC power source. The switch is no longer providing power to the port. [chars] is the interface.

Recommended Action No action is required.

Error Message `ILPOWER-5-ILPOWER_POWER_CDP_SHUT: Interface [chars]: inline power shut`

Explanation This message means that inline power is shut down because CDP consumption power on this PoE port is greater than the allocation power, the hardware interface limit, the user-configured maximum power, or the available power on this switch. [chars] is the interface.

Recommended Action No action is required.

Error Message `ILPOWER-5-ILPOWER_POWER_DENY: Interface [chars]: inline power denied.`

Explanation This message means that there is not enough power remaining in the switch to supply to the PoE port. [chars] is the interface.

Recommended Action Connect the powered device to an external AC power source.

Error Message `ILPOWER-5-INVALID_IEEE_CLASS: Interface [chars]: has detected invalid IEEE class: [dec] device. Power denied`

Explanation This message means that the powered device has an invalid IEEE class so that the switch is not providing power to the device. [chars] is the interface. [dec] is the IEEE class number.

Recommended Action No action is required.

Error Message `ILPOWER-5-LINKDOWN_DISCONNECT: Interface [chars]: Link down disconnect.`

Explanation This message means that the powered device is no longer connected to the switch, or the connected powered device is being powered by an external AC power source. The switch is no longer providing power on the interface. [chars] is the interface.

Recommended Action No action is required.

Error Message `ILPOWER-5-POLICE_POWER_INVALID: Interface [chars]: invalid power police [dec] milliwatts current [dec] mA voltage [dec] mV`

Explanation This message means that the power policing current or voltage value is invalid. [chars] is the interface. The first [dec] is the power policing limit (cutoff value in mW), the second [dec] is the power usage in mA, and the third [dec] is the power usage in mV.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `ILPOWER-5-POWER_GRANTED: Interface [chars]: Power granted.`

Explanation This message means that the switch can provide power to the interface. [chars] is the interface.

Recommended Action No action is required.

Error Message `ILPOWER-5-SENSE_POWER_INVALID: Interface [chars]: invalid power sense [dec] milliwatts current [dec] mA voltage [dec] mV`

Explanation This message means that the power-monitoring voltage or current value is invalid. [chars] is the interface. The first [dec] is the power-monitoring cutoff value, the second [dec] is the real-time power consumption in mA, and the third [dec] is the real-time power consumption in mV.

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

contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `ILPOWER-7-DETECT: Interface [chars]: Power Device detected:[chars].`

Explanation This message means that the switch has detected a connected powered device. The first [chars] is the interface. The second [chars] is the Cisco pre-standard powered device or the IEEE-compliant powered device.

Recommended Action No action is required.

IMAGEMGR Messages

Note These messages apply only to the Catalyst 3750-X and 3750-E switches.

Error Message `IMAGEMGR-6-AUTO_ADVISE_SW_INITIATED: Auto-advise-software process initiated for systems [bits: [hex]].`

Explanation This message means that systems with incompatible software have been detected in the switch stack. Auto-advise software informs you when not all switches in the stack are running the same software version. The stack master then attempts to upgrade all switches running different versions to the version that the master is running. The stack finds out whether or not software is available to be copied to the incompatible systems and if so, advises you how to copy it. Otherwise, the system informs you that the software on the switch stack needs to be updated. [bits [hex]] is the bit representation of the switch number.

Recommended Action No action is required.

Error Message `IMAGEMGR-6-AUTO_ADVISE_SW: [chars].`

Explanation This message means that a line of output from the auto-advise-software process is being displayed. [chars] is a text message reporting status of the upgrade process.

Recommended Action No action is required.

Error Message `IMAGEMGR-6-AUTO_COPY_SW_INITIATED: Auto-copy-software process initiated for systems [bits: [hex]].`

Explanation This message means that systems with incompatible software have been detected in the switch stack. The stack now finds out whether or not software is available to be copied to the incompatible systems and whether or not it is appropriate to automatically copy the software. [bits [hex]] is the bit representation of the switch number.

Recommended Action No action is required.

Error Message `IMAGEMGR-6-AUTO_COPY_SW: [chars].`

Explanation This message means that a line of output from the auto-copy-software process appears. [chars] is a text message reporting status of the upgrade process.

Recommended Action No action is required.

Error Message `IMAGEMGR-6-AUTO_DOWNLOAD_SW_INITIATED: Auto-download-software process initiated for systems [bits: [hex]].`

Explanation This message means that systems with incompatible software have been detected in the switch stack. The stack now attempts to download software from a previously configured location and to install it to make the systems compatible. [bits [hex]] is the bit representation of the switch number.

Recommended Action No action is required.

Error Message `IMAGEMGR-6-AUTO_DOWNLOAD_SW: [chars].`

Explanation This message means that a line of output from the auto-download-software process appears [chars] is a text message reporting the status of the upgrade process.

Recommended Action No action is required.

IP_DEVICE_TRACKING Messages

Error Message `IP_DEVICE_TRACKING-4-TABLE_LOCK_FAILED: Table already locked by process-id [dec]([chars])`

Note This message applies only to the Catalyst 3750-X and 3750-E switches.

Explanation This message means that the IP device tracking table could not be updated due to a lock held by another process. [dec] is the process number, and [chars] is the process.

Recommended Action No action is required.

MAC_MOVE Messages

Error Message `MAC_MOVE-4-NOTIF: Host [enet] in vlan [dec] is flapping between port [chars] and port [chars].`

Explanation This message means that 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.

PHY Messages

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

Explanation This message means that 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 This message means that 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 This message means that 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 This message means that 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 1-7.

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

Explanation This message means that the SFP module type is not supported on this switch. [chars] is the interface.

Recommended Action Remove the unsupported SFP module, and get a supported SFP module.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 This message means that when IGMP snooping is disabled, PIM snooping is disabled. When IGMP snooping is re-enabled, PIM snooping is re-enabled. The first [chars] is the PIM snooping mode, and the second [chars] is the IGMP snooping mode.

Recommended Action No action is required.

Error Message `PIMSN-6-IGMPSN_VLAN: PIM Snooping runtime mode on vlan [dec] [chars] due to IGMP Snooping [chars].`

Explanation This message means that when IGMP snooping is disabled, PIM snooping is disabled. When IGMP snooping is re-enabled, PIM snooping is re-enabled. [dec] is the VLAN ID, the first [chars] is the PIM snooping mode, and the second [chars] is the IGMP snooping mode.

Recommended Action No action is required.

PLATFORM Messages

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

Explanation This message means that 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 1-7.

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

Explanation This message means that there are too many VLANs and routed ports. [chars] is the short interface name, such as Gi1/0/1, or the VLAN name, such as VLAN0002.

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

Error Message `PLATFORM-3-PW_REC_HRPC_BAD_LENGTH: Received incompatible length (=[dec]) in set-password-recovery HRPC message from box [dec].`

Note This message applies only to the Catalyst 3750-X and 3750-E switches.

Explanation This message means that the system received an incompatible length parameter in the set-password-recovery HRPC message. This can be caused by a stack operating with incompatible software versions on different stack members. The first [dec] is the length and the second [dec] is the switch.

Recommended Action Make sure that all stack members are running compatible software images. If the 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 1-7.

Error Message `PLATFORM-3-PW_REC_HRPC_NOT_ON_MASTER: Set-password-recovery HRPC msg from box [dec] received on master.`

Note This message applies only to the Catalyst 3750-X and 3750-E switches.

Explanation This message means that the stack master has received a set-password-recovery HRPC message. These messages should be received only on stack member switches. [dec] is the switch.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM-3-PW_REC_HRPC_ONLY_ON_MASTER: Get-password-recovery HRPC msg from box [dec] received on member.`

Note This message applies only to the Catalyst 3750-X and 3750-E switches.

Explanation This message means that a stack member switch has received a get-password-recovery HRPC message. These messages should only be received by the stack master. [dec] is the switch.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

PLATFORM_ENV Messages

Error Message `PLATFORM_ENV-1-FAN: Faulty fan detected.`

Explanation This message means that a faulty fan is detected.

Recommended Action If the message appears again, immediately replace the switch fan.

Error Message `PLATFORM_ENV-1-FAN_NOT_PRESENT: Fan is not present.`

Explanation This message means that the fan is not in the switch.

