

Troubleshoot Mac Address Table Manager on Catalyst 9000 Series Switches

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Introduction

This document describes how to understand and troubleshoot Mac Address Table Manager on Catalyst 9000 Series Switches.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Catalyst 9200, 9300, 9400, 9500 non-High Performance series switches on Cisco IOS® XE 16.x & 17.x software
- Cisco Catalyst 9500 High Performance, 9600 series switches on Cisco IOS® XE 16.x & 17.x software

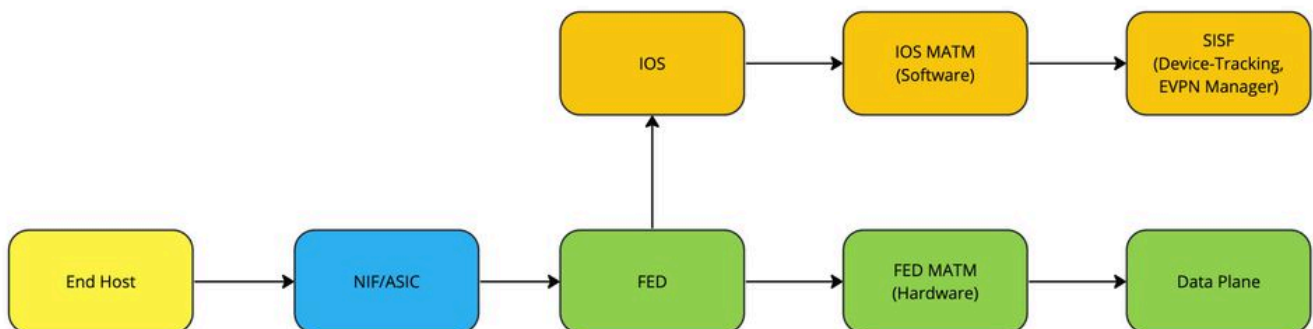
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

The Mac Address Table Manager (MATM) is the database where learned Mac Addresses are written and stored. The two types of MATM outlined in this document are:

- IOS MATM (Software)
- FED MATM (Hardware)

When an End Host first sends a packet into a Switch it goes through the NIF/ASIC and get punted into FED. From here FED punts this new End Host information up to IOS for IOS MATM to write the information into its database, while simultaneously writing the same information into FED MATM as seen in the diagram below:



The importance of each MATM depends on what type of traffic is being passed:

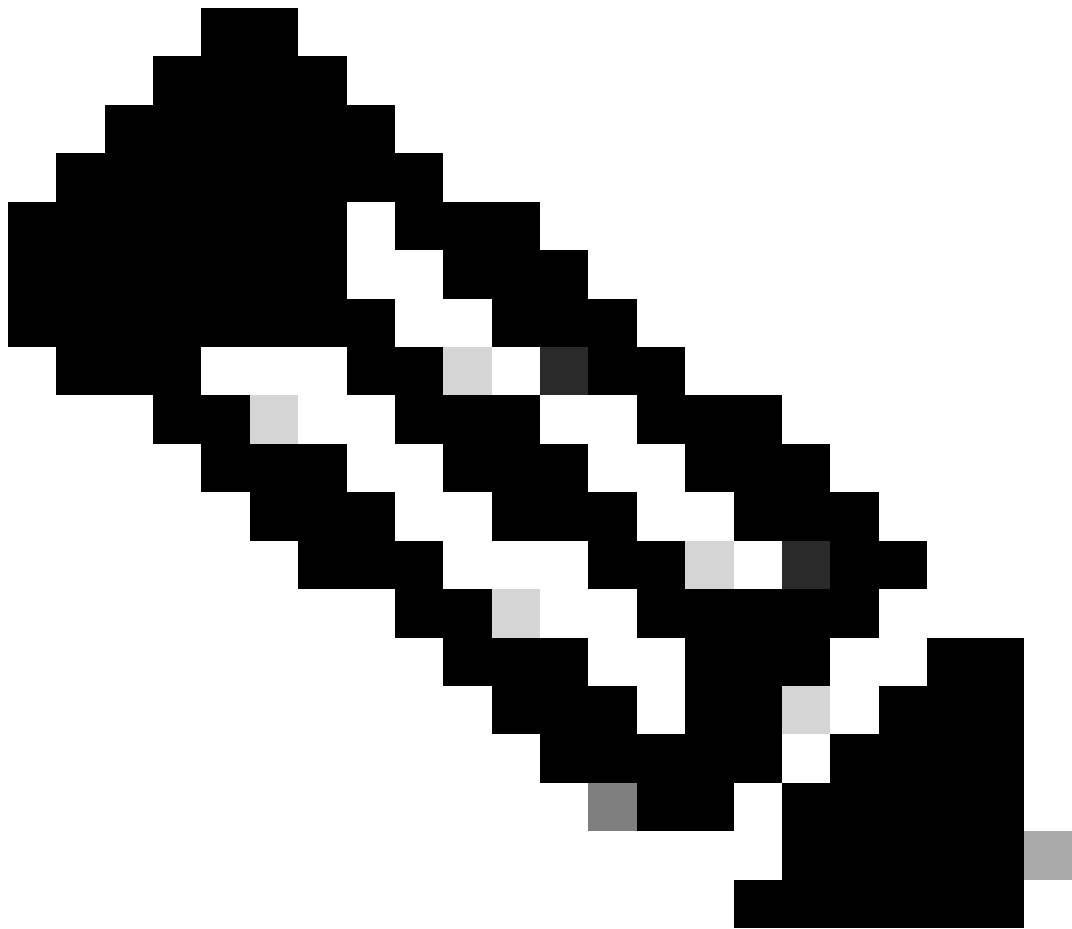
- Locally Switch traffic utilizes FED MATM to forward packets in Hardware (Data Plane)
- Control Plane functions such as LISP (SDA Fabric) or EVPN that use Device-Tracking Database which is built from IOS MATM

