

This article introduces the basic concepts, methodology, and general troubleshooting guidelines for problems that may occur when you configure and use your ACE.

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Overview of the ACE Troubleshooting Process

To troubleshoot your ACE, follow these general guidelines:

1. Maintain a consistent and recommended software version across all your ACEs. See the "[Verifying the ACE Image](#)" section.
2. See the [ACE module release notes](#) for your software version for the latest features, operating considerations, caveats, and CLI command changes.
3. Before you introduce configuration changes, use the ACE checkpoint feature to bookmark a known good configuration and save your configuration. If you run into problems with the new configuration, you can roll back the new configuration to the known good configuration. See the [Cisco Application Control Engine Module Administration Guide](#). Troubleshoot new configuration changes immediately after adding them.
4. Verify that your configuration is correct for your network application. Make any required changes to the running-config file, and then test the configuration. If it is satisfactory, save it to the startup-config file using the **copy running-config startup-config** command for a particular virtual context or the **write memory** command from the Admin context to copy all running-config files in every virtual context to their respective startup-config files.
5. Enable system message logging. See the "[Enabling ACE Logging](#)" section.
6. Gather information that defines the specific symptoms. See the "[Gathering ACE Troubleshooting Information](#)" section.
7. Verify the physical connectivity between your device and end devices. See the "[Verifying the Physical Connectivity Between the ACE and the End Hosts](#)" section.
8. Verify the ACE Layer 2 connectivity. See the "[Verifying the ACE Layer 2 Connectivity](#)" section.
9. Verify the ACE end-to-end connectivity and the routing configuration. See the "[Verifying the ACE Layer 3 Connectivity](#)" section.
10. After you have determined that your troubleshooting attempts have not resolved the problem, contact the Cisco Technical Assistance Center (TAC) or your technical support representative. See the "[Contacting Cisco Technical Support](#)" section.

Verifying the ACE Image

To display the version of the software image and the image filename that is currently running in your ACE, enter the following command:

```
ACE_module5/Admin# show version
Cisco Application Control Software (ACSW)
TAC support: http://www.cisco.com/tac
Copyright (c) 2002-2008, Cisco Systems, Inc. All rights reserved.
The copyrights to certain works contained herein are owned by
other third parties and are used and distributed under license.
Some parts of this software are covered under the GNU Public
License. A copy of the license is available at
http://www.gnu.org/licenses/gpl.html.

Software
 loader:      Version 12.2[121]
 system:      Version A2(2.0) [build 3.0(0)A2(2.0)] <-----
 system image file: [LCP] disk0:c6ace-tlk9-mzg.A2_2_0.bin <-----
 installed license: no feature license is installed

Hardware
 Cisco ACE (slot: 5)
 cpu info:
  number of cpu(s): 2
  cpu type: SiByte
```

```
cpu: 0, model: SiByte SB1 V0.2, speed: 700 MHz
cpu: 1, model: SiByte SB1 V0.2, speed: 700 MHz
memory info:
total: 955396 kB, free: 289704 kB
shared: 0 kB, buffers: 2336 kB, cached 0 kB
cf info:
filesystem: /dev/cf
total: 1000000 kB, used: 494912 kB, available: 505088 kB
```

last boot reason: NP 1 Failed : NP ME Hung

```
configuration register: 0x1
ACE_module5 kernel uptime is 4 days 22 hours 42 minute(s) 41 second(s)
```

This command provides other useful information, for example:

- Slot in which the ACE resides in the Catalyst 6500 series switch (in this case, slot 5)
- Available control plane memory
- Last boot reason
- Configuration register (confreg) value (0x0 boot to rommon, 0x1 boot using boot string)
- ACE uptime

Enabling ACE Logging

To enable logging on the ACE module and to send system logging (syslog) messages to the monitor, enter the following commands:

```
ACE_module5/Admin(config)# logging enable
ACE_module5/Admin(config)# logging monitor 7
ACE_module5/Admin(config)# exit
ACE_module5/Admin# terminal monitor
```

Note: Use the **terminal no monitor** command to stop viewing log messages in your remote session.

For more information about logging, see the "[Troubleshooting with ACE Logging](#)" section.

Gathering ACE Troubleshooting Information

The following sections recommend ways to gather information that is relevant to the problem that is occurring.

