



Cisco CGS 2520 System Message Guide

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Preface

Purpose

This guide describes the Cisco CGS 2520 switch-specific system messages that you might encounter. For a complete list of Cisco IOS system error messages, see the *Cisco IOS Software System Error Messages, Cisco IOS Release 12.2*.

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

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

Conventions

This publication uses these conventions to convey instructions and information:

Command descriptions use these conventions:

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

Interactive examples use these conventions:

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

Notes use this convention and symbol:



Note

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

Related Publications

Cisco CGS 2520 switch information site: http://www.cisco.com/go/cgs2520_docs



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 on Cisco.com.
- For Network Assistant requirements, see the *Getting Started with Cisco Network Assistant* on Cisco.com.
- For upgrade information, see the “Downloading Software” section in the release notes.

See these documents for other information about the switch:

- *Release Notes for the Cisco CGS 2520*
- *Cisco CGS 2520 Software Configuration Guide*
- *Cisco CGS 2520 Command Reference*
- *Cisco CGS 2520 Hardware Installation Guide*
- *Cisco CGS 2520 Getting Started Guide*
- *Regulatory Compliance and Safety Information for the Cisco CGS 2520*
- *Installation Notes for the Power Supply Modules for the Cisco CGS 2520*
- *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*
- SFP Module Installation Notes:
http://www.cisco.com/en/US/products/hw/modules/ps5455/prod_installation_guides_list.html
 - *Cisco Small Form-Factor Pluggable Modules Installation Notes*
 - *Cisco CWDM GBIC and CWDM SFP Installation Note*
- Compatibility matrix documents:
http://www.cisco.com/en/US/products/hw/modules/ps5455/products_device_support_tables_list.html
 - *Cisco Gigabit Ethernet Transceiver Modules Compatibility Matrix*
 - *Compatibility Matrix for 1000BASE-T Small Form-Factor Pluggable Modules*

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 Cisco CGS 2520 switch-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 Cisco CGS 2520 platform-specific, see the *Cisco IOS Software System Messages for Cisco IOS Release 12.2S*.

- [How to Read System Messages, page 1-1](#)
- [Error Message Traceback Reports, page 1-5](#)

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

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

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

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

- FACILITY is 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 2-7

Table 1-1 Facility Codes (continued)

Facility Code	Description	Location
DHCP_SNOOPING	DHCP snooping	“DHCP_SNOOPING Messages” section on page 2-9
DOT1X	IEEE 802.1x	“DOT1X Messages” section on page 2-12
DOT1X_SWITCH	IEEE 802.1x for switches	“DOT1X_SWITCH Messages” section on page 2-13
DTP	Dynamic Trunking Protocol	“DTP Messages” section on page 2-16
DWL	Down-when-looped	“DWL Messages” section on page 2-17
EC	EtherChannel	“EC Messages” section on page 2-17
ETHCNTR	Ethernet controller	“ETHCNTR Messages” section on page 2-22
EXPRESS_SETUP	Express Setup	“EXPRESS_SETUP Messages” section on page 2-23
FLASH_DEVICE	Flash device	“FLASH_DEVICE Messages” section on page 2-24
FRNTEND_CTRLR	Font-end controller	“FRNTEND_CTRLR Messages” section on page 2-24
GBIC_SECURITY	GBIC module and small form-factor pluggable (SFP) module security	“GBIC_SECURITY Messages” section on page 2-24
GBIC_SECURITY_CRYPT	GBIC and SFP module security	“GBIC_SECURITY_CRYPT Messages” section on page 2-26
GBIC_SECURITY_UNIQUE	GBIC and SFP module security	“GBIC_SECURITY_UNIQUE Messages” section on page 2-27
HARDWARE	Hardware	“HARDWARE Messages” section on page 2-27
HCPU_PROT_MGR	CPU protection manager	“HCPU_PROT_MGR Messages” section on page 2-29
HLFM	Local forwarding manager	“HLFM Messages” section on page 2-29
IDBMAN	Interface description block manager	“IDBMAN Messages” section on page 2-31
IGMP_QUERIER	Internet Group Management Protocol (IGMP) querier	“IGMP_QUERIER Messages” section on page 2-33
ILPOWER	Power over Ethernet (PoE)	“ILPOWER Messages” section on page 2-34
IP_DEVICE_TRACKING_HA	IP device tracking for high availability	“IP_DEVICE_TRACKING_HA Messages” section on page 2-37