Note: When an SVI is created on a Switch, it is first created and written in IOS MATM and then pushed down to FED MATM for Learning.

Terminology

MATM	Mac Address Table Manager
Mac Address	12 digit unique hardware identifier for a device on a network
diHandle	Destination Index Handle
pmap_intf	Port Map Interface

NIF	Network Interface
FED	Forward Engine Driver
IOS	Internetwork Operating System
Data Plane	Traffic Forwarded on Hardware
SISF	Switch Integrated Security Features
TCAM	Ternary Content-Addressable Memory
SVI	Switch Virtual Interface



Note: Per-platform, the CLI sometimes includes the term switch and sometimes does not. (show platform soft fed switch <number|active|standby> matm macTable versus show platform soft fed active matm macTable)

Configure

There are no configuration requirements.

Verify

Dynamic Mac Address Learning in FED MATM

```
<#root>
```

```
Switch#
```

```
show platform software fed switch active matm macTable vlan 100 mac 9c54.1631.8bd1
```

VLAN	MAC	Type	Seq#	EC_Bi	Flags	machandle	siHandle	riHandl
------	-----	------	------	-------	-------	-----------	----------	---------

100

9c54.1631.8bd1

0x1

248 0 0

0x7f7490c93bd8

0x7f7490c73d98

0x0

0x7f7490a4e108

300 8

TenGigabitEthernet2/1/1

Yes

=====platform hardware details =====

Asic: 0

htm-handle = 0x7f7490c80ce8 MVID = 5 gpn = 1

SI = 0xb6 RI = 0x1a DI = 0x537d

DI = 0x537d pmap = 0x00000000 0x00000000

Asic: 1

SI = 0xb6 RI = 0x1a DI = 0x537d

DI = 0x537d pmap = 0x00000000 0x10000000 pmap_intf : [TenGigabitEthernet2/1/1]

This is a snippet from the bottom of the output of
show platform software fed switch active matm macTable
to showcase the classification of

Type

to help indicate how the

Mac Address

is being learned on the

Switch:

Type:

MAT_DYNAMIC_ADDR	0x1				
MAT_STATIC_ADDR	0x2	MAT_CPU_ADDR	0x4	MAT_DISCARD_ADDR	0x8
MAT_ALL_VLANS	0x10	MAT_NO_FORWARD	0x20	MAT_IPMULT_ADDR	0x40
MAT_DO_NOT_AGE	0x100	MAT_SECURE_ADDR	0x200	MAT_NO_PORT	0x400
MAT_DUP_ADDR	0x1000	MAT_NULL_DESTINATION	0x2000	MAT_DOT1X_ADDR	0x4000
MAT_WIRELESS_ADDR	0x10000	MAT_SECURE_CFG_ADDR	0x20000	MAT_OPQ_DATA_PRESENT	0x40000
MAT_DLR_ADDR	0x100000	MAT_MRP_ADDR	0x200000	MAT_MSRP_ADDR	0x400000
MAT_LISP_REMOTE_ADDR	0x1000000	MAT_VPLS_ADDR	0x2000000	MAT_LISP_GW_ADDR	0x4000000

Note: Troubleshooting generally begins with checking IOS MATM, but FED learns it first in this case

Dynamic Mac Address Learning in IOS MATM

```
<#root>
```

```
Switch#
```

```
show mac address-table address 9c54.1631.8bd1
```

```
<--- What IOS Matm sees
```

```
Mac Address Table
```

```
-----  
Vlan    Mac Address      Type      Ports  
-----  
-----
```

```
100     9c54.1631.8bd1  DYNAMIC  Te2/1/1
```

```
<--- Showcases which vlan, how its lea
```

```
Total Mac Addresses for this criterion: 1
```

- Check that hardware programming matches ios programming for an inconsistencies

<#root>

Switch#

show platform software fed switch active matm macTable vlan 100 mac 9c54.1631.8bd1 detail

VLAN	MAC	Type	Seq#	EC_Bi	Flags	machandle	siHandle	riHandle
100	9c54.1631.8bd1							
	0x1							
	248	0	0					
	0x7f7490c93bd8							
	0x7f7490c73d98							
	0x0							
	0x7f7490a4e108							
		300	5					Yes