Recommended Action If the fan is removable, remove and replace it into the switch. If the message appears again after insertion, replace the fan.

Error Message `PLATFORM_ENV-1-FRU_PS_ACCESS: [chars].`

Explanation This message means that the switch did not access the power supply due to a communication problem. [chars] is the error message.

Recommended Action This problem could be transient. If the message appears again, replace the power supply.

Error Message `PLATFORM_ENV-1-FRU_PS_FAN_FAILED: Power supply fan failure detected.`

Explanation This message means that a power supply fan failure is detected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM_ENV-1-FRU_PS_SIGNAL_FAULTY: [chars] signal on power supply is faulty.`

Explanation This message means that the specified signal of the power supply is faulty. [chars] is the signal value (*12V* or *PoE*).

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM_ENV-1-FRU_PS_SIGNAL_OK:[chars] signal on power supply is restored.`

Explanation This message means that the specified signal of the power supply has been restored. [chars] is the signal value (*12V* or *PoE*).

Recommended Action No action is required.

Error Message `PLATFORM_ENV-1-PS_NONPOE: Internal Power supply not adequate for inline power.`

Explanation This message means that the internal power supply does not provide enough power for the Power over Ethernet (PoE) ports.

Recommended Action Substitute a power supply that can provide enough power for the PoE ports.

Error Message `PLATFORM_ENV-1-RPS_ACCESS: [chars].`

Explanation This message means that an RPS 2300 communication error is detected. [chars] is 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 1-7.

Error Message `PLATFORM_ENV-1-RPS_FAN_FAILED: [chars].`

Explanation This message means that an RPS 2300 fan failure is detected. [chars] is the error message.

Recommended Action Disconnect any switches connected to the RPS 2300, and immediately replace the fan.

Error Message `PLATFORM_ENV-1-RPS_OVER_CURRENT: [chars].`

Explanation This message means that an RPS 2300 over current condition is detected. [chars] is the error message.

Recommended Action Disconnect the switches from the RPS 2300 that is not providing power to them.

Error Message `PLATFORM_ENV-1-RPS_PS_FAN_FAILED: RPS power supply fan failure detected [chars].`

Explanation This message means that an RPS 2300 power supply fan failure is detected. [chars] is the power supply ID (*A* or *B*).

Recommended Action Disconnect any switches connected to the RPS 2300, and immediately replace the power supply.

Error Message `PLATFORM_ENV-1-RPS_PS_MISMATCH: [chars].`

Explanation This message means that the power supplies in the RPS 2300 are incompatible. [chars] is the error message.

Recommended Action Remove one of the power supplies, or use compatible power supplies.

Error Message `PLATFORM_ENV-1-RPS_PS_SIGNAL_FAULTY: [chars] signal on RPS power supply [chars] is faulty.`

Explanation This message means that the specified RPS 2300 has a faulty signal. The first [chars] is the signal value (*12V* or *PoE*), and the second [chars] is the power supply ID (*A* or *B*).

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM_ENV-1-RPS_PS_THERMAL_CRITICAL: RPS power supply temperature has reached critical threshold.`

Explanation This message means that the power supply in the RPS 2300 has reached the critical threshold. It cannot function normally.

Recommended Action The external temperature is too high. Immediately reduce the room temperature.

Error Message `PLATFORM_ENV-1-RPS_STANDBY: [chars].`

Explanation This message means that a faulty RPS 2300 is detected. [chars] is 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 1-7.

Error Message `PLATFORM_ENV-1-RPS_SYS_POWER_BAD: [chars].`

Explanation This message means that the RPS 2300 system power state changed to *bad*. The RPS 2300 might not be able to provide power to the switch. [chars] is the error message.

Recommended Action Check the power supplies in the RPS 2300. If the message appears again, replace the power supplies.

Error Message `PLATFORM_ENV-1-RPS_SYS_POWER_GOOD: [chars].`

Explanation This message means that the RPS 2300 system power state changed to *good*. [chars] is the error message.

Recommended Action No action is required.

Error Message `PLATFORM_ENV-1-RPS_THERMAL_CRITICAL: RPS temperature has reached critical threshold.`

Explanation This message means that the temperature sensor value in the RPS 2300 has reached the critical threshold. It cannot function normally.

Recommended Action The external temperature is too high. Immediately reduce the room temperature in the room.

Error Message `PLATFORM_ENV-1-TEMP: Abnormal temperature detected.`

Explanation This message means that an abnormal temperature is detected.

Recommended Action Ensure that ambient temperature is not too high. If the message appears again, check the switch temperature by entering the **show env all** privileged EXEC command.

Error Message `PLATFORM_ENV-2-RPS_THERMAL_WARNING: RPS temperature has reach warning threshold.`

Explanation This message means that the temperature sensor value in the RPS 2300 has reached the warning threshold. The RPS can function normally until the temperature reaches the critical threshold.

Recommended Action The external temperature is high. Reduce the room temperature.

Error Message `PLATFORM_ENV-3-RPS_BACKOFF_FAILED: [chars].`

Explanation This message means that the RPS 2300 is continuing to back up the switch even though the command on the switch instructs it to no longer provide power to the switch. [chars] is the error message.

Recommended Action No action is required.

Error Message `PLATFORM_ENV-3-RPS_CHANGE_TO_STANDBY: [chars].`

Explanation This message means that the RPS 2300 state changed to *standby*. It can no longer provide power to the switch. [chars] is the error message.

Recommended Action No action is required.

Error Message `PLATFORM_ENV-3-RPS_FAULTY_BACKUP: [chars].`

Explanation This message means that the RPS 2300 is continuing to back up the switch even though the command on the switch instructs the RPS 2300 to no longer supply power to the switch. [chars] is the error message.

Recommended Action This problem could be transient. If the message appears again, disconnect and then reconnect the switch.

Error Message `PLATFORM_ENV-3-RPS_POST_FAILED: [chars].`

Explanation This message means that an RPS 2300 power-on self-test (POST) failure is detected. [chars] is the error message.

Recommended Action No action is required.

Error Message `PLATFORM_ENV-5-RPS_THERMAL_NORMAL: RPS temperature is within the acceptable limit.`

Explanation This message means that the temperature sensor value in the RPS 2300 is within the normal limit.

Recommended Action No action is required.

Error Message `PLATFORM_ENV-6-FRU_PS_OIR: FRU Power Supply [chars].`

Explanation This message means that a power supply is inserted or removed. [chars] is the power supply status that can be either *inserted* or *removed*.

Recommended Action No action is required.

Error Message `PLATFORM_ENV-6-RPS: Redundant Power Supply (RPS) [chars].`

Explanation This message means that the RPS 2300 state is changed. [chars] is the state (*added* or *removed*).

Recommended Action No action is required.

Error Message `PLATFORM_ENV-6-RPS_INFO: Redundant Power Supply [chars].`

Explanation This message means that this message has information about the RPS 2300. [chars] is the information (*inserted*, *is in active mode*, or *removed*).

Recommended Action No action is required.

Error Message `PLATFORM_ENV-6-RPS_PS_INSERTED: [chars].`

Explanation This message means that a power supply is inserted in the RPS 2300. [chars] is the system message.

Recommended Action No action is required.

Error Message `PLATFORM_ENV-6-RPS_PS_REMOVED: [chars].`

Explanation This message means that a power supply is removed from the RPS 2300. [chars] is the system message.

Recommended Action No action is required.

PLATFORM_FBM Messages

Error Message `PLATFORM_FBM-4-RECOVERED: Fallback bridging recovered from resource crunch.`

Explanation This message means that fallback bridging has recovered from an earlier lack of resources.

Recommended Action No action is required.

Error Message `PLATFORM_FBM-4-RESOURCE_CRUNCH: Fallback bridging on bridge-group [dec] is experiencing a resource crunch. One or more bridge-groups may not be functional. It will recover automatically when system recovers from resource crunch. Delete the bridge-group to immediately recover.`

Explanation This message means that fallback bridging could not be properly configured. The most likely cause is a hardware-full condition on at least one stack member. [dec] is the bridge group.

