ExtremeWare Error Message Decoder

Extreme Networks, Inc.
3585 Monroe Street
Santa Clara, California 95051
(888) 257-3000
http://www.extremenetworks.com

Published: December 2003
Part number 120118-00 Rev 04

©2003 Extreme Networks, Inc. All rights reserved. Extreme Networks and BlackDiamond are registered trademarks of Extreme Networks, Inc. in the United States and certain other jurisdictions. ExtremeWare, ExtremeWare Vista, ExtremeWorks, ExtremeAssist, ExtremeAssist1, ExtremeAssist2, PartnerAssist, Extreme Standby Router Protocol, ESRP, SmartTraps, Alpine, Summit, Summit1i, Summit4, Summit4/FX, Summit5i, Summit7i, Summit24, Summit48, Summit48i, Summit Virtual Chassis, SummitLink, SummitGbX, SummitRPS, and the Extreme Networks logo are trademarks of Extreme Networks, Inc., which may be registered or pending registration in certain jurisdictions. The Extreme Turbodrive logo is a service mark of Extreme Networks, which may be registered or pending registration in certain jurisdictions. All other registered trademarks, trademarks, and service marks are property of their respective owners. Specifications are subject to change without notice.

All other registered trademarks, trademarks, and service marks are property of their respective owners.

Contents

Preface

Introduction 15

Conventions 16

Related Publications 16

Chapter 1 Emergency Error Messages

cluster mbufs 17

Diagnostic Failure, Port 18

Hot Swap 19

No Power Values 20

netJob Error 21

POST Failure 22

VDSL Read/Write 23

Chapter 2 Alert Messages

Flash Error 25

ipmcDelCache Problem 26

VDSL Port not Ready 27

VDSL Task Message 28

Chapter 3 Critical Messages

Calibration Required, Programming Failure 29

Cannot Start EAPS 30

Checksum Error on CPU Packet 31

Checksum Error on CPU Packet of 64 32

Checksum Error on External Port 33
Checksum Error on Internal Port 34
Checksum Error on Motherboard 35
Checksum Error on MSM 36
Checksum Error on EDP Packet and Slot 1 37
Checksum Error on PoE Calibration Data 38
CPU Dialogue 39
Decoder Timeout 40
EAPS Domain Does Not Exist 41
EAPS Instances Exceeding Limit 42
EAPS Send 43
EPC Task Crash 44
Fail Timer Expired, State Complete 45
Fail Timer Expired, State Init 46
Firmware Download Failed 47
Hardware Failure, Attempting to Initiate Corrective Action 48
High CPU Utilization, fdbAgeTask 49
High CPU Utilization, tSnmpd 50
Illegal Calibration Data 51
Invalid EAPS Domain Instance 52
Invalid EAPS Domain Instance 65, Out of Range 53
Invalid Object ID 54
Invalid PTAG 55
Maximum EAPS Domains 56
Maximum Limit for VLANs 57
Message Queue Creation Failed 58
MII Reset 59
msgQReceive Error 60
msgQSend Error, OSPF Exception 61
MSM64i Packet Problem 62
MSM Connection Broken 63
Not a Control VLAN 65
OSPF Assertion Failed 66
Out of MBufs 67

Out of Memory, Adding Control VLAN 68
Out of Memory, Adding Protected VLAN 69
Out of Memory, Binding VLAN 70
Out of Memory, Creating EAPS Domain 71
Out of Memory, Initializing EAPS 72
Packet Corruption on Motherboard 73
PoE Calibration Required 74
PoE Firmware Update Failed 75
Port State Blocked 76
Power Supply Failure, No Backup Available 77
Power Supply Failure, Trying Again Later 78
Power Supply Failure, Trying Again 79
Quake Queue Descriptor 80
Received PDUs from Two Nodes 81
Register Failed 82
sbmfree Double 83
Software Error at Runtime 84
Software Error 85
Spoofing Attack 86
sysEnvMsg msgQSend Error 87
System Chunk NULL 88
TCP Connection 89
TospfSpfTask Failed 90
Twister Access Timeout 91
VLAN Does Not Exist 92
VLAN Not Found 93
Watchdog Timer Creation Failed 94
Watchdog Timer Reboot 95

Chapter 4 Error Messages

Boot ROM Version Download Error 97
Boot ROM Version Synchronization Error 98
Cannot Create VLAN 99
Committed Rate Exceeded for Port 100

Delete FDB Entry **101**

ExtremeWare Download Error, Version Incompatible **102**

ExtremeWare Synchronization Error, Version Incompatible **103**

ExtremeWare Version Incompatible **104**

fetchPacket64 Failed **105**

Firmware Version Not Supported **106**

Initialization Failed **107**

Invalid Cost **108**

Invalid Link Speed **109**

Invalid Port Speed **110**

Link Down **111**

Login Failed **112**

Messages from Interrupt Level Lost **113**

No 802.1q Tag **114**

No PIF for BIF **115**

Packet Send Buffer Failed **116**

PBUS CRC Error **117**

PoE Firmware Invalid on Blade **118**

PoE Firmware Invalid on Slot **119**

PoE Hardware Problem, Disabling PoE on Port **120**

PoE Not Operational **121**

Port in 802.1d Mode Already Exists **122**

Power Consumption Normal for Slot **123**

Power Consumption Normal for System **124**

Send Slave Config Length Error **125**

Unable to Allocate Memory, STPD Bridge List **126**

VDSL vPowRead **127**

VDSL Reduced Mode **128**

VLAN ID Conflict **129**

VLAN not in STPD **130**

Chapter 5 Warning Messages

Access Rule Does Not Exist **131**

ACK Error **132**

Activate Failed, No PIF **133**
Add Port Failed, 802.1D Port Already Active **134**
Bad Ethernet Type/Length **135**
Bad Length for BPDU **136**
Bad MAC Read **137**
BlackDiamond Memory Block Already Free **138**
Blizzard Error **139**
BPDU Mismatch **140**
Bracket Buffer Full **141**
Bridge ID Not Assigned **142**
Btree Insert Failed **143**
Cannot Add VLAN to EAPS **144**
Cannot Allocate Memory for Timer **145**
Cannot Find Default VLAN **146**
Cannot Get Memory Buffer Transaction **147**
Cannot Save Default STPD **148**
Cannot Send Card **149**
Cannot Send Health PDU **150**
Cannot Send nmc **151**
card_db.c Module Memory Defect **152**
Card Removed **153**
Checksum Error on MSM and Slot **154**
Checksum Error on PDU **155**
Control VLAN Already Exists **156**
Control VLAN Not Configured for EAPS Domain **157**
Create STPD Failed **158**
Datagram Fragment **159**
Default Cost Zero for Port **160**
Delete Failed, EAPS Interface **161**
Delete Failed, EMISTP Group Address **162**
Delete Failed, FDB Entry **163**
Delete Failed, Local STPD **164**
Delete Failed, No PIF **165**
Delete Failed, Port Mismatch **166**

Diagnostic Failure, Port Invalid Speed **167**
Diagnostic Failure, Slot **168**
Domain Already Exists **169**
Dropped Bytes Condition Clear **170**
Dropped Bytes Condition Set **171**
Duplicate MAC Entry **172**
EAPS Task Not Running **173**
EDP Checksum **174**
EDP Not Enabled **175**
ESRP Enabled **176**
ESRP Enabled, Action Not Possible **177**
Exceeded Committed-Rate Condition Clear **178**
Exceeded Committed-Rate Condition Set **179**
Failed Diagnostic Packet **180**
Failed to Obtain Stats. **181**
Failed to Receive Message **182**
FDB Entry Not Found **183**
FDB Error **184**
Free List **185**
GARP Event **186**
Get EEPROM Error **187**
Get Failed, Port Not Found **188**
Incorrect State **189**
Install STPD Tag Failed, Ignore BPDU Enabled **190**
Insufficient Memory, PIF Structure **191**
Insufficient Memory, Port Tree **192**
Invalid BPDU **193**
Invalid BPDU Header **194**
Invalid EAPS Object ID **195**
Invalid EAPS-VLAN Object ID **196**
Invalid PIF for Port **197**
Invalid Port Cost **198**
Invalid Port Speed **199**
Invalid Secondary Port **200**

Invalid Time Values **201**
IP FDB Entry **202**
IP Output (Slow Path) **203**
IPX Next Hop Interface **204**
iQuery Message **205**
Link Down Link Up **206**
Load Share Trunk Inactive **207**
MAC Chip **208**
MAC Type **209**
Maximum Block Allocation **210**
msgQSend Message Queue Full **211**
MsgQ Send Error **212**
MSM Module Type Mismatch **213**
ngRxFirst Failed **214**
No Associated STPD Port **215**
No BIF for VLAN ID **216**
No EAPSD-Bridge Links Exist **217**
No Matching FDB Entry **218**
No Message Buffer **219**
No Protected VLANs Configured **220**
otpRamBusy **221**
PDU Received on Wrong Port **222**
Port Binding Failed, Bound to Another STPD **223**
Port Binding Failed, Bound to That STPD **224**
Port Creation Failed, Bad STPD Instance **225**
Port Creation Failed, No PIF **226**
Port Creation Failed, Not Enough Ports **227**
Port Deletion Failed, No Matching Port **228**
Port Deletion Failed, Not Bound to PIF **229**
Port Mapping Failed **230**
Port Not Configured **231**
Port Not in VLAN **232**
Port Unbinding Failed, STP Not Disabled **233**
Port Write Error **234**

Power Consumption Exceeds Slot Threshold **235**
Power Consumption Exceeds System Threshold **236**
Problem Stopping Domain **237**
PTAG Error, List Tags **238**
PTAG Error, Memory Blocks **239**
QoS Duplicate Port **240**
redirectServerList Not in Use **241**
Send BDPU Failed **242**
Send Message Failed **243**
Slave Port Active **244**
SNMP IP QoS ACL Missing **245**
Spurious Link State **246**
STP Disabled for Port **247**
STP Disabled for STPD **248**
STPD Instance Does Not Exist **249**
STPD Malloc Failed **250**
STPD Table Malloc Failed **251**
STP Port Creation Failed **252**
STP Port Does Not Exist **253**
STP Port Malloc Failed **254**
STPD Tag Removal Failed **255**
SuperBridge Error **256**
System Overheated **257**
Stuck Interrupt **258**
Task Exceeded Stack Boundary **259**
Task Failed **260**
Timer Delay Exceeds Capacity **261**
Timer Error, Non-Expired Bucket **262**
Timer Error, Wrong Bucket **263**
tNetTask Panic **264**
Trying To Put Block in Free List **265**
Unable to Allocate PTAG **266**
Unable to Create Message Queue **267**
Unable to Locate MAC **268**

Unable to Start Watchdog Timer 269
Unknown Message Type 270
Unknown PDU Type 271
Unknown TLV 272
Untagged Port Mismatch 273
Update Can’t Be Done 274
User Account Out of Range 275
VLAN Already Controls Another Domain 276
VLAN Already Exists 277
VLAN Bind Failed 278
VLAN Does Not Contain Port 279
VLAN ID Already Bound 280
VLAN ID No Longer in STPD 281
VLAN Is Not Control VLAN 282
VLAN Is Not Protected VLAN 283

Chapter 6 Notice Messages

Current Below Specification 285
Current Over Specification 286
Port Cannot Power 287

Chapter 7 Informational Messages

Bad PoE Hardware 289
Calibration Data Updated 290
Cannot Allocate Memory Buffer 291
Disabling EAPS 292
EEPROM Read Retried 293
Enabling EAPS 294
Fail Timer Flag Cleared, EAPS=E05B 295
Fail Timer Flag Cleared, EAPS=VLAN1 296
Fail Timer Flag Set 297
Fast Age Out 298
Firmware Revision 299
Firmware Update Required 300
Flush PDU 301

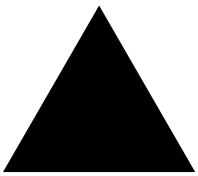
High CPU Utilization, mportTask **302**
Log Cleared **303**
Master Domain State Changed to Idle **304**
Master Domain Stopped, Primary Port Status Unknown **305**
Master Node State Changed to Complete **306**
Master Node State Changed to Failed **307**
Master Node State Changed to Init **308**
Master State Changed To Complete **309**
Memory Allocation **310**
Old Power Supplies **311**
PoE Firmware Download Completed **312**
PoE Initialized **313**
PoE Power Supply Unit State Change **314**
Port Power State Change **315**
Port Status Changed to Up **316**
Power Is Up for Slot **317**
Power Supply Failure, Switching to Backup **318**
Preforward Timer Expired, EAPS=E38A **319**
Preforward Timer Expired, EAPS=VLAN1 **320**
Primary Port Status Changed to Blocked **321**
Primary Port Status Changed to Down **322**
Primary Port Status Changed to Up, from Blocked **323**
Primary Port Status Changed to Up, from Unknown **324**
QoS Profile, Invalid QoS Configuration **325**
Reached G1 Limitation **326**
RIP, MBZ Field **327**
Ring Break, Flush Transit FDB **328**
Ring Down, Flush Domain FDB **329**
Ring State Complete **330**
Ring Up, Flush FDB on Domain **331**
Ring Up, Flush FDB on Transits **332**
Ring-Port State Changed to Link-Down **333**
Secondary Port Status Changed to Blocked **334**
Secondary Port Status Changed to Down, from Blocked **335**

Secondary Port Status Changed to Down, from Up 336
Secondary Port Status Changed to Init 337
Secondary Port Status Changed to Preforwarding 338
Secondary Port Status Changed to Unknown, from Blocked 339
Secondary Port Status Changed to Unknown, from Up 340
Secondary Port Status Changed to Up, from Blocked 341
Secondary Port Status Changed to Up, from Down 342
Secondary Port Status Changed to Up, from Unknown 343
SSH Cipher 344
System Rebooted 345
Transit Domain State Changed to Idle 346
Transit Domain Stopped, Primary Port Status Unknown 347
Transit Node State Changed to Down 348
Transit Node State Changed to Links-Up 349
Transit Node State Changed to Links-Up, from Idle 350
Updating PoE Calibration 351
User Logged Out From Telnet 352

Chapter 8 Debug Messages

100 Messages Queued 353
Failed to Add Address 354
Invalid Destination 355
MAC Based VLAN 356
pqmWaitKill Failed 357
PTAG Error, NGDelCard 358
QuakeWaitPbut2CacheXfer Failed 359
Recv Buffers not Empty 360
RIP/VLSM 361

Index



Preface

This guide lists the most common ExtremeWare error messages, and provides the following for each:

- Software version
- Hardware version
- Explanation
- Action

Introduction

ExtremeWare sends these error messages to the console or log during normal operation.

Some of these messages are informational, some help diagnose problems, and some indicate problems. Each message is assigned one of the following severity codes:

1—emergency—This is a severe problem that requires immediate corrective action.

2—alert—This is a problem that requires corrective action as soon as possible.

3—critical—This is a problem that requires corrective action.

4—error—This is a problem that needs corrective action, but not immediately.

5—warning—This is a notification of a possible conflict that might require corrective action.

6—notice—This is informational only and does not require corrective action.

7—informational—This is informational only and does not require corrective action.

8—debug—This is used to track software defects and does not require corrective action.

For all errors, please check the “Issues Resolved In” sections in the latest *ExtremeWare Release Notes* to see if the error message indicates an issue that has been corrected in a recent software release.

Conventions

Table 1 and Table 2 list conventions used throughout this decoder.

Table 1: Notice Icons

Icon	Notice Type	Alerts you to...
	Note	Important features or instructions.
	Caution	Risk of personal injury, system damage, or loss of data.
	Warning	Risk of severe personal injury.

Table 2: Text Conventions

Convention	Description
`Screen displays`	This typeface represents information as it appears on the screen, or command syntax.
The words “enter” and “type”	When you see the word “enter” in this guide, you must type something, and then press the Return or Enter key. Do not press the Return or Enter key when an instruction simply says “type.”
[Key] names	Key names appear in text in one of two ways: • Referred to by their labels, such as “the Return key” or “the Escape key” • Written with brackets, such as [Return] or [Esc] If you must press two or more keys simultaneously, the key names are linked with a plus sign (+). Example: Press [Ctrl]+[Alt]+[Del].
Words in *italicized* type	Italics emphasize a point or denote new terms at the place where they are defined in the text.

Related Publications

Documentation for Extreme Networks products is available on the World Wide Web at the following location:

- Extreme Networks home page: http://www.extremenetworks.com

1 Emergency Error Messages

Emergency errors indicate severe problems that require immediate corrective action.

Check the “Issues Resolved In” sections in the latest *ExtremeWare Release Notes* to see if the error message indicates an issue that has been corrected in a recent software release.

cluster mbufs

```
MCLGET: No cluster mbufs. Task 86708f30
gw-517 last message repeated 29 times
gw-517 KERN: MCLGET: No cluster mbufs. Task 8612b7b0
gw-517 KERN: MCLGET: No cluster mbufs. Task 86708f30
gw-517 KERN: MCLGET: No cluster mbufs. Task 8612b7b0
gw-517 KERN: MCLGET: No cluster mbufs. Task 8612b7b0
gw-517 KERN: MCLGET: No cluster mbufs. Task 86708f30
```

Software Version

All ExtremeWare versions

Hardware Version

All

Explanation

These messages indicate that the total free memory buffers have become 0. This can be caused by a software or hardware problem.

Action

When the switch runs out of MBufs for any reason, it will print a full dump of the occurrence in the syslog. If the system has not recovered (i.e., network connectivity is lost), use `show tech-support` and `show log` commands to capture the log and reboot the switch. Monitor the switch to ensure that this problem does not recur due to hardware-related memory problems. Send the log information to Technical Support to review the configuration to ensure that nothing specific to the configuration is causing the problem.

Diagnostic Failure, Port

```
N6_OOB_BD6800 PORT: Port 3:19 failed in diagnostic, it is disabled
DIAG: Slot 4 port 34 Failed vlan loop back test
```

Software Version

ExtremeWare 4.x, 6.1.5 and later

Hardware Version

BlackDiamond

Explanation

These messages indicate that a port failed diagnostics.

Action

Check the system and replace the I/O module as necessary.

Hot Swap

```
SWL-AL03 KERN: ngRxFirst failed WTX2 - (9, e0, 4000)
SWL-AL03 SYST: MSM A Card Shutdown called
```

Software Version

ExtremeWare 6.1.9b17 and later

Hardware Version

BlackDiamond

Explanation

These messages indicate that the module has been hot swapped while traffic was present.

Action

Remove and re-insert the module into the slot.

No Power Values

```
PWR MGMT: System is using no power values:
```

Software Version

ExtremeWare 6.1.x

Hardware Version

BlackDiamond “*i*” series

Explanation

This message indicates a problem with power values. While reading EEPROM on the Power Supply Unit, an unknown power supply type has been indicated. This can happen due to multiple reasons such as faulty power supply or other read errors.

Action

Contact Technical Support to troubleshoot the problem.

netJob Error

```
fdbAgeTask panic: netJobAdd: ring buffer overflow!
tNetTask panic: netTask: netJobRing overflow!
```

Software Version

ExtremeWare 6.1.5b23

Hardware Version

BlackDiamond “*i* “ series

Explanation

These messages indicate that the MSM64i has run out of memory.

Action

Contact Technical Support to help isolate the cause of the problem.

POST Failure

```
<INFO:DIAG> Slot 1 failed PQM internal memory test
<WARN:DIAG> Slot 1 PQM ASIC failed register test
<WARN:DIAG> Slot 1 failed FDB memory test
<CRIT:DIAG> FDB extension memory bus failed at data bit
<WARN:DIAG> Slot 1 failed VPST memory test
<CRIT:DIAG> VPST memory bus test failed at data bit 19
<WARN:DIAG> Slot 1 AFC ASIC failed register test
<CRIT:DIAG> Slot 1 RR No. 7 failed ASIC register test
```

Software Version

All ExtremeWare

Hardware Version

All

Explanation

These messages indicate that a slot (slot 1) has failed the Power On Self Test (POST); therefore, it is a hardware problem.

Action

Replace the I/O module in the slot (slot 1).

VDSL Read/Write

```
Could not read VDSL reg 0x8c00 on 4:1
Could not write VDSL reg 0x8c00 on 4:1
```

Software Version

ExtremeWare 6.1.8W301b51

Hardware Version

VDSL

Explanation

These messages indicate a hardware failure which is most likely limited to the one port reported.

Action

RMA the module.

2 Alert Messages

Alert messages indicate problems and require corrective action.

Check the “Issues Resolved In” sections in the latest *ExtremeWare Release Notes* to see if the error message indicates an issue that has been corrected in a recent software release.

Flash Error

```
SYST: ERROR: eraseFlashBlock failed local erase word = ff0ffc30 sector = 4 addr =
fec80000 error: ff0ffc30
```

Software Version

All ExtremeWare versions

Hardware Version

All

Explanation

This message indicates general system errors with the flash memory.

Action

Save your configuration. If you can not save, reboot the system (you will lose unsaved configuration changes).

If the reboot does not fix the problem, contact Technical Support.

ipmcDelCache Problem

```
MIKE: FIXME: ipmcDelCache problem.  g/s/m=229.55.150.208/16.100.104.0/255.255.252.0.
```

Software Version

ExtremeWare 4.1.x

Hardware Version

BlackDiamond, Summit

Explanation

This message indicates that you are trying to remove an entry whose PTAG entry might be invalid. This can occur as a result of running out of internal resources in the router (PTAGs).