Detailed Resource Information (ASIC_INSTANCE# 0)

Number of HTM Entries:

1

Entry 0: (handle 0x7f7490c80ce8)

Absolute Index: 6442

Time Stamp: 5

KEY - vlan:5 mac:0x9c5416318bd1 l3_if:0 gpn:125 epoch:0 static:0 flood_en:0 vlan_lead_wless_flood_en: 0

MASK - vlan:0 mac:0x0 l3_if:0 gpn:0 epoch:0 static:0 flood_en:0 vlan_lead_wless_flood_en: 0 client_home

SRC_AD - need_to_learn:0 lrn_v:0 catchall:0 static_mac:0 chain_ptr_v:0 chain_ptr: 0 static_entry_v:0 au

DST_AD - si:0xb6 bridge:0 replicate:0 blk_fwd_o:0 v4_rmac:0 v6_rmac:0 catchall:0 ign_src_lrn:0 port_mas

Detailed Resource Information (ASIC_INSTANCE# 0)

Station Index (SI) [0xb6]

RI = 0x1a

DI = 0x537d

stationTableGenericLabel = 0

stationFdConstructionLabel = 0x7

lookupSkipIdIndex = 0

rcpServiceId = 0

dejaVuPreCheckEn = 0x1

Replication Bitmap: CD

Detailed Resource Information (ASIC_INSTANCE# 1)

Station Index (SI) [0xb6]
RI = 0x1a
DI = 0x537d
stationTableGenericLabel = 0
stationFdConstructionLabel = 0x7
lookupSkipIdIndex = 0
rcpServiceId = 0
dejaVuPreCheckEn = 0x1
Replication Bitmap: LD

=====

Detailed Resource Information (ASIC_INSTANCE# 0)

Destination index = 0x537d
pmap = 0x00000000 0x00000000
cmi = 0x0
rcp_pmap = 0x0
al_rsc_cmi
CPU Map Index (CMI) [0]
ctiLo0 = 0
ctiLo1 = 0
ctiLo2 = 0
cpuQNum0 = 0
cpuQNum1 = 0
cpuQNum2 = 0
npuIndex = 0
stripSeg = 0
copySeg = 0

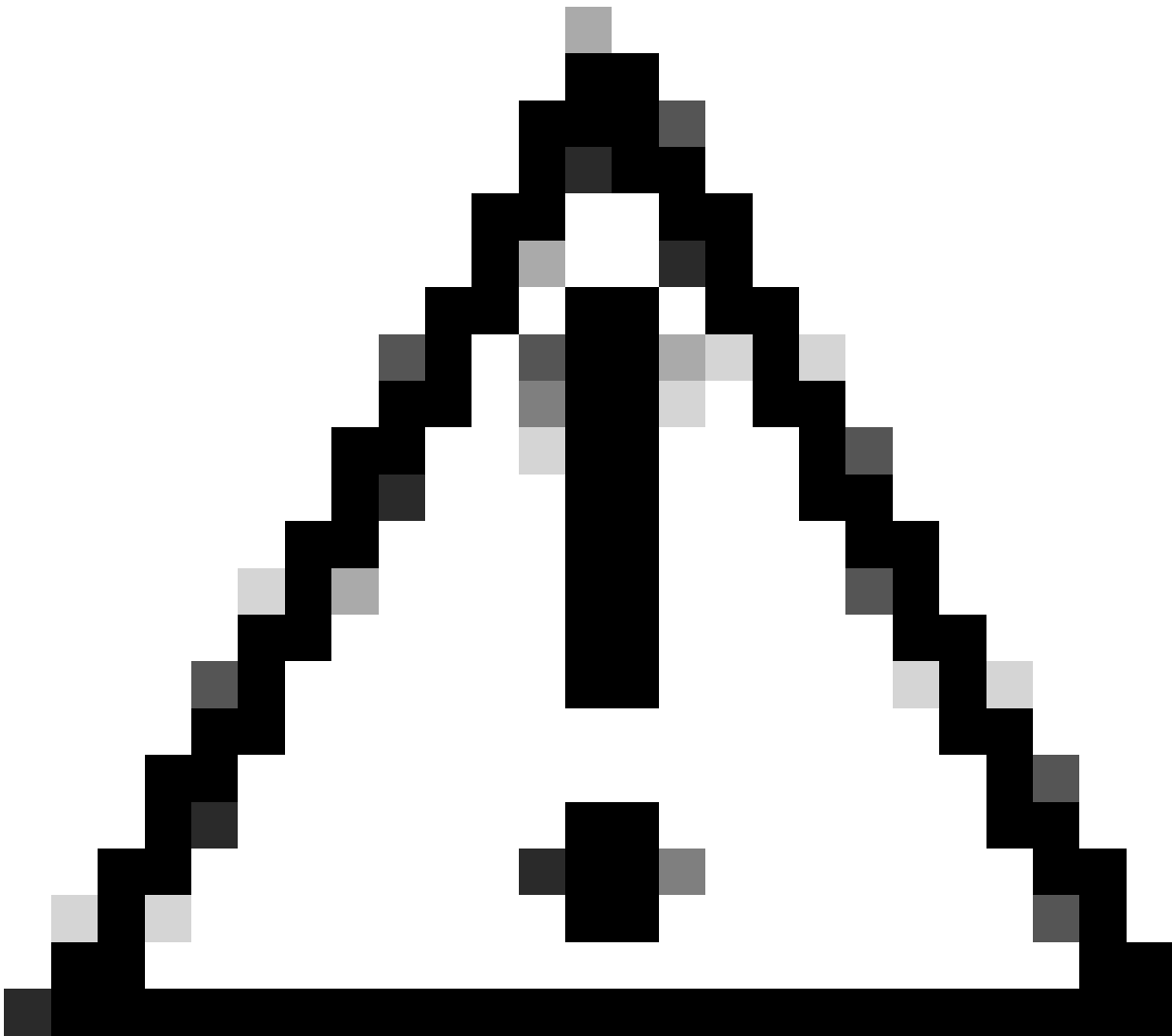
Detailed Resource Information (ASIC_INSTANCE# 1)