Recommended Action The switch automatically recovers, but this could take some time. For an immediate recovery, use the **shutdown** interface configuration command to disable the port and to stop the traffic flow to the switch. Use the **clear mac-address-table dynamic** privileged EXEC command to remove all MAC addresses from the hardware. Use the **no shutdown** interface configuration command to re-enable the port.

PLATFORM_HCEF Messages

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

Explanation This message means that an unsupported feature has been configured on a switch running Cisco IOS Release 12.2(25)SE. [chars] is the error message.

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

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

PLATFORM_HPLM Messages

Error Message `PLATFORM_HPLM-3-ERROR: Failed Alloc for xaction record label move from [dec] to [dec].`

Explanation This message means that an internal resource allocation error occurred during the label compaction process. The first [dec] is the previous label, and the second [dec] is the new label.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative, and provide the representative with the gathered information.

Error Message `PLATFORM_HPLM-6-LABEL_COMPLETE: VRF Label compaction complete.`

Explanation This message means that the VRF label compaction process has successfully completed.

Recommended Action No action is required.

Error Message `PLATFORM_HPLM-6-LABEL_FAILED: VRF Label compaction failed.`

Explanation This message means that the VRF label compaction process has failed.

Recommended Action No action is required.

Error Message `PLATFORM_HPLM-6-LABEL_START: VRF Label compaction started.`

Explanation This message means that the VRF label compaction process has started.

Recommended Action No action is required.

PLATFORM_IPC Messages

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

Note This message applies only to the Catalyst 3750-X and 3750-E switches.

Explanation This message means that there has been an IPC failure. [chars] describes the error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

Note This message applies only to the Catalyst 3750-X and 3750-E switches.

Explanation This message means that there has been an IPC failure on the stack master. [chars] describes the error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

Note This message applies only to the Catalyst 3750-X and 3750-E switches.

Explanation This message means that an internal IPC application error occurred when an IPC message was sent that exceeded the maximum length. [chars] describes the error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

Explanation This message means that there has been an IPC failure on a stack member switch. [chars] describes the error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

Note This message applies only to the Catalyst 3750-X and 3750-E switches.

Explanation This message means that there has been an IPC failure in the stack. [chars] describes the error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

PLATFORM_IPv6_UCAST Messages

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

Note This message applies only to the Catalyst 3750-X and 3750-E switches.

Explanation This message means that a more specific prefix could not be programmed into Ternary Content Addressable Memory (TCAM) and is covered by a less specific prefix. This could be a temporary condition. The output of the **show platform ipv6 unicast retry route** privileged EXEC command lists the failed prefixes.

Recommended Action No action is required.

PLATFORM_PBR Messages

Error Message `PLATFORM_PBR-2-NO_RMAP: Cannot create PBR data structures for route-map [chars].`

Explanation This message means that the PBR manager could not allocate the internal data structures for this route-map. A likely cause is lack of available memory. [chars] is the route-map.

Recommended Action Simplify the configuration so that it requires less memory.

Error Message `PLATFORM_PBR-3-INSTALL_FAIL: Policy route-map [chars] not installed in hardware.`

Explanation This message means that 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 This message means that 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 This message means that 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 This message means that 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 This message means that the PBR manager was able to fit the complete configuration into the hardware. One or more route-maps previously did not load because of lack of resources. [chars] is the route-map.

Recommended Action No action is required.

Error Message `PLATFORM_PBR-4-SDM_MISMATCH: [chars] requires sdm template routing.`

Explanation This message means that the routing template is not enabled. [chars] is the text string PBR.

Recommended Action Modify the SDM template to enable the routing template. Use the **sdm prefer** routing configuration command, and then reload the switch by using the **reload** privileged EXEC command.

PLATFORM_PM Messages

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

PLATFORM_RPC Messages

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

Note This message applies only to the Catalyst 3750-X and 3750-E switches.

Explanation This message means that the system cannot allocate memory for RPC. [chars] describes the error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

Note This message applies only to Catalyst 3750-X and 3750-E switches.

Explanation This message means that there is a missing entry in the class table for a message class. [int] is the number of the missing message class.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM_RPC-3-MSG_THROTTLED: RPC Msg Dropped by throttle mechanism: type [int], class [int], max_msg [int], total throttled [int].`

Note This message applies only to the Catalyst 3750-X and 3750-E switches.

Explanation This message means that there are too many outgoing messages queued for a message class. An RSP message was dropped. The first [int] is the message type, the second [int] is the message class, the third [int] is the maximum number of messages that can be queued before throttling occurs, and the last [int] is the total number of messages that have been throttled.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM_RPC-3-PERSISTENT_UNABLE_TO_SEND: System is consistently unable to send RPC message: [chars], paks_outstanding: [int].`

Note This message applies only to the Catalyst 3750-X and 3750-E switches.

Explanation This message means that the system is experiencing a persistent low-level transport failure in sending RPC messages. [chars] is a description of the error returned by the low-level packet-sending driver that triggered the error (usually one of these: *fifo full*, *fifo empty*, *out of buf*, *out of mem*, *null pointer*, *misc failure*), and [int] is the number of packets outstanding (packets from the RPC code to the driver that have not yet been sent).

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM_RPC-3-RESP_FAIL: Unexpected response or failure, class [dec], req [dec], switch [dec], error [dec], [chars].`

Explanation This message means that the platform received an unexpected response. The first [dec] is RPC request class, the second [dec] is the RPC request number, the third [dec] is the destination switch number, the fourth [dec] is the returned error number, and [chars] is an optional comment.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

Note This message applies only to Catalyst 3750-X and 3750-E switches.

Explanation This message means that there is a local resource error or that too many outgoing messages are queued for the message class. The first [dec] is RPC request class, the second [dec] is the RPC request number, and [chars] is an optional comment.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM_RPC-3-UNABLE_TO_SEND: System is unable to send RPC message: [chars], paks_outstanding: [int].`

Note This message applies only to the Catalyst 3750-X and 3750-E switches.

Explanation This message means that the system had a low-level transport failure when trying to send an RPC message. [chars] is a description of the error returned by the low-level packet sending driver that triggered the error (usually one of these: *fifo full*, *fifo empty*, *out of buf*, *out of mem*, *null pointer*, *misc failure*), and [int] is the number of packets outstanding (packets from the RPC code to the driver that have not yet been sent).

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

PLATFORM_SPAN Messages

Error Message `PLATFORM_SPAN-3-FEATUREMISMATCH:[chars] cannot be supported with the image running on switch [dec].`

Explanation This message means that a switch stack member software image does not support a specific flow-based SPAN (FSPAN) access control list (ACL) filter. [chars] is the FSPAN ACL filter that is not supported, and [dec] is the stack member number.

Recommended Action Upgrade to an image that supports the FSPAN ACL filter.

Error Message `PLATFORM_SPAN-3-PACKET_DROP: Decreases egress SPAN rate.`

Explanation This message means that egress SPAN rates are falling because SPAN is enabled with multicast routing or fallback bridging.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

PLATFORM_STACKPOWER Messages

Note These messages apply only to the Catalyst 3750-X switch.

Error Message `PLATFORM_STACKPOWER-6-CABLE_EVENT: Switch [dec] stack power cable [chars][chars]`

Explanation One of the power cables connected to the switch stack has been inserted or removed. [dec] is the stack member number. The first [chars] is the power cable number: 1 is for the main power cable or 2 is for the redundant power cable. The second [chars] is the power cable status; 1 if the cable is inserted or 2 if the cable is removed.

Recommended Action No action is required.

Error Message `PLATFORM_STACKPOWER-6-LINK_EVENT: Switch [dec] stack power protocol is up on cable [chars]`

Explanation One of the power cables can now provide power to the switch stack. [dec] is the stack member number. [chars] is the power cable number: 1 for the main power cable; 2 for the redundant power cable.

Recommended Action No action is required.

Error Message `PLATFORM_STACKPOWER-4-TOO_MANY_ERRORS: Switch [dec] Too many errors seen on port [chars]`

Explanation There are too many errors on the port providing power to the switch stack. [dec] is the stack member number. [chars] is the port (1 or 2).

Recommended Action Verify the stack cable connections. If the stack port is shut down, enable it. If the 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 1-7.

Error Message `PLATFORM_STACKPOWER-4-VERSION_MISMATCH: Major version mismatch in stack power protocol message on switch [dec]`

Explanation A version mismatch exists between the switch and the other stack members. [dec] is the stack member number.