Rebooting the ACE

Do not reboot the ACE unless it is absolutely necessary. Some information that is important to troubleshooting your problem may not survive a reboot. Try to gather as much information as possible before rebooting.

Using show Commands

You can use a number of **show** commands in Exec mode to gather information specific to the symptoms you are observing in your ACE. In most cases, you can gather the information you need to troubleshoot the ACE by entering the **show tech-support** command. This command runs many **show** commands that are useful for troubleshooting the ACE. You can redirect the output of the **show tech-support** command to one of the following destinations:


```
ACE_module5/Admin# show tech-support > ?
<File>      Name of file to redirect stdout.
disk0:      Enter the URI to redirect the output.
ftp:        Enter the URI to redirect the output.
sftp:       Enter the URI to redirect the output.
tftp:       Enter the URI to redirect the output.
volatile:   Enter the URI to redirect the output.
```

Capturing Packets in Real Time

Capturing packets (sometimes referred to as a "TCP dump") is a useful aid in troubleshooting connectivity problems with the ACE or for monitoring suspicious activity. The ACE can track packet information for network traffic that passes through the ACE. The attributes of the packet are defined by an ACL. The ACE buffers the captured packets, and you can copy the buffered contents to a file in Flash memory on the ACE or to a remote server. You can also display the captured packet information on your console or terminal.

The ACE captures packets subject to the following guidelines:

- One capture session is used per context
- Capture is triggered at flow setup
- Capture is configured on the client interface where the flow is received

 **Note:** Probe traffic will not hit a security ACL, so ACLs cannot control the capture of those packets. Therefore, probe traffic cannot be captured by the packet capture utility.

If possible, you should capture packets using the ACE packet capturing utility before and after symptoms appear. Save the packet captures to a file.


To capture packets in real time, follow these steps:

1. Create an ACL for packet capturing or use an existing ACL if it meets the packet capture requirements by entering the following command:

```
ACE_module5/Admin(config)# access-list FILTER line 10 extended permit tcp any any eq www
ACE_module5/Admin# exit
```

2. Enter the **capture** command, for example:

```
ACE_module5/Admin# capture CAPTURE1 interface vlan 200 access-list FILTER
```

 **Note:** Ensure that the ACL you specify in the **capture** command is for an input interface. If you configure the packet capture on the output interface, the ACE will fail to match any packets.

3. Display the capture status to determine the capture status and the buffer size by entering the following command:

```
ACE_module5/Admin# show capture CAPTURE1 status
```

```
Capture session : TEST
Buffer size      : 64 K
Circular         : no
Buffer usage     : 0.00%
Status           : stopped
```

Notice that the capture has not started yet. The default buffer size is 64 KB. You can specify a maximum of buffer size of 5000 KB and you can specify a circular buffer.