Destination index = 0x537d
pmap = 0x00000000 0x10000000
pmap_intf : [TenGigabitEthernet2/1/1]
cmi = 0x0
rcp_pmap = 0x0
al_rsc_cmi
CPU Map Index (CMI) [0]
ctiLo0 = 0
ctiLo1 = 0
ctiLo2 = 0
cpuQNum0 = 0
cpuQNum1 = 0
cpuQNum2 = 0
npuIndex = 0
stripSeg = 0
copySeg = 0

=====

<--- Note the ASIC Instance # as it is based

<--- Port map interface is learned correctly



Caution: If you run the detailed command for an interface with the syntax of active but the interface is on another switch, you get no port map interface output

Static Mac Address Learning in IOS MATM

This example uses a Switch SVI Mac Address to showcase proper programming

```
<#root>
```

```
Switch#
```

```
show run interface vlan 100
```

```
<--- Verify SVI co
```

```
Building configuration...
```

```
Current configuration : 82 bytes
```

```
!
```

```
interface Vlan100
```

```
ip address 192.168.1.2 255.255.255.0
```

end

Switchk#

show interface vlan 100

Vlan100 is up

, line protocol is up , Autostate Enabled

Hardware is Ethernet SVI, address is 706b.b929.f751

(

bia 706b.b929.f751

)

<--- Mac Address assigned to SVI 100 by the Switch

Internet address is 192.168.1.2/24

<snippet>

Switch#

show mac address-table address 706b.b929.f751

<--- Verify macTa

Mac Address Table

```
-----  
Vlan    Mac Address      Type      Ports  
-----  
100     706b.b929.f751  STATIC   v1100
```

Total Mac Addresses for this criterion:

1

Static Mac Address Learning in FED MATM

<#root>

Switch#

show platform software fed switch active matm macTable vlan 100

<--- Verify macTab

```
VLAN  MAC                Type Seq#   EC_Bi  Flags  machandle      siHandle      riHandl  
-----  
100   706b.b929.f751      0x8002  
      0      0      64  0x7fc210e57908    0x7fc210cb7d78    0x0          0x0  
0     0
```

Vlan100

Yes

100 0027.90be.20d1 0x101 192 0 64 0x7fc210cdc058 0x7fc210cd6da8 0x0

Total Mac number of addresses:: 2

Summary:

Total number of secure addresses:: 0

Total number of drop addresses:: 0

Total number of lisp local addresses:: 0

Total number of lisp remote addresses:: 0

*a_time=aging_time(secs) *e_time=total_elapsed_time(secs)

Type:

MAT_DYNAMIC_ADDR 0x1

MAT_STATIC_ADDR 0x2

MAT_CPU_ADDR 0x4 MAT_DISCARD_ADDR 0x8
MAT_ALL_VLANS 0x10 MAT_NO_FORWARD 0x20 MAT_IPMULT_ADDR 0x40 MAT_RES
MAT_DO_NOT_AGE 0x100 MAT_SECURE_ADDR 0x200 MAT_NO_PORT 0x400 MAT_DRO

<--- Note 0x8000 + 0x2 == 0x8002 ---> Routed Address that is Statically assigned on the Switch (SVI)

MAT_DUP_ADDR 0x1000 MAT_NULL_DESTINATION 0x2000 MAT_DOT1X_ADDR 0x4000

MAT_ROUTER_ADDR 0x8000

MAT_WIRELESS_ADDR 0x10000 MAT_SECURE_CFG_ADDR 0x20000 MAT_OPQ_DATA_PRESENT 0x40000 MAT_WIR
MAT_DLR_ADDR 0x100000 MAT_MRP_ADDR 0x200000 MAT_MSRRP_ADDR 0x400000 MAT_LIS
MAT_LISP_REMOTE_ADDR 0x1000000 MAT_VPLS_ADDR 0x2000000 MAT_LISP_GW_ADDR 0x4000000