Table 1-1 Facility Codes (continued)

Facility Code	Description	Location
MAC_LIMIT	MAC address table entries	“MAC_LIMIT Messages” section on page 2-38
MAC_MOVE	Host activity	“MAC_MOVE Messages” section on page 2-38
PAGP_DUAL_ACTIVE	Port Aggregation Protocol (PAgP) dual-active detection	“PAGP_DUAL_ACTIVE Messages” section on page 2-39
PHY	PHY	“PHY Messages” section on page 2-39
PIMSN	Protocol Independent Multicast (PIM) snooping	“PIMSN Messages” section on page 2-41
PLATFORM	Low-level platform-specific	“PLATFORM Messages” section on page 2-42
PLATFORM_HECF	Cisco Express Forwarding (CEF)	“PLATFORM_HECF Messages” section on page 2-42
PLATFORM_HPLM	Platform pseudo-label manager	“PLATFORM_HPLM Messages” section on page 2-43
PLATFORM_IPv6	IP Version 6	“PLATFORM_IPv6 Messages” section on page 2-43
PLATFORM_PBR	Platform policy-based routing	“PLATFORM_PBR Messages” section on page 2-44
PLATFORM_SPAN	Platform switched port analyzer	“PLATFORM_SPAN Messages” section on page 2-46
PLATFORM_PM	Platform port manager	“PLATFORM_PM Messages” section on page 2-45
PLATFORM_UCAST	platform unicast routing	“PLATFORM_UCAST Messages” section on page 2-47
PLATFORM_VLAN	Platform VLAN	“PLATFORM_VLAN Messages” section on page 2-49
PLATFORM_WCCP	Web Cache Communication Protocol (WCCP)	“PLATFORM_WCCP Messages” section on page 2-50
PM	Port manager	“PM Messages” section on page 2-50
PORT_SECURITY	Port security	“PORT_SECURITY Messages” section on page 2-58
QOSMGR	QoS manager	“QOSMGR Messages” section on page 2-59
REP	Resilient Ethernet Protocol (REP)	“REP Messages” section on page 2-64
RMON	Remote Network Monitoring (RMON)	“RMON Messages” section on page 2-64
SPAN	Switched port analyzer	“SPAN Messages” section on page 2-65

Table 1-1 Facility Codes (continued)

Facility Code	Description	Location
SPANTREE	Spanning tree	“SPANTREE Messages” section on page 2-65
SPANTREE_FAST	Spanning-tree fast convergence	“SPANTREE_FAST Messages” section on page 2-73
SPANTREE_VLAN_SW	Spanning-tree VLAN switch	“SPANTREE_VLAN_SW Messages” section on page 2-73
STORM_CONTROL	Storm control	“STORM_CONTROL Messages” section on page 2-74
SUDI	Secure Unique Device Identifier (UDI)	“SUDI Messages” section on page 2-74
SUPERVISOR	Supervisor ASIC	“SUPERVISOR Messages” section on page 2-75
SUPQ	Supervisor queue	“SUPQ Messages” section on page 2-75
SW-DAI	Dynamic ARP inspection (DAI)	“SW_DAI Messages” section on page 2-77
SW_MACAUTH	MAC address authentication	“SW_MACAUTH Messages” section on page 2-79
SW-MATM	MAC address table manager	“SW_MATM Messages” section on page 2-80
SW_VLAN	VLAN manager	“SW_VLAN Messages” section on page 2-80
SWITCH_QOS_TB	QoS trusted boundary	“SWITCH_QOS_TB Messages” section on page 2-87
TCAMMGR	Ternary content addressable memory manager	“TCAMMGR Messages” section on page 2-87
UDLD	UniDirectional Link Detection	“UDLD Messages” section on page 2-89
UFAST_MCAST_SW	UplinkFast (UFAST) packet transmission	“UFAST_MCAST_SW Messages” section on page 2-90
VQPCLIENT	VLAN Query Protocol client	“VQPCLIENT Messages” section on page 2-91
WARMRESTARTMG	Warm reload	“WARMRESTARTMG Messages” section on page 2-93

- 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.
7 – debugging	Message that appears during debugging.

- 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

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/cgi-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 viii for further information.