4. Start the packet capture on the ACE by entering the following command:

Using show Commands

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```
ACE_module5/Admin# capture CAPTURE1 start
11:56:15.354930 0:1c:f9:9:18:0 0:b:fc:fe:1b:1 0800 62: 209.165.201.10.4144 > 172.16.1.100.80: S [b
11:56:15.355257 0:b:fc:fe:1b:1 0:c:29:f3:cd:e6 0800 62: 209.165.201.10.4144 > 192.168.1.11.80: S [
11:56:15.355669 0:c:29:f3:cd:e6 0:18:b9:a6:89:d 0800 58: 192.168.1.11.80 > 209.165.201.10.4144: S [
11:56:15.355979 0:b:fc:fe:1b:1 0:1c:f9:9:18:0 0800 58: 172.16.1.100.80 > 209.165.201.10.4144: S [b
11:56:15.356442 0:1c:f9:9:18:0 0:b:fc:fe:1b:1 0800 56: 209.165.201.10.4144 > 172.16.1.100.80: . [t
11:56:15.356839 0:b:fc:fe:1b:1 0:c:29:f3:cd:e6 0800 56: 209.165.201.10.4144 > 192.168.1.11.80: . [
11:56:15.357203 0:1c:f9:9:18:0 0:b:fc:fe:1b:1 0800 494: 209.165.201.10.4144 > 172.16.1.100.80: P [
11:56:15.357918 0:b:fc:fe:1b:1 0:c:29:f3:cd:e6 0800 494: 209.165.201.10.4144 > 192.168.1.11.80: P [
11:56:15.358436 0:c:29:f3:cd:e6 0:18:b9:a6:89:d 0800 56: 192.168.1.11.80 > 209.165.201.10.4144: . [
11:56:15.358582 0:b:fc:fe:1b:1 0:1c:f9:9:18:0 0800 56: 172.16.1.100.80 > 209.165.201.10.4144: . [b
11:56:15.358822 0:c:29:f3:cd:e6 0:18:b9:a6:89:d 0800 272: 192.168.1.11.80 > 209.165.201.10.4144: F [
11:56:15.359106 0:b:fc:fe:1b:1 0:1c:f9:9:18:0 0800 272: 172.16.1.100.80 > 209.165.201.10.4144: P [
11:56:15.359391 0:c:29:f3:cd:e6 0:18:b9:a6:89:d 0800 407: 192.168.1.11.80 > 209.165.201.10.4144: E [
11:56:15.359751 0:b:fc:fe:1b:1 0:1c:f9:9:18:0 0800 407: 172.16.1.100.80 > 209.165.201.10.4144: P [
11:56:15.360101 0:c:29:f3:cd:e6 0:18:b9:a6:89:d 0800 56: 192.168.1.11.80 > 209.165.201.10.4144: F [
11:56:15.360238 0:b:fc:fe:1b:1 0:1c:f9:9:18:0 0800 56: 172.16.1.100.80 > 209.165.201.10.4144: F [b
11:56:15.360378 0:1c:f9:9:18:0 0:b:fc:fe:1b:1 0800 56: 209.165.201.10.4144 > 172.16.1.100.80: . [t
11:56:15.360523 0:b:fc:fe:1b:1 0:c:29:f3:cd:e6 0800 56: 209.165.201.10.4144 > 192.168.1.11.80: . [
11:56:15.360686 0:1c:f9:9:18:0 0:b:fc:fe:1b:1 0800 56: 209.165.201.10.4144 > 172.16.1.100.80: . [t
11:56:15.360831 0:b:fc:fe:1b:1 0:c:29:f3:cd:e6 0800 56: 209.165.201.10.4144 > 192.168.1.11.80: . [
11:56:15.360973 0:1c:f9:9:18:0 0:b:fc:fe:1b:1 0800 56: 209.165.201.10.4144 > 172.16.1.100.80: F [t
11:56:15.361130 0:b:fc:fe:1b:1 0:c:29:f3:cd:e6 0800 56: 209.165.201.10.4144 > 192.168.1.11.80: F [
11:56:15.361290 0:c:29:f3:cd:e6 0:18:b9:a6:89:d 0800 56: 192.168.1.11.80 > 209.165.201.10.4144: . [
11:56:15.361436 0:b:fc:fe:1b:1 0:1c:f9:9:18:0 0800 56: 172.16.1.100.80 > 209.165.201.10.4144: . [b
```

```
ACE_module5/Admin# capture CAPTURE1 stop
```

5. Copy the packet capture to disk0: by entering the following command:

```
ACE_module5/Admin# copy capture CAPTURE1 disk0:CAPTURE1
```

You can also copy the packet capture to an FTP, SFTP, or TFTP server.

6. Display the messages and connections within a packet capture by entering the following command:

```
ACE_module5/Admin# show capture CAPTURE1
0001: msg_type: ACE_HIT ace_id: 637 action_flag: 0x3
0002: msg_type: CON_SETUP con_id: 1308623156 out_con_id: 167772463
0003: msg_type: PKT_RCV con_id: 1308623156 other_con_id: 0
0004: msg_type: PKT_XMT con_id: 167772463 other_con_id: 0
0005: msg_type: PKT_RCV con_id: 167772463 other_con_id: 0
0006: msg_type: PKT_XMT con_id: 1308623156 other_con_id: 0
<snip>
0025: msg_type: PKT_RCV con_id: 167772463 other_con_id: 0
0026: msg_type: PKT_XMT con_id: 1308623156 other_con_id: 0
0027: msg_type: CON_CLOSE con_id: 167772463 reason: 0
0028: msg_type: CON_CLOSE con_id: 1308623156 reason: 0
```

7. Display the details of each packet within a capture by entering the following command:

```
ACE_module5/Admin# show capture CAPTURE1 detail
0001: msg_type: ACE_HIT
ace_id: 637 action_flag: 0x3
src_addr: 209.165.201.10 src_port: 4144
dst_addr: 172.16.1.100 dst_port: 80
l3_protocol: 0 l4_protocol: 6
message_hex_dump:
```

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```

0x0000: 0006 0104 0000 027d 0000 0000 d1a5 c90a .....}.....
0x0010: ac10 0164 0609 0013 1030 0050 0000 0000 ...d.....0.P....
0x0020: 0052 0000 05b4 0000 0000 027d 0300 0000 .R.....}.....
0x0030: 0000 0040 0000 0000 0000 0000 0000 0000 ...@.....
0x0040: 0000 0000 0000 0001 .....

