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Document Information

Document Title: Catalyst 3750 Switch System Message Guide

Part Number: 78-15166-04 S/W Release: Cisco IOS 12.1(19)EA1

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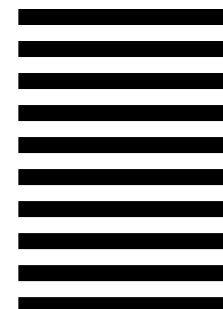
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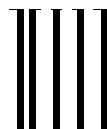
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Catalyst 3750 Switch
System Message Guide

Cisco IOS Release 12.1(19)EA1
February 2004

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CONTENTS

Preface

Audience

This guide is for the networking professional managing the Catalyst 3750 switch or switch stack, hereafter referred to as *the switch*. Before using this guide, you should have experience working with the Cisco IOS and the switch software features.

Purpose

This guide describes only the Catalyst 3750-specific system messages that you might encounter. For a complete list of Cisco IOS system error messages, refer to the *Cisco IOS Software System Error Messages, Cisco IOS Release 12.1*.

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, refer to the hardware installation guide that shipped with your switch. For software information, refer to the software configuration guide and the command reference 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

These documents provide complete information about the switch and are available from this Cisco.com site:

http://www.cisco.com/univercd/cc/td/doc/product/lan/cat3750/index.htm

Note Before installing, configuring, or upgrading the switch, refer to these documents:

- For initial configuration information, refer to the "Using Express Setup" chapter or the "Configuring the Switch with the CLI-Based Setup Program" appendix in the hardware installation guide.
- For CMS requirements, refer to the "Getting Started with CMS" chapter in the software configuration guide.
- For cluster requirements, refer to the release notes.
- For upgrading information, refer to the "Downloading Software" section in the release notes.

You can order printed copies of documents with a DOC-xxxxxx= number from the Cisco.com sites and from the telephone numbers listed in the "Obtaining Documentation" section on page vii.

- *Release Notes for the Catalyst 3750 Switch* (not orderable but available on Cisco.com)
- *Catalyst 3750 Switch Software Configuration Guide* (order number DOC-7815164=)
- *Catalyst 3750 Switch Command Reference* (order number DOC-7815165=)
- *Catalyst 3750 Switch System Message Guide* (order number DOC-7815166=)
- Cluster Management Suite (CMS) online help (available only from the switch CMS software)
- *Catalyst 3750 Switch Hardware Installation Guide* (order number DOC-7815136=)
- *Cisco Small Form-Factor Pluggable Modules Installation Notes* (order number DOC-7815160=)
- *Cisco CWDM GBIC and CWDM SFP Installation Note* (not orderable but available on Cisco.com)

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

http://www.cisco.com/univercd/home/home.htm

You can access the Cisco website at this URL:

http://www.cisco.com

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

  http://www.cisco.com/en/US/partner/ordering/index.shtml

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

http://www.cisco.com/tac

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

http://tools.cisco.com/RPF/register/register.do

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

http://www.cisco.com/tac/caseopen

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)
EMEA: +32 2 704 55 55
USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is "down" or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:

  http://www.cisco.com/go/marketplace/

- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

  http://cisco.com/univercd/cc/td/doc/pcat/

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

  http://www.ciscopress.com

- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:

  http://www.cisco.com/packet

- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

  http://www.cisco.com/go/iqmagazine

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

  http://www.cisco.com/ipj

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

  http://www.cisco.com/en/US/learning/index.html

System Message Overview

This guide describes the Catalyst 3750-specific system messages. During operation, the system software sends these messages to the console (and, optionally, to a logging server on another system). Not all system messages indicate problems with your system. Some messages are purely informational, whereas others can help diagnose problems with communications lines, internal hardware, or the system software. This guide also includes error messages that appear when the system fails.

Note For information about system messages that are not Catalyst 3750 platform-specific, refer to the *Cisco IOS Software System Messages* for *Cisco IOS Release 12.1*.

This chapter contains these sections:

- How to Read System Messages, page 1-1
- Error Message Traceback Reports, page 1-4

How to Read System Messages

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

seq no:timestamp: %facility-severity-MNEMONIC:description (hostname-n)

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

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

%FACILITY-SEVERITY-MNEMONIC: Message-text

- FACILITY is a code consisting of two or more uppercase letters that show the facility to which the message refers. A facility can be a hardware device, a protocol, or a module of the system software. Table 1-1 lists Catalyst 3750-specific facility codes. These messages are described in Chapter 2, "Message and Recovery Procedures," in alphabetical order by facility code with the most severe (lowest number) errors described first.