Recommended Action Ensure that all switches in the power stack are running the same Cisco IOS software release.

Error Message `PLATFORM_STACKPOWER-3-INVALID_TOPOLOGY: Invalid power stack topology observed by switch [dec] [chars]`

Explanation The power stack topology is invalid. The switch is forced into standalone mode. [dec] is the stack member number. [chars] is a number that explains the reason for the invalid power stack topology.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM_STACKPOWER-4-POWER_BUDGET: Switch [dec] power budget is at least 1000W greater than its local supplies`

Explanation The power budget of the switch is more than 1000 W above the rated power output for the switch stack's power supplies. Add another power supply to the switch stack. [dec] is the stack member 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 1-7.

Error Message `PLATFORM_STACKPOWER-4-CABLE_A_CURRENT_IN: Switch [dec] stack power cable 1 inward current is over the limit`

Explanation Power cable 1 of the switch stack has an inward current that is over 40 A. Add another power supply to the switch stack. [dec] is the stack member 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 1-7.

Error Message `PLATFORM_STACKPOWER-4-CABLE_B_CURRENT_IN: Switch [dec] stack power cable 2 inward current is over the limit`

Explanation Power cable 2 of the switch stack has an inward current that is over 40 A. Add another power supply to the switch stack. [dec] is the stack member 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 1-7.

Error Message `PLATFORM_STACKPOWER-4-CABLE_A_CURRENT_OUT: Switch [dec] stack power cable 1 outward current is over the limit`

Explanation Power cable 1 of the switch stack has an outward current that is over 40 A. Remove a power supply from the switch stack. [dec] is the stack member 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 1-7.

Error Message `PLATFORM_STACKPOWER-4-CABLE_B_CURRENT_OUT: Switch [dec] stack power cable 2 outward current is over the limit`

Explanation Power cable 2 of the switch stack has an outward current that is over 40 A. Remove a power supply from the switch stack. [dec] is the stack member 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 1-7.

Error Message `PLATFORM_STACKPOWER-4-UNDER_BUDGET: Switch [dec] does not have sufficient power budget`

Explanation The power budget of the switch is less than the minimum required switch budget. [dec] is the stack member 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 1-7.

Error Message `PLATFORM_STACKPOWER-4-UNBALANCED_PS: Switch [dec] [dec] power stack has unbalanced power supplies`

Explanation The switch stack has a switch with multiple power supplies, but another switch in the same switch stack has no power supplies. The first [dec] is the switch with multiple power supplies. The second [dec] is the switch without power supplies.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM_STACKPOWER-4-INSUFFICIENT_PWR: Switch [dec]...[dec] power stack does not have enough power`

Explanation The switch stack does not have enough power to start all the switches in the stack. [dec] .... [dec] are the switches that could not be started.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM_STACKPOWER-4-PRIO_CONFLICT: Switch [dec] [dec] power stack has conflicting power priorities`

Explanation The power priorities of one stack switch conflict with the power priorities of another stack switch. The first [dec] and the second [dec] are the switches that have conflicting power priorities.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM_STACKPOWER-4-UNDER_VOLTAGE: Switch [dec] experienced an under voltage condition`

Explanation The switch had a low-voltage condition during the last time that it started or shut down. [dec] is the stack member 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 1-7.

Error Message `PLATFORM_STACKPOWER-4-GLS_EVENT: Switch [dec] experienced a graceful load shed event`

Explanation The switch shut down because of a sustained overload condition (SOC). [dec] is the stack member number. A SOC occurs if the power supplies carry a load of twice (or more) the rated output for 20 ms or longer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM_STACKPOWER-4-ILS_EVENT: Switch [dec] experienced an immediate load shed event`

Explanation The switch shut down because of a power supply failed (PS_FAIL) condition. [dec] is the stack member 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 1-7.

Error Message `PLATFORM_STACKPOWER-4-SRLS_EVENT: Switch [dec] experienced a system ring load shed event`

Explanation The switch shut down because of a system ring load shed (SRLS) event. [dec] is the stack member number. One example of an SRLS event is a situation in which a switch is physically removed from the power stack by a cable removal and that switch is a sourcing system in a ring topology.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM_STACKPOWER-4-SSLS_EVENT: Switch [dec] experienced a system star load shed event`

Explanation The switch shut down because of a system star load shed (SSLS) event. [dec] is the stack member number. One example of an SSLS event is a situation in which a switch is physically removed from the power stack by a cable removal and that switch is a sourcing system in a star topology.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM_STACKPOWER-4-UVLS_EVENT: Switch [dec] experienced an under voltage load shed event`

Explanation The switch shut down because of a low-voltage condition. [dec] is the stack member 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 1-7.

Error Message `PLATFORM_STACKPOWER-3-REDUNDANCY_LOSS: Switch [dec]...[dec] power stack lost redundancy and is now operating in power sharing mode`

Recommended Action The switch stack with this switch has lost redundancy and is operating in power sharing mode. [dec] ... [dec] are the stack member numbers that operate in power sharing mode.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM_STACKPOWER-4-BISP: Switch [dec] experienced a BISP event`

Explanation A built-in self protection (BSIP) event occurred. [dec] is the stack member 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 1-7.

Error Message `PLATFORM_STACKPOWER-4-NEIGHBOR_BISP: [dec] [dec] neighbor switch experienced a BISP event`

Explanation A built-in self protection (BSIP) event occurred on a switch neighbor. The first [dec] and second [dec] are the stack member numbers on each side of the neighbor.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM_STACKPOWER-4-NEIGHBOR_GLS: Switch [dec] [dec] neighbor switch experienced a graceful load shed event`

Explanation A neighbor switch shut down because of a sustained overload condition (SOC). The first [dec] and second [dec] are the stack member numbers on each side of the neighbor. A SOC occurs if the power supplies carry a load of twice (or more) the rated output for 20 ms or longer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM_STACKPOWER-4-NEIGHBOR_ILS: Switch [dec] [dec] neighbor switch experienced an immediate load shed event`

Explanation A neighbor switch shut down because of a power supply failed (PS_FAIL) condition. The first [dec] and second [dec] are the stack member numbers on each side of the neighbor.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM_STACKPOWER-4-NEIGHBOR_SRLS: Switch [dec] [dec] neighbor switch experienced a system ring load shed event`

Explanation A neighbor switch shut down because of a system ring load shed (SRLS) event. The first [dec] and second [dec] are the stack member numbers on each side of the neighbor. One example of an SRLS event is a situation in which a switch is physically removed from the power stack by a cable removal and that switch is a sourcing system in a ring topology.

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

contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM_STACKPOWER-4-NEIGHBOR_SSLS: Switch [dec] [dec] neighbor switch experienced a system star load shed event`

Explanation A neighbor switch shut down because of a system star load shed (SSLS) event. The first [dec] and second [dec] are the stack member numbers on each side of the neighbor. One example of an SSLS event is a situation in which a switch is physically removed from the power stack by a cable removal and that switch is a sourcing system in a star topology.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM_STACKPOWER-4-NEIGHBOR_UVLS: Switch [dec] [dec] neighbor switch experienced an under voltage load shed event`

Explanation A neighbor switch shut down because of a low-voltage condition. The first [dec] and second [dec] are the stack member numbers on each side of the neighbor.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `PLATFORM_STACKPOWER-4-BISP_POE_OVER_I: Switch [dec] experienced a PoE over-current BISP event`

Explanation Ports stopped providing Power over Ethernet (PoE) because of a built-in self protection (BISP) event that was caused by an overcurrent condition. [dec] is the stack member 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 1-7.

Error Message `PLATFORM_STACKPOWER-4-BISP_POE_PORT: Switch [dec] experienced a port BISP event`

Explanation A built-in self protection (BISP) event that affected Power over Ethernet (PoE) occurred. [dec] is the stack member number.

Recommended Action No action is required.

Error Message `PLATFORM_STACKPOWER-4-BISP_PORT_A_SC: Switch [dec] experienced a short-circuit BISP event on port 1`

Explanation A short-circuit built-in self protection (BISP) event occurred on port 1 of the switch. [dec] is the stack member number.