CHAPTER 2

Message and Recovery Procedures

This chapter describes the Cisco CGS 2520 switch system messages in alphabetical order by facility. Within each facility, the messages are listed by severity levels 0 to 7: 0 is the highest severity level, and 7 is the lowest severity level. Each message is followed by an explanation and a recommended action.



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.

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- [BACKUP_INTERFACE Messages, page 2-7](#)
- [BADTRANSCEIVER Messages, page 2-7](#)
- [BSPATCH Messages, page 2-8](#)
- [DHCP_SNOOPING Messages, page 2-9](#)
- [DOT1X Messages, page 2-12](#)
- [DOT1X_SWITCH Messages, page 2-13](#)
- [DTP Messages, page 2-16](#)
- [DWL Messages, page 2-17](#)
- [EC Messages, page 2-17](#)
- [ETHCNTR Messages, page 2-22](#)
- [EXPRESS_SETUP Messages, page 2-23](#)
- [FLASH_DEVICE Messages, page 2-24](#)
- [FRNTEND_CTRLR Messages, page 2-24](#)
- [GBIC_SECURITY Messages, page 2-24](#)
- [GBIC_SECURITY_CRYPT Messages, page 2-26](#)
- [GBIC_SECURITY_UNIQUE Messages, page 2-27](#)
- [HARDWARE Messages, page 2-27](#)
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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, the first [chars] is Layer 3, and the second [chars] is Layer 2. If only one layer of TCAM is full, only one string is displayed, and the other string is NULL.

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

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

Explanation 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.

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 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.

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

Explanation This message means that the access control list (ACL) manager has encountered an invalid parameter value. [chars] is the parameter name, and [int] is the parameter value.

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

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

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

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

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

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

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.

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.

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.

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

Recommended Action No action is required.

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

Explanation 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 inappropriate 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.

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.

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.

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.

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. [chars] is the reason the process failed.

Recommended Action No action is required.

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

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

Recommended Action No action 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 DHCP packets, and [chars] is the interface.

Recommended Action No action is required.

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

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

Explanation This message means that an untrusted port dropped a DHCP message. A host might be acting as a DHCP server. [chars] is the message type (DHCP OFFER, DHCP ACK, DHCP NAK, or DHCP LEASE QUERY), and [enet] is the MAC address of the sending host.

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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 The system memory is not sufficient to perform the IEEE 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 IEEE 802.1x process.

Recommended Action Restart the IEEE 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 IEEE 802.1x process cannot operate because of an internal system error.

Recommended Action Reload the device.

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

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

Recommended Action No action is required.

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

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

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

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

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

Recommended Action No action is required.

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

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

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

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

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

Recommended Action No action is required.

DOT1X_SWITCH Messages

Error Message DOT1X_SWITCH-4-PROC_START_ERR: Unable to start dot1x switch process.

Explanation This message means that the software could not start the 802.1x authentication process.

Recommended Action Use the **reload** privileged EXEC command to reload the switch.

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

Explanation The client MAC address could not be added to the MAC address table because the hardware memory is full or the address is a secure address on another port. This message might appear if IEEE 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.

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

Explanation An attempt was made to assign a primary VLAN to an IEEE 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.

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

Explanation An attempt was made to assign a nonsecondary VLAN to a private VLAN host IEEE 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 mode of the port so that it is no longer a PVLAN host port or use a valid secondary VLAN.

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

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

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

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

Explanation 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 or ID exists on the switch.

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

Explanation An attempt was made to assign a secondary VLAN to a port that is not a private VLAN host port, 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 mode of the port so that it is configured as a private VLAN host port, or use a different VLAN that is not configured as a secondary VLAN.

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

Explanation An attempt was made to assign a VLAN to an IEEE 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_INTERNAL: Attempt to assign internal VLAN [dec] to 802.1x port [chars] AuditSessionID [chars]

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

Explanation Assign a different VLAN.

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

Explanation An attempt was made to assign an invalid VLAN to an IEEE 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 An attempt was made to assign a VLAN to an IEEE 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 shutdown or use another VLAN.

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 VLAN Trunking Protocol (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 the other end is configured as *on* with IEEE 802.1Q encapsulation. [chars] is the interface.

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

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

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

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

EC Messages

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

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

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

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 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 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-MINLINKS_MET: Port-channel [chars] is up as its bundled ports ([dec]) meets min-links

Explanation This message means that the administrative configuration of minimum links is equal to or less than the number of EtherChannel ports. The port channel is up. [chars] is the EtherChannel, and [dec] is the EtherChannel group number.

