



Troubleshooting the 2-Port and 4-Port T3/E3 Serial SPAs

This chapter describes techniques that you can use to troubleshoot the operation of your serial SPAs. It includes the following sections:

- [General Troubleshooting Information, page 14-1](#)
- [Perform Basic Interface Troubleshooting, page 14-2](#)
- [Using Bit Error Rate Tests, page 14-14](#)
- [Using Loopback, page 14-16](#)
- [Using the Cisco IOS Event Tracer to Troubleshoot Problems, page 14-18](#)
- [Preparing for Online Insertion and Removal of a SPA, page 14-18](#)

The first section provides information about basic interface troubleshooting. If you are having a problem with your SPA, use the steps in the “[General Troubleshooting Information](#)” section on [page 14-1](#) section to begin your investigation of a possible interface configuration problem.

To perform more advanced troubleshooting, see the other sections in this chapter.

For more information about troubleshooting serial lines, see the *Internetwork Troubleshooting Handbook* at: http://www.cisco.com/univercd/cc/td/doc/cisintwk/itg_v1/index.htm

General Troubleshooting Information

This section describes general information for troubleshooting SIPs and SPAs. It includes the following sections:

- [Using Debug Commands, page 14-2](#)
- [Using Debug Commands, page 14-2](#)
- [Using Test Commands, page 14-2](#)
- [Using show Commands, page 14-2](#)

Using Debug Commands

Along with the other **debug** commands supported on the Cisco 7304 router, you can obtain specific debug information for SPAs on the Cisco 7304 router using the **debug hw-module subslot** privileged exec command.

The **debug hw-module subslot** command is intended for use by Cisco Systems technical support personnel.



Caution

Because debugging output is assigned high priority in the CPU process, it can render the system unusable. For this reason, use **debug** commands only to troubleshoot specific problems or during troubleshooting sessions with Cisco technical support staff. Moreover, it is best to use **debug** commands during periods of lower network traffic and fewer users. Debugging during these periods decreases the likelihood that increased **debug** command processing overhead will affect system use.

Using Test Commands

The SPAs on the Cisco 7304 router also implement certain **test** commands.



Caution

The **test hw-module subslot** commands are not intended for production use and should be used only under the supervision of Cisco Systems technical support personnel. This command can produce unexpected operation of your SPA.

Using show Commands

There are several **show** commands that you can use to monitor and troubleshoot the SIPs and SPAs on the Cisco 7304 router. This chapter describes using the **show interfaces** and **show controllers** commands to perform troubleshooting of your SPA.

Perform Basic Interface Troubleshooting

You can perform most of the basic interface troubleshooting using the **show interfaces serial** command and examining several areas of the output to determine how the interface is operating.

The output of the **show interfaces serial** exec command displays information specific to serial interfaces.



Note

The output of the **show interfaces serial** command will vary depending on the type of serial SPA.

This section describes how to use the **show interfaces serial** command to diagnose serial line connectivity problems in a wide-area network (WAN) environment. The following sections describe some of the important fields of the command output:

- [Serial Lines: show interfaces serial Status Line Conditions, page 14-3](#)
- [Serial Lines: Increasing Output Drops on Serial Link, page 14-7](#)
- [Serial Lines: Increasing Input Drops on Serial Link, page 14-8](#)

- [Serial Lines: Increasing Input Errors in Excess of 1 Percent of Total Interface Traffic, page 14-9](#)
- [Serial Lines: Troubleshooting Serial Line Input Errors, page 14-10](#)
- [Serial Lines: Increasing Interface Resets on Serial Link, page 14-13](#)
- [Serial Lines: Increasing Carrier Transitions Count on Serial Link, page 14-13](#)

Serial Lines: show interfaces serial Status Line Conditions

You can identify five possible problem states in the interface status line of the **show interfaces serial** display:

- Serial x is down, line protocol is down
- Serial x is up, line protocol is down
- Serial x is up, line protocol is up (looped)
- Serial x is up, line protocol is down (disabled)
- Serial x is administratively down, line protocol is down