Note: An SVI created on a Switch has no **diHandle** due to it being a **Routed Address**

EVPN Mac Address Learning in MATM

Determine the Vlan the mac is expected to be learn on and verify matm

Note: For further information on EVPN see [BGP EVPN VXLAN Configuration Guide](#)

```
<#root>
```

```
Switch#
```

```
show platform software fed switch active matm macTable vlan 201
```

VLAN	MAC	Type	Seq#	EC_Bi	Flags	machandle	siHandle	riHandl
201	0006.f601.cd42	0x1	32436	0	0	0x71e058dc3368	0x71e058655018	0x0
201	0006.f601.cd01	0x1	32437	0	0	0x71e058dae308	0x71e058655018	0x0

```
201
```

```
0006.f617.ee81 0x1000001 0 0 64
```

0x71e059191ee8 0x71e058e11468
0x71e058ef0d18
0x0 0
5335175 VTEP 172.16.255.4 adj_id 1376
No

Total Mac number of addresses:: 4

Summary:

Total number of secure addresses:: 0

Total number of drop addresses:: 0

Total number of lisp local addresses:: 0

Total number of lisp remote addresses:: 2

<--- Remotely learned addresses from EV

*a_time=aging_time(secs) *e_time=total_elapsed_time(secs)

Type:

MAT_DYNAMIC_ADDR	0x1				
MAT_STATIC_ADDR	0x2	MAT_CPU_ADDR	0x4	MAT_DISCARD_ADDR	0x8
MAT_ALL_VLANS	0x10	MAT_NO_FORWARD	0x20	MAT_IPMULT_ADDR	0x40
MAT_DO_NOT_AGE	0x100	MAT_SECURE_ADDR	0x200	MAT_NO_PORT	0x400
MAT_DUP_ADDR	0x1000	MAT_NULL_DESTINATION	0x2000	MAT_DOT1X_ADDR	0x4000

<--- Note 0x1000000 + 0x1 == 0x1000001 ---> Mac Address remotely learned Dynamically via EVPN

MAT_WIRELESS_ADDR	0x10000	MAT_SECURE_CFG_ADDR	0x20000	MAT_OPQ_DATA_PRESENT	0x40000
MAT_DLR_ADDR	0x100000	MAT_MRP_ADDR	0x200000	MAT_MSRRP_ADDR	0x400000

MAT_LISP_REMOTE_ADDR 0x1000000

MAT_VPLS_ADDR	0x2000000	MAT_LISP_GW_ADDR	0x4000000
---------------	-----------	------------------	-----------

Note: The EVPN Type flag uses the same notation of MAT_LISP_REMOTE_ADDR as LISP Mac Learning

Troubleshoot

Network Connectivity Issue

This example uses a **Switch Stack of 2 C9300-48UN** wherein **SVI 100** is the **L3 Gateway** on the network and its own Mac Address is not programmed correctly including:

- Destination Device is connected to a port on Switch 2
- Source Device is connected to a port on Switch 1
- SVI 100 is Gateway
- No connectivity to Destination Device from Source Device (ICMP is used to test)
- If Destination Device connects to Switch 1 Connectivity is restored

Check IP ARP and Mac Address of Destination Device

<#root>

Switch#

show ip arp 192.168.1.3

Protocol	Address	Age (min)	Hardware Addr	Type	Interface
Internet					

192.168.1.3

6

9c54.1631.8bd1

ARPA

Vlan100 <--- ARP Resolved on Vlan 100 correctly

Switch#

show mac add address 9c54.1631.8bd1

Mac Address Table

Vlan	Mac Address	Type	Ports
----	-----	-----	-----
100	9c54.1631.8bd1	DYNAMIC	Te2/1/1

<--- IOS Programm

Total Mac Addresses for this criterion: 1

Check Egress and Ingress Traffic on Port Connected to Destination Device

The main goal is to check ingress traffic is seen, and this can be done via **EPC** and this example uses **ICMP Traffic**

<#root>

Switch#

monitor capture tac interface Te2/1/1 both match any start

<wait some time>

Switch#

monitor capture tac stop

Switch#

show monitor capture tac buffer brief | i ICMP

908 4.969635 192.168.1.2 -> 192.168.1.3 ICMP 114 Echo (ping) request id=0x0008, seq=0/0, ttl=255

909 4.970165 192.168.1.3 -> 192.168.1.2 ICMP 118 Echo (ping) reply id=0x0008, seq=0/0, ttl=254

910 4.970425 192.168.1.2 -> 192.168.1.3 ICMP 114 Echo (ping) request id=0x0008, seq=1/256, ttl=2

```

911  4.970724  192.168.1.3 -> 192.168.1.2  ICMP 118 Echo (ping) reply    id=0x0008, seq=1/256, ttl=254
912  4.970889  192.168.1.2 -> 192.168.1.3  ICMP 114 Echo (ping) request  id=0x0008, seq=2/512, ttl=254
913  4.971211  192.168.1.3 -> 192.168.1.2  ICMP 118 Echo (ping) reply    id=0x0008, seq=2/512, ttl=254
914  4.971436  192.168.1.2 -> 192.168.1.3  ICMP 114 Echo (ping) request  id=0x0008, seq=3/768, ttl=254
915  4.971558  192.168.1.3 -> 192.168.1.2  ICMP 118 Echo (ping) reply    id=0x0008, seq=3/768, ttl=254