```

```

0002: msg_type: CON_SETUP
con_id: 1308623156          out_con_id: 167772463
src_addr: 209.165.201.10    src_port: 4144
dst_addr: 172.16.1.100     dst_port: 80
l3_protocol: 0             l4_protocol: 6
message_hex_dump:

```

```

0x0000: 0006 0101 4e00 0134 0a00 012f 0000 0000 ....N..4.../....
0x0010: d1a5 c90a ac10 0164 06e9 0013 1030 0050 .....d.....0.P
0x0020: e5b3 f25e 0012 0000 05b4 0100 0a00 012f ...^...../
0x0030: 0000 0000 0018 0480 2445 0000 0000 0001 .....$E.....
0x0040: 0000 0030 faf0 0010 05b4 0000 3008 e685 ...0.....0...
0x0050: 0000 0000 e1ad 6b69 0000 0000 0000 027d .....ki.....}
0x0060: 0000 0000 e1ad 6b69 0000 0000 0000 0000 .....ki.....
0x0070: 0000 0000 0000 0000 0000 0000 0000 0000 .....
0x0080: c0a8 010b d1a5 c90a 06a1 0018 0050 1030 .....P.0
0x0090: 1a4c oda2 0055 0000 05b4 0100 4e00 0134 .L...U.....N..4
0x00a0: 0000 0000 0018 0480 2445 0022 0000 0000 .....$E."....
0x00b0: 0000 0000 0000 0000 05b4 0000 0000 0000 .....
0x00c0: 4a54 f427 e1ad 6b6b 0000 0000 0000 027d JT.'..kk.....}
0x00d0: 0000 0000 e1ad 6b6b 0000 0000 0000 0000 .....kk.....
0x00e0: 0000 0000 0000 0000 0000 0000 .....

```

```

0003: msg_type: PKT_RCV
con_id: 1308623156          other_con_id: 0
message_hex_dump:

```

```

0x0000: 0500 0050 0050 8034 0008 0014 0010 1488 ...P.P.4.....
0x0010: 0020 000b fcfe 1b01 001c f909 1800 0800 .....
0x0020: 4500 0030 0933 4000 7f06 aa70 d1a5 c90a E..0.3@....p....
0x0030: ac10 0164 1030 0050 3008 e684 e5b3 f25e ...d.0.P0.....^
0x0040: 7002 faf0 18fd 0000 0204 05b4 0101 0101 p.....

```

```

0004: msg_type: PKT_XMT
con_id: 167772463          other_con_id: 0
message_hex_dump:

```

```

0x0000: 4010 0050 0050 8034 0000 0028 0000 0088 @..P.P.4...(...
0x0010: 0004 000c 29f3 cde6 000b fcfe 1b01 0800 .....
0x0020: 4500 0030 0933 4000 7f06 aa70 d1a5 c90a E..0.3@....p....
0x0030: c0a8 010b 1030 0050 4a54 f426 0000 0000 .....0.PJT.&....
0x0040: 7002 faf0 18fd 0000 0204 05b4 0101 0101 p.....

```

```

0005: msg_type: PKT_RCV
con_id: 167772463          other_con_id: 0
message_hex_dump:

```

```

0x0000: 0500 004c 0050 8034 0008 0028 0010 2888 ...L.P.4...(..(
0x0010: 0020 0018 b9a6 890d 000c 29f3 cde6 0800 .....
0x0020: 4500 002c 0000 4000 4006 de68 c0a8 010b E.,..@.@..h....
0x0030: d1a5 c90a 0050 1030 46ca 2127 4a54 f427 .....P.0F.!JT.'
0x0040: 6012 16d0 6df5 0000 0204 05b4 .....m.....