Action

If you have a connectivity problem, check the entries for the affected host using the following commands:

- `show igmp snooping`
- `show ipmc cache all`
- `show dvmrp route detail - if DVMRP is configured`
- `show pim-dm vlan <vlan_name> - if PIM-Dense is configured`
- `show fdb`
- `show ipfdb`
- `show iproute`

Contact Technical Support and provide them with the output of these commands.

If you do not have a connectivity problem, monitor the network for this message.

If it occurs again, check the entries for the affected host using the preceding commands, and contact Technical Support.

VDSL Port not Ready

```
VDSL port not ready: 4:1(3)
Port 4:1 failed to be initialized correctly
```

Software Version

ExtremeWare 6.1.8W301b51

Hardware Version

VDSL

Explanation

These messages indicate that there was an error during the initialization of the VDSL port which is a result of a hardware failure on the module.

Action

Troubleshoot loop for noise which can be due to one of the following:

- Electromagnetic Interference (EMI) in VDSL link
- Loose cable connection
- Bad or dirty connector on the cable

VDSL Task Message

```
VDSL err task message failure
```

Software Version

ExtremeWare 6.1.8W301b51

Hardware Version

VDSL

Explanation

This message indicates that ExtremeWare could not send the “loss of normal or low voltage” power change message.

Action

Contact Technical Support to help troubleshoot the problem.

3 Critical Messages

Critical messages indicate problems that require corrective action.

Check the “Issues Resolved In” sections in the latest *ExtremeWare Release Notes* to see if the error message indicates an issue that has been corrected in a recent software release.

Calibration Required, Programming Failure

```
Slot X requires PoE calibration - programming failure
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that an attempt to program the firmware with calibration values failed. Without proper calibration values, the port may have problems detecting a Powered Device.

Action

RMA the blade.

Cannot Start EAPS

```
<CRIT:EAPS> eaps.c 421: Error! spawning EAPS task
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that the EAPS task could not be started.

Action

The switch may have become unstable. Contact Technical Support.

Checksum Error on CPU Packet

```
<CRIT:KERN> ERROR: Checksum Error on CPU received pkt.
```

Software Version

ExtremeWare 6.1.8b12 and later

Hardware Version

All "*i*" series

Explanation

This message indicates a new CPU Cyclic Redundancy Check (CRC). It prevents bad packets from being passed up to the CPU.

Action

If this error is seen only once in the log, no action is necessary.

If you are using ExtremeWare 6.2.1 (or earlier), use the `show log` and `show tech-support` commands, capture the output, and contact Technical Support to help isolate the problem.

If you are using ExtremeWare 6.2.1 (or later), system health check can be enabled. If the system check is enabled, three consecutive occurrences of the above error triggers automatic recovery of the port or the module. If the software can detect the error it will correct the error. However, if the software is unable to detect the error it will take the module off line.

NOTE

If you are using ExtremeWare 6.2.1 or later, run the `pktScan` *utility to identify and correct the problem.*

If you are using ExtremeWare 6.2.2 (or later), you can take the module either offline or keep it online even if automatic recovery fails.

Checksum Error on CPU Packet of 64

```
<CRIT:KERN> ERROR: Checksum Error on CPU recived pkt of 64 from port 8.
status=0x3/0x500
```

Software Version

ExtremeWare 6.1.8b12 and later

Hardware Version

All “*i*” series

Explanation

This message indicates a health check.

Action

No action is necessary.

Checksum Error on External Port

```
<CRIT:PORT> ERROR: Checksum Error on external port Slot 6 port 47, Previous=0xeb,
Current=0x71
```

Software Version

ExtremeWare 6.1.8b12 and later

Hardware Version

All "*i*" series

Explanation

This message indicates that the switch fabric has detected an external corruption of the packets on slot 6, port 47.

Action

If this error is seen only once in the log, no action is necessary.

If you are using ExtremeWare 6.2.1 (or earlier), use the `show log` and `show tech-support` commands, capture the output, and contact Technical Support to help isolate the problem.

If you are using ExtremeWare 6.2.1 (or later), system health check can be enabled. If the system check is enabled, three consecutive occurrences of the above error triggers automatic recovery of the port or the module. If the software can detect the error it will correct the error. However, if the software is unable to detect the error it will take the module off line.

NOTE

If you are using ExtremeWare 6.2.1 or later, run the `pktScan` *utility to identify and correct the problem.*

If you are using ExtremeWare 6.2.2 (or later), you can take the module either offline or keep it online even if automatic recovery fails.

Checksum Error on Internal Port

```
<CRIT:PORT> ERROR: Checksum Error on internal port Slot 3 port 7, Previous=0xd2d2,
Current=0x4b4b
```

Software Version

ExtremeWare 6.1.8b12 and later

Hardware Version

All "*i*" series

Explanation

This message indicates that the switch fabric has detected an internal corruption of the packets on slot 3, port 7.

Action

If this error is seen only once in the log, no action is necessary.

If you are using ExtremeWare 6.2.1 (or earlier), use the `show log` and `show tech-support` commands, capture the output, and contact Technical Support to help isolate the problem.

If you are using ExtremeWare 6.2.1 (or later), system health check can be enabled. If the system check is enabled, three consecutive occurrences of the above error triggers automatic recovery of the port or the module. If the software can detect the error it will correct the error. However, if the software is unable to detect the error it will take the module off line.

NOTE

If you are using ExtremeWare 6.2.1 or later, run the `pktScan` *utility to identify and correct the problem.*

If you are using ExtremeWare 6.2.2 (or later), you can take the module either offline or keep it online even if automatic recovery fails.

Checksum Error on Motherboard

```
<CRIT:KERN> Sys-health-check [CPU] checksum error on M-BRD
```

Software Version

ExtremeWare 7.2 and later

Hardware Version

All

Explanation

The motherboard of a Summit switch received a CPU checksum error. A packet that was sent to the CPU had a checksum error.

Action

If the system reports more than 3 errors (any combination) within a 60 minute period, the system needs attention and given downtime availability, manual packet-memory diagnostics should be run, followed by extended diagnostics.

```
run diagnostic packet-memory slot <slot #>
run diagnostic extended slot <slot #>
```

Checksum Error on MSM

```
<CRIT:KERN> ERROR: Checksum Error on MSM-A
```

Software Version

ExtremeWare 6.1.8b12 and later

Hardware Version

BlackDiamond "*i*" series

Explanation

This message indicates that the checksum on an EDP packet has failed, the port is internal, and MSM A has an internal PBus error.

This implies that the checksum error is induced on MSM A.

Action

If this error is seen only once in the log, no action is necessary.

If you are using ExtremeWare 6.2.1 (or earlier), use the `show log` and `show tech-support` commands, capture the output, and contact Technical Support to help isolate the problem.

If you are using ExtremeWare 6.2.1 (or later), system health check can be enabled. If the system check is enabled, three consecutive occurrences of the above error triggers automatic recovery of the port or the module. If the software can detect the error it will correct the error. However, if the software is unable to detect the error it will take the module off line.

NOTE

If you are using ExtremeWare 6.2.1 or later, run the `pktScan` *utility to identify and correct the problem.*

If you are using ExtremeWare 6.2.2 (or later), you can take the module either offline or keep it online even if automatic recovery fails.

Checksum Error on EDP Packet and Slot 1

```
<CRIT:KERN> ERROR: Checksum Error on Slot 1
```

Software Version

ExtremeWare 6.1.8b12 and later

Hardware Version

All "*i*"series

Explanation

This message indicates that the checksum on an EDP packet has failed, the port is internal, and the checksum error is induced on slot 1 which has one or more: PBus internal/external errors, CPU packets, or CPU dialogue packet errors.

Action

If this error is seen only once in the log, no action is necessary.

If you are using ExtremeWare 6.2.1 (or earlier), use the `show log` and `show tech-support` commands, capture the output, and contact Technical Support to help isolate the problem.

If you are using ExtremeWare 6.2.1 (or later), system health check can be enabled. If the system check is enabled, three consecutive occurrences of the above error triggers automatic recovery of the port or the module. If the software can detect the error it will correct the error. However, if the software is unable to detect the error it will take the module off line.

NOTE

If you are using ExtremeWare 6.2.1 or later, run the `pktScan` *utility to identify and correct the problem.*

If you are using ExtremeWare 6.2.2 (or later), you can take the module either offline or keep it online even if automatic recovery fails.

Checksum Error on PoE Calibration Data

```
Slot X PoE calibration data checksum failure
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that the checksum on the PoE calibration data has failed. The data could be invalid.

Action

RMA the blade.

CPU Dialogue

```
<CRIT:SYST> Missed CPU diag data (type 4) on card 3
```

Software Version

ExtremeWare 6.1.7 and earlier

Hardware Version

BlackDiamond

Explanation

This message indicates that the health-check messages which are being sent from the I/O module to the MSM64i have not been received within 3 seconds.

Action

Use the `show diag` command and look at the `diag fail` column for missing packets. If the same I/O modules have missed packets on both MSM A and MSM B, this indicates a problem with the I/O module.

If you have a spare I/O module, swap it into the switch.

If the problem persists, swap this I/O module with one that is not experiencing the problem.

If the problem follows the I/O module, RMA the module. If the problem stays with the slot, RMA the switch.

Decoder Timeout

```
PORT: Slot 7 port 2 lane 2 decoder timeout! RR_Decoder = 0
```

Software Version

ExtremeWare 4.x and 6.x

Hardware Version

BlackDiamond, Summit

Explanation

This error indicates that there is a problem in bringing up the internal backplane of the I/O module.

Action

Contact Technical Support to help isolate the problem.

If the problem persists, upgrade to the latest software.

EAPS Domain Does Not Exist

```
<CRIT:EAPS> eaps.c 4853: Error! EAPS domain does not exist for instance 1
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that there is an invalid internal number for the EAPS domain.

Action

EAPS task may have become unstable. Contact Technical Support.

EAPS Instances Exceeding Limit

```
<CRIT:EAPS> eaps.c 2639: ERROR! Reached maximum limit of EAPS instances
<INFO:SYST> serial admin: create eaps domain_67
<CRIT:EAPS> eaps.c 2639:ERROR! Reached maximum limit of EAPS instances
<INFO:SYST> serial admin: create eaps domain_66
<CRIT:EAPS> eaps.c 2639:ERROR! Reached maximum limit of EAPS instances
<INFO:SYST> serial admin: create eaps domain_65
```

Software Version

ExtremeWare 6.2x and later

Hardware Version

All “*i*” series

Explanation

These messages indicate that you tried to configure more than 64 domains; therefore, you are exceeding your limit.

Action

Reduce the domain configuration to 64 or below.

EAPS Send

```
<CRIT:KERN>eaps.c407:Error!eapsWdTime:msgQSenerror3997698,errmsg_count4
```

Software Version

ExtremeWare 6.2.1b17

Hardware Version

BlackDiamond

Explanation

This message indicates that the EAPS timer has reached 5; therefore, EAPS packets are not sent out from the buffer.

NOTE

The EAPS timer starts as soon as the EAPS task starts.

Action

If you see this message during the boot-up process, ignore it. During the boot-up process, if the MSM64i is up, but all other modules are still initializing, the switch will be unable to send these packets out.

You should not see this message during working-environment time. If any task crashes or any task consumes CPU time which does not allow other tasks to execute, use the `top` command to capture the percentage of tasks executed in CPU and use `show tech-support` command to capture the log. Contact Technical Support for further analysis.

EPC Task Crash

```
<CRIT:SYST> Task: 0x8b5ea8b0 "tBGTask"
<CRIT:SYST> Access Address: 0x00000017
<CRIT:SYST> Cause Register: 0x00001010
<CRIT:SYST> Status Register: 0x3400ad00
<CRIT:SYST> Exception Program Counter: 0x803ada38
<CRIT:SYST> Address load Exception
```

Software Version

All ExtremeWare versions

Hardware Version

All

Explanation

These messages indicate a generic task crash dump on a switch. Extreme Networks must get additional information in order to find out specifically what crashed. This indicates a possible software problem. This can happen to any task (tEDPTask, tbgpTask, etc.)

Action

Use the `show log` and `show tech-support` commands and contact Technical Support with all of the data to help isolate the problem.

Fail Timer Expired, State Complete

```
<CRIT:EAPS> eaps_runtime.c 2429: Fail timer expired, while state is Complete,
EAPS="E05B"
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that the fail timer expired while the state is Complete. If there is an actual break in the ring, the Master should receive a Link-Down message from the Transit. If the Master does not receive a Link-Down message from Transit, and does not receive its own Health-Check-Pdu for 3 seconds, there is a problem in the ring that must be resolved as soon as possible.

Action

Troubleshooting is required immediately. Is there an actual break in the ring? Was a Link-Down_pdu sent to the Master? Is the ring complete, but due to a misconfiguration of the Control VLAN, the Master is not receiving its own PDUs? Is there a broadcast storm on the ring which is why the Master's PDUs are getting dropped? Is there a hardware problem on one of the switches which is not allowing the control PDUs to go through?

Fail Timer Expired, State Init

```
<CRIT:EAPS> eaps_runtime.c 2429: Fail timer expired, while state is Init, EAPS="eaps1"
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that the fail timer expired while the state is Init. However, the fail timer should not expire. If there is an actual break in the ring, the Master should receive a Link-Down message from the Transit. If the Master does not receive a Link-Down message from Transit, and does not receive its own Health-Check-Pdu for 3 seconds, there is a problem in the ring that must be resolved as soon as possible.

Action

Troubleshooting is required immediately. Is there an actual break in the ring? Was a Link-Down_pdu sent to the Master? Is the ring complete, but due to a misconfiguration of the Control VLAN, the Master is not receiving its own PDUs? Is there a broadcast storm on the ring which is why the Master's PDUs are getting dropped? Is there a hardware problem on one of the switches which is not allowing the control PDUs to go through?

Firmware Download Failed

`Slot X PoE firmware download failure - mismatch version IDs`

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that the firmware's version does not match the version supported by this version of ExtremeWare.

Action

Run CLI to download the firmware.

Hardware Failure, Attempting to Initiate Corrective Action

```
<CRIT:SYST> Sys-health-check [ACTION] (PBUS checksum)
(CARD_HWFAIL_PBUS_CHKSUM_EDP_ERROR) M-BRD
```

Software Version

ExtremeWare 7.2 and later

Hardware Version

All

Explanation

The motherboard on the Summit switch detected a EDP checksum error in the PBus system of the Motherboard, causing a failure.

This is a corrective action message. It is to alert the user that, if a corrective action was configured, it will take action now. If no corrective action was configured, then nothing happens.

Action

None.

High CPU Utilization, fdbAgeTask

```
<CRIT:SYST> task fdbAgeTask cpu utilization is 100% PC: 80175f98
```

Software Version

ExtremeWare 6.x

Hardware Version

All

Explanation

If this message appears continuously, it indicates that the fdbAgeTask is using most of the CPU power. It is most likely caused by a problem within the network (causing a broadcast storm, packet storm, etc.).

If this message appears occasionally, it indicates that the task consumed high CPU cycles at some point in time. As a result, you see an increase in fdbAgeTask number.

This error occurs on switches with multiple MAC addresses that are associated with IP FDB entries. Upon aging the MAC addresses according to the user-specified MAC aging timer, the system becomes unresponsive. This is due to flushing the MAC entries from the database. Subsequently, this message is printed in the log indicating that the fdbAgeTask consumed a high amount of CPU power.

Action

If it appears continuously, check the network topology and ensure that no loops exist in the network. Check port statistics to determine where heavy traffic is coming in.

If you are using ExtremeWare 6.1.5b20 or earlier, upgrade to the latest software.

If it appears occasionally, no action is necessary.

High CPU Utilization, tSnmpd

```
<CRIT:SYST> task tSnmpd cpu utilization is 94% PC: 805aaaa4
<CRIT:SYST> last message repeated 1 times
```

Software Version

ExtremeWare 6.1

Hardware Version

All

Explanation

These messages indicate that the SNMP task is taking up excessive CPU time. ExtremeWare 6.1.4b20 and earlier creates this message when you perform an SNMP `bulkget` or if there are many SNMP queries sent to a switch that has more than 1,000 VLANs defined.

Action

Upgrade to the latest software.

If the problem persists, contact Technical Support with all of the environment details, especially the SNMP application you are using.

Illegal Calibration Data

`Slot X PoE calibration data illegal`

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that the blade has illegal calibration data.

Action

RMA the blade.

Invalid EAPS Domain Instance

```
<CRIT:EAPS> eaps_runtime.c 1403: Error! Invalid EAPS Instance. vlanId=1001
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that the incoming EAPS PDU is mapped to an invalid EAPS domain.

Action

EAPS task may have become unstable. Contact Technical Support.

Invalid EAPS Domain Instance 65, Out of Range

```
<CRIT:EAPS> eaps.c 3406: Error! EAPS Domain instance 65 out of range
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that there is an invalid internal number for the EAPS domain.

Action

The EAPS task may have become unstable. Contact Technical Support.

Invalid Object ID

```
<CRIT:EAPS> eaps.c 4886: Error! Unknown gmId 0x<integer>
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that there is an invalid EAPS object ID.

Action

Probably using an incorrect software image. Contact Technical Support.

Invalid PTAG

```
<CRIT:SYST> ptagInvalidSlotFunc() called (00000003, 00000204, 00000060, 00000ffd)
```

Software Version

All ExtremeWare versions

Hardware Version

Alpine

Explanation

This message indicates that the switch rebooted when the module with the slave load-sharing port was not present in the switch.

If the slave port module is present and you get this message, you need the ExtremeWare 6.2.1b21 patch image. Otherwise you might see the slot mismatch or you might not be able to pass traffic on this load sharing ports group.

Action

If the slave port module is not present, no action is necessary.

If the slave port module is present, upgrade to the latest software.

Maximum EAPS Domains

```
<CRIT:EAPS> eaps.c 3396: Error! Reached maximum limit of EAPS instances
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that the maximum limit of EAPS domains exists. You cannot create any more EAPS domains.

Action

Do not create any more EAPS domains, because you have reached the maximum number of supported domains.

Maximum Limit for VLANs

```
<CRIT:EAPS> eaps.c 4946: Error! Already reached max limit of Eapsd-Bridge links 4096
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that the maximum limit of EAPS domains to VLAN associations exists. You cannot add any more VLANs.

Action

Do not add any more VLANs as control or protect because you have reached the maximum limit of 4096.

Message Queue Creation Failed

```
<CRIT:EAPS> eaps.c 407: Error! creating eaps_msgQ
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that the software could not create the message queue while initializing EAPS.

Action

The switch may have run out of resources. Contact Technical Support.

MII Reset

```
<CRIT:PORT> MAC: Port = 20 failed MII reset
<CRIT:PORT> MAC: Port = 19 failed MII reset
```

Software Version

All ExtremeWare versions

Hardware Version

All Summit chipset products

Explanation

These messages indicate that either you have booted up the switch for the first time or the link on a port is down. It could be a hardware problem (caused by a bad chip) or a link problem.

Action

If you receive this error when you boot up the switch for the first time, no action is necessary.

If a link is down, check the cable.

If the problem persists, reboot.

If the problem continues after a reboot, RMA the switch.

msgQReceive Error

```
<CRIT:EAPS> eaps.c 453: Error! msgQReceive returned error
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that the message queue returned an error. This message appears while attempting to process messages from the EAPS queue.

Action

EAPS task may have become unstable. Contact Technical Support.

msgQSend Error, OSPF Exception

```
Core-A-BD6800 OSPF: ospfWdTime: msgQSend error 3997698
```

Software Version

ExtremeWare 4.x and 6.x

Hardware Version

All

Explanation

This message indicates that the Open Shortest Path First (OSPF) task has had an exception.

Action

Check for any EPC information prior to this message and use the `show tech-support` command and contact Technical Support to help isolate the problem.

MSM64*i* Packet Problem

```
<CRIT:SYS> CPU health-check packet missing type 0 on slot 5
<CRIT:SYS> CPU health-check packet problem on card 5
<INFO:SYS> card.C 1937: card5 (type 20) is reset due to autorecovery config reset
counter is 1
```

Software Version

ExtremeWare 6.x and later

Hardware Version

All

Explanation

These messages indicate that the system is running a system health-check to check the internal connectivity.

Action

If these messages occur only once or twice, no action is necessary.

If these messages occur continuously, remove and re-insert the module on the slot.

If the removal and re-insertion of the module does not fix the problem, run extended diagnostics on the switch as this could be a hardware problem.

MSM Connection Broken

```
<CRIT:SYST> The connection between MSM-A daughter board and I/O module 2 is broken,
need to fix immediately
```

Software Version

All ExtremeWare versions

Hardware Version

BlackDiamond

Explanation

This message indicates that the backplane connection between MSM A and the I/O module in slot 2 is broken. One of the two modules is bad. This can be faulty hardware or a seating problem with the modules.

Action

Remove and re-insert the affected I/O module and MSM.

If the problem persists, replace the I/O module.

If the problem persists, re-insert the I/O module and replace the MSM.

If the same message is logged for multiple I/O modules, replace the MSM.

Incorrect seating of one or both of the MSMs can cause connectivity problems between the MSMs and the I/O modules. This can cause a variety of errors to be entered in the system error log. A badly seated MSM can even cause the switch to hang or reboot.

You must properly seat all modules. Insert modules in the following order:

1 MSM A

2 MSM B

3 I/O Modules

If you have an MSM32 seating problem, you might see some of the following additional errors:

```
<CRIT:SYST> The broken connection between MSM-A daughter board and I/O module 1 is
recovered
<CRIT:SYST> The connection between MSM-A daughter board and I/O module 4 is broken,
need to fix immediately
<WARN:SYST> Unknown RR address map (shift or not)
<WARN:PORT> Slot 10 port 4 lane 1 ecoder timeout! RR_Decoder = 80034
<DBUG:KERN> pqmWaitRx Failed. Card 0 is removed
<INFO:HW> Card 4 pulled while receiving packet
```

If you have an MSM64i seating problem, you might see some of the following additional errors:

```
<WARN:SYST> MSM-B may have problem to boot. Reboot it.
<WARN:SYST> ERROR: PSU-A input failure
<WARN:SYST> Failed to write vpst slot 2
<WARN:KERN> Cannot send packet out slot 1. Card not present.
<CRIT:SYST> Fan(3) is back to normal
<CRIT:SYST> Fan(3) failed
<CRIT:HW> Quake Sched RAM request timeout
<CRIT:HW> Quake Queue Descriptor RAM request timeout
<DBUG:KERN> quakeWaitTx Failed. Card 1 is removed.
```

Not a Control VLAN

```
<CRIT:EAPS> eaps.c 627: Error! "v1" is not a Control Vlan
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that the VLAN receiving EAPS messages is not configured to be a control VLAN.