Table 1-1   Facility Codes

Facility Code	Description	Location
ACLMGRR	ACL Manager	"ACLMGR Messages" section on page 2-2
CFGMGE	Configuration Manager	"CFGMGR Messages" section on page 2-5
CMP	Cluster Membership Protocol	"CMP Messages" section on page 2-7
DOT1X	IEEE 802.1X messages	"DOT1X (802.1X) Messages" section on page 2-8
DTP	Dynamic Trunking Protocol	"DTP Messages" section on page 2-13
EC	EtherChannel	"EC Messages" section on page 2-14
ETHCNTR	Ethernet Controller	"ETHCNTR Messages" section on page 2-18
EXPRESS_SETUP	Express Setup	"EXPRESS_SETUP Messages" section on page 2-19
GBIC_SECURITY	GBIC/SFP module security **Note** These errors refer to small-form factor pluggable (SFP) modules.	"GBIC/SFP Security Messages" section on page 2-20
HARDWARE	Hardware	"HARDWARE Messages" section on page 2-21
HLFM	HULC Local Forwarding Manager	"HLFM Messages" section on page 2-23
IDBMAN	Interface Description Block Manager	"IDBMAN Messages" section on page 2-24
ILPOWER	Power over Ethernet (PoE)	"ILPOWER (Power over Ethernet) Messages" section on page 2-26
IMAGMGR	Image Manager	"IMAGEMGR Messages" section on page 2-28
PHY	PHY	"PHY Messages" section on page 2-29
PLATFORM	Low-level Platform-specific	"PLATFORM Messages" section on page 2-30
PLATFORM_FBM	Platform Fallback Bridging Manager	"PLATFORM_FBM Messages" section on page 2-31
PLATFORM_IPC	Platform Inter-Process Communication protocol	"PLATFORM _IPC Messages" section on page 2-32
PLATFORM_PBR	Platform Policy-Based Routing	"PLATFORM_PBR Messages" section on page 2-33
PLATFORM_PM	Platform Port Manager	"PLATFORM_PM Messages" section on page 2-35
PLATFORM_RPC	Platform Remote Procedure Call	"PLATFORM_RPC Messages" section on page 2-36
PLATFORM_SPAN	Platform Switched Port Analyzer	"PLATFORM_SPAN Messages" section on page 2-38
PLATFORM_UCAST	Platform Unicast Routing	"PLATFORM_UCAST Messages" section on page 2-38
PLATFORM_VLAN	Platform VLAN	"PLATFORM_VLAN Messages" section on page 2-40
PM	Port Manager	"PM Messages" section on page 2-41
QOSMGR	QoS Manager	"QOSMGR Messages" section on page 2-48
SDM	Switch Database Manager	"SDM Message" section on page 2-53
SPAN	Switched Port Analyzer	"SPAN Messages" section on page 2-53
SPANTREE	Spanning Tree	"SPANTREE Messages" section on page 2-54
SPANTREE_FAST	Spanning-tree Fast Convergence	"SPANTREE_FAST Messages" section on page 2-60
SPANTREE_VLAN_SW	Spanning-tree VLAN Switch	"SPANTREE_VLAN_SW Messages" section on page 2-61

Table 1-1   Facility Codes (continued)

Facility Code	Description	Location
STACKMGR	Stack Manager	"STACKMGR Messages" section on page 2-61
SUPERVISOR_ASIC	Supervisor ASIC	"SUPERVISOR Messages" section on page 2-63
SUPQ	Supervisor Queue	"SUPQ Messages" section on page 2-64
SW_VLAN	VLAN Manager	"SW_VLAN Messages" section on page 2-65
TCAMMGR	Ternary Content Addressable Memory Manager	"TCAMMGR Messages" section on page 2-70
UDLD	UniDirectional Link Detection	"UDLD Messages" section on page 2-72
UFAST_MCAST	Uplink Fast Packet Transmission	"UFAST_MCAST_SW Messages" section on page 2-73
VQPCLIENT	VLAN Query Protocol Client	"VQPCLIENT Messages" section on page 2-74

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

Table 1-2   Message Severity Levels

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

- MNEMONIC is a code that uniquely identifies the message.

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

Table 1-3   Representation of Variable Fields in Messages

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

Table 1-3   Representation of Variable Fields in Messages (continued)

Representation	Type of Information
[hex]	Hexadecimal integer
[inet]	Internet address

All syslog messages generated by a switch other than the master switch are displayed ending with (*Switch-x*) where *Switch-x* is the number of the stack member generating the message. Syslog messages generated by the master switch are displayed with no hostname string.

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

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

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

Error Message Traceback Reports

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

This message example includes traceback information:

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

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

Output Interpreter

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

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

Bug Toolkit

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

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

Contacting TAC

If you cannot determine the nature of the error, see the "Obtaining Technical Assistance" section on page viii for further information.

Error Message Traceback Reports

Message and Recovery Procedures

This chapter describes the Catalyst 3750-specific 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 displays only if the software is configured for system log messaging.

The chapter includes these message facilities:

ACLMGR Messages

This section contains the access control list (ACL) manager messages. Most messages in this section are the result of a switch memory shortage, which includes hardware memory and label space but not CPU memory. Both kinds of memory shortages are described.

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

Explanation This message means that the ACL manager was unable to allocate the data structures needed to describe a VLAN map in 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 was unable to save per-VLAN information needed for its correct operation. Some per-interface features, such as access groups or VLAN maps, will not be configured correctly. [dec] is the VLAN number.

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

Error Message `ACLMGR-2-NOVMR: Cannot create VMR data structures for access list [chars]`

Explanation This message means that the ACL manager was unable to allocate the value-mask result (VMR) data structures needed to describe an ACL in a form that can be loaded into hardware. This error is most likely caused by lack of available memory. [chars] is the access-list name.

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

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

Explanation This message means that there are too many ACLs configured for the platform-specific ACL TCAM table to support. [dec] is the label number, and [chars] represents the layer. The first [chars] is for Layer 3; the second for Layer 2. If only one layer of TCAM is full, only one string is displayed, and the other string is NULL.

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

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

Explanation This message means that the system ran out of CPU DRAM when attempting 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-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 are not now used. Use simpler ACLs with fewer access control entries (ACEs). Use fewer VLANs, and remove any unneeded VLANs from the VLAN database.