Recommended Action Disable and then enable port 1 of the switch. If the 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 1-7.

Error Message `PLATFORM_STACKPOWER-4-BISP_PORT_B_SC: Switch [dec] experienced a short-circuit BISP event on port 2`

Explanation A short-circuit built-in self protection (BISP) event occurred on port 2 of the switch. [dec] is the stack member number.

Recommended Action Disable and then enable port 2 of the switch. If the 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 1-7.

Error Message `PLATFORM_STACKPOWER-4-BISP_NBR_DEAD: Switch [dec] [dec] neighbor experienced a major BISP event`

Explanation A major built-in self protection (BISP) event shut down the neighbor of the switch. The first [dec] and second [dec] are the stack member numbers on each side of the neighbor.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

PLATFORM_UCAST Messages

Error Message `PLATFORM_UCAST-3-ADJ: [chars].`

Explanation This message means that an error occurred in the adjacency module for unicast routing. [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 1-7.

Error Message `PLATFORM_UCAST-3-ARP: [chars].`

Explanation This message means that an error occurred in the ARP module for unicast routing. [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 1-7.

Error Message `PLATFORM_UCAST-3-CEF: [chars].`

Explanation This message means that an error occurred in the Cisco Express Forwarding (CEF) module for unicast routing. [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 1-7.

Error Message `PLATFORM_UCAST-3-DYNAMIC: [chars].`

Explanation This message means that an error occurred in the dynamic address tracking mechanism for unicast routing. [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 1-7.

Error Message `PLATFORM_UCAST-3-ERROR: [chars].`

Explanation This message means that 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 1-7.

Error Message `PLATFORM_UCAST-3-HSRP: [chars].`

Explanation This message means that an error occurred in the Hot Standby Router Protocol (HSRP) module for unicast routing. [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 1-7.

Error Message `PLATFORM_UCAST-3-INTERFACE: [chars].`

Explanation This message means that 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 1-7.

Error Message `PLATFORM_UCAST-3-RPC: [chars].`

Explanation This message means that an error occurred in the RPC module for unicast routing. [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 1-7.

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 This message means that 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 is required.

PLATFORM_VLAN Messages

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

Explanation This message means that 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 1-7.

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

Explanation This message means that an active VLAN is not correctly associated with a MVID. The first [dec] is the VLAN ID, and the second [dec] is the MVID.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

Explanation This message means that 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 1-7.

PLATFORM_WCCP Messages

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

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

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

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

Explanation This message means that the SDM routing template must be enabled to support this feature.

Recommended Action Modify the SDM template to enable the routing template. Use the **sdm prefer routing** global configuration command, and then reload the switch by using the **reload** privileged EXEC command.

PM Messages

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

Explanation This message means that 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 This message means that 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 1-7.

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

Explanation This message means that the software did not add the VLAN to the VLAN Trunking Protocol (VTP) database. [dec] is the VLAN ID, and [chars] specifies the reason for the failure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that the port manager detected a misconfiguration or misbehavior and error-disabled the interface. A recovery is attempted after the configured retry time (the default is 5 minutes). On PoE switches, this message might appear when a device that can be powered by either a PoE switch port or by AC power is not being powered by an external AC power source and is connected to a port that has been configured with the **power inline never** interface configuration command. [chars] is the port where the threshold was exceeded. The first [chars] is the error, and both the second and third [chars] are the affected interface.

Recommended Action On non-PoE switches, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. On PoE switches, remove the device or configure the port by entering the **power inline auto**, **shutdown**, and **no shutdown** interface configuration commands. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

Explanation This message means that the virtual port (that is, the port-VLAN pair) is error-disabled state 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 This message means that 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 This message means that 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 1-7.

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

Explanation This message means that 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 This message means that 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 This message means that 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 1-7.

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

Explanation This message means that the total number of individual VLAN ports on the module or the switch has exceeded the recommended limit. VLANs can be counted more than once. If VLAN 1 is carried on ten interfaces, it counts as ten VLAN ports. On some platforms, bundling is also ignored for purposes of this count. If eight interfaces on the same module are in one bundle, and the port channel is carrying VLAN 1, it counts as eight VLAN ports. [chars] is the module name (for example, switch or the module number), and [dec] is the recommended limit.

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

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

Explanation This message means that 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 1-7.

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

Explanation This message means that during a change-over when the port was in the link-down state, the port manager restarted the port. A port can be restarted only when the port data structures are not consistent in the active and standby supervisors. Active ports in the link-down state return to the link-up state when the port is restarted. The first [chars] is the port number, and the second [chars] is the re-activation event.

Recommended Action No action is required.

Error Message `PM-4-PVLAN_TYPE_CFG_ERR: Failed to set VLAN [dec] to a [chars] VLAN.`

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that the access VLAN ID on the VMPS server is the same as the voice VLAN ID on the interface. [dec] is the access VLAN ID, and [chars] is the physical interface.

Recommended Action Assign the access VLAN on the VMPS server to a VLAN ID that is different from the voice VLAN ID.

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

Explanation This message means that the switch did not add a VLAN in VTP client mode.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see Error Message Traceback Reports, page 1-7.

PORT_SECURITY Messages

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

Explanation This message means that 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 This message means that 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 This message means that a routed port is reconfigured as a switch port. The address in the previous switch configuration conflicts with the running configuration and has been deleted. [dec]:[enet] is the MAC address of the port, and [chars] is the reconfigured port.

Recommended Action No action is required.

Error Message `PORT_SECURITY-6-ADDRESSES_REMOVED: Maximum system secure address count reached. Some secure addresses configured on port [chars] removed.`

Explanation This message means that some configured and sticky MAC addresses on the specified port were removed from the configuration. The number of secure addresses that the system supports was exceeded. This condition occurs only during hot swapping or port-mode changes (for example, when the port is converted from a Layer 3 to a Layer 2 port). [chars] is the port.

Recommended Action No action is required.

Error Message `PORT_SECURITY-6-VLAN_FULL: Vlan [dec] on port [chars] has reached its limit. Address [enet] has been removed.`

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

Recommended Action No action is required.

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

Explanation This message means that a configured VLAN is not allowed either due to a port mode change or an allowed VLAN list change and is removed from the configuration. [int] is the VLAN ID, and [chars] is the switch port assigned to the VLAN.

Recommended Action No action is required.

PT Messages

Error Message `PT-3-PT_HW_UNAVAIL: Protocol Tunneling hardware resource not available. [chars]`

Explanation This message means that protocol tunneling could not be enabled because no redirect registers are available. Protocol tunneling requires redirect registers. [chars] is the hardware resource that is not available.

Recommended Action Disable any applications that use redirect registers, and try configuring the protocol tunneling again.

QOSMGR Messages

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

Explanation This message means that 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 1-7.

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

Explanation This message means that an internal software error has occurred. [dec] is the invalid filter type identification.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

Error Message `QOSMGR-3-QUEUE_PTR_ERROR: queue pointers out of order [hex] [hex] [hex] [hex].`

Explanation This message means that an internal software error has occurred. [hex] [hex] [hex] [hex] are the software-computed queue pointer values. The parameters provide error details for technical support.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that an action other than the **set**, **trust**, and **police** policy-map class configuration commands was configured in a policy map. This is a hardware limitation. [chars] is the policy-map name.

Recommended Action Configure only the supported actions of **set**, **trust**, and **police** when in policy-map class configuration mode.

Error Message `QOSMGR-4-CLASS_NOT_SUPPORTED: Classification is not supported in classmap [chars].`

Explanation This message means that an unsupported **match** class-map configuration command was configured in a policy map and attached to an egress interface, or more than one **match** class-map command was configured. This is a hardware limitation. [chars] is the class-map name.

Recommended Action Reconfigure the class map or the policy map. Use only the **match ip dscp** *dscp-list* class-map configuration command in a policy map that is attached to an egress interface. Only one match per class map is supported.

Error Message `QOSMGR-4-COMMAND_FAILURE: Execution of [chars] command failed.`

Explanation This message means that 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. If the 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 1-7.

Recommended Action QOSMGR-4-HARDWARE_NOT_SUPPORTED: Hardware limitation has reached for policymap [chars].

Explanation This message means that the policy-map configuration has exceeded the limitation of the hardware. You configured more QoS ACL entries than the number specified in the SDM template. [chars] is the policy-map name.