Action

If there is a single message, it can be ignored.

If the messages occur on a regular basis, there is probably a software error. Contact Technical Support.

OSPF Assertion Failed

```
<CRIT:OSPF> assertion failed at ospf_cfg.c:2491
```

Software Version

ExtremeWare 6.16b19 / 6.1.7b7

Hardware Version

All “*i*” series

Explanation

This message is cosmetic.

Action

No action is necessary

Out of MBufs

```
<CRIT:EAPS> eaps_runtime.c 1231: Error! edpmbuf not available
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that an “out of MBufs” error occurred while attempting to send an EAPS PDU.

Action

The switch may have run out of resources. Contact Technical Support.

Out of Memory, Adding Control VLAN

```
<CRIT:EAPS> eaps.c 4095: Error! Out of memory
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that an out of memory error occurred while adding control VLAN.

Action

The switch may have run out of resources. Contact Technical Support.

Out of Memory, Adding Protected VLAN

```
<CRIT:EAPS> eaps.c 4192: Error! Out of memory
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that an out of memory error occurred while adding protected VLAN.

Action

The switch may have run out of resources. Contact Technical Support.

Out of Memory, Binding VLAN

```
<CRIT:EAPS> eaps.c 4450: Error! Out of memory
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that an out of memory error occurred while binding a VLAN to EAPS domain.

Action

The switch may have run out of resources. Contact Technical Support.

Out of Memory, Creating EAPS Domain

```
<CRIT:EAPS> eaps.c 3413: Error! Out of memory
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that an out of memory error occurred while creating EAPS domain.

Action

The switch may have run out of resources. Contact Technical Support.

Out of Memory, Initializing EAPS

```
<CRIT:EAPS> eaps.c 384: Error! Out of memory
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that an out of memory error occurred while initializing EAPS.

Action

The switch probably has a memory leak. Contact Technical Support.

Packet Corruption on Motherboard

```
<CRIT:SYST> Sys-health-check [DIAG] pkt corruption on M-BRD
```

Software Version

ExtremeWare 7.2 and later

Hardware Version

All

Explanation

This message indicates that a CPU-Diagnostic packet corruption error was received on the Motherboard of the switch. This switch is also a Summit stackable type.

Action

If the system reports more than 3 errors (any combination) within a 60 minute period, the system needs attention and given downtime availability, manual packet-memory diagnostics should be run, followed by extended diagnostics.

```
run diagnostic packet-memory slot <slot #>
run diagnostic extended slot <slot #>
```

PoE Calibration Required

```
Slot X requires PoE calibration
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that the blade was not calibrated and the PoE may not work at all.

Action

RMA the board.

PoE Firmware Update Failed

```
Slot X PoE firmware update failed
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that a problem occurred while updating the firmware.

Action

Retry updating a few times. If it still fails, call Technical Support.

Port State Blocked

```
<CRIT:EAPS> eaps_runtime.c 921: Error! State=LINK_DOWN, while Port TmpBlocked! "eaps1"
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that the Transit node’s state is Link-Down, but has a port in blocked state. This is an illegal situation.

Action

The EAPS task may have become unstable. Contact Technical Support.

Power Supply Failure, No Backup Available

```
External 48V Supply failure on slot %d, no backup available
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This informational message indicates a loss of the external PoE power supply and no backup is available. All ports will lose power.

Action

Enable the backup or replace the external supply.

Power Supply Failure, Trying Again Later

```
Internal 48V failure on slot x will retry later
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates a loss of the internal PoE power supply. All ports will lose power. Because the internal is the backup, ExtremeWare will keep trying to enable internal 48V supply.

Action

RMA the board.

Power Supply Failure, Trying Again

```
Internal 48V up and running on slot x
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This informational message indicates a loss of the internal PoE power supply. All ports will lose power. Because the internal is the backup, ExtremeWare will keep trying to enable internal 48V supply.

Action

RMA the board.

Quake Queue Descriptor

```
<CRIT:HW> Quake Queue Descriptor RAM request timeout
```

Software Version

ExtremeWare 6.x

Hardware Version

BlackDiamond

Explanation

This message indicates that ExtremeWare is unable to write to the RAM. This problem is generally caused by a mis-seating of an MSM or I/O module.

Action

Remove and re-insert all of the modules in the switch.

If the problem persists, RMA the module(s) in question.

Received PDUs from Two Nodes

```
<CRIT:EAPS> eaps_runtime.c 1424: Error!! Received "Health-Pdu" from another master
[MAC=<mac address>]
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that the EAPS domain configured to be the Master node has received an EAPS PDU from another Master node on the same EAPS domain. This is not allowed.

Action

You must immediately configure one of the two Master nodes to be a Transit. There can be only one Master node on a single EAPS domain.

Register Failed

```
<CRIT:PORT> RR - readRRRegister failed - RR NOT READY port = 18
```

Software Version

ExtremeWare 4.x, 6.x

Hardware Version

BlackDiamond Summit chipset products

Explanation

This message indicates that the register on the I/O module (in the case of BlackDiamond) or on the port (in the case of Summit) is not ready.

Action

This could be a hardware problem. Run diagnostics. If the diagnostic results indicate bad hardware, RMA the I/O module or Summit.

If diagnostic does not indicate bad hardware contact Technical Support to help isolate the problem.

sbmfree Double

```
<CRIT:KERN> sbmfree double (0/-1/0x8b200a1c/0x8b200a2c)
```

Software Version

ExtremeWare 6.x

Hardware Version

All

Explanation

This message indicates that the switch is attempting to free a memory block that is already freed. The switch will suspend the task for which it is attempting to free the memory. This will generate Exception Program Counter (EPC) task crash errors.

Action

Contact Technical Support to assist in collecting switch information. Provide the configurations and last several commands you entered. The EPC task crash error messages that follow indicate which task crashed.

Software Error at Runtime

```
<CRIT:EAPS> eaps_runtime.c <line#>: Bug! <text describing invalid situation>
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates a software error and should never appear.

Action

Contact Technical Support.

Software Error

```
<CRIT:EAPS> eaps.c <line#>: Bug! <text describing invalid situation>
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates a software error and should never appear.

Action

Contact Technical Support.

Spoofing Attack

```
<CRIT:IPHS> Possible spoofing attack from 00:81:bb:10:9c:80 port 3:3
```

Software Version

ExtremeWare 4.x

Hardware Version

All

Explanation

This message indicates one of the following:

- You have a duplicate IP address on the network (same as an address on a local interface).
- The IP source address equals a local interface on the router and the packet needs to go up the IP stack i.e., multicast / broadcast. In the BlackDiamond, if a multicast packet is looped back from the switch fabric, this message appears.

Whenever the BlackDiamond receives a “CRIT” level message, the ERR LED on the MSM turns to amber.

Action

Check host interfaces and make sure there are no duplicate IP addresses.

sysEnvMsg msgQSend Error

```
<CRIT:SYST> sysEnvMsgQId: -msgQSend got Error
```

Software Version

All ExtremeWare versions

Hardware Version

All

Explanation

This message indicates that there is a problem in the environmental system tests like the fan, temperature, or power supply.

Action

If you have a trap receiver station setup, look for the SNMP trap that might indicate the problem.

A busy CPU can also create this error. Check for any task utilization information previous to this message and contact Technical Support to help isolate the problem.

System Chunk NULL

```
<CRIT:KERN> arptimer 2751 0x82152fdc: System Chunk is NULL
```

Software Version

ExtremeWare 6.2.1 and earlier

Hardware Version

All

Explanation

This message indicates a software memory error.

Action

Use the `show tech-support` and `show log` commands to capture the log and Contact Technical support.

TCP Connection

```
<CRIT:KERN> HC: issuePortConnect(0):192.98.8.42:8206 socket 21(L4), error cncting,
(errno=55)
```

Software Version

All ExtremeWare versions

Hardware Version

All except VDSL

Explanation

This message indicates that there is an error for the TCP connection for a particular IP address (192.92.8.42). This error can happen due to multiple reasons. In this example errorno==55 indicates that it has run out of buffers.

Action

Open a connection from the same IP address, and the software will try other TCP ports.

If you are not able to do this, use the `show tech-support` command, and contact Technical Support to debug this problem.

TospfSpfTask Failed

```
<CRIT:SYST> Task tospfSpfTask(8663f3c0) failed
```

Software Version

All ExtremeWare versions

Hardware Version

All

Explanation

This message indicates a crash in the Open Shortest Path First (OSPF) task.

Action

Use `show tech-support` and `show log` commands to capture the log and Contact Technical support.

Twister Access Timeout

```
<CRIT:HW> Twister access timeout slot=2
```

Software Version

ExtremeWare 6.1.x

Hardware Version

All

Explanation

This message indicates that ExtremeWare is having problems accessing this particular microchip.

Action

Reboot the switch. If the error continues, replace the module. The error is indicating hardware problems.

If the error is generated while hot-swapping I/O modules, it might be related to your configuration. Contact Technical Support for problem isolation.

VLAN Does Not Exist

```
<CRIT:EAPS> eaps.c 5217: Error! Vlan "v1"<->Eapsd "eaps1" does not exist
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that the request to add a VLAN to the EAPS domain failed because the VLAN does not exist.

Action

The VLAN has not been added yet, so it cannot be deleted.

VLAN Not Found

```
<CRIT:EAPS> eaps.c 634: Error! Bridge not found for vlanId=1001
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that the VLAN ID receiving EAPS messages does not correspond to any VLANs currently on the system.

Action

If there is a single message, it can be ignored.

If the messages occur on a regular basis, there is probably a software error. Contact Technical Support.

Watchdog Timer Creation Failed

```
<CRIT:EAPS> eaps.c 397: Error! creating eaps_wdTimer
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

All

Explanation

This message indicates that the Watchdog timer could not be create during initialization of EAPS.

Action

The switch may have run out of resources. Contact Technical Support.

Watchdog Timer Reboot

```
<CRIT:KERN> The system currently running was restarted due to a hardware watchdog.
<CRIT:KERN> The task executing when the watchdog took effect was tBGTask.
```

Software Version

ExtremeWare 6.19 and later

Hardware Version

All "*i*" series

Explanation

This message indicates a system-level safety network: a device to protect the CPU from certain time-consuming tasks.

Action

Contact Technical Support to troubleshoot these problematic tasks.

Depending on the tasks, you can also see the following messages:

```
<CRIT:KERN> This routine has the following info preserved:
<CRIT:KERN>   NAME        ENTRY       TID    PRI STATUS      PC       SP     ERRNO
01/01/2002 11:49.18
<CRIT:KERN> ---------- ------------ -------- ------------- -------- -------- -------
<CRIT:KERN> tBGTask    BGTask2_G2   812cf8b0 228 READY 806edcf8 812cf808       0
<CRIT:KERN> stack: base 0x812cf8b0  end 0x812cd0b0 size 10224  high 3544   margin 6680
<CRIT:KERN> pc : 806edcf8   at : 80970000   t0 :1   s0 :      39f
<CRIT:KERN> sr : 3400ed01                   t1 :3400ed00   s1 : 809b3270
<CRIT:KERN> ra : 8008baf8   v0 :        0   t2 :3400ed01   s2 : 3400ed01
<CRIT:KERN> sp : 812cf808   v1 : 8114aa03   t3 :1   s3 :      131
<CRIT:KERN> s8 :     ffff                   t4 :8   s4 : 81139d74
<CRIT:KERN> gp : 80975bd0   a0 : 8114b144   t5 :1b   s5 :       89
<CRIT:KERN> k0 :        0   a1 :        0   t6 :8   s6 :       12
<CRIT:KERN> k1 :        0   a2 : 86221a60   t7 :0   s7 : 80e9ebe0
<CRIT:KERN>                 a3 : 8114aa00   t8 :1
<CRIT:KERN> (fp=s8)                         t9 :8
<CRIT:KERN> Backtrace:
<CRIT:KERN> 8008b2a0 isCardAlive +ffcdde2c: isCardAlive(eeeeeeee, 7, 2f, 480806);
<CRIT:KERN> 806bd0dc BGTask2_G2     +631ed4:BGTask2_G2(0, 0, 0, 0);
<CRIT:KERN> System rebooted because watchdog timer expired! (0x802247a8)
```

4 Error Messages

Error messages indicate problems that require corrective action, but not immediately.

Check the “Issues Resolved In” sections in the latest *ExtremeWare Release Notes* to see if the error message indicates an issue that has been corrected in a recent software release.

Boot ROM Version Download Error

```
ERROR: The Boot ROM you have downloaded cannot boot the ExtremeWare images that are
installed on this system. The boot ROM will not be written to the flash.
Please upgrade to version 8.1 or later.
```

Software Version

ExtremeWare 7.1.1 and later

Hardware Version

BlackDiamond with MSM-3

Explanation

This message indicates that an attempt was made to download an incompatible version of Boot ROM to an MSM-3 module (either the master or slave). MSM-3 requires Boot ROM version 8.1 or greater.

Action

If you are trying to load an earlier version of Boot ROM on an MSM64i, remove all MSM-3s in the chassis and try again.

If you are updating the Boot ROM image on MSM-3s, try again with a compatible version.

Boot ROM Version Synchronization Error

```
Error: execution of the command failed
Attempt to sync incorrect BootROM version 7.8 for MSM-3
MSM-3 requires BootROM version 8.1 or greater
```

Software Version

ExtremeWare 7.1.1 and later

Hardware Version

BlackDiamond with MSM-3

Explanation

This message indicates that an attempt was made to synchronize an incompatible version of Boot ROM to an MSM-3 module. MSM-3 requires Boot ROM version 8.1 or greater.

Action

Make sure that a compatible version of Boot ROM is present on the master MSM before synchronizing to a slave MSM-3.

Cannot Create VLAN

```
ERROR: Cannot create vlan "IN_test" Hardware resource is not available (2/0)
```

Software Version

ExtremeWare 7.0.0 and later

Hardware Version

All

Explanation

This error appears on the console when you are trying to create a VLAN and the hardware resource is not available. You need hardware resources to create a VLAN. For example, you need some PTAGs (OTPs) to hold all ports in the vlan for broadcast and unknown destination packets. When these PTAGs are not available, this type of error message is displayed.

In the above message, the first number (2) indicates that it failed to allocate PTAG block (1=PTAG index), and the second number (0) is the corresponding slot+1.

In addition, an error message is added to the log. In the above example, the message looks similar to the following:

```
"ERROR: Bridge create failed due to OTP block allocation failure (%d)"
```

In this case, the switch is constantly reporting out of PTAG blocks in the log:

```
08/29/2003 12:30.16 <WARN:HW> tNetTask: Reached maximum otp block allocation for MSM-B
08/29/2003 12:30.16 <WARN:HW> tNetTask: Reached maximum otp block allocation for slot 2
08/29/2003 12:30.16 <WARN:HW> tNetTask: Reached maximum otp block allocation for MSM-B
08/29/2003 12:30.16 <WARN:HW> tNetTask: Reached maximum otp block allocation for slot 2
08/29/2003 12:30.16 <WARN:HW> tNetTask: Reached maximum otp block allocation for slot 1
08/29/2003 12:30.16 <WARN:HW> tNetTask: Reached maximum otp block allocation for MSM-B
08/29/2003 12:30.16 <WARN:HW> tNetTask: Reached maximum otp block allocation for slot 1
08/29/2003 12:30.16 <WARN:HW> tNetTask: Reached maximum otp block allocation for slot 1
08/29/2003 12:30.16 <WARN:HW> tNetTask: Reached maximum otp block allocation for MSM-B
```

Action

Find out why this particular switch is running out of PTAG block. For example, is it as a result of a virus attack?

Committed Rate Exceeded for Port

```
ERROR: max allowable committed-rate exceeded for port 1:1
```

Software Version

ExtremeWare 7.1.0 and later

Hardware Version

BlackDiamond and Alpine High-Density Gigabit Ethernet modules (G16X3, G24T3, GM-16X3, and GM-16T3)

Explanation

This message indicates that the maximum allowable ingress committed-rate for the indicated port will be exceeded if the attempted ingress QoS configuration is allowed. The sum of the committed rate and the equivalent rate for the configured minbw percent for all ingress queues on a port must not exceed 250 mbps for 4:1 oversubscribed platforms (GM-16T3, GM-16X3, and G24T3) and 500 mbps for 2:1 oversubscribed platforms (G16X3).

Action

Run the `show qosprofile ingress <portlist>` command to view the configured ingress rates on all the queues for the selected ports. Then run the `config qosprofile ingress` command to assign ingress rates as desired.

Delete FDB Entry

```
MSM64:139 # delete coconut1
updateEdpFilter: Trying to double del
Deleted vlan coconut1
```

Software Version

ExtremeWare 2.x, 4.x, and 6.x

Hardware Version

All

Explanation

These messages indicate that the switch is trying to delete an FDB entry that is not available at the moment you are deleting the VLAN.

Action

No action is necessary.

ExtremeWare Download Error, Version Incompatible

```
The ExtremeWare version being downloaded is 7.0.1b13.
ERROR: This system requires ExtremeWare version 7.1.1 or greater
```

Software Version

ExtremeWare 7.1.1 and later

Hardware Version

BlackDiamond with MSM-3

Explanation

This message indicates that an attempt was made to download an incompatible version of ExtremeWare to an MSM-3 module (either the master or slave). MSM-3 requires version 7.1.1 or greater.

Action

If you are trying to load an earlier version of software on an MSM64i, remove all MSM-3's in the chassis, and try again.

If you are updating the ExtremeWare image on MSM-3's, try again with a compatible version.

ExtremeWare Synchronization Error, Version Incompatible

```
Error: execution of the command failed
Attempt to sync incorrect E-Ware version 7.0.1 for MSM-3
MSM-3 requires E-Ware version 7.1.1 or greater
```

Software Version

ExtremeWare 7.1.1 and later

Hardware Version

BlackDiamond with MSM-3

Explanation

This message indicates that you tried to synchronize an incompatible version of ExtremeWare to an MSM-3 module. The selected image to use is the only version that is checked to allow a recovery back to a previous version, if desired. MSM-3 requires ExtremeWare version 7.1.1 or greater.

Action

Make sure that a compatible version of ExtremeWare is present and selected with `use image` on the master MSM before synchronizing to a slave MSM-3.

ExtremeWare Version Incompatible

```
Error: execution of the command failed
Attempt to use incorrect E-Ware version 7.0.1 for MSM-3
MSM-3 requires E-Ware version 7.1.1 or greater.
```

Software Version

ExtremeWare 7.1.1 and later

Hardware Version

BlackDiamond with MSM-3

Explanation

This message indicates that the selected ExtremeWare version is incompatible with an MSM-3 module. MSM-3 requires ExtremeWare version 7.1.1 or greater.

Action

Make sure that a compatible version of ExtremeWare is present on the applicable image bank (primary or secondary) for all installed MSMs and issue the `use image` command again.

fetchPacket64 Failed

```
fetchPacket64 failed WTX - (0, 50, ffff)
```

Software Version

ExtremeWare 6.x

Hardware Version

BlackDiamond "*i*" series

Explanation

This message indicates that ExtremeWare will try to fetch more data from the packet driver. It will first try to read 64/128 bytes from the incoming packet. ExtremeWare waits for these bytes, and if it gets no response, it displays this message. This is caused by obsolete software.

Action

Upgrade to the latest software.

Firmware Version Not Supported

```
Slot X - Firmware mismatch, disabling PoE feature, use CLI to download appropriate
firmware
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that the version of firmware on the blade is not supported by ExtremeWare.

Action

Run the download CLI command to obtain the version built into ExtremeWare.

Initialization Failed

```
Slot x PoE system failed to initialize
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates an initialization failure. The firmware might have a problem.