Error Message `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 was unable to 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 instead. 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 was unable to 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*); 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-RELOADED: Reloading [chars] label [dec] feature`

Explanation This message means that the ACL manager is now able to 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.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

Explanation This message means that the ACL manager was unable to fit the complete configuration into the hardware, so some features will be applied in software. This prevents some or all of the packets in a VLAN from being forwarded in hardware and requires them to be 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.

CFGMGR Messages

This section contains configuration manager messages.

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

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

Explanation This message means that a stack member switch (slave) attempted to write to the startup configuration file; only the stack master can write to the startup configuration file.

Recommended Action No action is required.

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

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

Recommended Action No action is required.

Error Message `CFGMGR-6-SPURIOUS_SLAVE_ADD: CFG MGR Recvd Spurious New Slave Notification: [int]`

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

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

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

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

Explanation This message means that the stack master is unable to generate the stack running configuration because the configuration file is too large.

Recommended Action Remove some configuration commands.

CMP Messages

This section contains the Cluster Membership Protocol (CMP) messages.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

DOT1X (802.1X) Messages

This section contains the IEEE 802.1X messages.

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

Explanation This message means that 802.1X could not be enabled on the channeling port. Trying to set 802.1X port-control to *auto* or *force-unauthorized* (force_unauth) mode on a channeling port, which is not allowed, caused this condition.

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

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

Explanation This message means that 802.1X could not be enabled on the dynamic mode port. Trying to set 802.1X port-control to *auto* or *force-unauthorized* (force_unauth) mode on a dynamic mode port, which is not allowed, caused this condition.

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

Error Message `DOT1X-5-ERR_DYNAMIC_VLAN: Dot1x can not be enabled on dynamic VLAN ports.`

Explanation This message means that 802.1X could not be enabled on the dynamic VLAN port. Trying to set 802.1X port-control to *auto* or *force-unauthorized* (force_unauth) mode on a dynamic VLAN port, which is not allowed, caused this condition.

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

Error Message `DOT1X-5-ERR_INVALID_AAA_ATTR: Got invalid AAA attribute settings [chars]`

Explanation This message means that the authorization settings obtained are either unsupported or invalid.

Recommended Action Change the settings to valid values.

Error Message `DOT1X-5-ERR_INVALID_TUNNEL_MEDIUM_TYPE: Got an invalid value [chars] for TUNNEL_MEDIUM_TYPE [chars]`

Explanation This message means that the provided tunnel medium is either unsupported or invalid.

Recommended Action Change the value to a valid tunnel medium.

Error Message DOT1X-5-ERR_INVALID_TUNNEL_TYPE: Got an invalid value of [chars] for
TUNNEL_TYPE [chars]

Explanation This message means that the provided tunnel type is either unsupported or invalid.

Recommended Action Change the value to a valid tunnel type.

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

Explanation This message means that 802.1X could not be enabled on a voice VLAN-configured
port. Trying to set 802.1X port-control to *auto* or *force-unauthorized* (force_unauth) mode on a
voice VLAN-configured port, which is not allowed, caused this condition.

Recommended Action Disable voice VLAN on the interface, and then enable 802.1X.

Error Message DOT1X-5-ERR_PER_USR_IP_ACL: Applied per-user IP ACL was unsuccessful
on interface [chars]

Explanation This message means that 802.1X could not apply a per-user IP ACL, possibly because
of an invalid per-user base (or *pub*) ACL from the RADIUS server. [chars] is the interface.

Recommended Action Examine the RADIUS pub ACL, and configure a valid one.

Error Message DOT1X-5-ERR_PER_USR_MAC_ACL: Applied per-user MAC ACL was unsuccessful
on interface [chars]

Explanation This message means that 802.1X could not apply a per-user MAC ACL, possibly
because of an invalid per-user base (or *pub*) ACL from the RADIUS server. [chars] is the interface.

Recommended Action Examine the RADIUS pub ACL, and configure a valid one.

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

Explanation This message means that 802.1X could not be enabled on the
protocol-tunneling-enabled port. Trying to set 802.1X port-control to *auto* or *force-unauthorized*
(force_unauth) mode on a protocol-tunneling-enabled port, which is not allowed, caused this
condition.

Recommended Action Change the voice VLAN or the access VLAN on the interface, and then enable
802.1X.

Error Message DOT1X-5-ERR_RADIUSVLAN_EQ_VVLAN: RADIUS attempted to assign a VLAN to
Dot1x port [chars] whose Voice VLAN is same as AccessVlan

Explanation This message means that the RADIUS server attempted to assign a VLAN to a
supplicant on a port with a voice VLAN that is equal to the access VLAN. [chars] is the port number.

Recommended Action Either update the RADIUS configuration to not assign the VLAN equal to the
voice VLAN, or change the voice VLAN on this port.

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

Explanation   This message means that 802.1X could not be enabled on the remote SPAN VLAN port. Trying to set 802.1X port-control to *auto* or *force-unauthorized* (force_unauth) mode on a port that is in a remote SPAN VLAN, which is not allowed, caused this condition.

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

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

Explanation   This message means that 802.1X could not be enabled on the trunk port. Trying to set 802.1X port control to *auto* or *force-unauthorized* (force_unauth) mode on a trunk port, which is not allowed, caused this condition.

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

Error Message `DOT1X-5-ERR_TUNNEL: Dot1x can not be enabled on 802.1q tunnelling enabled ports.`

Explanation   This message means that 802.1X could not be enabled on the 802.1Q tunnelling-enabled-port. Trying to set 802.1X port-control to *auto* or *force-unauthorized* (force_unauth) mode on a 802.1Q-tunnel-enabled port, which is not allowed, caused this condition.