```

Check Detailed Output of Return Traffic

```
<#root>
```

```
Switch#
```

```
show monitor capture tac buffer detailed | begin Frame 909
```

```
Starting the packet display ..... Press Ctrl + Shift + 6 to exit
```

```

Frame 1: 118 bytes on wire (944 bits), 118 bytes captured (944 bits) on interface /tmp/epc_ws/wif_to_ts
  Interface id: 0 (/tmp/epc_ws/wif_to_ts_pipe)
    Interface name: /tmp/epc_ws/wif_to_ts_pipe
  Encapsulation type: Ethernet (1)
  Arrival Time: Apr 19, 2024 19:14:13.044770000 UTC
  [Time shift for this packet: 0.000000000 seconds]
  Epoch Time: 1713554053.044770000 seconds
  [Time delta from previous captured frame: 0.000000000 seconds]
  [Time delta from previous displayed frame: 0.000000000 seconds]
  [Time since reference or first frame: 0.000000000 seconds]
  Frame Number: 1
  Frame Length: 118 bytes (944 bits)
  Capture Length: 118 bytes (944 bits)
  [Frame is marked: False]
  [Frame is ignored: False]
  [Protocols in frame: eth:ethertype:vlan:ethertype:ip:icmp:data]

```

```

Ethernet II, Src: 9c:54:16:31:8b:d1 (9c:54:16:31:8b:d1), Dst: 70:6b:b9:29:f7:51 (70:6b:b9:29:f7:51)
  Destination: 70:6b:b9:29:f7:51 (70:6b:b9:29:f7:51)
    Address: 70:6b:b9:29:f7:51 (70:6b:b9:29:f7:51)
      .... ..0. .... = LG bit: Globally unique address (factory default)
      .... ...0 .... = IG bit: Individual address (unicast)
  Source: 9c:54:16:31:8b:d1 (9c:54:16:31:8b:d1)
    Address: 9c:54:16:31:8b:d1 (9c:54:16:31:8b:d1)
      .... ..0. .... = LG bit: Globally unique address (factory default)
      .... ...0 .... = IG bit: Individual address (unicast)

```

```
Switch#
```

```
show interface vlan 100
```

```
Vlan100 is up, line protocol is up , Autostate Enabled
```

```
Hardware is Ethernet SVI, address is 706b.b929.f751 (bia 706b.b929.f751)
```

```
Internet address is 192.168.1.4/24
```

Check Mac Address for SVI 100

<#root>

Switch#

show mac address-table address 706b.b929.f751

Mac Address Table

```
-----  
Vlan    Mac Address      Type    Ports  
----
```

--- IOS does not have SVI 100 Mac Address programmed at all (unexpected)

<#root>

Switch#

show platform software fed switch active matm macTable vlan 100 mac 706b.b929.f751

```
-----  
VLAN    MAC                Type  Seq#   EC_Bi  Flags  machandle      siHandle      riHandle  
-----  
100     706b.b929.f751    0x8002  0      0      64    0x7fc210e57908  0x7fc210cb7d78  0x0
```