Recommended Action No action is required.

Error Message EC-5-MINLINKS_NOTMET: Port-channel [chars] is down bundled ports ([dec]) doesn't meet min-links

Explanation This message means that the administrative configuration of minimum links is greater than the number of bundled ports. The port channel is down. [chars] is the EtherChannel, and [dec] is the EtherChannel group number.

Recommended Action Reduce the value of the minimum-links configuration parameter for an EtherChannel, or add more ports to the EtherChannel to create a bundle.

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 IEEE 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.

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, 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.

EXPRESS_SETUP Messages

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.

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.

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.

FLASH_DEVICE Messages

Error Message FLASH-1-DEVICE_REMOVED: Flash device removed

Explanation This message means that the compact flash card has been removed from the switch. There is no access to the flash file system.

Recommended Action To access the flash file system, reinsert the compact flash card.

Error Message FLASH-6-DEVICE_INSERTED: Flash device inserted

Explanation This message means that the compact flash card has been inserted into the switch. There is now access to the flash file system.

Recommended Action No action is required.

FRNTEND_CTRLR Messages

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

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

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

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

GBIC_SECURITY Messages

**Note**

The Cisco CGS 2520 switch supports SFP modules and does not support GBIC modules. Although the error message text refers to GBIC interfaces and modules, the messages from the switch actually refer to the SFP module interfaces and modules.

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

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

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 Cisco CGS 2520 switch supports SFP modules and does not support GBIC modules. Although the error message text refers to GBIC interfaces and modules, the messages from the switch actually refer to the SFP module interfaces and modules.

Error Message GBIC_SECURITY_CRYPT-4-ID_MISMATCH: Identification check failed for GBIC interface [chars].

Explanation 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 interface [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 interface [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 switch does not recognize the SFP module, it might still operate properly but have limited functionality.

GBIC_SECURITY_UNIQUE Messages

**Note**

The Cisco CGS 2520 switch supports SFP modules and does not support GBIC modules. Although the error message text refers to GBIC interfaces and modules, the messages from the switch actually refer to the SFP module interfaces and modules.

Error Message GBIC_SECURITY_UNIQUE-3-DUPLICATE_GBIC: GBIC interface [dec]/[dec] is a duplicate of GBIC interface [dec]/[dec].

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

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

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

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-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.

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.

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.

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.

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.

HCPU_PROT_MGR Messages

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

Explanation This message means that a hardware error could have occurred.

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

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.

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.

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 attempted to modify a station descriptor that is no longer in use or is invalid. The first [dec] is the station index, the second [dec] is the VLAN ID, the third [dec] is the destination index, the fourth [dec] is the error code, the fifth [dec] is the MAC address descriptor, and the sixth [dec] is the ref-count for this MAC address descriptor.

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

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

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.

IDBMAN Messages

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

Explanation This message means that an internal error caused an invalid aggregate port to be used by the software. The first [chars] is the name of the function where the error occurred. The second and third [chars] are the port-channel names, and the ([dec] / [dec]) are the slot and port numbers (slot/port).

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

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

Explanation This message means that there is an internal error that caused an interface that has been deleted to be reused for a new aggregate port. [chars] is the port-channel name, and the ([dec] / [dec]) are the slot and port numbers (slot/port). The last [dec] is the channel-group number.

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

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

Explanation This message means that there is an internal error that caused an invalid bandwidth to be used for an aggregate port. [chars] is the port-channel name. The ([dec] / [dec]) are the slot and port numbers (slot/port). The last [dec] is the bandwidth.

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

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

Explanation This message means that there is an internal error that caused an invalid port number to be used by the software. [chars] is the interface name. The first [dec] is the port number that is invalid, and the second [dec] is the maximum allowed value for a port number.

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

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

Explanation This message means that there is an internal error that caused an invalid VLAN to be used by the software. [chars] is the interface name, and [dec] is the VLAN ID that is invalid.

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

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

Explanation This message means that there is an internal error that caused an interface that is not an aggregate port to be used for aggregate port operations. [chars] is the interface name, and ([dec] / [dec]) are the slot and port number (slot/port).

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

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

Explanation This message means that an internal error has been detected. A port that was supposed to be in an aggregate port was found not to be. The first [chars] is the interface name, and the second [chars] is the port-channel name. The ([dec] / [dec]) are the slot and port numbers (slot/port).