Recommended Action   Disable 802.1Q tunnelling on the interface, and then enable 802.1X.

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

Explanation   This message means that the VLAN is used internally and cannot be assigned again for use on this port. [dec] is the VLAN ID. [chars] is the port number.

Recommended Action   Update the configuration to not use this VLAN.

Error Message `DOT1X-5-ERR_VLAN_INVALID: The VLAN [dec] is invalid and cannot be assiged for use on the 802.1X port [chars] Vlan`

Explanation   This message means that the specified VLAN is out of range and cannot be assigned for use on this port. [dec] is the VLAN ID. [chars] is the port number.

Recommended Action   Update the configuration to use a valid VLAN.

Error Message `DOT1X-5-ERR_VLAN_NOT_ASSIGNABLE: RADIUS tried to assign a VLAN to dot1x port [chars] whose VLAN cannot be assigned`

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

Recommended Action   There is no recommended action.

Error Message `DOT1X-5-ERR_VLAN_NOT_FOUND: Attempt to assign non-existent [chars]` `VLAN [chars] to dot1x port [chars]`

Explanation This message means that an attempt to assign a VLAN to a supplicant on a port fails because the VLAN was not found in the VTP database. [chars] is the port number.

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

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

Explanation This message means that the VLAN specified is a reserved VLAN and cannot be assigned for use on this port. [dec] is the VLAN ID. [chars] is the port number.

Recommended Action Update the configuration to not use this VLAN.

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

Explanation This message means that remote SPAN should not be enabled on a VLAN in which ports are configured with 802.1X enabled. [dec] is the VLAN ID.

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

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

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

Recommended Action Refer to the CLI help by entering a **?** after the command to see the valid range.

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

Explanation This message means that authentication was attempted for a zero, broadcast, or multicast MAC address using 802.1X. 802.1X authentication is allowed only for a valid nonzero, nonbroadcast, or nonmulticast source MAC address.

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

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

Explanation This message means that the system memory is not sufficient to perform the 802.1X authentication.

Recommended Action Reduce other system activity to reduce memory demands. If possible, upgrade to a larger memory configuration.

Error Message `DOT1X-4-MSG_ERR: Unknown message event received.`

Explanation This message means that the 802.1X process received an unknown message event.

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

Error Message `DOT1X-5-NOT_DOT1X_CAPABLE: Dot1x disabled on interface [chars] because it is not an Ethernet interface.`

Explanation This message means that you can enable 802.1X authentication only on Ethernet interfaces. [chars] is the interface.

Recommended Action Enable 802.1X authentication only on Ethernet interfaces.

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

Explanation This message means that the system failed to create the 802.1X process.

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

Error Message `DOT1X-3-ROUTEDPORT: Received vlan id ([dec]) from RADIUS for routed port [chars].`

Explanation This message means that during 802.1X authorization, the RADIUS server provided a VLAN ID for a routed port. [chars] is the port number.

Recommended Action Either remove the VLAN ID from the RADIUS configuration, or configure the port as an access port.

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

Explanation This message means that the port on the specified interface is configured in single-host mode. Any new host that the interface detects is perceived as a security violation. The port has been disabled. The first [chars] is the interface. [enet] is the MAC address. The second [chars] is the mode.

Recommended Action Verify that the port is configured to use only one host. Enter the **shutdown** interface configuration command and then the **no shutdown** interface configuration command to restart the port.

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

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

Recommended Action No action is required.

DTP Messages

This section contains the Dynamic Trunking Protocol (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 is unable to 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 is unable to 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-ILGLCFG: Illegal config (on, isl--on,dot1q) on [chars]`

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

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

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

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

Recommended Action This message is provided for information only.

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 for information only.

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 for information only.

EC Messages

This section contains the EtherChannel, Link Aggregation Control Protocol (LACP), and Port Aggregation Protocol (PAgP) 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 name of the data structure.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 state of the port channel (EtherChannel) is down, for example, the port channel might be administratively disabled or disconnected. The physical interface cannot join the bundle (EtherChannel) until the state of the port channel is up. The first [chars] is the EtherChannel. 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 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. For the port to join the bundle, change the port attributes so that they match the port. [chars] is the incompatible port. [chars] is the short interface name, such as Gi0/1, [dec] is the channel group number, and the last [chars] is the reason.

Recommended Action Match the port attributes to the port channel.

Error Message EC-5-CANNOT_BUNDLE_QOS: Removed [chars] from port channel because a
QoS policy cannot be supported across multiple DFC cards.

Explanation This message means that the port cannot join the port channel because the quality of service (QoS) policy attached to the port channel cannot support multiple Distributed Forwarding Cards (DFC). [chars] is the affected port.

Recommended Action Place the port in another port channel, or remove the QoS policy from the port channel.

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

Explanation The configuration of the partner port differs from the configuration of other ports in the bundle. A port can only join the bundle when its global configuration and the configuration of the partner port are the same as other ports in the bundle.

Recommended Action Verify that the configuration of the partner 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 type of protocol enabled. [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." [chars] identifies the interface.

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

Recommended Action Enable LACP on the remote side.

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

Explanation This message means that the EtherChannel mode cannot be set because Link Aggregation Control Protocol (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 that the EtherChannel mode cannot be set to **desirable** or **auto**.

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

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

Explanation 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.

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.

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

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

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

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

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

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

Recommended Action No action is required.