Action

Download firmware again. If it happens again, call Technical Support.

Invalid Cost

```
pifChangeStpPathCosts: Invalid cost for port 0x8ea8b120(0)
```

Software Version

ExtremeWare 2.x, 4.x

Hardware Version

All Summit chipset products

Explanation

This message indicates that you tried to set the STP path cost for a port to zero.

Action

Set the cost to a value other than zero.

Invalid Link Speed

```
pifChangeHwPortMode: Invalid link speed 0
```

Software Version

All ExtremeWare versions

Hardware Version

All

Explanation

This message indicates that you tried to set a port link speed other than 10, 100, 1000, or 10/100.

Action

Set port link speed to 10, 100, 1000, or 10/100.

Invalid Port Speed

```
stpPortDefaultPathCost: Invalid port speed for pif
```

Software Version

ExtremeWare 2.x

Hardware Version

All Summit chipset products

Explanation

This message indicates that you are trying to set the default path cost for a port with a link speed other than 10, 100, 1000, or 10/100.

Action

Set port link speed to 10, 100, 1000, or 10/100.

Link Down

```
N9_BD6800_Sec SYST: Port 2:6 link down
```

Software Version

All ExtremeWare versions

Hardware Version

All

Explanation

This message indicates a link has gone up and down.

Action

Check links to ensure there is no unexpected port flapping.

Login Failed

```
USER: Login failed for user through telnet (149.127.139.142)
```

Software Version

All ExtremeWare versions

Hardware Version

All

Explanation

This message indicates that someone failed a login attempt.

Action

No action is necessary.

Messages from Interrupt Level Lost

```
rack:6 # 0x874e5b90 (tExcTask): 41 messages from interrupt level lost.
```

Software Version

ExtremeWare 4.x, 6.x

Hardware Version

All

Explanation

This message indicates that the CPU is temporarily busy.

Action

No action is necessary.

No 802.1q Tag

```
<ERRO:STP> testBindBifToStpd: Stpd "name" no dot1q tag
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that there was an attempt to bind a VLAN to an STPD, but an STPD other than s0 has no 802.1q tag.

Action

Reconfigure to assign the tag to the STPD.

No PIF for BIF

```
<ERRO:STP> stpPortTestSetPortMode: No pif for bif "x", bridge "y"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that there was an attempt to add an STP port to an STPD that has no bridge interface structure.

Action

This situation occurs as a result of no memory. Reduce memory needs and retry.

Packet Send Buffer Failed

```
ngPacketSendBuffer failed WTX - (6, 400, fe0)
```

Software Version

Any

Hardware Version

I Series

Explanation

This messsage indicates that ExtremeWare started an operation, but in the middle it could not acess the quake on the particular slot. There are two possible reasons for this ocurring:

- Hot swapping
- Faulty hardware

Action

Run the extended diagnostics on the slot.

PBUS CRC Error

```
ERROR: Slot 1 port 22 PBUS CRC Error
```

Software Version

ExtremeWare 6.0

Hardware Version

All “*i*” series

Explanation

This message indicates that the hardware has detected an internal corruption of packets.

Action

If this message occurs only once in the log, no action is necessary.

If this message occurs repeatedly, contact Technical Support.

PoE Firmware Invalid on Blade

```
Slot X no valid PoE firmware on flash
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that there is no firmware loaded on the blade.

Action

Download the firmware. If it happens again, RMA the board.

PoE Firmware Invalid on Slot

```
PoE Firmware not valid on slot X
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that there is no firmware loaded or the firmware is bad.

Action

Download the firmware. If it happens again, call customer support.

PoE Hardware Problem, Disabling PoE on Port

```
Port x:x has a PoE hardware problem, disabling PoE for the port.
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that the PoE is no longer functioning on the port.

Action

Switch to another port that supports PoE or use the port only for regular Ethernet use.

PoE Not Operational

```
PoE system on slot X not operational
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that the PoE system is not functioning.

Action

Try downloading firmware via the CLI. If there is still a problem, RMA the board.

Port in 802.1d Mode Already Exists

```
<ERRO:STP> stpPortTestSetPortMode: Stpd "name" Port "x" in .1d mode
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that an STP port on the physical port is already in 802.1d mode. You cannot add another STP port to STPD s0

Action

Reconfigure to use one STP port per physical port in 802.1d mode.

Power Consumption Normal for Slot

```
ERROR: PSU-[Internal | External] consumption normal for slot x
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that the total measured power for the slot has returned to normal consumption.

Action

None.

Power Consumption Normal for System

```
ERROR: PSU-[Internal | External] consumption normal for system
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that the total measured power for the system has returned to normal consumption.

Action

None.

Send Slave Config Length Error

```
<ERROR:SYST> sendSlaveCfgDb: Save fn.for EAPS returns 8. Max.possible length = 4
```

Software Version

ExtremeWare 7.1.1 and later

Hardware Version

BlackDiamond with MSM-3 module

Explanation

This message indicates that a benign internal software error occurred during configuration transfer while Hitless Failover was enabled. Because the software recovers automatically from this error, no problematic behavior is seen.

Action

No action is necessary because problem recovery is automatic.

Unable to Allocate Memory, STPD Bridge List

```
<ERRO:KERN> Unable to alloc memory for stpd bridge list
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that memory allocation failed when binding a VLAN to an STPD.

Action

Reduce memory needs and retry.

VDSL vPowRead

`vPowRead returned err 4:1`

Software Version

ExtremeWare 6.1.8W301b51

Hardware Version

VDSL

Explanation

This message indicates that an error occurred while reading remote power registers. You will only see this message if you use the hidden `show vdsl power` command.

Action

No action is necessary.

VDSL Reduced Mode

```
VDSL reduced mode link up on port 4:1
VDSL link up on port 4:1
```

Software Version

ExtremeWare 6.1.8W301b51

Hardware Version

VDSL

Explanation

These messages indicate that a change in link state has occurred. The ports first come up in reduced mode to allow for noisy line conditions and later attempt to come up in normal mode. If the ports are still unable to come up, it can be due to one of the following:

- Bad cable connection
- Problem with cable
- Problem with hardware (port)
- Wrong configuration between the two ends of the port parameters in the software

Action

No action is necessary.

VLAN ID Conflict

```
<ERRO:STP> testBindBifToStpd: vlan id "x" conflicts with another Stpd "name"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that there was an attempt to bind a VLAN to an STPD, but VLAN ID is already used by another STPD.

Action

Reconfigure to use VLAN ID as tag on only one STPD.

VLAN Not in STPD

```
<ERRO:KERN> Bridge "name" not associated with stpd "name"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the VLAN you tried to remove does not belong to the specified STPD.

Action

None.

5 Warning Messages

Warning messages indicate a possible conflict that might require corrective action.

Check the “Issues Resolved In” sections in the latest *ExtremeWare Release Notes* to see if the error message indicates an issue that has been corrected in a recent software release.

Access Rule Does Not Exist

```
<WARN:KERN> Access rule does not exist
```

Software Version

ExtremeWare 7.0 and later

Hardware Version

All

Explanation

When you add a new ACL rule with a precedence number, the switch re-orders existing rules with lower precedence numbers to make room for the new rule. During this re-ordering, if two rules have a precedence number difference greater than one, the switch generates an error message similar to this.

Action

You can safely ignore this error message.

ACK Error

```
Write Address: Didn’t get an ack.
Read Command: Didn’t get an ack.
Write Command: Didn’t get an ack.
```

Software Version

ExtremeWare 2.x, 4.x

Hardware Version

All

Explanation

These messages indicate that the switch cannot communicate with the GBICs.

Action

Remove and re-insert the GBICs and power cycle the switch.

If this action does not fix the problem, replace the GBICs.

Activate Failed, No PIF

```
<WARN:STP> stpPortAddToActive: No pif
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the request to mark the STP active failed due to no physical I/f (PIF).

Action

Retry. If it repeatedly fails, report to Technical Support.

Add Port Failed, 802.1D Port Already Active

```
<WARN:STP> stpPortAddOneToActive: Another dot1d is already active
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that you cannot add the STP port in 802.1D mode to a physical port because another STP port in 1D mode was found.

Action

Only one STP port in 802.1D mode is permitted per physical port.

Bad Ethernet Type/Length

```
<WARN:STP> bpduFilter: Ethertype II frame. Bad type/length "type/length"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that a bad Ethernet type/length is in the received BPDU.

Action

Check configuration of peer device.

Bad Length for BPDU

```
<WARN:STP> bpduFilter: Port "x" malformed BPDU
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the received BPDU has a bad length.

Action

Check configuration of peer device.

Bad MAC Read

```
<WARN:PORT> WARNING: Slot 7 Port 2 reg read bad MAC = 4
<WARN:PORT> WARNING: Slot 8 Port 3 reg read bad MAC = 4
```

Software Version

ExtremeWare 6.1.7 and earlier

Hardware Version

All

Explanation

These messages indicate that an internal software error has occurred.

Action

Upgrade to the latest software.

BlackDiamond Memory Block Already Free

```
<WARN:KERN> tNetTask: Block 4018 on slot 7 is already free
```

Software Version

All ExtremeWare versions

Hardware Version

BlackDiamond

Explanation

This message indicates that a task tried to free a portion of memory that was already free.

Action

Check the behavior of the switch. Use `show log` and `show tech-support` commands to collect information about what happened earlier on the switch. Contact Technical Support to help debug the problem.

Blizzard Error

```
<WARN:PORT> ERROR: Blizzard link up, phy link down
```

Software Version

All ExtremeWare versions

Hardware Version

All "*i*" series switches

Explanation

This message indicates that you had either a very fast or a spurious link transition on a 10/100 port. The transition was so fast that ExtremeWare did not process a link up event.

Action

If the slot:port is indicated in the error message, swap the port to see if the message follows the port or the connection. If it always stays with the port, RMA the module. If you cannot narrow it down to the problem port, contact Technical Support. You can also upgrade to the latest software.

If it appears continuously, contact Technical Support to help you isolate the error to the faulty port.

If it appears occasionally, no action is necessary.

BPDU Mismatch

```
<WARN:STP> bpduFilter: Stpd "name" Port "x" ("mode"<-"format") BPDU mismatch
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that an incorrect BPDU encapsulation was received.

Action

Ensure that the proper encapsulation is configured (i.e., EMISTP, PVST+, 802.1d).

Bracket Buffer Full

```
<WARN:SYST> addToBracketBuffer: Bracket buffer full
```

Software Version

ExtremeWare 7.1.1 and later

Hardware Version

BlackDiamond with MSM-3 module

Explanation

This message indicates that the message queue is full on the slave MSM-3 that receives configuration information from the master MSM-3 when Hitless Failover is enabled. This means that some of the configuration was not successfully transferred to the slave MSM-3.

Action

Use the `configure msm-failover slave-config flash` command followed by the `configure msm-failover slave-config inherited` command to recover. These commands clear the receive buffer and causes the configuration information to be resent to the slave.

Bridge ID Not Assigned

```
<WARN:STP> sysObjTestStpd: Bridge Id mac addr 0
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the management action on STPD is not possible because an STPDID is not assigned.

Action

Configure a valid STPDID.

Btree Insert Failed

```
<WARN:STP> insertStpPort2Tree: Btree insert failed
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates a Btree insertion failure when adding a port to the port tree.

Action

Retry STP port creation. If it repeatedly fails, contact Technical Support.

Cannot Add VLAN to EAPS

```
<WARN:EAPS> eaps.c 5063: Warning! Cannot assign vlan "v1" to EAPS "eaps1" interface
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the request to add the VLAN to EAPS as control/protected failed.

Action

Look at syslog or console for other warning messages to determine the cause.

Cannot Allocate Memory for Timer

```
<WARN:STP> Can not allocate memory for timer buckets
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the system was unable to allocate memory for the timer.

Action

If there are multiple messages, contact Technical Support.

Cannot Find Default VLAN

```
<WARN:SYST> edpSendBackplaneDiagPkt: Can not find default VLAN
```

Software Version

ExtremeWare 6.1.x

Hardware Version

All “*i*” series

Explanation

This message indicates that the default VLAN has been renamed, and as a result the health-check processes failed.

Action

Reboot the switch to reset the configuration with the default VLAN.

Cannot Get Memory Buffer Transaction

```
<WARN:STP> stpInit: Can’t get tx_mbuf
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates an STP initialization error.

Action

Reboot.

Retry STP port creation. If it fails again, contact Technical Support.

Cannot Save Default STPD

```
<WARN:STP> stpdGenerateDefault: Cannot save default stpd to nv "x"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that STPD creation failed.

Action

Retry STPD creation. If it repeatedly fails, contact Technical Support.

Cannot Send Card

```
<WARN:SYST> Cannot send card message(3,7,0x0,0x0). Error=-1 (0xffffffff)
```

Software Version

ExtremeWare 4.x and 6.x

Hardware Version

All

Explanation

This message indicates that the switch has crashed resulting in the module task exception.

Action

Check for Exception Program Counter (EPC) information in the log prior to the error message. Contact Technical Support to assist you in obtaining switch information for reproduction and resolving the problem.

Cannot Send Health PDU

```
<WARN:EAPS> eaps_runtime.c 2799: Warning! Cannot send Health PDU on startup for
"eaps1"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that EAPS has just been enabled, but cannot send out Health-check PDUs.

Action

This warning is most likely due to the system just coming up and the ports are not up, or EDP is still not running. This situation should be resolved automatically in the next few seconds. User intervention should not be required.

Cannot Send nmc

```
<WARN:SYST> Cannot send nmc message(3,10,0x0,0x0). Error=3997698 (0x3d0002)
```

Software Version

ExtremeWare 6.1 and later

Hardware Version

BlackDiamond

Explanation

This message indicates that one MSM64i cannot communicate with the other MSM64i. This is most likely caused by a hardware problem or a seating problem with the MSM64i or an I/O module in the system.

Action

Remove and re-insert the I/O modules. An I/O module can cause communication problems between the MSM64i modules, and between the MSM64i modules and other I/O modules.

If removing and re-inserting the I/O modules does not correct the problem, remove and re-insert the MSM64i modules.

If neither of these actions solve the problem, RMA the MSM64i modules.

card_db.c Module Memory Defect

```
<WARN:SYST> card_db.c 821: Card 2 has nonrecoverable packet memory defect
<WARN:SYST> card_db.c 832: Card 2 is back online
```

Software Version

ExtremeWare 6.2.2 and later

Hardware Version

Alpine, Summit

Explanation

These messages indicate that the memory mapping feature found memory defects.

During the check, the software allows the switch to work normally with eight or less defects by mapping around the bad sections.

If the software finds eight or more errors, the module remains online according to the default setting.

NOTE

You can check your configuration setting using the `sh sw` *command. If* `sys health-check` *is enabled and is set to* `alarm level-log`*, you are using the default setting.*

Action

Contact Technical Support to help isolate the problem.

Card Removed

```
SYST: card.c 1000: Card 3 (type=2) is removed.
```

Software Version

All ExtremeWare versions

Hardware Version

BlackDiamond

Explanation

This message indicates that a module has been removed.

Action

No action is necessary.

Checksum Error on MSM and Slot

```
<WARN:EDP> edpProcessPdu1078: Checksum failed for pdu between MSM-A and slot 1
```

Software Version

ExtremeWare 6.1.8b12 and later

Hardware Version

BlackDiamond "*i*" series

Explanation

This message indicates that the checksum on an EDP packet has failed, and the port is internal. MSM A *does not* have an internal PBus error, and slot 1 does not have any PBus internal/external errors or any other CPU packet/CPU diag packet errors.

This implies that the checksum error is induced on transit between MSM A and slot 1.

Action

If this error is seen only once in the log, no action is necessary.

If you are using ExtremeWare 6.2.1 (or earlier), use the `show log` and `show tech-support` commands, capture the output, and contact Technical Support to help isolate the problem.

If you are using ExtremeWare 6.2.1 (or later), system health check can be enabled. If the system check is enabled, three consecutive occurrences of the above error triggers automatic recovery of the port or the module. If the software can detect the error it will correct the error. However, if the software is unable to detect the error it will take the module off line.

NOTE

If you are using ExtremeWare 6.2.1 or later, run the `pktScan` *utility to identify and correct the problem.*

If you are using ExtremeWare 6.2.2 (or later), you can take the module either offline or keep it online even if automatic recovery fails.

Checksum Error on PDU

```
<WARN:EDP> edpProcessPdu1011: Checksum failed for pdu on port 1:1
Many others like:  bad OUI, bad length, bad SNAP, bad version etc
```

Software Version

ExtremeWare 6.1.8b12 and later

Hardware Version

All "*i*"series

Explanation

This message indicates that the checksum on an EDP packet fails on an external port.

- `Bad OUI`: Wrong MAC address on ingress i.e., not 0x00E02B
- `Bad length`: Either EDP packet or EDP packet header is of wrong length
- `Bad version`: Wrong EDP version (>1)
- `Bad snap`: Wrong snap type

Action

If this error is seen only once in the log, no action is necessary.

If you are using ExtremeWare 6.2.1 (or earlier), use the `show log` and `show tech-support` commands, capture the output, and contact Technical Support to help isolate the problem.

If you are using ExtremeWare 6.2.1 (or later), system health check can be enabled. If the system check is enabled, three consecutive occurrences of the above error triggers automatic recovery of the port or the module. If the software can detect the error it will correct the error. However, if the software is unable to detect the error it will take the module off line.

NOTE

If you are using ExtremeWare 6.2.1 or later, run the `pktScan` *utility to identify and correct the problem.*

If you are using ExtremeWare 6.2.2 (or later), you can take the module either offline or keep it online even if automatic recovery fails.

Control VLAN Already Exists

```
<WARN:EAPS> eaps.c 5043: Warning! EAPS "eaps1" cannot have >1 control vlan. Vlan "v1"
is already controller
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the EAPS domain already has a control VLAN.

Action

An EAPS domain cannot have more than one control VLAN added to it.

Control VLAN Not Configured for EAPS Domain

```
<WARN:EAPS> eaps_runtime.c 1198: Warning! Control Vlan not configured for EAPS domain
"eaps1"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the control VLAN has not been added to the EAPS domain and EAPS PDUs cannot be sent.

Action

Configure the EAPS control VLAN and add it to EAPS.

Create STPD Failed

```
<WARN:STP> StpdCreate: Bad instance "x"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the STPD creation task failed.

Action

Retry STPD creation. If it repeatedly fails, contact Technical Support.

Datagram Fragment

```
<WARN:SYST> DLCS: received datagram fragment - discarding
```

Software Version

ExtremeWare 4.x, 6.x

Hardware Version

All

Explanation

This message indicates that Extreme Networks does not support IP fragmentation in DLCS.

Action

Check the Maximum Transmission Unit (MTU) size in the network. The hosts or routers on the path might fragment packets. The DHCP server might also specify small MTU size. Make sure that the MTU size is larger than 1000 bytes along the path.

Default Cost Zero for Port

```
<WARN:STP> stpPortCreate: Default cost 0 for port "x"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that a path cost of zero was found while creating the STP port.

Action

None.

Delete Failed, EAPS Interface

```
<WARN:EAPS> eaps.c 5230: Warning! Cannot delete EAPS "eaps1" interface to vlan "v1"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the request to delete VLAN “v1” from EAPS domain “eaps1” failed.

Action

EAPS task may have become unstable. Contact Technical Support.

Delete Failed, EMISTP Group Address

```
<WARN:STP> deleteStpFilter: Unable to remove emistp group addr vlan "x" from fdb
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the request to remove a EMISTP group address entry from the FDB failed.

Action

If there are multiple messages, contact Technical Support.

Delete Failed, FDB Entry

```
<WARN:STP> deleteStpFilter: Unable to remove bridge group addr vlan "x" from fdb
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the request to remove an FDB entry failed.

Action

If there are multiple messages, contact Technical Support.

Delete Failed, Local STPD

```
<WARN:STP> stpdDelete: Cannot delete local stpd
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the request to delete STPD s0 failed.

Action

It is not permitted to delete s0.

Delete Failed, No PIF

```
<WARN:STP> stpPortDelFromActive: No pif
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the STP port was not deleted due to a missing physical I/f (PIF).

Action

Retry. If it repeatedly fails, contact Technical Support.

Delete Failed, Port Mismatch

```
<WARN:STP> stpPortDelOneFromActive: Active untagged stp port mismatch
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the STP port was not deleted due to port mismatch.

Action

Retry. If it repeatedly fails, contact Technical Support.

Diagnostic Failure, Port Invalid Speed

```
<WARN:KERN> pifQBw2PqmBw: Invalid speed 0
<WARN:DIAG> Port 44 Failed IP Route loop back test
<WARN:DIAG> Packet received from port 45 rather than from port 44
```

Software Version

ExtremeWare 4.x

Hardware Version

All

Explanation

These messages indicate that the port failed diagnostics; therefore, it is a hardware problem. The invalid speed messages can be from a load-sharing configuration or due to the fact that ExtremeWare could not identify the ports correctly.

Action

Check hardware and replace as necessary.