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

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

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

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

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

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

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

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 the IGMP querier could not send messages to the interface because an IP address was not specified 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 Protocol-Independent Multicast (PIM) is disabled on the switch virtual interface (SVI), and the IGMP querier function is now enabled. [dec] is the VLAN ID.

Recommended Action No action is required.

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

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.

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.

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.

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.

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.

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 powered configured on the interface. [chars] is the interface, and [dec] is the maximum configured power.

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

Error Message ILPOWER-5-CONTROLLER_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 Power over Ethernet (PoE) interface is consuming more power than the maximum power allocation. [chars] is the interface. The first [dec] is the power being consumed, and the second [dec] is the maximum allocated power value.

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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 power device has an invalid IEEE class so that the switch is not supplying power to the device. [chars] is the interface name. [dec] is the class number of the device.

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

Explanation This message means that there is enough power available in the switch and that the switch is providing power to the interface. [chars] is the interface.

Recommended Action No action is required.

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

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

Recommended Action No action is required.

IP_DEVICE_TRACKING_HA Messages

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

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

Recommended Action No action is required.

MAC_LIMIT Messages

Error Message MAC_LIMIT-4-DROP: Vlan [dec] with Configured limit = [dec] has currently [dec] Entries.

Explanation This message means that the number of MAC address table entries for a VLAN is less than or equal to the maximum number allowed. The first [dec] is the VLAN ID, the second [dec] is the maximum number of MAC address entries, and the third [dec] is the number of entries in the MAC address table.

Recommended Action Your system administrator configures an action.

Error Message MAC_LIMIT-4-ENFORCE: Enforcing limit on Vlan [dec] with Configured limit = [dec].

Explanation This message means that the number of MAC address entries for the VLAN exceeds the maximum number allowed. The configured action is to limit the number of entries to the maximum allowed. The first [dec] is the VLAN ID, and the second [dec] is the maximum number of MAC address entries.

Recommended Action Your system administrator configures an action.

Error Message MAC_LIMIT-4-EXCEED: Vlan [dec] with Configured limit = [dec] has currently [dec] Entries.

Explanation This message means that the number of MAC address entries for a VLAN exceeds the maximum number allowed. The first [dec] is the VLAN ID, the second [dec] is the maximum number of MAC address entries, and the third [dec] is the number of entries in the MAC address table.

Recommended Action Your system administrator configures an action.

MAC_MOVE Messages

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

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.

PAGP_DUAL_ACTIVE Messages

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.

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.

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

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

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

Error Message PHY-4-SFP_PLUS_NOT_SUPPORTED: The SFP PLUS in [chars] is not supported

Explanation This message means that the Cisco X2 transceiver module is not supported on the switch. [chars] is the port in which the SFP module is inserted.

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

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.

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.

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 error message that appeared when the switch failed in a previous instance. [chars] is the description of the error message.

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

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.

PLATFORM_HCEF Messages

Error Message PLATFORM_HCEF-3-ADJ: [chars]

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

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

PLATFORM_HPLM Messages

Error Message PLATFORM_HPLM-3-ERROR: Failed Alloc for action 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 message exactly as it appears on the console or in the system log. Research and attempt to resolve the error by using the Output Interpreter. Use the Bug Toolkit to look for similar reported problems. If you still require assistance, open a case with the TAC, or contact 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_IPv6 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

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 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 on this platform. This is a hardware limitation. [chars] is the route-map.

Recommended Action Use the **route-map** *map-tag* **permit** global configuration command and the **set ip next-hop** *ip-address* route-map configuration command to reconfigure the route map to use only these supported actions.

Error Message PLATFORM_PBR-4-CPU_SUPPORTED_ACTION: Set action in sequence [dec] of route-map [chars] supported by forwarding to CPU.

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-IFCOUNTERERROR: 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.

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.

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

Explanation This message means that 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.

PLATFORM_SPAN Messages

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

Explanation This message means that the 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.

PLATFORM_UCAST Messages

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

Explanation This message means that the adjacency module for unicast routing encountered an error. [chars] describes the error.

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

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

Explanation This message means that the ARP module for unicast routing encountered an error. [chars] describes the error.

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

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

Explanation This message means that the Cisco Express Forwarding (CEF) module for unicast routing encountered an error. [chars] describes the error.