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

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

Recommended Action Reconfigure the port; remove the unsuitable configuration.

ETHCNTR Messages

This section contains the Ethernet controller messages. These messages are a result of a failure of the switch software when trying to program the hardware. Most of these errors lead to incorrect switch behavior, and you should call your Cisco technical support representative.

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 considered as a loopback. [chars] is the port where the threshold was exceeded.

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

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

Explanation This message means that a loopback condition might be the result of a balun cable incorrectly connected into a port. [chars] is the interface name.

Recommended Action Check the cables. If a balun cable is connected and the loopback condition is desired, no action is required. Otherwise, connect the correct cable, and then enable the port.

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 configured. [chars] is the short interface name, such as Gi0/1, or the VLAN name, such as VLAN0002.

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

EXPRESS_SETUP Messages

This section contains messages for the Express Setup feature.

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

Explanation This message means the system is unable to 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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

Explanation This message means 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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

Error Message `EXPRESS_SETUP-6-MODE_ENTERED:`

Explanation Express Setup mode is active.

Recommended Action No action is required.

Error Message `EXPRESS_SETUP-6-MODE_EXITED`

Explanation Express Setup mode is no longer active.

Recommended Action No action is required.

GBIC/SFP Security Messages

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

Note   The switch supports SFP modules and does not support GBIC modules. Although the error message text refers to GBIC interfaces and modules, the messages from the switch actually refer to the SFP 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 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 SPF module, and the second [dec]/[dec] is the interface of the existing module.

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

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 interface. [chars] is the interface in which the SFP module is installed.

Recommended Action   Reload the switch by using the **reload** privileged EXEC command. If the problem persists, find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 was unable to verify its identity. [chars] is the interface in which the module is installed.

Recommended Action   Check the list of supported SFP modules for this version of the system software. An upgrade might be required for newer modules. Otherwise, verify that the module was obtained from Cisco or a supported vendor.

Error Message `GBIC_SECURITY_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 system was unable to match its manufacturer with one of the known list of Cisco SFP vendors. [chars] is the interface in which the module is installed.

Recommended Action Check the list of supported SFP modules for this version of the system software. An upgrade might be required for newer modules.

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 CRC in the EEPROM data. [chars] is the interface in which the module is installed.

Recommended Action Check the list of supported SFP modules for this version of the system software. An upgrade might be required for newer modules. Even if unrecognized, the module might operate but with limited functionality.

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 a supported vendor.

HARDWARE Messages

This section contains hardware messages.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

HLFM Messages

This section contains messages from the local forwarding manager.

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

Explanation   This message means 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   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

IDBMAN Messages

This section contains the interface description block manager (IDBMAN) messages.

Error Message `IDBMAN-3-AGGPORTMISMATCH: [chars]: [chars]([dec] / [dec]) does match internal slot/port state [chars]([dec] / [dec])`

Explanation   This message means that there is an internal error that caused an invalid aggregate port to be used by the software.

Recommended Action   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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.

Recommended Action   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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.

Recommended Action   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

Explanation This message means that there is an internal error that caused an invalid port to be referred to be part of an aggregate port.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

Explanation This message means that there is an internal error that caused an interface to not have its VLAN set to the requested value.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

Explanation This message means that there is an internal error that caused an aggregate port with active ports to be removed.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

ILPOWER (Power over Ethernet) Messages

This section contains the Power over Ethernet (PoE) 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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

Error Message `ILPOWER-3-CONTROLLER_PORT_ERR: Controller port error, Interface [chars]: [chars]`

Explanation This message means that a port error reported by the PoE controller is detected. The first [chars] is the interface. The second [chars] describes the error.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

Error Message `ILPOWER-5-AC-DISCONNECT:Interface [chars]:AC disconnect`

Explanation This message means the powered device is no longer connected to the switch, or the connected powered device is being powered by an external AC power source. No power is on the switch PoE port. [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 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-POWER_GRANTED:Interface [chars]:Power granted`

Explanation This message means that there is enough power available in the switch and that power is on the PoE port. [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 the switch has detected the attached powered device. The first [chars] is the interface. The second [chars] is the Cisco pre-standard powered device or the IEEE-compliant powered device.

Recommended Action No action is required.

IMAGEMGR Messages

This section contains image manager messages, related to image compatibility within the stack.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

PHY Messages

This section contains the PHY messages.

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, 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 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.

PLATFORM Messages

This section contains low-level platform specific messages.

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

Explanation This message means that the system is attempting to display the failure message from the previous failure. [chars] is the description of the error message.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Gi0/1, or the VLAN name, such as VLAN0002.

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

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

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

Recommended Action Make sure that all stack members are running compatible software images. If the problem persists, find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

PLATFORM_FBM Messages

This section contains the platform Fallback Bridging Manager (FBM) messages.

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

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

Recommended Action No action is required.

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

Explanation This message means that fallback bridging could not be configured properly. The most likely cause is a TCAM-full condition on at least one stack member.

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

PLATFORM _IPC Messages

This section contains the Catalyst 3750 Inter-Process Communication (IPC) protocol messages. The IPC protocol handles communication between the stack master switch and stack member switches.

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

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

Error Message `PLATFORM_IPC-3-SLAVE: [chars]`

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

PLATFORM_PBR Messages

This section contains Policy Based Routing (PBR) messages.

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-3-INSTALL_FAIL: Policy route-map [chars] not installed in hardware`

Explanation This message means that the PBR manager was unable to 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-MERGE_FAIL: [chars] ACL merge error [dec] on route-map [chars]`

Explanation This message means that the PBR manager could not merge the configured route-map into a form suitable for hardware. The most likely cause is specifying an ACL that is too large or too complex for the system to handle.