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

Error Message `QOSMGR-4-MATCH_NOT_SUPPORTED: Match type is not supported in classmap [chars].`

Explanation This message means that an unsupported match type was entered. Only the **access-group** *acl-index-or-name,* **ip dscp** *dscp-list*, and **ip precedence** *ip-precedence-lis*t match types are supported with the **match** class-map configuration command. [chars] is the class-map name.

Recommended Action Reconfigure the class map using only the **match access-group**, **match ip dscp**, and **match ip precedence** class-map configuration commands within the class map.

Error Message `QOSMGR-4-NOT_SUPPORTED: Action '[chars]' is not supported for a policymap attached to output side.`

Explanation This message means that a **set** or **trust** policy-map class configuration command was configured in a policy map and attached to an egress interface. A warning message is logged, and the actions do not take effect. This is a hardware limitation. [chars] is either the set or trust action.

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

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

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

Recommended Action Reconfigure the class maps or the policy maps, or delete the policy map from some interfaces.

Error Message `QOSMGR-4-POLICER_POLICY_NOT_SUPPORTED: Number of policers has exceeded per policy hardware limitation for policymap [chars].`

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

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

RMON Messages

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

Explanation This message means that 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 This message means that 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.

SDM Messages

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

Note This message applies only to the Catalyst 3750-X and 3750-E switches.

Explanation This message means that a stack member cannot support the SDM template that the stack master is using. Switches in the SDM mismatch state are not functional stack members. This error follows the STACKMGR-6-SWITCH_ADDED_SDM error message if it reports SDM_MISMATCH. [chars] displays mismatch information and recommended corrective actions.

Recommended Action Downgrade the SDM template of the stack master to make it compatible with the stack member switches. For example, if the stack master uses the aggregator routing template, the message recommends downgrading the stack master to the desktop routing template by using the **sdm prefer vlan desktop** global configuration command.

SPAN Messages

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

Explanation This message means that 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-SESS_DEC_CFG: SPAN hardware resource is in use. [chars]`

Explanation This message means that the system could not allocate a SPAN hardware resource for the feature specified in the error message. It is possible that a distributed EtherChannel has been configured in the system that is using a SPAN hardware resource.

Recommended Action Remove one or all of the distributed EtherChannels from the system and retry the operation.

Error Message `SPAN-3-SESS_HW_UNAVAIL: SPAN hardware resource not available [chars]`

Explanation This message means that the system could not allocate a SPAN hardware resource for the feature specified in the error message. A possible cause is that all SPAN source sessions are already in use. The system can be configured with a maximum of two SPAN source sessions or one RSPAN source session. [chars] is the unavailable resource.

Recommended Action Remove one of the existing SPAN or RSPAN source sessions, and retry the operation.

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

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

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

SPANTREE Messages

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

Explanation This message means that a BPDU was received on an interface that has the spanning tree BPDU guard feature enabled. As a result, the interface was administratively shut down. [chars] is the interface name.

Recommended Action Either remove the device sending BPDUs, or disable the BPDU guard feature. The BPDU guard feature can be locally configured on the interface or globally configured on all ports that have PortFast enabled. To disable BPDU guard on an interface, use the **no spanning-tree bpduguard enable** interface configuration command. To disable BPDU guard globally, use the **no spanning-tree portfast bpduguard default** global configuration command. After you have removed the device or disabled BPDU guard, re-enable the interface by entering the **no shutdown** interface configuration command.

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

Explanation This message means that a BPDU was received on the interface and the VLAN specified in the error message. The spanning tree BPDU guard feature was enabled and configured to shut down the VLAN. As a result, 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 locally configured on the interface or globally configured on all ports that have Port Fast enabled. Re-enable the interface and vlan by entering the **clear errdisable** privileged EXEC command.

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

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

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

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

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

Recommended Action No action is required.

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

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

Recommended Action When STP converges after a new switch or switch port is added to the topology, 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 the appropriate priority for the VLAN spanning tree, consistent with the CIST role on the port of the MST switch.

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

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

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

Recommended Action No action is required.

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

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

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

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

Explanation This message means that 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 1-7.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

Explanation This message means that an error occurred in the platform-specific code that caused it to request more or less bits than are possible. The spanning-tree port identifier is a 16-bit field, which is divided evenly between the port priority and port number, with each subfield being 8 bits. This allows the port number field to represent port numbers between 1 and 255. However, on

systems with more than 255 ports, the size of port number portion of the port ID must be increased to support the number of ports. This is performed by the spanning-tree subsystem at system initialization because the maximum number of ports on a particular platform will not change. This error occurs because of an error in the platform-specific code, which causes it to request more or less bits than are possible. The first [dec] is the number of bits for the port number, and the second and third [dec] describe the valid range.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

Explanation This message means that a BPDU was received on the listed interface with a source MAC address that matches the one assigned to the listed interface. This means that a port might be looped back to itself, possibly because of an installed diagnostic cable. The interface will be administratively shut down. [chars] is the interface that received the BPDU, and [enet] is the source MAC address.

Recommended Action Verify the interface configuration, and test any cable connected to the interface. When the problem is resolved, re-enable the interface by entering the **no shutdown** interface configuration command.

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

Explanation This message means that the switch has received a prestandard MST BPDU on an interface that is not configured to send prestandard MST BPDUs. The switch automatically adjusts its configuration on the interface and starts sending prestandard BPDUs. However, the switch does not automatically detect all prestandard neighbors, and we recommend that you configure the interface to send prestandard MST BPDUs by using the **spanning-tree mst pre-standard** interface configuration command. This warning message only appears once. [chars] is the interface.

Recommended Action Use the **spanning-tree mst pre-standard** interface configuration command on all the interfaces to which other switches running Cisco's prestandard MST version are connected. We recommend that you migrate all the switches in the network to the IEEE MST standard version.

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

Explanation This message means that 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 1-7.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

Explanation This message means that a trap was generated because of a topology change in the network.

Recommended Action No action is required.

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

Explanation This message means that the interface has been added to all VLANs. [chars] is the added interface.

Recommended Action No action is required.

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

Explanation This message means that the interface has been deleted from all VLANs. [chars] is the deleted interface.

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

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

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

Explanation This message means that the interface has been deleted from VLAN. [chars] is the interface, and [dec] is the VLAN ID.

Recommended Action No action is required.

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

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

Recommended Action Verify that the configuration and operational state of the listed interface and that of the interface to which it is connected are in the same mode (*access* or *trunk*). If the mode is *trunk*, verify that both interfaces have the same encapsulation (*none*, *ISL*, or *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 This message means that the listed interface has been selected as the new path to the root switch for the listed spanning-tree instance. The first [chars] is the spanning-tree instance, and the second [chars] is the interface.

Recommended Action No action is required.

SPANTREE_VLAN_SW Messages

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

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

Recommended Action Reduce the number of currently active spanning-tree instances by either disabling some of the currently active spanning-tree instances or deleting the VLANs associated with them. You must manually enable the spanning trees that could not be created because of limited instances.

STACKMGR Messages

Note These messages apply only to Catalyst 3750-X and 3750-E switches.

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

Explanation This message means that this switch could not get the device record for some or all other switches in the stack.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `STACKMGR-3-MSG_FAIL: Failed to retrieve stack message from port-asic [dec] in direction [dec].`

Explanation This message means that the stack manager module did not retrieve stack messages. The first [dec] is the ASIC ID, and the second [dec] is the direction.

Recommended Action No action is required.

Error Message `STACKMGR-3-NORECORD: Switch removed event for switch [dec] with no switch record.`

Explanation This message means that the stack manager received a switch-removed event for which there is no switch record. [dec] is the switch number.

Recommended Action No action is required.

Error Message `STACKMGR-4-MASTER_ELECTED: Switch [dec] has been elected as MASTER of the stack.`

Explanation This message means that the specified switch has been elected stack master. [dec] is the switch number of the elected stack master.

Recommended Action No action is required.

Error Message `STACKMGR-4-STACK_LINK_CHANGE: Stack Port [chars] Switch [dec] has changed to state [chars].`

Explanation This message means that the specified stack port status has changed state to up or down. The first [chars] is the stack port (1 or 2), [dec] is the switch number, and the second [chars] is the new state (up or down).