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

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

Explanation This message means that the dynamic address tracking mechanism for unicast routing encountered an error. [chars] describes the error.

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

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.

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

Explanation This message means that the Hot Standby Router Protocol (HSRP) module for unicast routing encountered an error. [chars] describes the error.

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

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.

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

Explanation This message means that the RPC module for unicast routing encountered an error. [chars] describes the error.

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

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.

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.

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.

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 is not specified on the switch.

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

PM Messages

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

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.

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 the software did not add the VLAN.

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

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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. 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.

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 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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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 [dec] is no longer allowed on port [chars]. Its port security configuration has been removed.

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

Recommended Action No action is required.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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

Error Message 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 Switch Database Management (SDM) template. [chars] is the policy-map name.

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

Error Message QOSMGR-4-MATCH_NOT_SUPPORTED: Match type is not supported in classmap [chars].

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-list* 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.

REP Messages

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

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

Recommended Action No action is required.

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

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

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

RMON Messages

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

Explanation 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.

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-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 bridge protocol data unit (BPDU) was received on an interface that has the spanning tree BPDU guard feature enabled. As a result, the interface was administratively shut down. [chars] is the interface name.

Recommended Action Either remove the device sending BPDUs, or disable the BPDU guard feature. The BPDU guard feature can be locally configured on the interface or globally configured on all ports that have PortFast enabled. To disable BPDU guard on an interface, use the **no spanning-tree bpduguard enable** interface configuration command. To disable BPDU guard globally, use the **no spanning-tree portfast bpduguard default** global configuration command. After you have removed the device or disabled BPDU guard, re-enable the interface by entering the **no shutdown** interface configuration command.

Error Message SPANTREE-2-BLOCK_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 IEEE 802.1Q trunk connection. When corrected, spanning tree automatically unblocks the interfaces, as appropriate.

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

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 IEEE 802.1Q trunk connection. When interface inconsistencies are corrected, spanning tree automatically unblocks the interfaces.

Error Message SPANTREE-2-CHNL_MISCFG: Detected loop due to etherchannel misconfiguration of [chars] [chars].

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 BPDUs received on VLAN [dec], claiming root [dec]:[enet]

Explanation This message means that the specified port on the multiple spanning-tree (MST) switch is blocked. When a designated port on an MST switch is connected to a PVST+ switch, the CIST (MST00) information on the port of the MST switch must be consistently superior (lower bridge ID, lower path cost, and so forth) to the information in all the PVST+ messages. If the port is the root, the CIST (MST00) information on the MST switch must be consistently inferior to all the PVST+ messages. If this constraint is violated, the port on the MST switch is blocked to prevent a potential

bridging loop. The first [chars] is the MST switch, the second [chars] is the port, and the third [chars] is the PVST+ switch. The first [dec] is the VLAN ID, the second [dec] is the MST switch, and [enet] is the MST-switch MAC address.

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

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

Recommended Action No action is required.

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

Explanation This message means that the interface that received a Shared Spanning Tree Protocol (SSTP) BPDU was in trunk mode but was not using IEEE 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 *IEEE 802.1Q*). If the encapsulation types are different, use the **switchport trunk encapsulation** interface configuration command to make them consistent. When the encapsulation is consistent, spanning tree automatically unblocks the interface.

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

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.

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 IEEE 802.1Q trunk. [dec] is the VLAN ID, the first [chars] is the port, and the second [chars] is the VLAN.

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

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

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.

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.

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 *IEEE 802.1Q*). When these parameters are consistent, spanning tree automatically unblocks the interface.

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

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

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

SPANTREE_FAST Messages

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 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.

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.

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.

SUDI Messages

Error Message SUDI-1-INTERNAL_ERROR: Secure UDI encountered an internal error

Explanation This message means that an internal error occurred that prevented the switch from authenticating itself.

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

Error Message SUDI-1-VALIDATION_ERROR: Secure UDI validation failed

Explanation This message means that an error occurred in either retrieving the Unique Device Identifier (UDI) data, parsing the UDI data, or validating the UDI data through cryptographic checks or that a mismatch occurred in the UDI. This failure prevented the switch from authenticating itself.

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

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.

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.

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.

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.

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.

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.

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.