Recommended Action Try specifying a smaller and less complicated configuration.

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-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 that requires less memory.

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 failed to 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.

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.

PLATFORM_PM Messages

This section contains platform Port Manager (PM) messages.

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

Explanation This message means that there are too many interfaces configured for the interface type. [dec] is the interface count, [chars] is the interface, and [dec] is the maximum number of interfaces.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

PLATFORM_RPC Messages

This section contains the Catalyst remote procedure call (RPC) messages. The RPC function in the switch stack allows instances of code running on the various systems in a stack collective to communicate with each other by using a virtual function-call mechanism.

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

Explanation This message means that the system is unable to allocate memory for RPC. [chars] describes the error message.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

Error Message `PLATFORM_RPC-3-SEND_FAIL: Failed to send RPC message in class [dec], 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. The first [dec] is RPC request class, the second [dec] is the RPC request number, and [chars] is an optional comment.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

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

Recommended Action   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

PLATFORM_SPAN Messages

This section contains the Switched Port Analyzer (SPAN) messages.

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

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

Recommended Action   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

PLATFORM_UCAST Messages

This section contains platform unicast routing 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   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

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

Recommended Action   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

Explanation   This message means that an internal unicast routing error occurred. [chars] describes the error.

Recommended Action   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

Explanation This message means that a unicast routing interface error occurred. [chars] describes the error.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

PLATFORM_VLAN Messages

This section contains 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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 failed to 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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

PM Messages

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

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

Explanation 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 features 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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

Explanation   This message means that the software failed to add the VLAN to the VLAN Trunking Protocol (VTP) database. [dec] is the VLAN ID, and [chars] specifies the reason for the failure.

Recommended Action   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

Error Message `PM-3-ERR_INCOMP_PORT: [dec]/[dec] is set to inactive because [dec]/[dec] is a [chars] port`

Explanation   This message means that the private host port cannot be configured because the trunk private VLAN promiscuous port and a SPAN destination port cannot be configured on the same coil. The first [dec]/[dec] is the private host port, the second [dec]/[dec] is the incompatible port, and [chars] is the incompatible port type.

Recommended Action   Try to configure the incompatible ports on different coils.

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 Cisco technical support.

Recommended Action   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 placed the interface in an error-disabled state. A recovery is attempted after the configured retry time (the default is 5 minutes). The first [chars] is the error, and the second and third [chars] are the affected interfaces.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 attempting to bring the interface up after taking it down to the error-disabled state. The first [chars] is the error, and the second [chars] is the affected interface.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

Explanation This message means that the port manager failed to 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 failed to allocate the requested VLAN. The VLAN is probably being used as an internal VLAN by other features. [dec] is the requested VLAN.

Recommended Action   Try to 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 manager has been blocked from creating a virtual port for the switch port and VLAN, causing the port to be in an inactive state. 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   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

Explanation   This message means that the port manager failed to allocate an internal VLAN, and therefore 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 failed to 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 dynamic type. [dec] is the entry type that is received.

Recommended Action   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

Error Message `PM-4-LIMITS: Virtual port count for [chars] exceeded the recommended limit of [dec]`

Explanation This message means that the virtual port count exceeded the recommended limit of 1200 virtual ports per module and 4500 per switch. [chars] is the module name (for example, switch or the module number), and [dec] is the recommended limit.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

Explanation This message means that the port manager failed to find the subblock for this interface. [chars] is the interface name.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

Error Message `PM-4-PVLAN_TYPE_CFG_ERR: Failed to set VLAN [dec] to a [chars] VLAN`

Explanation This message means that the platform failed to set a private VLAN type. [dec] is the VLAN ID.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

Explanation   This message means that the access VLAN ID on the VMPS server is the same as the voice VLAN ID on the interface. [dec] is the access VLAN ID, and [chars] is the physical interface.

Recommended Action   Assign the access VLAN on the VMPS server to a VLAN ID that is different from the voice VLAN ID.

QOSMGR Messages

This section contains the quality of service (QoS) manager messages. An incorrect QoS setting causes these 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   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

Explanation This message means that an internal software error has occurred.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

Explanation This message means that an internal software error has occurred.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Cisco Technical Support.

Recommended Action   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

Explanation   This message means that an internal software error has occurred.

Recommended Action   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

Explanation This message means that an internal software error has occurred.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 name of the policy map.

Recommended Action Configure only the supported actions of **set**, **trust**, and **police** when in policy-map class configuration mode.

Error Message 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 that 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 Check if any other messages indicate resource failure. If other messages indicate that the hardware resources are exceeded, retry the command with a smaller configuration. Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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-lis*t match types are supported with the **match** class-map configuration command. [chars] is the name of the class map.

Recommended Action Reconfigure the class map; use 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 affect. This is a hardware limitation. [chars] is either the set or trust action.

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

Error Message `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 limitation of the hardware. You configured more policers together in all policy maps (by using the **police** or **police aggregate** policy-map class configuration command) than supported by hardware. [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 limitation of the hardware. You configured more policers in a policy map (by using the **police** or **police aggregate** policy-map class configuration command) than supported. [chars] is the policy-map name.

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

SDM Message

This section contains the Switch Database Manager (SDM) message.