Recommended Action No action is required.

Error Message `STACKMGR-4-SWITCH_ADDED: Switch [dec] has been ADDED to the stack.`

Explanation This message means that the specified stack member switch has been added to the stack. [dec] is the switch number.

Recommended Action No action is required.

Error Message `STACKMGR-4-SWITCH_ADDED_SDM: Switch [dec] has been ADDED to the stack (SDM_MISMATCH).`

Explanation This message means that the specified switch has been added to the stack. [dec] is the switch number. SDM_MISMATCH means that the added switch cannot support the SDM template that the stack master is using. Subsequent SDM-6-MISMATCH_ADVISE messages explain the mismatch and recommend corrective actions.

Recommended Action No action is required unless SDM_MISMATCH is displayed. For SDM_MISMATCH corrective actions, see SDM-6-MISMATCH_ADVISE.

Error Message `STACKMGR-4-SWITCH_ADDED_VM: Switch [dec] has been ADDED to the stack (VERSION_MISMATCH).`

Explanation This message means that a switch that has been added to the stack has a different software version. [dec] is the switch number.

Recommended Action No action is required.

Error Message `STACKMGR-4-SWITCH_REMOVED: Switch [dec] has been REMOVED from the stack.`

Explanation This message means that the specified switch has been removed from the stack. [dec] is the switch number.

Recommended Action No action is required.

Error Message `STACKMGR-5-MASTER_READY: Master Switch [dec] is READY.`

Explanation This message means that the stack master is ready for use. [dec] is the stack master switch number.

Recommended Action No action is required.

Error Message `STACKMGR-5-SWITCH_READY: Switch [dec] is READY.`

Explanation This message means that the switch is ready. [dec] is the switch number.

Recommended Action No action is required.

STORM_CONTROL Messages

Error Message `STORM_CONTROL-3-FILTERED: A [chars] storm detected on [chars]. A packet filter action has been applied on the interface.`

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

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

SUPERVISOR Messages

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

Explanation This message means that 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 1-7.

SUPQ Messages

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

SW_DAI Messages

Error Message `SW_DAI-4-ACL_DENY: [dec] Invalid ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]]).`

Explanation This message means that the switch has received ARP packets considered invalid by ARP inspection. The packets are erroneous, and their presence shows that administratively denied packets were seen in the network. This log message appears when packets have been denied by ACLs either explicitly or implicitly (with static ACL configuration). These packets show attempted man-in-the-middle attacks in the network. The first [dec] is the number of invalid ARP packets. The first [chars] is either Req (request) or Res (response), and the second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

Recommended Action No action is required.

Error Message `SW_DAI-4-DHCP_SNOOPING_DENY: [dec] Invalid ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]]).`

Explanation This message means that the switch has received ARP packets considered invalid by ARP inspection. The packets are erroneous, and their presence might show attempted man-in-the-middle attacks in the network. This log message appears when the IP and MAC address binding of the sender for the received VLAN is not present in the DHCP snooping database. The first [dec] is the number of invalid ARP packets. The first [chars] is either Req (request) or Res (response), and the second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

Recommended Action No action is required.

Error Message `SW_DAI-6-DHCP_SNOOPING_PERMIT: [dec] ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]]).`

Explanation This message means that the switch has received ARP packets that have been permitted because the IP and MAC address of the sender match the DHCP snooping database for the received VLAN. The first [dec] is the number of valid ARP packets. The first [chars] is either Req (request) or Res (response), and the second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

Recommended Action No action is required.

Error Message `SW_DAI-4-INVALID_ARP: [dec] Invalid ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]]).`

Explanation This message means that the switch has received ARP packets considered invalid by ARP inspection. The packets do not pass one or more validation checks of the source or destination MAC address or the IP address. The first [dec] is the number of invalid ARP packets. The first [chars] is either Req (request), Res (response), or Invalid Opcode. The second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

Recommended Action No action is required.

Error Message `SW_DAI-4-PACKET_BURST_RATE_EXCEEDED: [dec] packets received in [dec] seconds on [chars].`

Explanation This message means that the switch has received the given number of ARP packets in the specified burst interval. The interface is in the error-disabled state when the switch receives packets at a higher rate than the configured packet rate every second over the configured burst interval. The message is logged just before the interface is put into the error-disabled state and if the configured burst interval is more than a second. The first [dec] is the number of packets, the second [dec] is the number of seconds, and [chars] is the affected interface.

Recommended Action No action is required.

Error Message `SW_DAI-4-PACKET_RATE_EXCEEDED: [dec] packets received in [dec] milliseconds on [chars].`

Explanation This message means that the switch has received the given number of ARP packets for the specified duration on the interface. This message is logged just before the port is put into the error-disabled state because of the exceeded packet rate and when the burst interval is set to 1 second. The first [dec] is the number of packets, the second [dec] is the number of milliseconds, and [chars] is the affected interface.

Recommended Action No action is required.

Error Message `SW_DAI-4-SPECIAL_LOG_ENTRY: [dec] Invalid ARP packets [[time-of-day]].`

Explanation This message means that the switch has received ARP packets considered invalid by ARP inspection. The packets are erroneous, and their presence might show attempted man-in-the-middle attacks in the network. This message differs from other SW_DAI messages in that this message captures all messages when the rate of incoming packets exceeds the dynamic ARP inspection logging rate. [dec] is the number of invalid ARP packets, and [time-of-day] is the time of day.

Recommended Action No action is required.

Error Message `SW_DAI-6-ACL_PERMIT: [dec] ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]]).`

Explanation This message means that the switch has received ARP packets that are permitted as a result of an ACL match. The first [dec] is the number of valid ARP packets. The first [chars] is either Req (request) or Res (response), and the second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

Recommended Action No action is required.

Error Message `SW_DAI-6-DHCP_SNOOPING_PERMIT: [dec] ARPs ([chars]) on [chars], vlan [dec].([[enet]/[chars]/[enet]/[chars]/[time-of-day]]).`

Explanation This message means that the switch has received ARP packets that have been permitted because the IP and MAC address of the sender match the DHCP snooping database for the received VLAN. The first [dec] is the number of valid ARP packets. The first [chars] is either Req (request) or Res (response), and the second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

Recommended Action No action is required.

SW_MACAUTH Messages

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

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

Recommended Action No action is required.

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

Explanation This message means that the MAC authentication table was cleared.

Recommended Action No action is required.

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

Explanation This message means that MAC authentication is enabled or disabled. [chars] is the MAC authentication status, either enabled or disabled.

Recommended Action No action is required.

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

Explanation This message means that the switch has received a command to authenticate a MAC address. [enet] is the MAC address.

Recommended Action No action is required.

SW_MATM Messages

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

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

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

SW_VLAN Messages

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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 This message means that the VLAN manager received an upcall and a VLAN cookie from the port manager that translated to a bad VLAN ID. [dec] is the VLAN ID.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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 This message means that the VLAN software did not use the VLAN configuration from the startup-configuration file. It will use the binary VLAN configuration file in NVRAM.

Recommended Action No action is required.

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

Explanation This message means that 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 Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

Explanation This message means that 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 Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

Explanation This message means that 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 1-7.

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

Explanation This message means that 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 1-7.

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 This message means that 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 1-7.

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

Explanation This message means that the VLAN manager received an unexpected error return from a Cisco IOS file system (IFS) call while reading the VLAN database. The first [chars] is the function call name, the second [chars] is the file name, the first [dec] is the error code, the third [chars] is the textual interpretation of the error code, and the second [dec] is the number of bytes transferred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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 This message means that 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 1-7.

Error Message `SW_VLAN-4-STARTUP_EXT_VLAN_CONFIG_FILE_FAILED: Failed to configure extended range VLAN from startup-config. Error [chars].`

Explanation This message means that the VLAN software did not use an extended-range VLAN configuration from the startup configuration file. All extended-range VLAN configurations are lost after the system boots up. [chars] is a description of the error code.

Recommended Action No action is required.