The following example shows the interface statistics on the first port of a T3/E3 SPA installed in subslot 0 of the MSC located in chassis slot 4.

```
Router# show interfaces serial
```

```
Serial 4/0/0 is up, line protocol is up
  Hardware is SPA-4T3E3
  Internet address is 110.1.1.2/24
  MTU 4470 bytes, BW 44210 Kbit, DLY 200 usec,
    reliability 255/255, txload 234/255, rxload 234/255
  Encapsulation HDLC, crc 16, loopback not set
  Keepalive set (10 sec)
  Last input 00:00:05, output 00:00:00, output hang never
  Last clearing of "show interface" counters never
  Input queue: 0/75/0/0 (size/max/drops/flushes); Total output drops: 0
  Queueing strategy: fifo
  Output queue: 0/40 (size/max)
  5 minute input rate 40685000 bits/sec, 115624 packets/sec
  5 minute output rate 40685000 bits/sec, 115627 packets/sec
    4653081241 packets input, 204735493724 bytes, 0 no buffer
    Received 4044 broadcasts (0 IP multicast)
    0 runs, 0 giants, 0 throttles
    0 parity
    0 input errors, 0 CRC, 0 frame, 0 overrun, 0 ignored, 0 abort
    4652915555 packets output, 204728203520 bytes, 0 underruns
    0 output errors, 0 applique, 4 interface resets
    0 output buffer failures, 0 output buffers swapped out
    2 carrier transitions
```

Table 14-1 shows the interface status conditions, possible problems associated with the conditions, and solutions to those problems

Table 14-1 Serial Lines: show interfaces serial Status Line Conditions

Status Line Condition	Possible Problem	Solution
Serial <i>x</i> is up, line protocol is up	—	This is the proper status line condition. No action is required.
Serial <i>x</i> is down, line protocol is down	The router is not sensing a CD¹ signal (that is, the CD is not active). The line is down or is not connected on the far end. Cabling is faulty or incorrect. Hardware failure has occurred (CSU/DSU).	1. Check the CD LEDs to see whether the CD is active, or insert a breakout box on the line to check for the CD signal. 2. Verify that you are using the proper cable (see your hardware installation documentation). 3. Insert a breakout box and check all control leads. 4. Contact your leased-line or other carrier service to see whether there is a problem. 5. Swap faulty parts. 6. If you suspect faulty router hardware, change the serial line to another port. If the connection comes up, the previously connected interface has a problem.

Table 14-1 **Serial Lines: show interfaces serial Status Line Conditions (continued)**

Status Line Condition	Possible Problem	Solution
Serial x is up, line protocol is down	A local or remote router is misconfigured. Keepalives are not being sent by the remote router. A leased-line or other carrier service problem has occurred (noisy line or misconfigured or failed switch). A timing problem has occurred on the cable. A local or remote CSU/DSU has failed. Router hardware (local or remote) has failed.	1. Put the line in local loopback mode and use the show interfaces serial command to determine whether the line protocol comes up. Note If the line protocol comes up, a failed remote device is the likely problem. This solution will only work with HDLC encapsulation. For FR and PPP encapsulation a looped interface will always have the line protocol down. In addition, you may need to change the encapsulation to HDLC to debug this issues. 2. If the problem appears to be on the remote end, repeat Step 1 on the remote interface. 3. Verify all cabling. Make certain that the cable is attached to the correct interface, the correct CSU/DSU, and the correct remote termination point. 4. Enable the debug serial interface exec command. Note First enable per interface debugging using the command "debug interface serial x" And depending on the encapsulation enable the corresponding debug. HDLC: debug serial interface PPP: debug ppp negotiation FR: debug frame-relay lmi  Caution Because debugging output is assigned high priority in the CPU process, it can render the system unusable. For this reason, use debug commands only to troubleshoot specific problems or during troubleshooting sessions with Cisco technical support staff. Moreover, it is best to use debug commands during periods of lower network traffic and fewer users. Debugging during these periods decreases the likelihood that increased debug command processing overhead will affect system use.