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

Explanation This message means that a stack member cannot support the SDM template that the stack master is using. Switches in the SDM mismatch state are not functional stack members. This error follows the STACKMGR-6-SWITCH_ADDED_SDM error message if it reports SDM_MISMATCH. [chars] displays mismatch information and recommended corrective actions.

Recommended Action Downgrade the SDM template of the master switch to make it compatible with the stack member switches. For example, if the master switch uses aggregator routing, the error message recommends downgrading the master to desktop routing by using the **sdm prefer vlan desktop** global configuration command.

SPAN Messages

This section contains the Switched Port Analyzer (SPAN) messages.

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

Explanation This message means that the system was unable to 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

This section contains the spanning-tree 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 name of the interface.

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_PVID_LOCAL: Blocking [chars] on [chars]. Inconsistent local vlan.`

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

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

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

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

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

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

Explanation This message means that a misconfiguration of a channel group has been detected. For example, the ports on one side of the EtherChannel either are not configured to be in the channel or failed to bundle into the channel and the other side has successfully bundled the ports into the EtherChannel. The first [chars] is the port, and the second [chars] is the VLAN.

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

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

Explanation This message means that the spanning-tree message age timer has expired because no bridge protocol data units (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 loop-guard-inconsistent to prevent possible loops from being created. The first [chars] is the name of this port, 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 loop-guard 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 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 loop-guard configuration for the listed interface has been changed. If enabled, the interface is placed into the blocking state. It is marked as loop-guard-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 loop-guard 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; otherwise, no further action is required.

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, and therefore, if the inconsistency was caused by a unidirectional link failure, the problem no longer exists. The loop-guard-inconsistency is cleared for the interface, which is taken out of the blocking state, if appropriate. The first [chars] is the name of this port, 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: Superior PVST BPDU received on VLAN [dec] port [chars], claiming root [dec]:[enet]. Invoking root guard to block the port

Explanation   This message means that root guard blocked a port that might cause a spanning-tree loop. When a PVST+ switch is connected to an MST switch, the IST root (MST00) becomes the root for all PVST+ spanning trees. A loop can occur if any of the PVST+ spanning trees have a better root than IST. To prevent the loop, root guard blocks the port on the MST switch that receives the superior message from the PVST+ side. The first [dec] is the VLAN ID, [chars] is the short interface name, such as Gi0/1, the second [dec] is the root bridge priority, and [enet] is the root bridge MAC address.

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

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

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

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

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

Explanation This message means that the listed interface received an SSTP BPDU without the VLAN ID tag. The BPDU is discarded. The first [chars] is the port, and the second [chars] is the VLAN that received the SSTP BPDU.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 on which the BPDU was received. This occurs when the native VLAN is not consistently configured on both ends of an 802.1Q trunk. [dec] is the VLAN ID, the first [chars] is the port, and the second [chars] is the VLAN.

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

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

Explanation This message means that on the listed interface a BPDU was received 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 name of this port, 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; otherwise, no action is required.

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 name of this port, 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 as appropriate. 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 STP 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   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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   Check the interface configuration and 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-4-PORT_NOT_FORWARDING: [chars] [chars] [chars] [chars]`

Explanation   This message means that the port is not forwarding packets. For example, it might not be forwarding state information.

Recommended Action   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

Explanation   This message means that the port state changed.

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

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

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

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

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

SPANTREE_FAST Messages

This section contains the spanning-tree fast-convergence message.

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

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

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 will be created until the
number of existing instances drops below the platform limit. [dec] is the spanning-tree instance
limit, and the first [chars] is the smallest VLAN number of those VLANs that are unable to have
STP instances created.

Recommended Action Reduce the number of currently active spanning-tree instances by either
disabling some of the currently active spanning-tree instances or deleting the VLANs associated
with them. You must manually enable the spanning trees that could not be created because of limited
instances.

STACKMGR Messages

This section contains stack manager system messages. These messages are related to the status of
switches within the stack.

Error Message `STACKMGR-6-HDM_GET_DEVICE_RECORD_FAIL: Device Manager could not get`
`device record.`

Explanation This message means that this switch could not get the device record for some or all other
switches in the stack.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC
command and by copying the error message exactly as it appears on the console or system log and
entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For
more information about these online tools and about contacting Cisco, see the "Error Message
Traceback Reports" section on page 1-4.

Error Message `STACKMGR-6-MASTER_ELECTED: Switch [dec] has been elected as MASTER of`
`the stack`

Explanation This message means that the specified switch has been elected stack master. [dec] is the
switch number of the elected stack master.

Recommended Action No action is required.

Error Message STACKMGR-6-MASTER_READY: Master Switch [dec] is READY

Explanation This message means that the stack master is ready for use. [dec] is the stack master switch number.

Recommended Action No action is required.

Error Message STACKMGR-6-MSG_FAIL: Failed to retrieve stack message from port-asic [dec] in direction [dec]

Explanation This message means that stack manager module failed to retrieve stack messages. The first [dec] is the ASIC ID, and the second [dec] is the direction.

Recommended Action No action is required.

Error Message STACKMGR-6-NORECORD: Switch removed event for switch [dec] with no switch record

Explanation This message means that the stack manager received a switch-removed event for which there is no switch record. [dec] is the switch number.

Recommended Action No action is required.

Error Message STACKMGR-6-STACK_LINK_CHANGE: Stack Port [chars] Switch [dec] has changed to state [chars]

Explanation This message means that the specified stack port status has changed state to up or down. The first [chars] is the stack port (1 or 2), [dec] is the switch number, and the second [chars] is the new state (up or down).

Recommended Action No action is required.