=====platform hardware details =====

Asic: 0

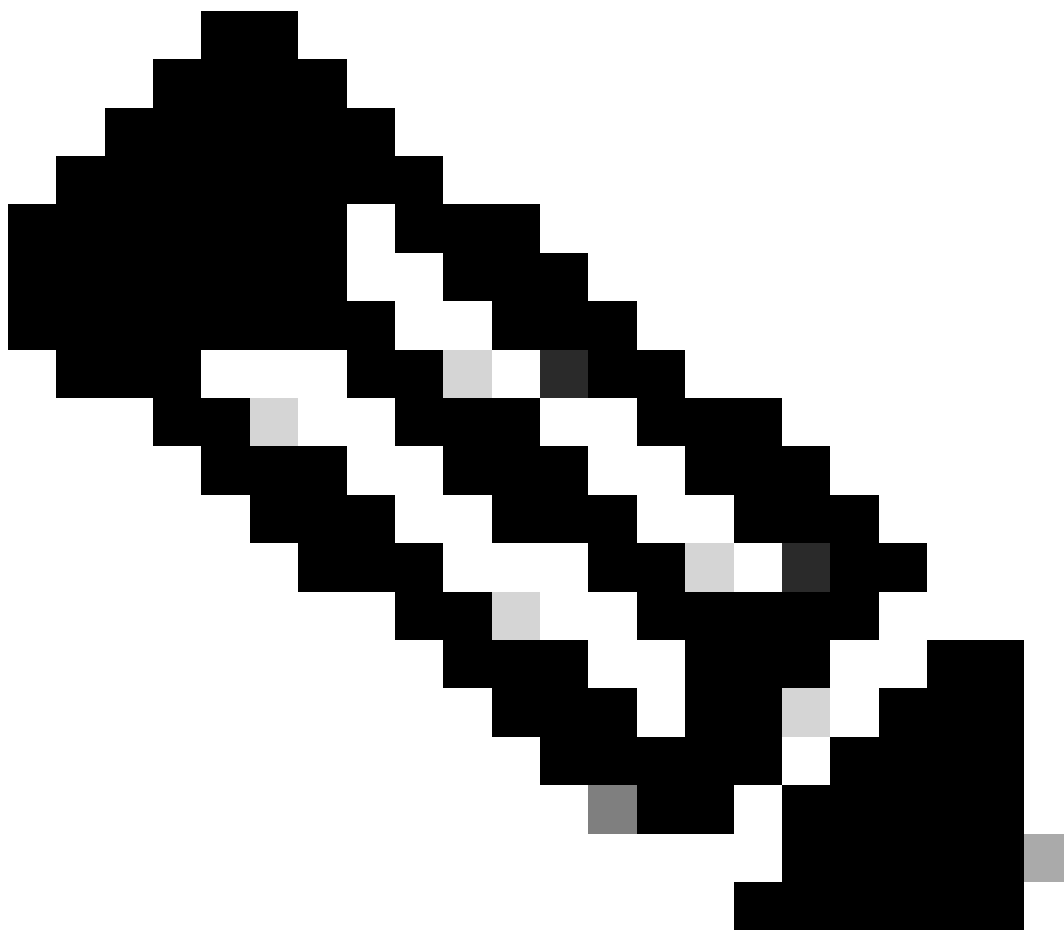
--- Matm on Switch 1 (Active) has the SVI 100 MAC Programmed Correctly

htm-handle = 0x7fc210cb9e68 MVID = 5 gpn = 1

SI = 0x2d RI = 0x1 DI = 0x5234

Asic: 1

SI = 0x2d RI = 0x1 DI = 0x5234



Note: The reason connectivity is restored when the Destination Device connects to Switch 1 is that MATM is still programmed properly compared to Switch 2

<#root>

Switch#

```
show platform software fed switch 2 matm macTable vlan 100 mac 706b.b929.f751
```

```
Total Mac number of addresses:: 0
```

<--- Matm on Swit

Summary:

```
Total number of secure addresses:: 0
```

```
Total number of drop addresses:: 0
```

```
Total number of lisp local addresses:: 0
```

```
Total number of lisp remote addresses:: 0
```

Possible Connectivity Issue Causes

Check MATM Hardware Resources

If Switch Hardware Resources, which is responsible for programming Mac Addresses is exhausted, then no more Addresses can be learned

<#root>

Switch#

```
show platform hardware fed switch active fwd-asic resource tcam utilization
```

Codes: EM - Exact_Match, I - Input, O - Output, IO - Input & Output, NA - Not Applicable

CAM Utilization for ASIC [0]