Table 14-1 **Serial Lines: show interfaces serial Status Line Conditions (continued)**

Status Line Condition	Possible Problem	Solution
		5. If the line protocol does not come up in local loopback mode, and if the output of the debug serial interface exec command shows that the keepalive counter is not incrementing, a router hardware problem is likely. Swap router interface hardware. 6. If the line protocol comes up and the keepalive counter increments, the problem is <i>not</i> in the local router. Troubleshoot the serial line, as described in the sections “Troubleshooting Clocking Problems” and “CSU and DSU Loopback Tests,” later in this chapter. 7. If you suspect faulty router hardware, change the serial line to an unused port. If the connection comes up, the previously connected interface has a problem.
Serial x is up, line protocol is up (looped)	A loop exists in the circuit. The sequence number in the keepalive packet changes to a random number when a loop is initially detected. If the same random number is returned over the link, a loop exists.	1. Use the show running-config privileged exec command to look for any loopback interface configuration command entries. 2. If you find a loopback interface configuration command entry, use the no loopback interface configuration command to remove the loop. 3. If you do not find the loopback interface configuration command, examine the CSU/DSU to determine whether they are configured in manual loopback mode. If they are, disable manual loopback. 4. Reset the CSU or DSU, and inspect the line status. If the line protocol comes up, no other action is needed. 5. If the CSU or DSU is not configured in manual loopback mode, contact the leased-line or other carrier service for line troubleshooting assistance.

Table 14-1 **Serial Lines: show interfaces serial Status Line Conditions (continued)**

Status Line Condition	Possible Problem	Solution
Serial x is up, line protocol is down (disabled)	A high error rate has occurred due to a remote device problem. A CSU or DSU hardware problem has occurred. Router hardware (interface) is bad.	1. Troubleshoot the line with a serial analyzer and breakout box. Examine the output of show controller serial x 2. Loop CSU/DSU (DTE loop). If the problem continues, it is likely that there is a hardware problem. If the problem does not continue, it is likely that there is a telephone company problem. 3. Swap out bad hardware, as required (CSU, DSU, switch, local or remote router).
Serial x is administratively down, line protocol is down	The router configuration includes the shutdown interface configuration command. A duplicate IP address exists.	1. Check the router configuration for the shutdown command. 2. Use the no shutdown interface configuration command to remove the shutdown command. 3. Verify that there are no identical IP addresses using the show running-config privileged exec command or the show interfaces exec command. 4. If there are duplicate addresses, resolve the conflict by changing one of the IP addresses.

1.

Serial Lines: Increasing Output Drops on Serial Link

Output drops appear in the output of the **show interfaces serial** command when the system is attempting to hand off a packet to a transmit buffer but no buffers are available.

Symptom: Increasing output drops on serial link

Table 14-2 outlines the possible problem that might cause this symptom and describes solutions to that problem.

Table 14-2 **Serial Lines: Increasing Output Drops on Serial Link**

Possible Problem	Solution
Input rate to serial interface exceeds bandwidth available on serial link	1. Minimize periodic broadcast traffic, such as routing and SAP¹ updates, by using access lists or by other means. For example, to increase the delay between SAP updates, use the ipx sap-interval interface configuration command. 2. Increase the output hold queue size in small increments (for instance, 25 percent), using the hold-queue out interface configuration command. 3. Implement priority queuing on slower serial links by configuring priority lists. For information on configuring priority lists, see the Cisco IOS configuration guides and command references. Note: Output drops are acceptable under certain conditions. For instance, if a link is known to be overused (with no way to remedy the situation), it is often considered preferable to drop packets than to hold them. This is true for protocols that support flow control and can retransmit data (such as TCP/IP and Novell IPX²). However, some protocols, such as DECnet and local-area transport, are sensitive to dropped packets and accommodate retransmission poorly, if at all.

1. SAP = Service Advertising Protocol

2. IPX = Internetwork Packet Exchange

Serial Lines: Increasing Input Drops on Serial Link

Input drops appear in the output of the **show interfaces serial** exec command when too many packets from that interface are still being processed in the system.

Symptom: Increasing number of input drops on serial link

[Table 14-3](#) outlines the possible problems that might cause this symptom and describes solutions to that problem.