Diagnostic Failure, Slot

```
<WARN:PORT> MAC Chip of slot 3 port 1 is not ready
<WARN:PORT> init internal receive TOS look-up table failed on slot 3 port 1!
<WARN:PORT> init MAC Id look-up table failed on slot 3 port 1!
<WARN:PORT> init internal App Rec look-up table failed on slot 3 port 1!
<WARN:PORT> init App Cmp internal look-up table failed on slot 3 port 1!
<WARN:PORT> init Vlan Rec look-up table failed on slot 3 port 1!
<WARN:PORT> init Vlan Cmp look-up table failed on slot 3 port 1!
```

Software Version

ExtremeWare 6.1.x

Hardware Version

BlackDiamond

Explanation

These messages indicate a problem in reading the port (port 1 on slot 3) since it can not be initialized.

Action

Run diagnostics. If diagnostics fail, RMA the module.

Domain Already Exists

```
<WARN:EAPS> eaps.c 3797: EAPS Domain "eaps1" already exists. Inst(1)
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the attempt to rename an EAPS domain failed because one already exists with that name.

Action

Pick another name to rename the EAPS domain.

Dropped Bytes Condition Clear

```
<WARN:PORT> Dropped bytes condition clear, port 1:1 queue IQP1, reporting 539072 bytes
```

Software Version

ExtremeWare 7.2.0 and later

Hardware Version

BlackDiamond and Alpine High-Density Gigabit Ethernet modules (G16X3, G24T3, GM-16X3, and GM-16T3)

Explanation

This message indicates that ingress traffic is no longer being dropped on the indicated port and queue. The previous condition was due either to the configured maximum ingress peak-rate being exceeded or congestion due to excessive traffic on other ports in the same oversubscription group.

Action

Action may not be required because the excessive ingress traffic condition is no longer active. Use the `show port 1:1 ingress stats detail` command to view the measured ingress statistics on all the queues for the selected port (see the ExtremeWare Command Reference Guide to understand the output). Use the `show ports <portlist> utilization` command to view the ingress rates on ports in the same oversubscription group to determine if discards are due to oversubscription congestion.

If the discards are due to rate-limiting, use the `config qosprofile ingress` command to alter the peak ingress rates, if desired.

If the discards are due to oversubscription congestion from other ports, consider spreading out the highest traffic ports to different oversubscription groups.

Dropped Bytes Condition Set

```
<WARN:PORT> Dropped bytes condition set, port 1:1 queue IQP1
```

Software Version

ExtremeWare 7.2.0 and later

Hardware Version

BlackDiamond and Alpine High-Density Gigabit Ethernet modules (G16X3, G24T3, GM-16X3, and GM-16T3)

Explanation

This message indicates that ingress traffic on the indicated port and queue is being discarded. This is due either to the configured maximum ingress peak-rate being exceeded or congestion due to excessive traffic on other ports in the same oversubscription group.

Action

Use the `show port 1:1 ingress stats detail` command to view the measured ingress statistics on all the queues for the selected port (see the ExtremeWare Command Reference Guide to understand the output). Use the `show ports <portlist> utilization` command to view the ingress rates on ports in the same oversubscription group to determine if discards are due to oversubscription congestion.

If the discards are due to rate-limiting, use the `config qosprofile ingress` command to alter the peak ingress rates, if desired.

If the discards are due to oversubscription congestion from other ports, consider spreading out the highest traffic ports to different oversubscription groups.

Duplicate MAC Entry

```
<WARN:KERN> fdbCreatePermEntry: Duplicate entry found mac 00:40:26:75:06:c9, vlan 4095
```

Software Version

ExtremeWare 4.1.17b6

Hardware Version

All

Explanation

This message indicates that you added the same permanent MAC address twice.

Action

Delete the duplicate MAC address.

EAPS Task Not Running

```
<WARN:EAPS> eaps.c 3502: EAPS task is not running
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the EAPS task is not running.

Action

The EAPS task may have become unstable. Contact Technical Support.

EDP Checksum

```
<WARN:EDP> Checksum failed for pdu on port 7:3
<WARN:EDP> Checksum failed for pdu on port 7:1
```

Software Version

All ExtremeWare versions

Hardware Version

All

Explanation

These messages indicate that a switch has reported EDP checksum errors. This occurs when the switch receives corrupted EDP data on the port. This could be a physical layer issue or a problem with the switch. Contact Technical Support for details of the EDP checksum problem. This will only be observed on ports that have EDP enabled.

Action

Check for port statistics for all ports with EDP errors. Eliminate all possibilities for physical layer issues by checking the receiver, transmitter ports, cables, and connectors.

If there are no port errors associated with EDP checksum error, contact Technical Support to isolate the problem.

EDP Not Enabled

```
<WARN:EAPS> eaps_runtime.c 1188: Warning! EDP not enabled
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the EDP task is not yet enabled.

Action

This message will most likely be seen during bootup, because the EAPS task comes up before the EDP task. Once EDP starts running, this message should not appear anymore. If it does, check to make sure EDP is not disabled on any of the ring-ports.

ESRP Enabled

```
<WARN:STP> stpdEnableStp: ESRP enabled on Bridge "name"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that there was an attempt to enable both ESRP and STP on a VLAN.

Action

Disable either STP or ESRP for the named VLAN.

ESRP Enabled, Action Not Possible

```
<WARN:STP> sysObjTestStpd: ESRP enabled on Bridge "name"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that this action on the STPD is not possible because ESRP is enabled on VLAN.

Action

Disable either STP or ESRP for the named VLAN.

Exceeded Committed-Rate Condition Clear

```
<WARN:PORT> Exceeded committed-rate condition clear, port 1:1 queue IQP1, reporting
4196 bytes
```

Software Version

ExtremeWare 7.2.0 and later

Hardware Version

BlackDiamond and Alpine High-Density Gigabit Ethernet modules (G16X3, G24T3, GM-16X3, and GM-16T3)

Explanation

This message indicates that the configured maximum ingress committed-rate is no longer being exceeded for the indicated port and queue. This means that traffic is now coming into the ingress queue at a rate that is guaranteed and will not be dropped during ingress.

Action

Action may not be required because the excessive ingress traffic condition is no longer active. Use the `show port 1:1 ingress stats detail` command to view the measured ingress statistics on all the queues for the selected port (see the ExtremeWare Command Reference Guide to understand the output). Use the `config qosprofile ingress` command to alter the committed ingress rates, if desired.

Exceeded Committed-Rate Condition Set

```
<WARN:PORT> Exceeded committed-rate condition set, port 1:1 queue IQP1
```

Software Version

ExtremeWare 7.2.0 and later

Hardware Version

BlackDiamond and Alpine High-Density Gigabit Ethernet modules (G16X3, G24T3, GM-16X3, and GM-16T3)

Explanation

This message indicates that the configured maximum ingress committed-rate has been exceeded for the indicated port and queue. This means that traffic is coming into an ingress queue at a faster rate than is guaranteed. This traffic is in danger of being dropped, depending on the ingress rate for other queues on the same port and other ports in the same oversubscription group.

Action

Use the `show port 1:1 ingress stats detail` command to view the measured ingress statistics on all the queues for the selected port (see the ExtremeWare Command Reference Guide to understand the output). Use the `config qosprofile ingress` command to alter the committed ingress rates, if desired.

Failed Diagnostic Packet

```
<WARN:SYST> sendCardRunTimeBackplaneDiagPkt(): Failed to send diag pkt from card 10
port 24
```

Software Version

ExtremeWare 6.1.6b19

Hardware Version

BlackDiamond

Explanation

This message indicates that ExtremeWare failed to send out a health-check diagnostic packet from the module or MSM64i.

Action

Investigate if there was a broadcast storm on the network.

Failed to Obtain Stats

```
<WARN:KERN> MP:Failed to obtain stats. (ffffffff)
```

Software Version

ExtremeWare 6.2.1b25

Hardware Version

Summit5iTX, or on any switch with the MGMT port.

Explanation

This message indicates that ExtremeWare did not get the statistics on the Management port.

Action

If this message occurs once, no action is necessary.

If this message occurs continuously, use on Ethernet port instead of the Management port.

Failed to Receive Message

```
<WARN:STP> stpTask: msgQReceive returned error
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that msgQReceive failed to receive a message.

Action

If there are multiple messages, contact Technical Support.

FDB Entry Not Found

```
<WARN:STP> deleteStpFilter: No matching entry for VlanId "x" in fdb
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the FDB entry for the VLAN or STPD is not up.

Action

If there are multiple messages, contact Technical Support.

FDB Error

```
<WARN:KERN> fdbGeneratePtag: Cannot find bif (0xfff,8)
<WARN:KERN> fdbCreatePermEntry: Unable to bind mac 00:40:26:75:06:c9 vlan 4095 to qosP
QP1
```

Software Version

ExtremeWare 4.1.17b6

Hardware Version

Summit24

Explanation

These messages indicate a configuration error. It occurs when something is misconfigured, such as specifying a port that does not belong to a particular VLAN.

Action

Check for any system configuration errors. Use the `show switch` command to provide information to Technical Support to debug the problem.

Free List

```
<WARN:KERN> Trying to put block 19 in free list: out of range
<WARN:KERN> last message repeated 2 times
<WARN:KERN> Trying to put block 1f in free list: out of range
```

Software Version

ExtremeWare 6.1.x

Hardware Version

All except VDSL

Explanation

These messages indicate a problem with the hardware tables.

Action

Contact Technical Support to assist you with collecting switch information so that engineers can debug the problem.

GARP Event

```
<WARN:GARP> Event JoinIn with -1 l2ifp (oper 1) msg 0x8658b5f0
<WARN:GARP> Event LeaveAll with -1 l2ifp (oper 32) msg 0x8658b610
```

Software Version

ExtremeWare 4.1.11b2

Hardware Version

All

Explanation

These messages indicate that a `JoinIn` and a `LeaveAll` event message arrived at the indicated memory addresses. This only occurs if GARP is enabled.

Action

No action is necessary.

Get EEPROM Error

```
<WARN:STP> stpdCreate: sysObjGetEEPROM returned error "x"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that STPD creation failed due to an EEPROM error.

Action

Retry STPD creation. If it repeatedly fails, contact Technical Support.

Get Failed, Port Not Found

```
<WARN:STP> sysObjGetStpPort: stpPort Instance "x" not found
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the management “get” failed because the STP port was not found.

Action

Specify the correct STP port.

Incorrect State

```
<WARN:STP> setPortState: Incorrect state "x"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the request to force a port state failed because the specified state is not legal.

Action

Specify a legal state.

Install STPD Tag Failed, Ignore BPDU Enabled

```
<WARN:STP> configStpdFilters: Stpd tag is from a brigde that ingores BPDU
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the request to install an FDB entry for BPDU failed because the carrier VLAN has “ignore BPDU” enabled.

Action

Disable “ignore BPDU” for carrier VLAN.

Insufficient Memory, PIF Structure

```
<WARN:STP> stpPortAddOneToActive: Insufficient memory
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that there was insufficient memory when adding the port to the PIF structure.

Action

Retry STP port creation. If it repeatedly fails, contact Technical Support.

Insufficient Memory, Port Tree

```
<WARN:STP> insertStpPort2Tree: Insufficient memory
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that there was insufficient memory when adding the port to the port tree.

Action

Retry STP port creation. If it repeatedly fails, contact Technical Support.

Invalid BPDU

```
<WARN:STP> StpProcessBpdu: Port "x" Invalid "y" Bpdu type "z"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that there is a bad BPDU type in the received BPDU.

Action

Check the configuration of the peer device.

Invalid BPDU Header

```
<WARN:STP> decode_bpdu, Port "x", Invalid bpdu header "3 bytes of BPDU"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that there is a BPDU format error in the received BPDU.

Action

Check the configuration of peer device.

Invalid EAPS Object ID

```
<WARN:EAPS> eaps.c 5660: Warning! Error in nvramObjectGet.
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that there is an invalid EAPS object ID when reading the configuration from NVRAM.

Action

You could be using an incorrect software image. Contact Technical Support.

Invalid EAPS-VLAN Object ID

```
<WARN:EAPS> eaps.c 5713: Warning! Error in nvramObjectGet.
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that there is an invalid EAPS-Vlan object ID when reading the configuration from NVRAM.

Action

You could be using an incorrect software image. Contact Technical Support.

Invalid PIF for Port

```
<WARN:STP> stpPortChangeVpstState: Invalid pif for port "x" stpPort "y" "old
state"->"new state"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that an invalid physical I/F (PIF) was found when setting the VPST state.

Action

If there are multiple messages, contact Technical Support.

Invalid Port Cost

```
<WARN:KERN> pifChangeStpPathCosts: Invalid cost for port 0x8e5b2b50(44)
<WARN:STP> stpPortDefaultPathCost: Invalid port speed for pif 0x8e5b2b50 port 1:45
```

Software Version

ExtremeWare 6.x

Hardware Version

All "*i*" series

Explanation

These messages indicate that there is some invalid port information.

Even if STP is not enabled, the STP task still checks all of the port parameters. Therefore, if there are any misconfigured slot or port parameters, you will get this message.

Action

Use the `show slot` command to determine the misconfiguration and correct accordingly.

Invalid Port Speed

```
<WARN:STP> stpPortDefaultPathCost: Invalid port speed for pif "x" port "y"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the path cost could not be calculated due to a bad port speed.

Action

If there are multiple messages, contact Technical Support.

Invalid Secondary Port

```
<WARN:EAPS> eaps_runtime.c 2009: Warning! Invalid Secondary Port
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the secondary ring-port is not configured.

Action

Configure the secondary ring-port on the EAPS domain.

Invalid Time Values

```
<WARN:STP> decode_bpdu, received time values out of range "max age" "hello time"
"forward delay"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that there are invalid STP timer values in the received BPDU.

Action

Check configuration of peer device.

IP FDB Entry

```
<WARN:IPHS> IP FDB entry not added as no route is available
```

Software Version

ExtremeWare 6.1.5b20

Hardware Version

All

Explanation

This message indicates that after an ARP resolution the pending packets in ARP are sent out on an unavailable route.

Action

Upgrade to ExtremeWare 6.1.7 or later.

IP Output (Slow Path)

```
<WARN:IPRT> ip_output.c 1039: moption(add): No space for mca ddr.
(224.0.0.9/150.65.197.1).
```

Software Version

ExtremeWare 4.x

Hardware Version

All

Explanation

This message indicates a possible slow path issue from the IP option processing routine.

Action

Use the `show log` and `show tech-support` commands and contact Technical Support to isolate the slow path problem.

IPX Next Hop Interface

```
<WARN:IPX> IPX forward: next hop interface = input interface
```

Software Version

ExtremeWare 6.x

Hardware Version

All

Explanation

This message indicates a misconfiguration of IPX interface numbers.

Action

Use the `show ipxstats` command to determine the VLAN with the highest number of discards.

Attach a sniffer to the VLAN to identify the specific problem. Check the configuration of switches and end-stations.

iQuery Message

```
<WARN:SYS> SLB 3DNS: SlaveProcessRequest: invalid iQuery message
<WARN:SYS> SLB 3DNS: IQMessageValidate: invalid iQuery message: len 96 failed: crc
c9fd316a, iqm_checksum b03e
```

Software Version

ExtremeWare 6.x

Hardware Version

All

Explanation

These messages indicate that ExtremeWare supports a previous version of 3DNS (v2.0). The newer versions of 3DNS send an iQuery hello message that the switch does not recognize. The switch then sends an `unrecognized` message back to 3DNS. This message causes 3DNS to fall back to an older version of the iQuery protocol. The process repeats until both 3DNS and the switch agree on the iQuery protocol version.

If the error message is logged multiple times, it might be due to 3DNS using encryption.

NOTE

The Extreme implementation does not support encryption, so encryption must be disabled on 3DNS.

Action

If the switch and the server are only trying to negotiate a correct version of 3DNS support, then no action is necessary.

If the messages occur multiple times, disable the encryption on the 3DNS box.

Link Down Link Up

```
<WARN:PORT> ERROR: Slot 2 port 7 link DOWN, mac link up
```

Software Version

ExtremeWare 6.2.0 and earlier

Hardware version

All except VDSL

Explanation

This message appears during the switch reset time. It indicates that the remote switch might not drop the link.

NOTE

This is a known issue addressed in PR 1-5CIPQ and 13212.

Action

Upgrade to ExtremeWare 6.2.1 or manually unplug and plug the port back in.

This error only occurs on Gigabit Ethernet modules and does not appear after ExtremeWare 6.2.1.

Load Share Trunk Inactive

```
<WARN:BRDG> last message repeated 51 times
<WARN:BRDG> LRNDROP: LS Trunk inactive port 2
```

Software Version

ExtremeWare 6.x

Hardware Version

All except VDSL

Explanation

These messages indicate that when trying to map the incoming load-sharing port (port 2) to the master port, the master port is not active; therefore, the traffic coming into the port will not be forwarded.

Action

Enable the master port in the load sharing group and re-send the traffic.

If the problem persists, contact Technical Support to isolate the problem.

MAC Chip

```
<WARN:PORT> write content of VlanCmp table index 13 error on slot 2 port 24
<WARN:PORT> MAC Chip of slot 6 port 18 is not ready
<WARN:PORT> read content of VlanCmp table index 2 error on 8
```

Software Version

ExtremeWare 6.x

Hardware Version

Alpine, BlackDiamond "*i*" series

Explanation

These messages indicate that there might be a hardware problem. The I/O modules were not ready to receive packets.

Action

If this occurs within a minute after bringing up the module, no action is necessary.

If not, check the system configuration and hardware, and run diagnostics on the switch. If the error continues to appear, RMA the affected modules.

MAC Type

```
<WARN:PORT> unknown MAC type on port Mgmt
```

Software Version

ExtremeWare 6.1.7b2 and earlier

Hardware Version

All

Explanation

This message indicates that you are trying to configure jumbo frames on a port running ExtremeWare 6.1.7b2 or earlier.

Action

Upgrade to the latest software.

Maximum Block Allocation

```
<WARN:HW> tBGTask: Reached maximum otp block allocation for MSM-A
<WARN:HW> tBGTask: Reached maximum otp block allocation for slot 1
```

Software Version

All ExtremeWare versions

Hardware version

All except VDSL

Explanation

These messages indicate that the system is out of PTAG blocks. This can happen if you configure a large number of multicast groups, VLANs, etc.

NOTE

The system can have a maximum of 6,000 PTAG blocks. Each PTAG can have up to 7 ports; therefore, any configurations that use large amounts of PTAGs can cause these error messages.

Use the `show` or `show igmp snooping vlan <vlan name> detail` commands to verify whether PTAG blocks have depleted.

Action

Contact Technical Support to check the configuration.

msgQSend Message Queue Full

```
<WARN:SYST> hfoDloadDatabases: msgQSend message queue full
```

Software Version

ExtremeWare 7.1.1 and later

Hardware Version

BlackDiamond with MSM-3 module

Explanation

This message indicates that the message queue, which sends configuration information from the master MSM-3 to the slave MSM-3 when Hitless Failover is enabled, is full. This means that some of the configuration did not get successfully transferred to the slave MSM-3.

Action

Use the `save config` command to copy the entire configuration to the slave MSM-3 to insure it is correctly synchronized.

MsgQ Send Error

```
<WARN:STP> stpTimer: MsgQ send error
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that MsgQ was unable to send message to call timer function.

Action

If there are multiple messages, contact Technical Support.

MSM Module Type Mismatch

Syslog:

```
<Warn:SYST> MSM module type mismatch has been detected.
<Warn:SYST> This configuration only supported while migrating from MSM64i's to
MSM-3's.
```

Console (after login):

```
WARNING: An MSM module type mismatch has been detected.
Slots MSM-A and MSM-B must both contain MSM-3's or MSM64i's.
This module type mismatch is only supported while migrating from MSM64i's to MSM-3's.
The MSM-3 features Cross Module Trunking and Hitless Failover will NOT operate in this
configuration.
```

Software Version

ExtremeWare 7.1.1 and later

Hardware Version

BlackDiamond with MSM-3 and MSM64i modules

Explanation

These messages indicate that an unsupported system configuration has been detected. Both an MSM-3 and MSM64i are present and enabled in the chassis. This configuration is not supported, except during the migration procedure when upgrading from an MSM64i to an MSM-3. Note that the Hitless Failover and Cross Module Trunking features require MSM-3 modules.

Action

If you are migrating from MSM64i to MSM-3, this message is normal and you can continue with the upgrade process. Otherwise, the MSM64i module should be removed and replaced with an MSM-3 to resume normal operation with full capability.

ngRxFirst Failed

```
<WARN:KERN> ngRxFirst failed WTX1 - (2, 0, ffff)
```

Software Version

ExtremeWare 6.1.x

Hardware Version

Alpine, BlackDiamond

Explanation

This message indicates that a module was removed from the slot while the CPU was communicating with it.

Action

If you removed a module, no action is necessary.

If you did not remove a module, and you see this message repeatedly in the log, the hardware might be faulty. Contact Technical Support.

No Associated STPD Port

```
<WARN:STP> bpduFilter: No associated Stpd Port for "x" vlanId "y"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the BPDU was received, but no corresponding STPD exists.

Action

Ensure that the STPD is configured and up.

No BIF for VLAN ID

```
<WARN:STP> bindVlanPortToStpPort: No bif for vlan Id "x" port "y"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that a bridge I/f (BIF) was not found while binding the VLAN port to the STPD.