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 ACLs either explicitly or implicitly deny packets (with static ACL configuration). These packets show attempted man-in-the-middle attacks in the network. The first [dec] is the number of invalid ARP packets. The first [chars] is either Req (request) or Res (response), and the second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

Recommended Action No action 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 of the sender and MAC address binding for the received VLAN is not in the DHCP snooping database. The first [dec] is the number of invalid ARP packets. The first [chars] is either Req (request) or Res (response), and the second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

Recommended Action No action 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 placed in the error-disabled state and if the configured burst interval is more than a second. The first [dec] is the number of packets, the second [dec] is the number of seconds, and [chars] is the affected interface.

Recommended Action No action 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 placed in the error-disabled state because of the exceeded packet rate and when the burst interval is set to 1 second. The first [dec] is the number of packets, the second [dec] is the number of milliseconds, and [chars] is the affected interface.

Recommended Action No action 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, 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.

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.

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.

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.

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

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

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

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.

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.

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.

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.

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.

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

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.

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.

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.

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.

Error Message SW_VLAN-4-VTP_USER_NOTIFICATION: VTP protocol user notification: [chars].

Explanation This message means that the VTP code encountered an unusual diagnostic situation. [chars] is a description of the situation.

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

Error Message SW_VLAN-6-VTP_DOMAIN_NAME_CHG: VTP domain name changed to [chars].

Explanation This message means that the VLAN Trunking Protocol (VTP) domain name was changed through the configuration to the name specified in the message. [chars] is the changed domain name.

Recommended Action No action is required.

Error Message SW_VLAN-6-OLD_CONFIG_FILE_READ: Old version [dec] VLAN configuration file detected and read OK. Version [dec] files will be written in the future.

Explanation 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 the switch functionality is unaffected.

Recommended Action No action is required.

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.

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.

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.

Error Message TCAMMGR-3-MOVE_ERROR: cam entry move from index [int] to index [int] failed.

Explanation This message means that moving a CAM entry from one index to another failed. [int] is the index value.

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

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.

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.

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

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.

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.

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.

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.

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.

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 this problem persists even 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.

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.

VQPCIENT Messages

Error Message VQPCIENT-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.

Error Message VQPCIENT-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 VQPCIENT-2-INITFAIL: Platform-specific VQP initialization failed. Quitting.

Explanation This message means that an error occurred during initialization of the VQP client platform-specific code.

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

Error Message VQPCIENT-2-IPSOCK: Could not obtain IP socket.

Explanation This message means that an error occurred when the system attempted to open an IP socket to the VMPS.

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

Error Message VQPCIENT-2-PROCFAIL: Could not create process for VQP. Quitting.

Explanation This message means that an error occurred while creating a process for the VQP client.

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

Error Message VQPCIENT-2-SHUTDOWN: Interface [chars] shutdown by VMPS.

Explanation This message means that the VMPS has directed that an interface be shut down. [chars] is the interface name.

Recommended Action No action is normally required. If you think that the port should not have been shut down, verify the configuration on the VMPS.

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

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 VQPCIENT-3-THROTTLE: Throttling VLAN change on [chars].

Explanation This message means that an attempt was made to change the VLAN assignment for an interface more often than once every 10 seconds. The VLAN change is denied. [chars] is the interface name.

Recommended Action No action is normally required. If the message recurs, verify the VMPS configuration. Verify that unexpected hosts are not connected to the port.

Error Message VQPCIENT-3-IFNAME: Invalid interface ([chars]) in response.

Explanation This message means that the VMPS has specified an unknown VLAN name. [chars] is the VLAN name.

Recommended Action Verify the VMPS configuration.

Error Message VQPCIENT-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.

Error Message VQPCCLIENT-7-NEXTSERV: Trying next VMPS [IP_address].

Explanation This message means that the system has lost connectivity with the current VMPS and is changing to the next server in its list. [IP_address] is the address of the next server in the list.

Recommended Action This is a debug message. No action is required.

Error Message VQPCCLIENT-7-PROBE: Probing primary server [IP_address].

Explanation This message means that the system is trying to reestablish connectivity with the primary VMPS at the given IP address.

Recommended Action This is a debug message. No action is required.

Error Message VQPCCLIENT-7-RECONF: Reconfirming VMPS responses.

Explanation This message means that the switch is reconfirming all responses with the VMPS.

Recommended Action This is a debug message. No action is required.