Table 14-3 **Serial Lines: Increasing Input Drops on Serial Link**

Possible Problem	Solution
Input rate exceeds the capacity of the router, or input queues exceed the size of output queues	Note: Input drop problems are typically seen when traffic is being routed between faster interfaces (such as Ethernet, Token Ring, and FDDI¹) and serial interfaces. When traffic is light, there is no problem. As traffic rates increase, backups start occurring. Routers drop packets during these congested periods. 1. Increase the output queue size on common destination interfaces for the interface that is dropping packets. Use the hold-queue number out interface configuration command. Increase these queues by small increments (for instance, 25 percent) until you no longer see drops in the show interfaces output. The default output hold queue limit is 40 packets. 2. Reduce the input queue size, using the hold-queue number in interface configuration command, to force input drops to become output drops. Output drops have less impact on the performance of the router than do input drops. The default input hold queue is 75 packets.

1. FDDI = Fiber Distributed Data Interface

Serial Lines: Increasing Input Errors in Excess of 1 Percent of Total Interface Traffic

If input errors appear in the **show interfaces serial** output, there are several possible sources of those errors. The most likely sources are summarized in [Table 14-4](#).



Note

Any input error value for cyclic redundancy check (CRC) errors, framing errors, or aborts above 1 percent of the total interface traffic suggests some kind of link problem that should be isolated and repaired.

Symptom: Increasing number of input errors in excess of 1 percent of total interface traffic.

Table 14-4 *Serial Lines: Increasing Input Errors in Excess of 1 Percent of Total Interface Traffic*

Possible Problem	Solution
The following problems can result in this symptom: - Faulty telephone company equipment - Noisy serial line - Incorrect clocking configuration - Incorrect cable or cable that is too long - Bad cable or connection - Bad CSU or DSU - Bad router hardware - Data converter or other device being used between router and DSU	Note: Cisco strongly recommends against the use of data converters when you are connecting a router to a WAN or a serial network. 1. Use a serial analyzer to isolate the source of the input errors. If you detect errors, there likely is a hardware problem or a clock mismatch in a device that is external to the router. 2. Use the loopback and ping tests to isolate the specific problem source. For more information, see the sections “Using Extended ping Tests” and “CSU and DSU Loopback Tests,” later in this chapter. 3. Look for patterns. For example, if errors occur at a consistent interval, they could be related to a periodic function, such as the sending of routing updates.

Serial Lines: Troubleshooting Serial Line Input Errors

Table 14-5 describes the various types of input errors displayed by the **show interfaces serial** command, possible problems that might be causing the errors, and solutions to those problems.

Table 14-5 **Serial Lines: Troubleshooting Serial Line Input Errors**

Input Error Type (Field Name)	Possible Problem	Solution
CRC errors (CRC)	CRC errors occur when the CRC calculation does not pass (indicating that data is corrupted) for one of the following reasons: • The serial line is noisy. • The serial cable is too long, or the cable from the CSU/DSU to the router is not shielded • SCTE mode is not enabled on DSU. • The CSU line clock is incorrectly configured.	1. Ensure that the line is clean enough for transmission requirements. Shield the cable, if necessary. 2. Make sure that the cable is within the recommended length (no more than 50 feet [15.24 meters]). 3. Ensure that all devices are properly configured for a common line clock. Set SCTE on the local and remote DSU. If your CSU/DSU does not support SCTE, see the section “Inverting the Transmit Clock,” later in this chapter. 4. Make certain that the local and remote CSU/DSU are configured for the same framing and coding scheme as that used by the leased-line or other carrier service (for example, ESF/B8ZS). 5. Contact your leased-line or other carrier service, and have it perform integrity tests on the line.

Table 14-5 Serial Lines: Troubleshooting Serial Line Input Errors (continued)