Error Message STACKMGR-6-SWITCH_ADDED: Switch [dec] has been ADDED to the stack

Explanation This message means that the specified stack member switch has been added to the stack. [dec] is the switch number.

Recommended Action No action is required.

Error Message STACKMGR-6-SWITCH_ADDED_SDM: Switch [dec] has been ADDED to the stack (SDM_MISMATCH)

Explanation This message means that the specified switch has been added to the stack. [dec] is the switch number. SDM_MISMATCH means that the added switch cannot support the SDM template that the stack master is using. Subsequent SDM-6-MISMATCH_ADVISE messages explain the mismatch and recommend corrective actions.

Recommended Action No action is required unless SDM_MISMATCH is displayed. For SDM_MISMATCH corrective actions, see SDM-6-MISMATCH_ADVISE.

Error Message `STACKMGR-6-SWITCH_ADDED_VM: Switch [dec] has been ADDED to the stack (VERSION_MISMATCH)`

Explanation This message means that a switch that has been added to the stack has a different software version. [dec] is the switch number.

Recommended Action No action is required.

Error Message `STACKMGR-6-SWITCH_READY: Switch [dec] is READY`

Explanation This message means that the switch is ready. [dec] is the switch number.

Recommended Action No action is required.

Error Message `STACKMGR-6-SWITCH_REMOVED: Switch [dec] has been REMOVED from the stack`

Explanation This message means that the specified switch has been removed from the stack. [dec] is the switch number.

Recommended Action No action is required.

SUPERVISOR Messages

This section contains the supervisor ASIC error message. This ASIC controls the CPU and the switch send and receive ports.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

SUPQ Messages

This section contains the supervisor queue error messages. These messages are related to CPU and send and receive queues.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

Explanation This message means that the system is warning you about a slowdown of the transmit interface. [chars] is the detailed error message.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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

Explanation This message means that the system is warning you about the transmit interface discarding the heartbeat message.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 receive queue is not being cleared in a reasonable time. The first [dec] is the ASIC, and the second [dec] is the queue number.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

SW_VLAN Messages

This section contains the VLAN manager messages. The VLAN manager receives information from the VTP and enables the proper VLAN membership on all interfaces through the port manager.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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, which translated to a bad VLAN number. [dec] is the VLAN ID.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 memory.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

Error Message `SW_VLAN-4-EXT_VLAN_CREATE_FAIL: Failed to create VLANs [chars]: [chars]`

Explanation The message means that the software failed to create VLANs. The first [chars] is the Layer 2 VLAN list, and the second [chars] describes the reason for the failure.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 name of the function call, and the second [chars] is the file name. [dec] is the error code, the third [chars] is the textual interpretation of the error code, and the second [dec] is the number of bytes transferred.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 failed to 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-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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 without a problem, but it will create files using 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-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.

TCAMMGR Messages

This section contains the Ternary Content Addressable Memory Manager (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   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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   Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

UDLD Messages

This section contains UniDirectional Link Detection (UDLD) messages.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Try to correct the configuration, or locate the bad cable. If you are not successful, find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output

Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

UFAST_MCAST_SW Messages

This section contains UplinkFast (UFAST) Packet Transmission 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, find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

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 VLAN [dec] due to memory limitations. [dec] is the VLAN ID.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

VQPCLIENT Messages

This section contains VLAN Query Protocol (VQP) Client messages.

Error Message `VQPCLIENT-2-CHUNKFAIL: Could not allocate memory for VQP`

Explanation This message means that an error occurred when the system tried to allocate memory for the VQP client.

Recommended Action Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

Error Message `VQPCLIENT-2-DENY: Host [enet] denied on interface [chars]`

Explanation This message means that the VLAN Membership Policy Server (VMPS) has denied access for the given host MAC address to an interface. [enet] is the host MAC address, and [chars] is the interface name.

Recommended Action No action is normally required. If you think that the host should have been allowed access, verify the configuration on the VMPS.

Error Message `VQPCLIENT-2-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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

Error Message `VQPCLIENT-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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

Error Message `VQPCLIENT-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 Find out more about the error by using the **show tech-support** privileged EXEC command and by copying the error message exactly as it appears on the console or system log and entering it in the Output Interpreter tool. Use the Bug Toolkit to look for similar reported problems. For more information about these online tools and about contacting Cisco, see the "Error Message Traceback Reports" section on page 1-4.

Error Message `VQPCLIENT-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, then verify the configuration on the VMPS.

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

Explanation This message means that the system has shut down an interface because too many hosts have requested access to that port. [chars] is the interface name.

Recommended Action To reactivate the port, remove the excess hosts, and enter a **no shutdown** interface configuration command on the interface.

Error Message `VQPCLIENT-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 name of the interface.

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 `VQPCLIENT-3-VLANNAME: Invalid VLAN ([chars]) in response`

Explanation This message means that the VMPS has specified a VLAN name that is unknown to the switch. [chars] is the invalid VLAN name.

Recommended Action Make sure that the VLAN exists on the switch. Verify the VMPS configuration.

Error Message `VQPCLIENT-3-IFNAME: Invalid interface ([chars]) in response`

Explanation This message means that the VMPS has sent an unsolicited response with an unknown interface name. [chars] is the name of the unknown interface.

Recommended Action Verify the VMPS configuration.

Error Message VQPCLIENT-7-NEXTSERV: Trying next VMPS

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

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

Error Message VQPCLIENT-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 only. No action is required.

Error Message VQPCLIENT-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 only. No action is required.

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