```

```

0006: msg_type: PKT_XMT
con_id: 1308623156          other_con_id: 0
message_hex_dump:

```

```

0x0000: 4010 004c 0050 8034 0000 0014 0000 0088 @..L.P.4.....
0x0010: 0004 001c f909 1800 000b fcfe 1b01 0800 .....
0x0020: 4500 002c 0000 4000 4006 de68 ac10 0164 E.,..@.@..h....
0x0030: d1a5 c90a 0050 1030 2c7e 1385 3008 e685 .....P.0,~..0...
0x0040: 6012 16d0 6df5 0000 0204 05b4 .....m.....

```

```

0007: msg_type: PKT_RCV
con_id: 1308623156          other_con_id: 0
message_hex_dump:
0x0000: 0500 004a 0050 8034 0008 0014 0010 1488   ...J.P.4.....
0x0010: 0020 000b fcfe 1b01 001c f909 1800 0800   .....
0x0020: 4500 0028 0934 4000 7f06 aa77 dla5 c90a   E..(.4@....w....
0x0030: ac10 0164 1030 0050 3008 e685 2c7e 1386   ...d.0.P0....,~..
0x0040: 5010 faf0 05ad 0000 0000                   P.....

```

```

0008: msg_type: PKT_XMT
con_id: 167772463          other_con_id: 0
message_hex_dump:
0x0000: 4010 004a 0050 8034 0000 0028 0000 0088   @..J.P.4...(....
0x0010: 0004 000c 29f3 cde6 000b fcfe 1b01 0800   ....).....
0x0020: 4500 0028 0934 4000 7f06 aa77 dla5 c90a   E..(.4@....w....
0x0030: c0a8 010b 1030 0050 4a54 f427 46ca 2128   .....0.PJT.'F.!(
0x0040: 5010 faf0 05ad 0000 0000                   P.....

```

```


0009: msg_type: PKT_RCV
con_id: 1308623156          other_con_id: 0
message_hex_dump:
0x0000: 0500 0200 0050 8034 0008 0014 0010 1488   .....P.4.....
0x0010: 0020 000b fcfe 1b01 001c f909 1800 0800   .....
0x0020: 4500 01e0 0935 4000 7f06 a8be dla5 c90a   E....5@.....
0x0030: ac10 0164 1030 0050 3008 e685 2c7e 1386   ...d.0.P0....,~..
0x0040: 5018 faf0 a0bb 0000 4745 5420 2f73 6d61   P.....GET./sma
0x0050: 6c6c 2e68 746d 6c20 4854 5450 2f31 2e31   ll.html.HTTP/1.1
0x0060: 0d0a 486f 7374 3a20 3137 322e 3136 2e31   ..Host:.172.16.1
0x0070: 2e31 3030 0d0a 5573 6572 2d41 6765 6e74   .100..User-Agent

```

```

0010: msg_type: PKT_XMT
con_id: 167772463          other_con_id: 0
message_hex_dump:
0x0000: 4010 0200 0050 8034 0000 0028 0000 0088   @....P.4...(....
0x0010: 0004 000c 29f3 cde6 000b fcfe 1b01 0800   ....).....
0x0020: 4500 01e0 0935 4000 7f06 a8be dla5 c90a   E....5@.....
0x0030: c0a8 010b 1030 0050 4a54 f427 46ca 2128   .....0.PJT.'F.!(
0x0040: 5018 faf0 a0bb 0000 4745 5420 2f73 6d61   P.....GET./sma
0x0050: 6c6c 2e68 746d 6c20 4854 5450 2f31 2e31   ll.html.HTTP/1.1
0x0060: 0d0a 486f 7374 3a20 3137 322e 3136 2e31   ..Host:.172.16.1
0x0070: 2e31 3030 0d0a 5573 6572 2d41 6765 6e74   .100..User-Agent
<snip>

```

 **Note:** If you view the ACE capture file in a third-party sniffer (for example, Wireshark), you will notice only the messages or type PKT_RCV and PKT_XMT are displayed. This situation is expected because the sniffer is not aware of the ACE's internal messaging.