Error Message `SW_VLAN-4-VLAN_CREATE_FAIL: Failed to create VLANs [chars]: [chars].`

Explanation This message means that 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 Verify the internal VLAN usage by using **show vlan internal usage** privileged EXEC command, reconfigure the feature that is using the internal VLANs, and create the VLANs again. If this message appears again, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `SW_VLAN-4-VTP_INTERNAL_ERROR: VLAN manager received an internal error [dec] from vtp function [chars] [chars].`

Explanation This message means that the VLAN manager received an unexpected error code from the VTP configuration software. [dec] is the error code, the first [chars] is the VTP function, and the second [chars] is the error-code description.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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

Explanation This message means that the VLAN manager received invalid data from a VTP configuration database routine. The first [chars] is the data type, [dec] is the inappropriate value that was received, and the second [chars] is the VTP database function.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `SW_VLAN-4-VTP_INVALID_EVENT_DATA: VLAN manager received bad data of type [chars] value [dec] while being called to handle a [chars] event.`

Explanation This message means that the VLAN manager received invalid data from the VTP configuration software. The first [chars] is the data type, [dec] is the value of that data, and the second [chars] is the VTP event.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `SW_VLAN-4-VTP_SEM_BUSY: VTP semaphore is unavailable for function [chars]. Semaphore locked by [chars].`

Explanation This message means that the VTP database is not available. You should access the VTP database later. The first [chars] is the function name that you want to configure, and the second [chars] is the function name that is using the VTP database.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

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 This message means that the VLAN software detected an old version of the VLAN configuration file format. It interpreted the file, but it will use the new format in the future. The first [dec] is the old version number, and the second [dec] is the new version number.

Recommended Action No action is required.

Error Message `SW_VLAN-6-VLAN_DAT_CACHE_EXISTS: Unexpected vlan.dat cache exists. Removing the cache and continuing the sync with new set.`

Explanation This message means that this message does not affect switch functionality.

Recommended Action No action is required.

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

Explanation This message means that 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 1-7.

Error Message `SW_VLAN-6-VTP_DOMAIN_NAME_CHG: VTP domain name changed to [chars].`

Explanation This message means that the VTP domain name was changed through the configuration to the name specified in the message. [chars] is the changed domain name.

Recommended Action No action is required.

Error Message `SW_VLAN-6-VTP_MODE_CHANGE: VLAN manager changing device mode from [chars] to [chars].`

Explanation This message means that an automatic VTP-mode device-change occurred upon receipt of a VLAN configuration database message containing more than a set number of VLANs. The first [chars] is the previous mode, and the second [chars] is the current mode.

Recommended Action No action is required.

SWITCH_QOS_TB Messages

Error Message `SWITCH_QOS_TB-5-TRUST_DEVICE_DETECTED: [chars] detected on port [chars], port's configured trust state is now operational.`

Explanation This message means that a trusted boundary detected a device matching the trusted device setting for the port and has modified the port trust state. The first [chars] is the trusted device, and the second [chars] is the port.

Recommended Action No action is required.

Error Message `SWITCH_QOS_TB-5-TRUST_DEVICE_LOST: [chars] no longer detected on port [chars], operational port trust state is now untrusted.`

Explanation This message means that a trusted boundary lost contact with a trusted device and has set the port trust state to untrusted. The first [chars] is the trusted device, and the second [chars] is the port

Recommended Action No action is required.

TCAMMGR Messages

Error Message `TCAMMGR-3-GROW_ERROR: cam region [dec] can not grow.`

Explanation This message means that 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 1-7.

Error Message `TCAMMGR-3-HANDLE_ERROR: cam handle [hex] is invalid.`

Explanation This message means that 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 1-7.

Error Message `TCAMMGR-3-INDEX_ERROR: cam value/mask index [dec] is invalid.`

Explanation This message means that 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 1-7.

Error Message `TCAMMGR-3-MOVE_ERROR: cam entry move from index [int] to index [int] failed.`

Explanation This message means that a CAM entry being moved from one index to another failed. [int] is the index value.

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

contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `TCAMMGR-3-REGION_ERROR: cam region [dec] is invalid.`

Explanation This message means that 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 1-7.

Error Message `TCAMMGR-3-REGMASK_ERROR: invalid cam region [dec] mask [dec] pair.`

Explanation This message means that 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 1-7.

UDLD Messages

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

Explanation This message means that the UDLD process stopped because it cannot read the unique system identifier that is being used by UDLD. The system identifier is used to identify the device that is sending the UDLD packets. [chars] is the UDLD process name.

Recommended Action Reload the switch by using the **reload** privileged EXEC command. If the 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 1-7.

Error Message `UDLD-3-UDLD_IDB_ERROR: UDLD error handling [chars] interface [chars].`

Explanation This message means that a software error occurred in UDLD processing associated with a specific interface. The first [chars] is the event, and the second [chars] is the interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `UDLD-3-UDLD_INTERNAL_ERROR: UDLD internal error [chars].`

Explanation This message means that a software check failed during UDLD processing. [chars] is a description of the internal error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `UDLD-3-UDLD_INTERNAL_IF_ERROR: UDLD internal error, interface [chars] [chars].`

Explanation This message means that a software check failed during UDLD processing. The first [chars] is the interface, and the second [chars] is a description of the error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `UDLD-4-UDLD_PORT_DISABLED: UDLD disabled interface [chars], [chars] detected.`

Explanation This message means that the UDLD Protocol disabled an interface because it detected connections between neighbors that were functioning only in one direction, which might potentially cause spanning-tree loops or interfere with connectivity. The cause is likely to be hardware related, either due to a bad port, a bad cable, or a misconfigured cable. The first [chars] is the interface, and the second [chars] is the error detected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `UDLD-6-UDLD_PORT_RESET: UDLD reset interface [chars].`

Explanation This message means that the UDLD Protocol detected a unidirectional connection between neighbors. Reset the port that was disabled by UDLD by using the **udld reset** privileged EXEC command or through a hardware action such as a link-state change. [chars] is the interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

UFAST_MCAST_SW Messages

Error Message `UFAST_MCAST_SW-3-PROC_START_ERROR: No process available for transmitting UplinkFast packets.`

Explanation This message means that UplinkFast packets will not be sent because the process could not be created.

Recommended Action UplinkFast does not work unless you reload the switch software. If the message appears again after reload, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `UFAST_MCAST_SW-4-MEM_NOT_AVAILABLE: No memory is available for transmitting UplinkFast packets on Vlan [dec].`

Explanation This message means that UplinkFast packets will not be sent on a VLAN due to memory limitations. [dec] is the VLAN ID.

Recommended Action Reduce other system activity to ease memory demands.

VQPCLIENT Messages

Error Message `VQPCLIENT-2-CHUNKFAIL: Could not allocate memory for VQP.`

Explanation This message means that an error occurred when the system tried to allocate memory for the VQP client.

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

contact your Cisco technical support representative, and provide the representative with the gathered information. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-7.

Error Message `VQPCLIENT-2-DENY: Host [enet] denied on interface [chars].`

Explanation This message means that the VMPS has denied access for the given host MAC address to an interface. [enet] is the host MAC address, and [chars] is the interface name.

Recommended Action No action is normally required. If you think that the host should have been allowed access, verify the configuration on the VMPS.

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

Explanation This message means that the system has shut down the specified interface because too many hosts have requested access to that interface. [chars] is the interface name.

Recommended Action To enable the interface, remove the excess hosts, and enter the **no shutdown** interface configuration command.

Error Message `VQPCLIENT-3-IFNAME: Invalid interface ([chars]) in response.`

Explanation This message means that the VMPS has sent an unsolicited response with an unknown interface name. [chars] is the name of the unknown interface.

Recommended Action Verify the VMPS configuration.

Error Message `VQPCLIENT-3-VLANNAME: Invalid VLAN [chars] in response.`

Explanation This message means that the VMPS has specified an unknown VLAN name. [chars] is the VLAN name.

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

WCCP Messages

Error Message `WCCP-5-CACHEFOUND: Web Cache [IP_address] acquired.`

Explanation This message means that the switch has acquired the specified web cache. [IP_address] is the web cache IP address.

Recommended Action No action is required.

Error Message `WCCP-1-CACHELOST: Web Cache [IP_address] lost.`

Explanation This message means that the switch has lost contact with the specified web cache. [IP_address] is the web cache IP address.

Recommended Action Verify the operation of the web cache by entering the **show ip wccp web-cache** privileged EXEC command.

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