Table Subtype Dir

Max

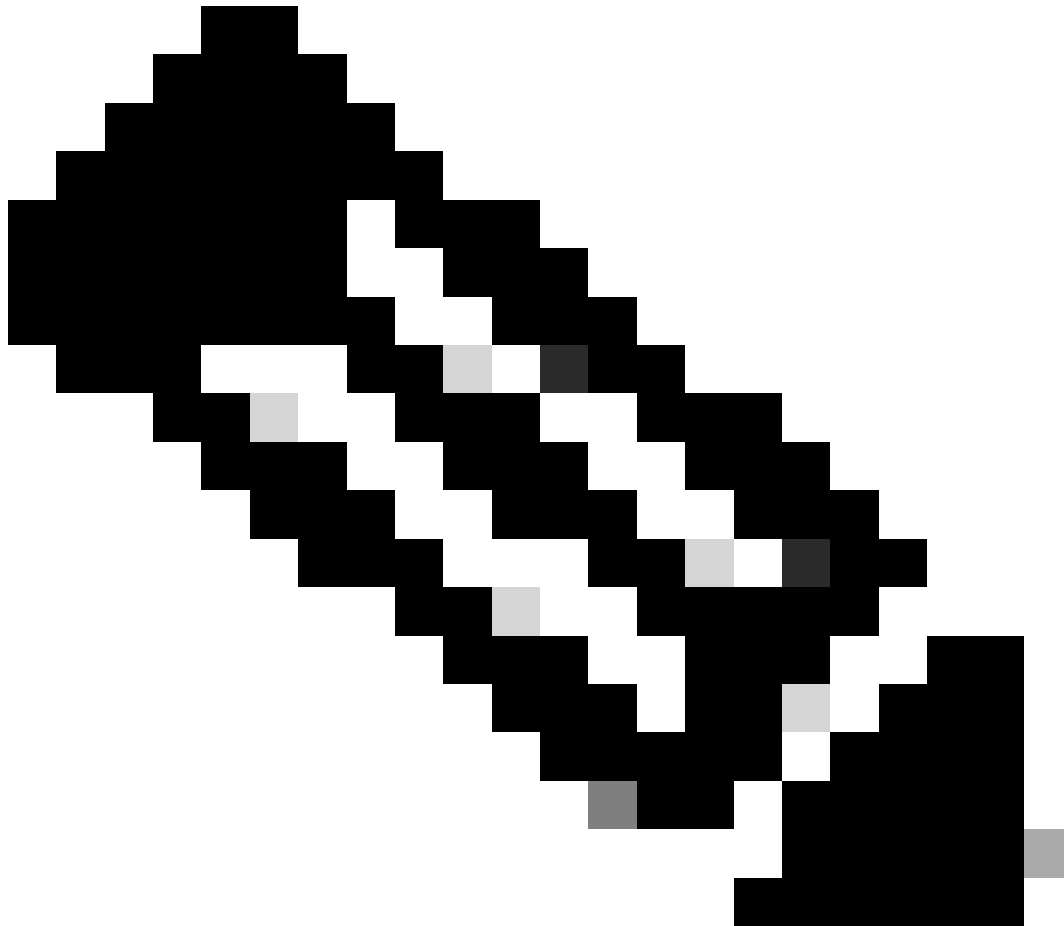
Used

%Used

V4 V6 MPLS Other

Table	Subtype	Dir	Max	Used	%Used	V4	V6	MPLS	Other
Mac Address Table	EM	I	32768	31788	97.01%	0	0	0	31788
Mac Address Table	TCAM	I	1024	1019	99.51%	0	0	0	1019
L3 Multicast	EM	I	8192	0	0.00%	0	0	0	0
L3 Multicast	TCAM	I	512	9	1.76%	3	6	0	0
L2 Multicast	EM	I	8192	0	0.00%	0	0	0	0
L2 Multicast	TCAM	I	512	11	2.15%	3	8	0	0
IP Route Table	EM	I	24576	3	0.01%	2	0	1	0
IP Route Table	TCAM	I	8192	19	0.23%	6	10	2	0
QOS ACL	TCAM	IO	5120	85	1.66%	28	38	0	1
	TCAM	I		45	0.88%	15	20	0	1
	TCAM	O		40	0.78%	13	18	0	0
Security ACL	TCAM	IO	5120	131	2.56%	26	60	0	4
	TCAM	I		88	1.72%	12	36	0	4
	TCAM	O		43	0.84%	14	24	0	0
Netflow ACL	TCAM	I	256	6	2.34%	2	2	0	0
PBR ACL	TCAM	I	1024	36	3.52%	30	6	0	0
Netflow ACL	TCAM	O	768	6	0.78%	2	2	0	0
Flow SPAN ACL	TCAM	IO	1024	13	1.27%	3	6	0	0
	TCAM	I		5	0.49%	1	2	0	0
	TCAM	O		8	0.78%	2	4	0	0
Control Plane	TCAM	I	512	290	56.64%	138	106	0	4
Tunnel Termination	TCAM	I	512	20	3.91%	8	12	0	0
Lisp Inst Mapping	TCAM	I	2048	1	0.05%	0	0	0	0
Security Association	TCAM	I	256	4	1.56%	2	2	0	0
CTS Cell Matrix/VPN Label	EM	O	8192	0	0.00%	0	0	0	0
CTS Cell Matrix/VPN Label	TCAM	O	512	1	0.20%	0	0	0	0
Client Table	EM	I	4096	0	0.00%	0	0	0	0
Client Table	TCAM	I	256	0	0.00%	0	0	0	0
Input Group LE	TCAM	I	1024	0	0.00%	0	0	0	0

Output Group LE	TCAM	0	1024	0	0.00%	0	0	0
Macsec SPD	TCAM	I	256	2	0.78%	0	0	0



Note: For more information on Hardware Resources see [Understand Hardware Resources on Catalyst 9000 Switches](#)

MATM Syslog Errors

MATM Log Message	Definition	Recovery Action
MATM-3-MAX_ENTRIES: Switch 1 F0/0: fed: The maximum number of MAC addresses has been reached:32768	Hardware reserved for Mac Addresses has run out of space	Reduce the scale number of Mac Addresses being learned on the Switch

Potential Fixes

Option #1

Reduce the amount of Mac Addresses being learned on the Switch

- A network loop can be occurring and once that is resolved, Hardware Resources subsides and normal Mac Learning continues
- Network scaling has an effect and use a Switch with larger hardware capacity. (Example: C9300 has maximum of 32768 Mac Address vs C9500H has maximum of 82,000)

Option #2

A legitimate misprogramming is occurring.

1. Collect all pertinent data
 - Show tech-support
 - Tracelog Archive
 - Debug MATM
2. **Power Cycle** the device
 - If issue remains, open case with Cisco TAC

Related Information

[Understand Hardware Resources on Catalyst 9000 Switches](#)

[BGP EVPN VXLAN Configuration Guide](#)