Action

Retry the port addition. If it repeatedly fails, contact Technical Support.

No EAPSD-Bridge Links Exist

```
<WARN:EAPS> eaps.c 5156: Warning! No Eapsd-Bridge links exist
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that there are no VLANs added to EAPS yet.

Action

There are no VLANs to delete from EAPS domain.

No Matching FDB Entry

```
<WARN:STP> deleteStpFilter: No matching emistp entry for VlanId "x" in fdb
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that an attempt was made to remove a non-existent FDB entry.

Action

If there are multiple messages, contact Technical Support.

No Message Buffer

```
<WARN:STP> bpduFilter: NULL mbuff
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that there is no MBuf for the received BPDU.

Action

If there are multiple messages, contact Technical Support.

No Protected VLANs Configured

```
<WARN:EAPS> eaps_runtime.c 2115: Warning! No Protected Vlans configured in domain
"eaps1"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that there are no protected VLANs in the EAPS domain.

Action

Ensure that all the data VLANs carrying traffic are added to EAPS as protected VLANs. Otherwise, there could be a loop in the network.

otpRamBusy

```
SYST: Port 12 link down
SYST: Port 12 last message repeated 1 time
KERN: otpRamBusyWait: slot=0 quake=0x1 reg=0x4000
SYST: FAILED2 set: 0 0220 -> 40000000
```

Software Version

ExtremeWare 6.1

Hardware Version

All

Explanation

These messages indicate that there is a problem accessing the port translation table.

Action

Reboot the switch.

If the problem persists after the reboot, upgrade to the latest software.

If problem persists, RMA the switch or module.

PDU Received on Wrong Port

```
<WARN:EAPS> eaps_runtime.c 1498: Warning! Received <pdu type> on Primary port 1:1 for
EAPS(eaps1)
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the Primary port received an EAPS Health-check PDU. The Health-check PDUs must be received only on the Secondary port.

Action

The EAPS task may have become unstable. Contact Technical Support.

Port Binding Failed, Bound to Another STPD

```
<WARN:STP> bindStpPortToStpd: stpPort "x" PortId "y" bound to different Stpd "z"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the binding of the STP port to the STPD failed because the STP port is already bound to another STPD.

Action

If there are multiple messages, contact Technical Support.

Port Binding Failed, Bound to That STPD

```
<WARN:STP> bindStpPortToStpd: stpPort "x" PortId "y" already bound to Stpd "z"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the binding of the STP port to the STPD failed because the STP port is already bound to that STPD.

Action

Ignore.

Port Creation Failed, Bad STPD Instance

```
<WARN:STP> stpPortCreate: No stpd for stpd inst "x" stpPortInst "y"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the STP port creation failed due to a bad STPD instance.

Action

Retry the port addition. If it repeatedly fails, contact Technical Support.

Port Creation Failed, No PIF

```
<WARN:STP> stpPortCreate: No pif for port "x"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the STP port creation failed because there is no physical I/f (PIF) structure.

Action

Retry the port addition. If it repeatedly fails, contact Technical Support.

Port Creation Failed, Not Enough Ports

```
<WARN:STP> stpPortCreate: Not enought stp port
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the STP port creation failed because the maximum number of STP ports exists.

Action

Reduce the number of STP ports in the configuration.

Port Deletion Failed, No Matching Port

```
<WARN:STP> stpPortDelete: No matching stp port("x")
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the STP port deletion failed because the STP port does not exist.

Action

Retry the port deletion. If it repeatedly fails, contact Technical Support.

Port Deletion Failed, Not Bound to PIF

```
<WARN:STP> stpPortDelete: No pif-stp port("x") bindings
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the STP port deletion failed because the STP port is not bound to the Physical I/f (PIF).

Action

Retry the port deletion. If it repeatedly fails, contact Technical Support.

Port Mapping Failed

```
<WARN:SYST> processCardNmcConnectionDown: set nmc (11) channel (1) internal loop error
<WARN:PORT> port mapping failed on slot 12 internal port 2!
<WARN:PORT> port mapping failed on slot 12 internal port 2!
<WARN:SYST> processCardNmcConnectionDown: set nmc (10) channel (1) internal loop error
<WARN:PORT> port mapping failed on slot 11 internal port 2!
<WARN:PORT> port mapping failed on slot 11 internal port 2!
<INFO:SYST> Card removed from slot 2
```

Software Version

ExtremeWare 6.x

Hardware Version

BlackDiamond

Explanation

These messages indicate that removing a module from slot 2 causes the switch to set the connection of MSM A and MSM B to slot 2 as an internal loop. But the software failed to set the MSM A (slot 11 - 1 based, nmc (10 - 0 based)) and the MSM B (slot 12 - 1 based, nmc (11 - 0 based)) port to the internal loop.

Action

No action is necessary.

Port Not Configured

```
<WARN:EAPS> eaps_runtime.c 1460: Warning! Received PDU(<pdu type>) on an unconfigured
port(1:1) for EAPS(eaps1)
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that an EAPS PDU was received by a port that has not been configured to be a ring-port.

Action

Configure the EAPS domain with the correct ring-ports, or configure the control VLAN with the correct ports and connections.

Port Not in VLAN

```
<WARN:EAPS> eaps_runtime.c 1222: Warning! Port (1:1) not in vlan "v1"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the port selected to send out the EAPS PDU has not been added to the control VLAN. The PDU cannot be sent.

Action

Configure the EAPS control VLAN correctly by adding both the ring-ports to it as tagged ports.

Port Unbinding Failed, STP Not Disabled

```
<WARN:STP> unbindStpPortFromStpd: Stp still running on stpPort "x" PortId "y"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the unbinding of the STP port from the STPD failed because the STP is not disabled.

Action

Disable the STP on the STPD and retry.

Port Write Error

```
<WARN:STP> stpPortWriteNv: Error "x" saving to nv
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that an error occurred while writing the port configuration to NVRAM.

Action

If there are multiple messages, contact Technical Support.

Power Consumption Exceeds Slot Threshold

```
WARNING: PSU-[Internal | External] consumption of x.xW exceeds the x% threshold of
x.xW for slot x
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that the total measured power exceeds the consumption set in the CLI. The default is 70%.

Action

Monitor the situation. If a message indicating the return to normal does not display, you may need to RMA board.

If the action continues to happen where it exceeds and returns to normal, you may need to RMA board.

Power Consumption Exceeds System Threshold

```
WARNING: PSU consumption of x.xW exceeds the x% threshold of x.xW for the system
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that the total measured power exceeds the consumption set in the CLI. The default is 70%.

Action

Monitor the situation. If a message indicating the return to normal does not display, you may need to RMA board.

If the action continues to happen where it exceeds and returns to normal, you may need to RMA board.

Problem Stopping Domain

```
<WARN:EAPS> eaps.c 3708: Problem in stopping domain "eaps1"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that an error occurred while attempting to stop an EAPS domain.

Action

The EAPS task may have become unstable. Contact Technical Support.

PTAG Error, List Tags

```
<WARN:KERN> ptagAdd: error - no free LIST tags
```

Software Version

ExtremeWare 4.1.19b2

Hardware Version

Summit48

Explanation

This message indicates that the system has run out of internal resources.

Action

Contact Technical Support to troubleshoot the problem.

PTAG Error, Memory Blocks

```
<WARN:KERN> tBGTask: Block 4010 on slot 7 is already free
```

Software Version

All ExtremeWare versions

Hardware Version

BlackDiamond

Explanation

This message indicates that you are trying to free PTAGs which are already freed. This is generally a configuration and environment related software problem. The error message can appear for a task other than tBGTask.

Action

ExtremeWare generates this message when there are multiple IGMP senders and receivers with Summit chipset I/O modules. Check the *ExtremeWare Release Notes* for more information.

If you already installed the latest ExtremeWare release, contact Technical Support.

QoS Duplicate Port

```
<WARN:SNMP> SNMP PORT QOS Trying to insert duplicate instance 1
```

Software Version

ExtremeWare 6.x

Hardware Version

All “*i*”series switches

Explanation

This message indicates that there is an attempt to set up the same SNMP port twice in the QoS configuration.

Action

No action is necessary.

redirectServerList Not in Use

```
<WARN:IPRT> redirectServerListCb: 0 0 not inuse
```

Software Version

ExtremeWare 6.1.5b23 and earlier

Hardware Version

All "*i*" series switches

Explanation

This message indicates that a server failed health checking. The fix has been implemented in ExtremeWare 6.1.5b23 or later.

Action

Upgrade to the latest software.

Send BDPU Failed

```
<WARN:STP> send_bpdu_packet: Can’t send bpdu
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the send BPDU process failed.

Action

If there are multiple messages, contact Technical Support.

Send Message Failed

```
<WARN:STP> bpduFilter: Cannot send message to Stp task
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that bpduFilter could not send a message to the STP task.

Action

If there are multiple messages, contact Technical Support.

Slave Port Active

```
<WARN:PORT> Slot 2 port 3 slave port link active while master slot 2 port 1 active
<INFO:PORT> Slot 1 port 1 primary port link active
<INFO:PORT> Slot 1 port 4 redundant port link active
```

Software Version

ExtremeWare 6.2.0b60, 6.2.1b20

Hardware Version

Alpine, BlackDiamond, and Summit

Explanation

These messages indicate that there is a redundancy with load sharing on Gigabit TX ports (such as those on the Alpine G4Ti, BlackDiamond G8Ti, and Summit5i). This has been fixed in ExtremeWare 6.2.2.

Action

Upgrade to the latest software.

SNMP IP QoS ACL Missing

```
<WARN:SNMP> SNMP IPAQOS Could not find entry instance 5083 to delete
```

Software Version

All ExtremeWare versions

Hardware Version

All

Explanation

This message indicates that you tried to delete an ACL which does not exist. It can occur due to one of the following:

- ACL has already been removed through CLI
- There is no ACL with that number
- Typographical or syntax error

Action

No action is necessary.

Spurious Link State

```
<WARN:PORT> ERROR: Slot 1 port 5 lane 1 spurious int 8
<WARN:PORT> ERROR: Slot 1 port 5 lane 1 spurious int 8
<WARN:PORT> ERROR: Slot 2 port 5 lane 1 spurious int 8
```

Software Version

ExtremeWare 6.1.5b20

Hardware Version

BlackDiamond

Explanation

These messages indicate that the link state of the specified port is changing very quickly. Make sure that there is a stable connection to the switch.

Action

Upgrade to the latest software.

STP Disabled for Port

```
<WARN:STP> setPortState: Stp disabled for stpPort "x" PortId "y"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the attempt to change the port state failed because STP is not enabled on the STP port.

Action

Enable STP and retry.

STP Disabled for STPD

```
<WARN:STP> setPortState: Stp disabled for Stpd "x" inst "y"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the attempt to change the port state failed because STP on the STPD is not enabled.

Action

Enable STP and retry.

STPD Instance Does Not Exist

```
<WARN:STP> Stpd instance nonexisting
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates an internal timer error.

Action

If there are multiple messages, contact Technical Support.

STPD Malloc Failed

```
<WARN:STP> STPD malloc failed "x"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that STPD creation failed.

Action

Retry STPD creation. If it repeatedly fails, contact Technical Support.

STPD Table Malloc Failed

```
<WARN:STP> STPD table malloc failed "x"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that STPD creation failed.

Action

Retry STPD creation. If it repeatedly fails, contact Technical Support.

STP Port Creation Failed

```
<WARN:STP> stpPortParseNv: stpPortCreate err for stpd "x", portId "y"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that STP port creation failed.

Action

Retry STP port creation. If it repeatedly fails, contact Technical Support.

STP Port Does Not Exist

```
<WARN:STP> stp port nonexisting
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that there is an internal timer error.

Action

If there are multiple messages, contact Technical Support.

STP Port Malloc Failed

```
<WARN:STP> Stp port malloc failed["port","port table"] "size"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that STP port creation failed because it was unable to allocate memory.

Action

Retry STP port creation. If it repeatedly fails, contact Technical Support.

STPD Tag Removal Failed

```
<WARN:STP> unconfigStpdFilters: Stpd tag is from a brigde that ingores BPDU
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that a request to remove an FDB entry for the BPDU failed because the carrier VLAN has “ignore BPDU” enabled.

Action

Disable “ignore BPDU” for carrier VLAN.

SuperBridge Error

```
<WARN:KERN> SuperBridge w3back, No ptag for Port 2 vlan 2005
```

Software Version

ExtremeWare 6.x

Hardware Version

All

Explanation

This message indicates a configuration error. It can occur when you attempt to delete a non-existent super-VLAN on a switch configured with ESRP or VLAN aggregation.

Action

Check configurations. If you are unable to isolate the problem, contact Technical Support.

System Overheated

```
SYST: System is overheated. (65532 C)
SYST: System is overheated. (65532 C)
```

Software Version

ExtremeWare 4.x, 6.x

Hardware Version

All

Explanation

This message indicates that the system temperature is over the limit.

Action

Contact Technical Support for assistance as this problem has been fixed in newer versions. Upgrade to the latest software.

Stuck Interrupt

```
<WARN:PORT> ERROR: Slot 1 indicates a stuck interrupt, disabling interrupts to the
blade
```

Software Version

ExtremeWare 6.1.9 and later

Hardware Version

BlackDiamond

Explanation

This message indicates that on the slot there is no interrupt between the MSM and the module; therefore, stuck interrupt occurs. The software disables the further interrupts and brings the module down.

Action

Re-insert the particular module in that slot.

If the re-insertion of the module does not fix the problem contact Technical Support.

Task Exceeded Stack Boundary

```
<WARN:SYST> Task 0xyyyyyyyy has exceeded its own stack boundry. Contact Extreme
Technical Support
```

Software Version

ExtremeWare 720bx

Hardware Version

All I series platforms

Explanation

This message indicates that stack corruption occurred for specified task.

Action

Contact Extreme Technical Support.

Task Failed

```
<WARN:STP> stpInit: taskSpawn failed
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates an STP initialization error.

Action

Reboot.

Timer Delay Exceeds Capacity

```
<WARN:STP> WARN: STP timer delay exceeds capacity, "x" "y" "z"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates an internal timer error.

Action

If there are multiple messages, contact Technical Support.

Timer Error, Non-Expired Bucket

```
<WARN:STP> Expiry event for non-expired bucket "bucket" "current time" "next expiry"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates internal timer error.

Action

If there are multiple messages, contact Technical Support.

Timer Error, Wrong Bucket

```
<WARN:STP> Stp timer expired in wrong bucket "bucket#" "bucket#" "timer type" "timer
instance" "port instance" "previous timer" "next timer"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates internal timer error.

Action

If there are multiple messages, contact Technical Support.

tNetTask Panic

```
<WARN:KERN> tNetTask panic: m_freem
```

Software Version

ExtremeWare 6.1.x

Hardware Version

All

Explanation

This message indicates that the switch is attempting to free memory (tNetTask) that has already been freed.

Action

Use the `show memory` command and the `top` command to capture the detail and configuration. Check task utilization peaks and IPFDB, and check the log for any message indicating that allocated memory space is maxed out.

Trying to Put Block in Free List

```
<WARN:KERN> tDvmrpTask: Trying to put otp block f428 in free list: already free:
Slot=9 Index=244 Owner=2
```

Software Version

All ExtremeWare versions

Hardware Version

All except VDSL

Explanation

This message indicates that the software is trying to free already freed memory.

Action

Use the `show tech-support` and `show log` commands to capture the log and contact Technical Support.

Unable to Allocate PTAG

```
<WARN:STP> stpInit: Unable to alloc ptag
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates an STP initialization error.

Action

Reboot.

Unable to Create Message Queue

```
<WARN:STP> stpInit: Unable to create msg Q
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates an STP initialization error.

Action

Reboot.

Unable to Locate MAC

```
<WARN:EDP> updateEdpFilter378: Unable to locate EDP MAC (VID=0xfff)
```

Software Version

ExtremeWare 6.1.9b22

Hardware Version

Alpine

Explanation

This message indicates that the switch tried to delete an EDP destination MAC 00E02B000000 FDB entry which is not in the FDB table. This example is an invalid VLAN ID. You will see this error in the log after changing the VLAN tag.

Action

If you see this message once or twice in the log, no action is necessary.

Use the `show fdb` command to see whether all of the FDB entries for the VLAN have a valid MAC address or not (each VLAN should have a MAC 00E02B000000 entry).

If the switch shows the correct MAC address, no action is necessary.

If switch shows incorrect MAC addresses, delete the VLAN that is reporting the error and reconfigure the VLAN.

If you still see the error, use the `show tech-support` command and contact Technical Support.

Unable to Start Watchdog Timer

```
<WARN:STP> Error: unable to start wd timer
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the watchdog timer could not be started.

Action

Reboot.

Unknown Message Type

```
<WARN:STP> stpTask: Unknown message type %d
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that an unknown message was received by STP task.

Action

If there are multiple messages, contact Technical Support.

Unknown PDU Type

```
<WARN:EAPS> eaps_runtime.c 1654: Warning! Unknown pduType <integer>, EAPS="eaps1",
[MAC=<mac address>]
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that this version of the software does not recognize the EAPS PDU.

Action

You should probably upgrade to the newer release of the software.

Unknown TLV

```
<WARN:STP> bpduFilter: Port "x" unknown TLV: type "y" length "z"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that there is a bad TLV in the received BPDU.

Action

Check the configuration of peer device.

Untagged Port Mismatch

```
<WARN:STP> sysObjSetStpPort: Active untagged stp port mismatch
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the management function failed to set the port mode of untagged port to something other than 802.1D.

Action

You must use a tagged port for encapsulations other than 802.1D.

Update Can’t Be Done

```
<WARN:KERN> Update can’t be done atomically Node=211.133.249.128: chngs=5
np=211.133.249.128 L=0 R=0 par=158.20 ß
<INFO:SYST> 158.205.225.9 admin: create access-list acl041 ip destination any source
211.133.249.128 / 25 perm
```

Software Version

ExtremeWare 6.1.9b11, 6.20b60

Hardware Version

All “*i*” series

Explanation

These messages indicate that the newly configured ACL rule can not be automatically synced on all hardware. ExtremeWare 6.21b20 and later will force the sync although the automatic sync fails.

Action

Upgrade to the latest software.

User Account Out of Range

```
<WARN:SYST> User account instance 65535 out of range
```

Software Version

All ExtremeWare versions

Hardware Version

All

Explanation

This message indicates that an invalid user name or password came via telnet or the console. This message appears in the log when the user name or password does not match.

Action

No action is necessary.

VLAN Already Controls Another Domain

```
<WARN:EAPS> eaps.c 5025: Warning! vlan "v1"cannot control >1 EAPS domains. Already
controls EAPS "eaps1"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the VLAN has already been added as a control VLAN to an EAPS domain.

Action

If a VLAN has been added as a control VLAN to an EAPS domain, it cannot be added as a control or protected VLAN to another EAPS domain.

VLAN Already Exists

```
<WARN:EAPS> eaps.c 5010: Warning! Vlan "v1"<->Eapsd "eaps1" exists
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that this VLAN has already been added to the EAPS as control/protected.

Action

Inform the user that this VLAN has already been added to an EAPS domain.

VLAN Bind Failed

```
<WARN:STP> bindVlanPortToStpPort: configBifStpPort failed.
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that while attempting to bind the VLAN port to STPD, the bind failed.

Action

Retry the port addition. If it repeatedly fails, contact Technical Support.

VLAN Does Not Contain Port

```
<WARN:EAPS> eaps_runtime.c 1936: Warning! Protected vlan "v1" does not have port 1:1
added to it
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that there is nothing to block because the ring-ports have not been added to the protected VLAN.

Action

Configure the protected VLANs by adding the ring-ports to it.

VLAN ID Already Bound

```
<WARN:STP> bindVlanPortToStpPort: vlan Id "x" port "y" is already bound to other
instance.
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that while attempting to bind the VLAN port to STPD, the bind failed because the bridge I/f (BIF) is already bound.

Action

Remove the STP port from the other STPD and retry.

VLAN ID No Longer in STPD

```
<WARN:STP> Vlan Id "x" is no longer in the stpd with Id "x"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the STPDID is set to a VLAN tag and that tag was removed from the STPD.

Action

Add the VLAN back to STPD or change the STPDID.

VLAN Is Not Control VLAN

```
<WARN:EAPS> eaps.c 4153: Warning! Vlan is not Control Vlan in EAPS "eaps1"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the specified VLAN is not an EAPS control VLAN.

Action

Use the correct control VLAN name to delete it from EAPS.

VLAN Is Not Protected VLAN

```
<WARN:EAPS> eaps.c 4279: Warning! Vlan is not Protected Vlan in EAPS "eaps1"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the specified VLAN is not an EAPS protected VLAN.

Action

Use the correct protected VLAN name to delete it from EAPS.

6 Notice Messages

Notices are informational messages and do not require corrective action.

Check the “Issues Resolved In” sections in the latest *ExtremeWare Release Notes* to see if the error message indicates an issue that has been corrected in a recent software release.

Current Below Specification

```
NOTICE: Port x:x under current
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that the measured current is below specification.