WARMRESTARTMG Messages

Error Message WARMRESTARTMGR-3-WARM_UPGRADE_ABORT_SINCE_MASTER_LESS_THAN_256_MB: Aborting warm upgrade since master switch [switch 1] has less than 256 MB RAM

Explanation This message means that the warm reload has failed because the switch has less than 256 MB of RAM.

Recommended Action Install at least 256 MB of RAM in the switch or do a cold reload.

Error Message WARMRESTARTMGR-3-WARM_UPGRADE_ABORT_SWITCH_NUM: Warm upgrade has been aborted on switch 1

Explanation This message means that the warm reload was aborted.

Recommended Action Look at the accompanying error message for more information.

Error Message WARMRESTARTMGR-3-WARM_UPGRADE_BAD_IMAGE_FILE: Bad mzip file on switch switch 1: [chars]

Explanation This message means that the Cisco IOS image that is the upgrade target for the warm reload is corrupt or that the value of the BOOT environment variable is incorrect. [chars] is the image file name.

Recommended Action Replace the corrupt Cisco IOS image with a functioning image, or correct the value of the BOOT environment variable.

Error Message WARMRESTARTMGR-3-WARM_UPGRADE_BAD_IMAGE_FILE_TYPE: Bad mzip file on switch 1: [chars] type mismatch (expected [dec] got [dec])

Explanation This message means that the Cisco IOS image that is the upgrade target for the warm reload has an incorrect file type or that the value of the BOOT environment variable is incorrect. The first [chars] is the image file name. The first [dec] is the expected image file type. The second [dec] is the detected image file type.

Explanation Replace the Cisco IOS image with an image that has a correct file type, or correct the value of the BOOT environment variable.

Error Message WARMRESTARTMGR-3-WARM_UPGRADE_BAD_IMAGE_FILE_VERSION_NUM: Bad mzip file on switch 1: [chars] version number mismatch (expected 1, got [dec])

Explanation This message means that the Cisco IOS image that is the upgrade target for the warm reload has an incorrect version number or that the value of the BOOT environment variable is incorrect. The first [chars] is the image file name. [dec] is the detected image version number.

Recommended Action Replace the Cisco IOS image with an image that has a correct version number, or correct the value of the BOOT environment variable.

Error Message WARMRESTARTMGR-3-WARM_UPGRADE_ERROR_LOADING_IMAGE_FILE: Error loading [chars] during warm upgrade on switch 1

Explanation This message means that the switch could not decompress the Cisco IOS image in preparation for a warm reload or that the value of the BOOT environment variable is incorrect. [chars] is the image file name.

Explanation Replace the Cisco IOS image with an image that can be decompressed, or correct the value of the BOOT environment variable.

Error Message WARMRESTARTMGR-5-WARM_UPGRADE_FAILED_TO_COMPLETE_FINAL_CHECK: Failed to reach final_check_complete state for warm upgrade; aborting

Explanation This message means that the warm reload preparation has failed.

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

Error Message WARMRESTARTMGR-3-WARM_UPGRADE_FAILED_TO_INITIALIZE_STATE_MACHINE: Failed to initialize warm upgrade state machine on switch 1

Explanation This message means that one or both warm reload state machines failed to initialize.

Recommended Action Reduce the RAM usage or do a cold reload.

Error Message WARMRESTARTMGR-3-WARM_UPGRADE_INSUFFICIENT_FREE_RAM: Insufficient free RAM to perform warm upgrade

Explanation This message means that the warm reload preparation has failed because the switch has insufficient free RAM.

Recommended Action Reduce the RAM usage or do a cold reload.

Error Message WARMRESTARTMGR-3-WARM_UPGRADE_POST_FAILED: POST failed on switch 1, so will not do warm upgrade

Explanation This message means that the warm reload was aborted because the power-on self-test (POST) failed during the last startup of the switch.

Recommended Action Ensure that the POST succeeds before you attempt a warm reload, or do a cold reload.

Error Message %WARMRESTARTMGR-6-WARM_UPGRADE_IN_PROGRESS: Warm upgrade now in progress

Explanation This message means that a warm reload has started.

Recommended Action No action is required.

Error Message WARMRESTARTMGR-6-WARM_UPGRADE_LOADING_IMAGE_FILE [chars]

Explanation This message means that the switch is extracting the Cisco IOS image that is specified by the BOOT environment variable. [chars] is the image file name.

Recommended Action No action is required.



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