

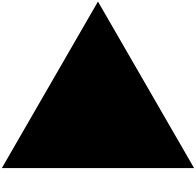
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# ExtremeWare Error Message Decoder

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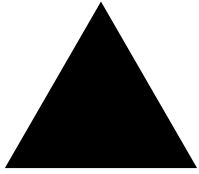
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# Preface

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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: <ul style="list-style-type: none"><li>• Referred to by their labels, such as “the Return key” or “the Escape key”</li><li>• Written with brackets, such as [Return] or [Esc]</li></ul> 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 <i>italicized type</i>	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>



# Emergency Error Messages

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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.

## 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.

## 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.

## 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.

## 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.

## 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.



# 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.

# 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
<DEBUG: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  
<DEBUG:KERN> quakeWaitTx Failed. Card 1 is removed.
```

## 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).

# Recv Buffers not Empty

```
<DEBUG: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.

## 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.



# 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.

## 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.



## 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.

### 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.

## 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.







## 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.

### 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.

## 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 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.

## 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.

# Checksum Error, CPU

```
<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.



---

*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, 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.



---

*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, 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.



---

*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, 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.



---

*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, MSM and Slot

```
<WARN:EDP> edpProcessPdul078: 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.



---

*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, PDU

```
<WARN:EDP> edpProcessPdul011: 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.



---

*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, Slot

```
<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.



---

*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.

## 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.

## 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 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.



---

*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.



# Checksum Error

```
<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.

## 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.

## 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.

## 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.

# 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.

## 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.

# 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.

## 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.



---

*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.



# 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.

## 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.

# MSM64i 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.

# 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.

## pqmWaitKill Failed

```
<DEBUG:KERN> pqmWaitKill Failed. Card 1CntlReg=0xff.  
<DEBUG: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

```
<DEBUG:SYST> last message repeated 8 times  
<DEBUG: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.

# 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.

# 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.



# 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.

## 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.

## 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.

## 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.

# 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 `errno==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.

## 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.



# 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.

# 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.

# 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.

# 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

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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.

### 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.

## 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.

## 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 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

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.

# 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.

## 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.

# 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.

# 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



## 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.

## 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 Profile, Invalid QoS Configuration

```
testBifCreate: Port 28 qos profile QP1  
failed admission control  
<INFO:KERN> CACTestQoS: 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.

## 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.

## RIP/VLSM

```
<INFO:RIP> ripSupply: Error 51 sending msg  
<DEBUG:RIP> sendto: S_errno_ENETUNREACH dst 150.43.246.127  
<INFO:RIP> ripSupply: Error 51 sending msg  
<DEBUG: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.

## 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.

# 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.

## 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.



# 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.

### 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.

## 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.

# 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.

## 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.

# 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.

## 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.



# 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.

## Failed to Add Address

<DEBUG: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.

## Failed to Obtain Stats.

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

### **Software Version**

ExtremeWare 6.2.1b25

### **Hardware Version**

Summit5iTX

### **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.

## 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.

# 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.

## 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.

## 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.



---

*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 Based VLAN

```
<DEBUG:BRDG> MACVLAN_STATE_CHANGE: Port 3:14--> MEMBER_VLAN  
<DEBUG:BRDG> MACVLAN_ADDPORT: adding port 3:14 to vlantechical
```

### 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 (`vlantechical`). This occurs because the port is enabled to use the MAC-based VLAN algorithm.

### Action

No action is necessary.

# 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.



---

*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.

## MI I 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.

## 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.

# 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.

## 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.



# 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.

# 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.

# 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.

## Trying To Put Block in Free List

```
<WARN:KERN> tDvmpTask: 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.

# 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 username or password does not match.

## Action

No action is necessary.



# 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.

### 100 Messages Queued

```
<DEBUG: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.

## 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.





# 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.

## 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.

## 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.

# 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).

# 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.

## Invalid Destination

```
<DEBUG: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.

## QuakeWaitPbut2CacheXfer Failed

<DEBUG: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.

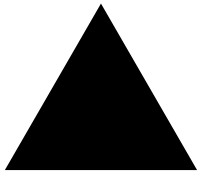
Without the 2nd part of message, the failure is just temporary.

### 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.





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