Action

Monitor for more messages. If more messages occur, RMA the board.

Current Over Specification

```
NOTICE: Port x:x over current
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that the measured current is over specification.

Action

Monitor for more messages. If more messages occur, RMA the board.

Port Cannot Power

```
NOTICE: Port x:x cannot power
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that the port cannot supply power to the device requesting power.

Action

Try another port. If no other port available, then RMA blade.

7 Informational Messages

Informational messages do not require corrective action.

Check the “Issues Resolved In” sections in the latest *ExtremeWare Release Notes* to see if the error message indicates an issue that has been corrected in a recent software release.

Bad PoE Hardware

```
Slot X has bad PoE hardware, disabling PoE system
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that the PoE (Power Over Ethernet) system has a hardware problem, but the port still functions as an Ethernet port.

Action

RMA the board if you must Power Over Ethernet.

Calibration Data Updated

```
Slot X updated PoE calibration data to device
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that the blade has old calibration data stored and it is being updated to new values.

Action

None.

Cannot Allocate Memory Buffer

```
<INFO:SYST> can not alloc mbuf for internal EDP diag.
```

Software Version

ExtremeWare 6.1.6b19

Hardware Version

All “*i*”series switches

Explanation

This message indicates that ExtremeWare ran out of memory buffers that are used to build internal EDP diagnostic packets which are sent out as part of the health-check routines. Running out of memory buffers can be caused by a broadcast flood to the CPU which can exceed available memory buffers.

Action

Investigate if there was a broadcast storm on the network.

Disabling EAPS

```
<INFO:EAPS> 10.4.2.161 admin: disable eaps
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the user initiated a command to disable EAPS.

Action

Informational only. No action needed.

EEPROM Read Retried

```
<INFO:SYST> EEPROM read retried: blade 2  retry count = 2  rc = 1
```

Software Version

ExtremeWare 7.1.1 and later

Hardware Version

BlackDiamond

Explanation

This message indicates that the read on an I/O module EEPROM from an MSM had to be retried due to a read error. If the retry count is less than 10, the read was eventually successful.

Action

This message could indicate a hardware problem. Run diagnostics on the I/O module and the MSM. If the diagnostic results indicate bad hardware, RMA the I/O module or Summit.

If the diagnostics do not indicate bad hardware, contact Technical Support to help isolate the problem.

Enabling EAPS

```
<INFO:EAPS> 10.4.2.161 admin: enable eaps
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the user initiated a command to enable EAPS.

Action

Informational only. No action needed.

Fail Timer Flag Cleared, EAPS=E05B

```
<INFO:EAPS> eaps_runtime.c 613: EAPS="E05B", Fail-timer-exp flag cleared
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the fail timer expiry flag, which had been set earlier, is now cleared.

Action

Informational only. No action needed.

Fail Timer Flag Cleared, EAPS=VLAN1

```
<INFO:EAPS> eaps_runtime.c 613: EAPS="VLAN1", Fail-timer-exp flag cleared
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the situation causing the Master to miss its Health-Check-Pdus has been fixed, or that there is an actual break in the ring. In either case, it is safe to clear the fail timer expiry flag.

Action

Informational only. No action needed.

Fail Timer Flag Set

```
<INFO:EAPS> eaps_runtime.c 597: EAPS="VLAN1", Fail-timer-exp flag set
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the fail timer flag is set. This occurs when the fail timer expires, but the fail timer should not expire. If there is an actual break in the ring, the Master should receive a Link-Down message from the Transit. If the Master did not receive a Link-Down message from Transit, and did not receive its own Health-Check-Pdu for 3 seconds, there is a problem in the ring that must be resolved as soon as possible.

Action

Troubleshooting is required immediately. Is there an actual break in the ring? Was a Link-Down_pdu sent to the Master? Is the ring complete, but due to a misconfiguration of the Control VLAN, the Master is not receiving its own PDUs? Is there a broadcast storm on the ring, which is why the Master's PDUs are getting dropped? Is there a hardware problem on one of the switches which is not allowing the control PDUs to go through?

Fast Age Out

```
<INFO:IPHS> fast age out: remote(203.133.93.15:1406)
local(210.59.224.126:80)
<INFO:IPHS> fast age out: remote(203.71.154.214:1509)
local(210.59.224.126:80)
```

Software Version

ExtremeWare 6.x

Hardware Version

All

Explanation

These messages indicate that there are too many pending TCP connections to the switch. The switch assumes that it is under a “sync flooding” attack. These pending connections are closed in order to defeat the attack.

Action

Make sure that the remote IP addresses are valid.

Firmware Revision

```
Slot X - PoE firmware rev = x.x
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message reports the revision number of the PoE firmware on the blade.

Action

None.

Firmware Update Required

```
Slot X requires PoE firmware update
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that the firmware requires updating.

Action

None.

Flush PDU

```
<INFO:EAPS> eaps.c 1548: Received Flush_Pdu sent by self ("E38A"). Drop it
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that a flush PDU was sent by this switch to itself. Hence, drop the packet.

Action

Informational only. No action needed.

High CPU Utilization, mportTask

```
<INFO:SYST> task mportTask cpu utilization is 91% PC: 8063b23 c
```

Software Version

All ExtremeWare versions

Hardware Version

All “*i*” series

Explanation

This message indicates the possibility of either a broadcast storm or high number of packets entering the Management port which is consuming CPU time and could affect other processes.

mportTask handles the Management port interrupts. Interrupts are more than likely generated by traffic entering this port.

Action

Investigate what is happening on the port. Sniff if possible to determine the traffic pattern.

Log Cleared

```
SYST: Log cleared
```

Software Version

All ExtremeWare versions

Hardware Version

All

Explanation

This message indicates that someone cleared the log.

Action

No action is necessary.

Master Domain State Changed to Idle

```
<INFO:EAPS> eaps_runtime.c 2858: State Change, Complete => Idle, EAPS="E04B"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the EAPS Master domain has stopped running due to user action, such as “disable eaps”. The domain state is set to Idle.

Action

Informational only. No action needed.

Master Domain Stopped, Primary Port Status Unknown

```
<INFO:EAPS> eaps_runtime.c 2848: Primary Port Change, Up => Unknown
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the EAPS Master domain has stopped running due to a user action, such as “disable eaps”. The port status is set to Unknown.

Action

Informational only. No action needed.

Master Node State Changed to Complete

```
<INFO:EAPS> eaps_runtime.c 2561: State Change, Failed => Complete, EAPS="E05B"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the Master node received its Health-Check-Pdu, and detected that the ring is healed. It transitions from the Failed state to Complete, and blocks the Secondary port.

Action

Informational only. No action needed.

Master Node State Changed to Failed

```
<INFO:EAPS> eaps_runtime.c 2619: State Change, Complete => Failed, EAPS="E05B"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the EAPS Master node detected a failure in the ring. This causes its state to transition from Complete to Failed, and opens its Secondary port.

Action

Restore the link on the port that caused the Master to go into Failed state.

Master Node State Changed to Init

```
<INFO:EAPS> eaps_runtime.c 2600: State Change, Idle => Init, EAPS="E04B"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the EAPS Master node has started running. It transitioned from Idle state to Init state because both of its ring-ports are Up.

Action

Informational only. No action needed.

Master State Changed to Complete

```
<INFO:EAPS> eaps_runtime.c 2904: State Change, Init => Complete, EAPS="E04B"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the Master transitioned from the Init state to the Complete state. While in Init state, the EAPS Master receives its Health-check Pdu. This ensures that the ring is Complete.

Action

Informational only. No action needed.

Memory Allocation

```
<INFO:KERN> Memory has been allocated for gBif
<INFO:PORT> Memory has been allocated for gPif
<INFO:KERN> Memory has been allocated for gBridge
<INFO:SYST> Memory has been allocated for gSystem
<INFO:DIAG> Finish running diagnostic test
<INFO:DIAG> Start running diagnostic test ...
```

Software Version

ExtremeWare 4.1.15b4

Hardware Version

Summit48

Explanation

These messages indicate proper memory allocation.

Action

No action is necessary.

Old Power Supplies

```
<INFO:SYST> PWR MGMT: System is using Old AC 220 power values: 480, 518, 3, 1001
```

Software Version

ExtremeWare 6.1.x

Hardware Version

BlackDiamond

Explanation

This message indicates that ExtremeWare implemented power supply checking as part of the initialization routines. Messages similar to the above will appear in the startup sequence depending on the type of PSU detected by the system. The phrase “using Old AC 220 power values” simply indicates the detection of the original 220 PSU (old) as opposed to the new 220 PSU recently released by Extreme.

You might also see messages like:

```
PWR MGMT: System is using New AC power values:
PWR MGMT: System is using Old AC 110 power values:
PWR MGMT: System is using DC power values:
```

Action

No action is necessary.

PoE Firmware Download Completed

```
Slot X PoE firmware completed successfully
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This log message indicates that the firmware download is complete.

Action

None.

PoE Initialized

```
Slot X PoE system initialized
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that the PoE system initialized.

Action

None.

PoE Power Supply Unit State Change

```
Detected PoE PSU change on slot X
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that there was a PoE power supply change for the slot.

Action

None.

Port Power State Change

`Port x:x power state from <state> to <state>`

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that there was a PoE state change for the port.

Action

None.

Port Status Changed to Up

```
<INFO:EAPS> eaps_runtime.c 1640: Pdu="Link-Up-Pdu", EAPS="E05B"
[MAC=00:01:30:18:45:50]
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the Master node received a message from the Transit node indicating that a previously down port has come up. (In this example, the Transit's MAC=00:01:30:18:45:50.)

Action

Informational only. No action needed.

Power Is Up for Slot

`External 48V on slot x is up and running`

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates which PoE power supply is up for the slot.

Action

None.

Power Supply Failure, Switching to Backup

```
External 48V Supply failure on slot x, switching to internal 48V
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates a loss of the external PoE power supply and that is it switching to the backup for the slot. All ports will be brought down and then brought back up.

Action

None.

Preforward Timer Expired, EAPS=E38A

```
<INFO:EAPS> eaps_runtime.c 2463: EAPS "E38A" Preforward Timer expired.
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the Transit's preforward timer expired. In general, the timer should not expire. The timer is usually cancelled after receiving a Ring-Up-FlushFDB message from Master. By default if does not receive a message from the Master for 6 seconds, this timer will expire.

Action

Troubleshooting is required. Check the status of the Master node. Is the Master running? Is there another break in the ring?

Preforward Timer Expired, EAPS=VLAN1

```
<INFO:EAPS> eaps_runtime.c 2463: EAPS "VLAN1" Preforward Timer expired.
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the Transit's preforward timer expired. In general, the timer should not expire. The timer is usually cancelled after receiving a Ring-Up-FlushFDB message from Master. By default if does not receive a message from the Master for 6 seconds, this timer will expire.

Action

Troubleshooting is required. Check the status of the Master node. Is the Master running? Is there another break in the ring?

Primary Port Status Changed to Blocked

```
<INFO:EAPS> eaps_runtime.c 897: Primary Port Change, Down => Blocked
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the Primary port on this Transit node has come up, and is blocked because the domain's state is set to Preforwarding.

Action

Informational only. No action needed.

Primary Port Status Changed to Down

```
<INFO:EAPS> eaps_runtime.c 970: Primary Port Change, Up => Down
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the Primary ring-port went down.

Action

Restore link on Primary port.

Primary Port Status Changed to Up, from Blocked

```
<INFO:EAPS> eaps_runtime.c 2523: Primary Port Change, Blocked => Up
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the primary port was being blocked due to preforwarding state. It is now safe to put this port to forwarding state, and mark the port as Up.

Action

Informational only. No action needed.

Primary Port Status Changed to Up, from Unknown

```
<INFO:EAPS> eaps.c 719: Primary Port Change, Unknown => Up
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the EAPS domain is now coming up and is initializing the status of primary ring port.

Action

Informational only. No action needed.

QoS Profile, Invalid QoS Configuration

```
testBifCreate: Port 28 qos profile QP1
failed admission control
<INFO:KERN> CACTestQosP: port 28 qp QP1 minBw(20) testfailed
```

Software Version

ExtremeWare 2.x, 4.x

Hardware Version

All Summit chipset products

Explanation

This message indicates an invalid QoS configuration. For example, if you configure QP1 to use 50% and QP2 to use 100% (which adds up to 150% of the bandwidth), you will receive this message.

Action

Reconfigure QoS.

Reached G1 Limitation

```
<INFO:HW> Reached resource limitation for G1 module support can not support more G1
modules; Check cpu-transmi
```

Software Version

ExtremeWare 6.1.x

Hardware Version

BlackDiamond, Alpine

Explanation

This error indicates you have installed too many Summit-chipset (G1) modules.

You will see this message on a BlackDiamond only if it has Summit-chipset modules.

If you get this message on an Alpine, it is a not a problem as the Alpine does not have G1 module.

Action

Wait till some of the internal ports are freed.

RIP, MBZ Field

```
<INFO:RIP> ripInput: REQ pkt from 10.34.1.2 MBZ field of RTE not zero
<INFO:RIP> ripInput: RSP pkt from 10.34.1.2 MBZ field of RTE not zero
```

Software Version

ExtremeWare 4.x, 6.x

Hardware Version

All

Explanation

These messages indicate that the RIP packet failed the sanity check. Must Be Zero (MBZ) indicates that the field in RIPv1 and RTE is not zero on the router.

Action

Check the RIP version on the routers. Make sure they are using the same version.

Ring Break, Flush Transit FDB

```
<INFO:EAPS> eaps_runtime.c 1590: Pdu="RingDown-FlushFdb-Pdu", EAPS="VLAN1"
[MAC=xx:xx:xx:xx:xx:xx]
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the Master node has detected a break in the ring and sends out a message “RingDown-Flush-Fdb”. This causes all the Transits to flush their FDBs.

Action

Restore the link on the Transit that caused the break in the ring.

Ring Down, Flush Domain FDB

```
<INFO:EAPS> eaps_runtime.c 3433: Received EAPS RingDown FlushFDB on "E16A"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This EAPS Transit domain has received a message from the EAPS Master that the ring went down and to flush its FDB.

Action

Informational only. No action needed.

Ring State Complete

```
<INFO:EAPS> eaps_runtime.c 3496: Received Health-Pdu, Ring state Complete.
EAPS="VLAN1", State Link-Down
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the Master thinks the ring is Complete, but a Transit is reporting one of its links to be down.

Action

If there is one message, it can be treated as an informational item, and no action is required. The Master may have already sent out its Health-Check-Pdu with the state showing Complete, just before the link on this Transit went down.

If this message keeps occurring, there might be a more serious situation to troubleshoot. Is the link actually down on this Transit node? Does the Master's state show it to be Complete?

Ring Up, Flush FDB on Domain

```
<INFO:EAPS> eaps_runtime.c 3415: Received EAPS RingUp FlushFDB on domain "E15B"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the EAPS Transit domain received a message from the EAPS Master indicating that the ring came up and to flush its FDB.

Action

Informational only. No action needed.

Ring Up, Flush FDB on Transits

```
<INFO:EAPS> eaps_runtime.c 1590: Pdu="RingUp-FlushFdb-Pdu", EAPS="E15B"
[MAC=00:01:30:fe:82:90]
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the Master node detected that the ring is healed and sends out a message “RingUp-Flush-Fdb”. This causes all the Transits to flush their FDBs. Also, the Transits in Preforwarding state will unblock their blocked ports, and go into Links-Up state.

Action

Informational only. No action needed.

Ring-Port State Changed to Link-Down

```
<INFO:EAPS> eaps_runtime.c 975: State Change, Links-Up => Link-Down, EAPS="E16A"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that a ring-port on this Transit node went down causing the domain to enter the Link-Down state.

Action

Restore the link on the ring-port that went down.

Secondary Port Status Changed to Blocked

```
<INFO:EAPS> eaps_runtime.c 897: Secondary Port Change, Down => Blocked
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the Secondary port on this Transit node had just come up and is blocked because the domain's state is set to Preforwarding.

Action

Informational only. No action needed.

Secondary Port Status Changed to Down, from Blocked

```
<INFO:EAPS> eaps_runtime.c 802: Secondary Port Change, Blocked => Down
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the Secondary port on Master went down and its status changed from Blocked to Down.

Action

Restore link on Secondary port.

Secondary Port Status Changed to Down, from Up

```
<INFO:EAPS> eaps_runtime.c 970: Secondary Port Change, Up => Down
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the Secondary ring-port went down and its status changed from Up to Down.

Action

Restore link on Secondary port.

Secondary Port Status Changed to Init

```
<INFO:EAPS> eaps_runtime.c 2600: State Change, Failed => Init, EAPS="VLAN1"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the Secondary ring-port came up on the Master and caused it to transition from Failed state to Init state. The Secondary port is blocked immediately.

Action

Informational only. No action needed.

Secondary Port Status Changed to Preforwarding

```
<INFO:EAPS> eaps_runtime.c 903: State change, Link-Down => Preforwarding, EAPS="E16A"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the Secondary ring-port came up on this Transit node. The port is blocked and the domain goes into Preforwarding state.

Action

Informational only. No action needed.

Secondary Port Status Changed to Unknown, from Blocked

```
<INFO:EAPS> eaps_runtime.c 2853: Secondary Port Change, Blocked => Unknown
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the EAPS Master domain has stopped running due to a user action, such as “disable eaps”. The port status is set to Unknown.

Action

Informational only. No action needed.

Secondary Port Status Changed to Unknown, from Up

```
<INFO:EAPS> eaps_runtime.c 3311: Secondary Port Change, Up => Unknown
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that this EAPS Transit domain has stopped running due to a user action, such as “disable eaps”. The port status is set to Unknown.

Action

Informational only. No action needed.

Secondary Port Status Changed to Up, from Blocked

```
<INFO:EAPS> eaps_runtime.c 2534: Secondary Port Change, Blocked => Up
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the Secondary port was being blocked due to preforwarding state. It is now safe to put this port to the Forwarding state and mark the port as Up.

Action

Informational only. No action needed.

Secondary Port Status Changed to Up, from Down

```
<INFO:EAPS> eaps_runtime.c 756: Secondary Port Change, Down => Up
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the Secondary port on the Master came up and the status changed from Down to Up.

Action

Informational only. No action needed.

Secondary Port Status Changed to Up, from Unknown

```
<INFO:EAPS> eaps.c 738: Secondary Port Change, Unknown => Up
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the EAPS domain is now coming up and is initializing the status of the secondary ring port.

Action

Informational only. No action needed.

SSH Cipher

```
<INFO:SYST> SSH Negotiated algorithms: cipher: 3des-cbc mac: hmac-md5 compression none
```

Software Version

ExtremeWare 6.1.x

Hardware Version

All

Explanation

This message indicates the supported cipher for the Secure Shell (SSH) session.

Action

No action is necessary.

System Rebooted

```
SYST: System rebooted
```

Software Version

All ExtremeWare versions

Hardware Version

All

Explanation

This message indicates that the switch has been rebooted.

Action

No action is necessary; however, notify the network administrator(s).

Transit Domain State Changed to Idle

```
<INFO:EAPS> eaps_runtime.c 3316: State Change, Links-Up => Idle, EAPS="E04B"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the EAPS Transit domain stopped running due to a user action, such as “disable eaps”. The domain state is set to Idle.

Action

Informational only. No action needed.

Transit Domain Stopped, Primary Port Status Unknown

```
<INFO:EAPS> eaps_runtime.c 3306: Primary Port Change, Up => Unknown
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the EAPS Transit domain has stopped running due to user action, such as “disable eaps”. The port status is set to Unknown.

Action

Informational only. No action needed.

Transit Node State Changed to Down

```
<INFO:EAPS> eaps_runtime.c 1573: Pdu="Link-Down-Pdu", EAPS="E05B"
[MAC=00:01:30:18:45:50]
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that a port went down on the Transit node.

In this example, `MAC=00:01:30:18:45:50` and will cause the Master to go into Failed state.

Action

Restore the link on the port that went down on the Transit that sent the “Link-Down-Pdu.” (In this example, the MAC = 00:01:30:18:45:50.).