Copying Core Dumps

If the ACE fails with a core dump, the core dump files may contain useful information. The core dump files reside in the core: directory. To view the contents of the core: directory, enter the following command:

```

ACE_module5/Admin# dir core:

123589 Feb 22 00:34:20 2009 qnx_1_mecore_log.999.tar.gz
30361 Feb 22 00:34:22 2009 ixpl_crash.txt

Usage for core: filesystem
      153950 bytes total used
      202943138 bytes free
      203097088 total bytes

```

You can copy the contents of the core: directory to several locations by using the **copy core:** command. The syntax of this command is as follows:

```
copy {core:filename | disk0:[path/]filename | running-config | startup-config}  
{ftp://server/path[/filename] | sftp://[username@]server/path[/filename] |  
tftp://server[:port]/path[/filename]}}
```

The ACE provides core dumps for both the control plane and the data plane. Each core dump file contains the following information:

- Version
- Time of failure
- Number of CPUs
- Current CPU
- BKL status
- IRQ lock status
- Buffers

After Gathering Troubleshooting Information

After you have gathered all the above information, be prepared to send the information to your customer service representative or TAC. You can send the information in the following ways:

- FTP
- SFTP
- TFTP

Verifying the Physical Connectivity Between the ACE and the End Hosts

To verify the physical connectivity of the ACE, follow these steps:

1. Check all cable connections on the Catalyst 6500 series switch or Cisco 7600 series router that may impact the ACE.
2. Use the extended **ping** command to send an ICMP Echo request to the end devices.

```
ACE_module5/Admin# ping  
Target IP address: 10.1.1.2  
Repeat count [5]: 4  
Datagram size [100]: 200  
Timeout in seconds [2]: 10  
Extended commands [n]: 4  
Pinging 10.1.1.2 with timeout = 10, count = 4, size = 200 ....  
  
Response from 10.1.1.2 : seq 1 time 0.494 ms  
Response from 10.1.1.2 : seq 2 time 0.367 ms  
Response from 10.1.1.2 : seq 3 time 0.264 ms  
Response from 10.1.1.2 : seq 4 time 0.237 ms  
4 packet sent, 4 responses received, 0% packet loss
```

If a host is one hop away and you are unable to reach the host, then ping the intermediary gateway. If the gateway is not reachable, enter the **show ip route** command and check to make sure that the correct route is displayed. For example, enter:


```
ACE_module5/Admin# show ip route
```

```
Routing Table for Context Admin (RouteId 0)
```

```
Codes: H - host,      I - interface
        S - static,    N - nat
        A - need arp resolve,      E - ecmp
```

Destination	Gateway	Interface	Flags
0.0.0.0	10.2.2.1	vlan130	S [0xc]
10.2.2.0/24	0.0.0.0	vlan130	IA [0x30]
172.27.15.0/24	0.0.0.0	vlan100	IA [0x30]
172.27.16.0/24	0.0.0.0	vlan200	IA [0x30]
172.19.110.0/26	0.0.0.0	vlan55	IA [0x30]
172.27.16.16/29	0.0.0.0	vlan200	N [0x280]
172.27.16.33/32	0.0.0.0	vlan100	N [0x280]

```
Total route entries = 7
```

If necessary, enter a static route for the gateway.

Verifying the ACE Layer 2 Connectivity

To verify the Layer 2 connectivity of the ACE, follow these steps:

1. Verify that the ARP table is populated with the IP addresses and corresponding MAC addresses of the ACE, the gateway, the local interface, and other IPs that the ACE has learned.

```
switch/Admin# show arp
```

```
Context Admin
```

IP ADDRESS	MAC-ADDRESS	Interface	Type	Encap	NextArp(s)	Status
10.86.215.208	00.02.7e.39.51.9c	vlan130	LEARNED	5	2350 sec	up
10.86.215.228	00.e0.81.22.78.ff	vlan130	LEARNED	6	6379 sec	up
10.86.215.234	00.1a.a1.48.f3.44	vlan130	LEARNED	4	1114 sec	up
10.86.215.1	00.00.0c.07.ac.00	vlan130	GATEWAY	2	153 sec	up
10.86.215.2	00.11.5d.e1.2f.fc	vlan130	LEARNED	3	12054 sec	up
10.86.215.134	00.18.b9.a6.91.15	vlan130	INTERFACE	LOCAL	_	up

```
Total arp entries 6
```

2. Verify that the ACE is connected to the switch fabric of the Catalyst 6500 series switch or the Cisco 7600 series router. The ACE uses a 10-Gigabit Ethernet switch fabric interface (SFI) to connect to the chassis backplane as opposed to the CSM, which uses a port channel. The ACE uses the following format for this interface:

Te<slot>/1

For example, if the ACE is in slot 5, you can see the status of the backplane connection by entering the following command on the Catalyst 6500 series switch or the Cisco 7600 series router:

```
cat6k# show interface te5/1 status
```

Port	Name	Status	Vlan	Duplex	Speed	Type
Te5/1		connected	trunk	full	10G	MultiService Module

If there is no output from this command, then either the ACE is not installed properly or the ACE is powered down.