Transit Node State Changed to Links-Up

```
<INFO:EAPS> eaps_runtime.c 2541: State Change, Preforwarding => Links-Up, EAPS="E16B"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that the Transit node transitioned from the Preforwarding state to the Links-Up state. This could be due to receiving a RingUp-Flush-Fdb message from the Master, or its preforwarding timer has expired.

Action

Informational only. No action needed.

Transit Node State Changed to Links-Up, from Idle

```
<INFO:EAPS> eaps_runtime.c 3247: State Change, Idle => Links-Up, EAPS="E04A"
```

Software Version

ExtremeWare 6.2.2 or later

Hardware Version

All

Explanation

This message indicates that an EAPS Transit node just started running. Because both of its ports are already up, it transitions its state from Idle to Links-Up.

Action

Informational only. No action needed.

Updating PoE Calibration

```
Slot X updating PoE calibration data from device
```

Software Version

ExtremeWare 7.2.0bx

Hardware Version

FM32P blades only

Explanation

This message indicates that the calibration on the blade is newer than what is stored on the blade.

Action

None.

User Logged Out from Telnet

```
<INFO:SYST> User ~5   ~8p logged out from telnet (209.213.212.126)
<INFO:SYST> User pjorgensen logged out from telnet (209.75.2)
```

Software Version

All ExtremeWare versions

Hardware Version

All

Explanation

These messages indicate that a telnet connection was opened to a switch and then closed without entering the user name. The switch does not generate any entry for logging into the switch; it only generates a log message stating that a particular user has just logged out.

If the previous user logged in and out as a local account user via a telnet session, and the next user tried to log in but aborted, you will see this message. In addition, instead of displaying `User ~5 ~8p logged out from telnet`, the switch will display the logout messages for the previous user.

Action

No action is necessary.

8 Debug Messages

Debug messages are informational only to track software defects and does not require corrective action.

Check the “Issues Resolved In” sections in the latest *ExtremeWare Release Notes* to see if the error message indicates an issue that has been corrected in a recent software release.

100 Messages Queued

```
<DBUG:GARP> 100 messages queued
```

Software Version

ExtremeWare 4.1.x

Hardware Version

All “*i*”series switches

Explanation

This message indicates that the system found more than 100 Generic Attribute Registration Protocol (GARP) messages queued up for processing.

The system queues up the GARP message for processing. The software checks the length of the GARP message queue after processing each individual message. If it finds that the queue length exceeds 100, this message is printed out.

Action

This message by itself does not indicate a problem. If the message occurs continuously, check the following:

- Possible flooding of GARP messages from some network entity (For example other GVRP switches).
- Busy CPU. Use the `top` command or look for other messages in the log that indicate that the CPU was busy on other tasks.

Failed to Add Address

```
<DBUG:SYST> Failed to add 224.0.1.35/139.78.97.27/f7 to ipmc fdb
```

Software Version

ExtremeWare 6.1.x series code

Hardware Version

All “*i*”series switches

Explanation

This message indicates that the maximum limit of 256K entries in the FDB has been met. There is no available space to add the multicast flow for the multicast address (224.0.1.35) coming from the source address (139.78.97.27) in the VLAN ID hex F7.

Action

Verify the size of the FDB tables. On the CLI, using the `show ipfdb` and `show fdb` commands. Use these commands as soon as possible after you receive the error, as entries age.

If the table size limits are being reached, re-design the network to reduce the number of FDB entries.

Invalid Destination

```
<DBUG:RIP > invalid dest 172.25.42.227 of route from 172.25.42.185 (af 2)
```

Software Version

ExtremeWare 2.x, 4.x

Hardware Version

All Summit chipset products

Explanation

This message (`af 2`) indicates that it is a normal internal debug message. Anything other than `af 2` indicates a problem.

Action

No action is necessary.

MAC Based VLAN

```
<DBUG:BRDG> MACVLAN_STATE_CHANGE: Port 3:14--> MEMBER_VLAN
<DBUG:BRDG> MACVLAN_ADDPORT: adding port 3:14 to vlantechnical
```

Software Version

All ExtremeWare versions

Hardware Version

All

Explanation

These messages indicate that a port (port 3:14) was removed from a VLAN (`MACVLANDiscover`) and has been added to another VLAN (`vlantechnical`). This occurs because the port is enabled to use the MAC-based VLAN algorithm.

Action

No action is necessary.

pqmWaitKill Failed

```
<DBUG:KERN> pqmWaitKill Failed. Card 1CntlReg=0xff.
<DBUG:KERN> killPacket: HW pqmWaitRx failed
```

Software Version

All ExtremeWare versions

Hardware Version

BlackDiamond

Explanation

These messages indicate that an I/O module was removed while the CPU was trying to read packets from it.

Action

No action is necessary.

PTAG Error, NGDelCard

```
<DBUG:SYST> last message repeated 8 times
<DBUG:SYST> ptagNGDelCard: ngotp.c 490
```

Software Version

ExtremeWare 4.x

Hardware Version

BlackDiamond

Explanation

These messages indicate that the MSM(s) are not able to communicate with the I/O module(s).

Action

Check the system and look for any other log messages. Contact Technical Support to help isolate the problem.

QuakeWaitPbut2CacheXfer Failed

```
<DBUG:KERN> quakeWaitPbuf2CacheXfer Failed.  Card 0 Ctl=0x20000.
```

Software Version

ExtremeWare 6.1.7b9

Hardware Version

Summit5i

Explanation

This message indicates that there is a transient failure in the driver.

If this indicated a hardware problem, the log message would be: `quakeWaitPbuf2CacheXfer Failed. Card 0 is removed`.

Without the second part of message, the failure is just temporary.

Action

If this error occurs only once in the log, no action is necessary.

If the error occurs repeatedly, capture the log and contact Technical Support.

Recv Buffers Not Empty

```
<DBUG:PORT> Recv buffers not empty on slot 3 port 18 mask 13d
```

Software Version

ExtremeWare 4.x

Hardware Version

BlackDiamond, Summit

Explanation

This message indicates that the switch was not able to remove frames from the MAC hardware. You can see this message when a port comes up or if the link transitions. The symptom might accompany connectivity loss on the ports.

Action

Check the log to see if there are link transitions.

If the error accompanies either network connectivity loss on the port, or a diagnostics failure on the system, RMA the switch and module as necessary.

If the problem is not accompanied by connectivity loss, and system diagnostics are clean, then it is a cosmetic message and will not cause network problems.

If you are using ExtremeWare 4.1.19b2 and earlier, upgrade to the latest software.

RIP/VLSM

```
<INFO:RIP> ripSupply: Error 51 sending msg
<DBUG:RIP> sendto: S_errno_ENETUNREACH dst 150.43.246.127
<INFO:RIP> ripSupply: Error 51 sending msg
<DBUG:RIP> sendto: S_errno_ENETUNREACH dst 150.43.246.31
```

Software Version

All ExtremeWare versions

Hardware Version

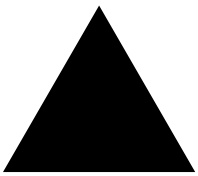
All

Explanation

These messages indicate that you are trying to implement VLSM with RIP1.

Action

Check network topology and ensure that the network is reachable. Configure interfaces for RIPv2 support.



Index

Numerics

100 messages queued 353
3DNS version problem 205
802.1q tag does not exist 114

A

ACK errors 132
ACL
  access rule does not exist 131
  does not exist 245
address, failed to add 354
alert messages 25
ARP resolution 202

B

backplane decoder timeout 40
bandwidth 325
BDPU
  invalid header 194
  invalid time values 201
  invalid type 193
  message send failed 243
  send failed 242
BIF does not exist 216
blizzard error 139
Boot ROM
  version download error 97
  version synchronization error 98
BPDU
  bad Ethernet type/length 135
  malformed or bad length 136
  mismatch 140
  no MBufs 219
  unknown TLV type 272
bracket buffer full 141
bridges
  ESRP enabled 176
  ESRP enabled, action not possible 177
  FDB delete failed 163
  ID not assigned 142
  no EAPSD links exist 217
  no interface structure 115
  no PTAG for port 256
  unable to allocate memory 126
  unassociated name 130
broadcast storms 49, 180, 291, 302
Btree insert failed 143
buckets
  non-expired 262
  wrong 263
bugs
  invalid situation 85
  runtime 84

C

cabling problems 27, 128, 174
cache problems 26
calibration
  data checksum error 38
  data illegal 51
  data updated 290
  required on slot 74
  required, programming failure 29
card
  cannot send 149
  removed 153
Caution icon, meaning 16
checksum
  calibration data 38
  CPU packet 31
  CPU packet of 64 32
  EDP failed 174
  EDP packet 36, 154, 155
  external port 33
  internal port 34
  motherboard 35
  MSM 36, 154
  PBus 48
  PDU 155
  slot 37
  slots 154
cipher, SSH 344
configuration errors 184
connector problems 27, 174
conventions, typographical 16
CPU
  busy 113
  high utilization 49, 50, 302
  message queue error 87
  missing data 39
  packet checksum error 31, 32

CRC
checksum error 31
PBus error 117
critical messages 29
current
below specification 285
over specification 286

D

datagram fragment 159
daughter board connection 63
debug messages 353
decoder timeout 40
diagnostic failures
invalid port speed 167
packet not sent 180
port 18
slot 168
system 360
DLCS 159
domains
already exists 169
flush FDBs 329
Master, state changed to Idle 304
Master, stopped 305
maximum limit 42
problem stopping 237
ring Up, flush FDB 331
Transit, state changed to Idle 346
Transit, stopped 347
dropped bytes
condition clear 170
condition set 171

E

EAPS
cannot rename, domain already exists 169
disabling 292
does not start 30
domain does not exist 41
domain out of range 53
enabling 294
interface delete failed 161
invalid instance 52
invalid object ID 195, 196
Master domain, state changed to Idle 304
Master domain, stopped 305
Master node, changed to Init 308
Master node, state changed to Complete 306
Master node, state changed to Failed 307
Master, state changed to Complete 309
maximum instances 56
maximum limit 42
maximum VLAN associations 57
no bridge links exist 217
no protected VLANs configured 220
packets not sent 43
problems stopping domain 237
task not running 173
Transit domain, state changed to Idle 346
Transit domain, stopped 347
Transit node, state changed to Down 348
Transit node, state changed to Links-Up 349, 350
unknown message type 271
unknown object 54
EDP
checksum error 155
checksum error on packet 36, 37, 154
checksum failed 174
not enabled 175
EEPROM
get error 187
read retried 293
emergency error messages 17
EMISTP group address delete failed 162
environmental problems
PTAG error 239
send error 87
system overheated 257
EPC errors 83
error messages 97
ESRP
enabled 176
enabled, action not possible 177
Ethernet, bad type/length 135
exceeded committed-rate
condition clear 178
condition set 179
ExtremeWare version errors
incompatible 104
incompatible download 102
synchronization 103

F

fail timer
expired, state Complete 45
expired, state Init 46
flag cleared 295, 296
flag set 297
fast age out 298
FDB
configuration error 184
delete entry 101
delete failed 163
entry not added 202
entry not found 183
failed to add address 354
install failed 190
no matching entry 218
ring break, flush transit 328
ring Down, flush domain 329
ring Up, flush domain 331
ring Up, flush Transit 332
fetch packet failure 105
filter configuration failed 190
firmware
download failed 47
invalid on blade 118
invalid on slot 119
PoE, download complete 312
revision 299
update failed 75
update required 300
version not supported 106
flash errors 25
free list out of range 185

G

G1 module limitations 326
GARP event 186, 353
GBIC communication problem 132
get failed, port not found 188

H

hardware
- bad PoE 289
- disabling for port 120
- environmental system problems 87
- invalid port speed 167
- no communication 151
- PBus checksum 48
- port failure 23
- port not ready 27
- table problems 185

health-check process
- cannot send PDU 150
- checksum error 32
- failed 146
- message delay 39
- motherboard error 35
- PDU received on wrong port 222
- running 62
- server failed 241

hot swap, module 19

I

I/O modules
- backplane 40
- communication error 358
- diagnostic failure 18, 180
- hot swapping 91
- missed packets 39, 208
- MSM connection broken 63
- not ready 82
- POST failure 22
- removed 357
- seating problems 80
- system 151

informational messages 289
initialization failed 107
interface misconfiguration 204
internal loop 230
interrupts
- disabled 258
- messages lost 113
- stuck 258

IP FDB entry not added 202
IP fragmentation 159
IPX interface 204
iQuery, invalid message 205

J

jumbo frames 209

L

link speed, invalid 109, 110
link transitions
- blizzard error 139
- connectivity loss 360
- down 59, 111
- port up, MAC down 206
- spurious 139
- state change 128

load-sharing
- port not present 55
- port speed invalid 167
- redundancy on ports 244
- trunk inactive 207

log cleared 303
login failed 112
loops, checking for 49

M

MAC
- bad read 137
- cannot bind 184
- chip not ready 208
- duplicate entry 172
- link up 206
- unable to locate 268
- unknown type 209
- VLAN algorithm enabled 356

Management port
- interrupts 302
- no statistics 181

mapping failed 230
Master domain
- state changed to Idle 304
- stopped 305

Master node
- state changed to Complete 306
- state changed to Failed 307
- state changed to Init 308

Master state changed to Complete 309
Maximum Transmission Unit (MTU) 159
MBufs
- cannot allocate 291
- cannot get transaction 147
- no cluster 17
- NULL 219
- out 67
- running out 17

MBZ field 327
memory
- allocation failed 250, 251, 254
- allocation info 310
- already free 83, 264, 265
- block already free 138
- cannot allocate 126
- cannot allocate for EDP 291
- cannot allocate for timer 145
- cannot get MBuf transaction 147
- defects 88, 152
- flash error 25
- insufficient 192
- insufficient to add port 191
- no free buffers 17
- out of 68, 69, 70, 71, 72
- out of MBufs 67
- software error 88

message number
- 1000 153
- 1039 203

1188 175
1198 157
1222 232
1231 67
1403 52
1424 81
1460 231
1498 222
1548 301
1573 348
1590 328, 332
1640 316
1654 271
1936 279
1937 62
2009 200
2115 220
2429 45, 46
2451 349
2463 319, 320
2523 323
2534 341
2561 306
2600 308, 337
2619 307
2639 42
2799 150
2848 305
2853 339
2858 304
2904 309
3247 350
3306 347
3311 340
3316 346
3396 56
3413 71
3415 331
3433 329
3496 330
3502 173
3604 53
3708 237
3797 169
384 72
397 94
407 43, 58
4095 68
4153 282
4192 69
421 30
4279 283
4450 70
453 60
4853 41
4886 54
4946 57
5010 277
5025 276
5043 156
5063 144
5156 217
5217 92
5230 161
5660 195
5713 196
597 297
613 295, 296
627 65
634 93
719 324
738 343
756 342
802 335
821 152
832 152
897 321, 334
903 338
921 76
970 322, 336
975 333
message queue
bracket buffer full 141
cannot create 58, 267
full 211
OSPF exception 61
processing error 60
receive error 182
send error 87, 212
messages
alert 25
cannot send 243
critical 29
debug 353
emergency 17
error 97
informational 289
interrupt level lost 113
no buffers for BPDU 219
notice 285
unknown type 270
warning 131
MII reset 59
modules
insertion order 63
memory defects 152
MSM connection broken 63
port not ready 27
removed 153
removed from slot 214
motherboard
checksum error 35
packet corruption 73
MSM
Boot ROM synchronization error 98
Boot ROM version error 97
checksum error 36, 154
connection broken 63
hot swap with traffic 19
insertion order 63
internal loop 230
memory problems 21
missed packets 39
module type mismatch 213
no communication 151, 358
seating problems 80
spoofing attack 86

N

netJob error 21
network connectivity
  checking 26
  loss 360
next hop interface 204
ngRxFirst failed 214
node state change
  Master, Complete 306
  Master, Failed 307
  Master, Init 308
  Transit Down 348
  Transit, Links-Up 350
  Transit, to Links-Up 349
Note icon, meaning 16
notice messages 285

O

OSPF
  assertion failed 66
  exception 61
  task failed 90
otpRamBusyWait 221

P

packets
  corruption on motherboard 73
  fetch failed 105
  internal corruption 117
  send buffer failed 116
  storms 49
path cost
  invalid 108
  invalid port speed 199
  setting 110
  zero 160
PBus CRC error 117
PDU
  cannot send 150
  checksum error 155
  checksum failed 174
  flush received 301
  received from two nodes 81
  received on wrong port 222
  unknown type 271
PIF
  delete failed 165
  does not exist 115, 133
  insufficient memory 191
  invalid for port 197
PoE
  bad hardware 289
  calibration data updated 290
  calibration required 74
  disabling for port 120
  firmware download complete 312
  firmware invalid on blade 118
  firmware invalid on slot 119
  firmware update failed 75
  initialization failed 107
  initialized 313
  not operational 121
  PSU state change 314
  updating calibration 351
ports
  activate failed 133
  add failed 134
  already exists 122
  binding failed 223, 224
  cannot access translation table 221
  cannot power 287
  cannot read 168
  committed rate exceeded 100
  connectivity loss 360
  creation failed 225, 226, 227, 252
  current below specification 285
  current over specification 286
  deletion failed 228, 229
  diagnostic failure 18, 167
  does not exist 253
  EDP checksum failed 174
  external checksum error 33
  flapping 111
  incorrect state 189
  insufficient memory 192
  internal checksum error 34
  invalid path cost 108
  invalid PIF 197
  invalid secondary port 200
  invalid speed 110, 199
  link down 221
  link speed 109
  link state 128, 139
  mapping failed 230
  mismatch, delete failed 166
  not configured 231
  not in VLAN 232
  not ready 27, 82
  power state change 315
  primary, status changed to Blocked 321
  primary, status changed to Down 322
  primary, status changed to Unknown 347
  primary, status changed to Up 323, 324
  secondary, status changed to Blocked 334
  secondary, status changed to Down 335, 336
  secondary, status changed to Init 337
  secondary, status changed to Preforwarding 338
  secondary, status changed to Unknown 339, 340
  secondary, status changed to Up 341, 342, 343
  spurious link state 246
  state blocked 76
  status changed to Up 316
  STP disabled 247
  unbinding failed 233
  untagged STP mismatch 273
  VLAN changed 356
  write error 234
POST slot failure 22
Power over Ethernet, *see* PoE
power supplies
  consumption exceeds threshold for slot 235
  consumption exceeds threshold for system 236
  consumption normal for slot 123
  consumption normal for system 124
  failure, no backup 77
  failure, retry later 78
  failure, switching to backup 318

failure, trying again 79
old AC values 311
PoE state change 314
port state change 315
unknown type 20
up for slot 317
pqmWaitKill failed 357
preforward timer expired 319, 320
PSU, *see* power supplies
PTAGs
already free 239
communication error 358
does not exist 256
invalid 55
invalid entry 26
maximum block allocation 210
no free LIST tags 238
unable to allocate 266

Q

QoS
cannot find entry 245
duplicate port instance 240
invalid configuration 325
quake
cannot access 116
queue descriptor 80
transient failure 359

R

RAM request timeout 80
Recv buffers not empty 360
register failed 82
related publications 16
ring state
break, flush transit FDBs 328
changed to Link-Down 333
Complete 330
Down, flush domain FDBs 329
Up, flush FDB on domain 331
Up, flush Transit FDBs 332
RIP
error sending message 361
packet sanity check failed 327
router, out of resources 26
rule does not exist 131

S

seating
ACK error 132
I/O modules 151
MSM or I/O module 80
Secure Shell session cipher 344
server not in use 241
slave
configuration error 125
port active 244
slots
calibration required 29, 74
checksum error 37
diagnostic failures 168
failures 22
firmware update failed 75
power consumption too high 235
power supplies up 317
power supply failure 77, 78, 79
slow path 203
software
internal errors 137
invalid situation 85
memory problems 88
obsolete 105
runtime errors 84
spoofing attack 86
SSH cipher 344
stack boundary exceeded 259
state incorrect 189
STP
disabled for port 247
disabled for STPD 248
port creation failed 252
port does not exist 253
port memory allocation failed 254
timer delay exceeds capacity 261
untagged port mismatch 273
STPD
cannot save default 148
creation failed, get EEPROM error 187
creation task failed 158
delete failed 164
instance does not exist 249
memory allocation failed 250
no associated port 215
STP disabled 248
table memory allocation failed 251
tag removal failed 255
stuck interrupt 258
SuperBridge error 256
sync errors
automatic update failed 274
Boot ROM 98
flooding 298
incompatible version 103
system
chunk NULL 88
diagnostic failure 360
flash memory error 25
initialization failed 107
overheated 257
power consumption too high 236
rebooted 345

T

tag removal failed 255
tasks
cannot start EAPS 30
crashes 43, 44, 83
EPC errors 83
exceeded stack boundary 259
exceptions 149
initialization failed 260
not running 173
VSDL message failure 28
TCP connection error 89
temperature
message queue error 87
system overheated 257

time values, invalid 201
timers
  cannot allocate memory 145
  delay exceeds capacity 261
  flag cleared 295, 296
  flag set 297
  non-expired bucket 262
  preforward expired 319, 320
  watchdog 269
  wrong bucket 263
TLV, unknown type 272
transient failure 359
Transit domain
  state changed to Idle 346
  stopped 347
Transit nodes
  flush FDBs 328, 332
  state changed to Down 348
  state changed to Links-Up 349, 350
trunk inactive 207
Twister access timeout 91
typographical conventions 16

U

update can't be done 274
user account out of range 275

V

VDSL
  cannot read or write 23
  port not ready 27
  power register read error 127
  reduced mode 128
  task message failure 28
VLAN
  already exists 156, 277
  bind failed 278
  bind to STPD failed 114
  cannot add to EAPS 144
  cannot control EAPS domain 276
  cannot create 99
  cannot find default 146
  does not contain port 279
  does not exist 92
  ID already bound 280
  ID conflict 129
  ID no longer in STPD 281
  invalid object ID 196
  maximum EAPS associations 57
  no BIF 216
  no protected configured 220
  none added to EAPS 217
  not configured as control 65
  not configured for EAPS 157
  not control VLAN 282
  not found 93
  not in STPD 130
  not protected VLAN 283
VLSM, implementing with RIP1 361

W

Warning icon, meaning 16
warning messages 131
watchdog timer
  cannot create 94
  cannot start 269
  reboot 95