3. Verify the association of the ACE MAC entries with the allocated VLAN interfaces. Enter the following command at the Supervisor CLI:

```
cat6k# show mac-address-table dynamic
Legend: * - primary entry
        age - seconds since last seen
        n/a - not available
```

vlan	mac address	type	learn	age	ports
*	130	0018.b9a6.9115	dynamic	Yes	40 Te5/1

<----- MAC address should be in the range of 0018.b9a6.9114 to 0018.b9a6.911b

```
cat6k# show module 5
```

Mod	Ports	Card	Type	Model	Serial No.
5	1	Application Control Engine Module	ACE10-6500-K9	SAD1031044S	

Mod	MAC addresses	Hw	Fw	Sw	Status
5	0018.b9a6.9114 to 0018.b9a6.911b	1.1	8.7(0.22)	ACE A2(2.0)	Ok

<----- MAC address range is not correct

```
Mod Online Diag Status
```

5	Pass
---	------

4. Check the status of the Te5/1 port to ensure that it is in the forwarding state by entering the following command:

```
cat6k# show spanning-tree vlan 130
```

MST0

```
Spanning tree enabled protocol mstp
Root ID    Priority    32768
           Address    0001.632f.2c17
           Cost        200019
           Port        642 (GigabitEthernet6/2)
           Hello Time  2 sec  Max Age 20 sec  Forward Delay 15 sec

Bridge ID  Priority    32768 (priority 32768 sys-id-ext 0)
           Address    0011.bc06.f800
           Hello Time  2 sec  Max Age 20 sec  Forward Delay 15 sec
```

Interface	Role	Sts	Cost	Prio.Nbr	Type
Gi2/14	Desg	FWD	20000	128.142	P2p
Gi2/37	Desg	FWD	200000	128.165	P2p
Te3/1	Desg	FWD	2000	128.257	Edge P2p
Te5/1	Desg	FWD	2000	128.513	Edge P2p
Gi6/2	Root	FWD	200000	128.642	Shr Bound(STP)
Te8/1	Desg	FWD	2000	128.897	Edge P2p

Verifying the ACE Layer 3 Connectivity

Use the **traceroute** command to check the route between the ACE and the end devices.

```
ACE_module5/Admin# traceroute 10.20.12.153
traceroute to 10.20.12.153 (10.20.12.153), 30 hops max, 40 byte packets
 1 10.20.215.2 (10.20.215.2) 0.532 ms 0.436 ms 0.362 ms
 2 10.20.239.161 (10.20.239.161) 0.421 ms 0.488 ms 0.404 ms
 3 10.20.238.93 (10.20.238.93) 0.471 ms 0.422 ms 0.413 ms
 4 172.27.16.177 (172.27.16.177) 0.488 ms 0.435 ms 0.430 ms
 5 172.27.16.226 (172.27.16.226) 0.474 ms 0.363 ms 0.368 ms
 6 192.168.0.134 (192.168.0.134) 0.624 ms 0.510 ms 0.494 ms
 7 10.20.12.153 (10.20.12.153) 23.982 ms 24.702 ms 25.976 ms
```

Contacting Cisco Technical Support

If you are unable to resolve a problem after using the troubleshooting suggestions in the articles in this wiki, contact the Cisco Technical Assistance Center (TAC) for assistance and further instructions. Before you call, have the following information ready to help your TAC engineer assist you as quickly as possible:

- Date that you received the ACE
- Chassis serial number (located on a label on the right side of the rear panel of the chassis)
- Type of software and release number (if possible, enter the **show version** command)
- Maintenance agreement or warranty information
- Brief description of the problem
- Brief explanation of the steps that you have already taken to isolate and resolve the problem

For information on steps to take before calling Technical Support, see the "[Gathering ACE Troubleshooting Information](#)" section.

You can reach TAC in several ways as follows:

- [Create a service request online](#)
- [Call the TAC at the telephone numbers on this page.](#)
- [Contact the Cisco Small Business Support Center](#)