Input Error Type (Field Name)	Possible Problem	Solution
Framing errors (frame)	A framing error occurs when a packet does not end on an 8-bit byte boundary for one of the following reasons: • The serial line is noisy • The cable is improperly designed; the serial cable is too long; the cable from the CSU or DSU to the router is not shielded. • SCTE mode is not enabled on the DSU; the CSU line clock is incorrectly configured; one of the clocks is configured for local clocking.	1. Ensure that the line is clean enough for transmission requirements. Shield the cable, if necessary. Make certain that you are using the correct cable. 2. Make sure that the cable is within the recommended length (no more than 50 feet [15.24 meters]). 3. Ensure that all devices are properly configured to use a common line clock. Set SCTE on the local and remote DSU. If your CSU/DSU does not support SCTE, see the section “Inverting the Transmit Clock,” later in this chapter. 4. Make certain that the local and remote CSU/DSU is configured for the same framing and coding scheme as that used by the leased-line or other carrier service (for example, ESF¹/B8ZS²). 5. Contact your leased-line or other carrier service, and have it perform integrity tests on the line.
Aborted transmission (abort)	Aborts indicate an illegal sequence of 1 bit (more than seven in a row) The following are possible reasons for this to occur: • SCTE mode is not enabled on DSU. • The CSU line clock is incorrectly configured. • The serial cable is too long, or the cable from the CSU or DSU to the router is not shielded. • A packet terminated in middle of transmission (typical cause is an interface reset or a framing error or a buffer overrun). • A hardware problem has occurred (bad circuit, bad CSU/DSU, or bad sending interface on remote router).	1. Ensure that all devices are properly configured to use a common line clock. Set SCTE on the local and remote DSU. If your CSU/DSU does not support SCTE, see the section “Inverting the Transmit Clock,” later in this chapter. 2. Shield the cable, if necessary. Make certain that the cable is within the recommended length (no more than 50 feet [15.24 meters]). 3. Check the hardware at both ends of the link. Swap faulty equipment, as necessary. 4. Lower data rates and determine whether aborts decrease. 5. Use local and remote loopback tests to determine where aborts are occurring (see the section “Special Serial Line Tests,” later in this chapter). 6. Contact your leased-line or other carrier service, and have it perform integrity tests on the line.

1. ESF = Extended Superframe Format

2. B8ZS = binary eight-zero substitution

Serial Lines: Increasing Interface Resets on Serial Link

Interface resets that appear in the output of the **show interfaces serial** exec command are the result of missed keepalive packets.

Symptom: Increasing interface resets on serial link

[Table 14-6](#) outlines the possible problems that might cause this symptom and describes solutions to those problems.

Table 14-6 *Serial Lines: Increasing Interface Resets on Serial Link*

Possible Problem	Solution
The following problems can result in this symptom: • Congestion on link (typically associated with output drops) • Bad line causing CD transitions • Possible hardware problem at the CSU, DSU, or switch	When interface resets are occurring, examine other fields of the show interfaces serial command output to determine the source of the problem. Assuming that an increase in interface resets is being recorded, examine the following fields: 1. If there is a high number of output drops in the show interfaces serial output, see the section “Serial Lines: Increasing Output Drops on Serial Link,” earlier in this chapter. 2. Check the Carrier Transitions field in the show interfaces serial display. If carrier transitions are high while interface resets are being registered, the problem is likely to be a bad link or a bad CSU or DSU. Contact your leased-line or carrier service, and swap faulty equipment, as necessary. 3. Examine the Input Errors field in the show interfaces serial display. If input errors are high while interface resets are increasing, the problem is probably a bad link or a bad CSU/DSU. Contact your leased-line or other carrier service, and swap faulty equipment, as necessary.

Serial Lines: Increasing Carrier Transitions Count on Serial Link

Carrier transitions appear in the output of the **show interfaces serial** exec command whenever there is an interruption in the carrier signal (such as an interface reset at the remote end of a link).

Symptom: Increasing carrier transitions count on serial link

[Table 14-7](#) outlines the possible problems that might cause this symptom and describes solutions to those problems.

Table 14-7 Serial Lines: Increasing Carrier Transitions Count on Serial Link

Possible Problem	Solution
The following problems can result in this symptom: - Line interruptions due to an external source (such as physical separation of cabling, or lightning striking somewhere along the network) - Faulty switch, DSU, or router hardware	1. Check hardware at both ends of the link (attach a breakout box or a serial analyzer, and test to determine the source of problems). 2. If an analyzer or breakout box is incapable of identifying any external problems, check the router hardware. 3. Swap faulty equipment, as necessary.

Using Bit Error Rate Tests

BER test circuitry is built into the 4-Port T3/E3 Interface SPA. With BER tests, you can test cables and signal problems in the field. Only one BER test can be run on a single T3 port at any given time.

There are two categories of test patterns that can be generated by the onboard BER test circuitry: pseudorandom and repetitive. Pseudorandom test patterns are exponential numbers and conform to the CCITT/ITU O.151 and O.153 specifications; repetitive test patterns are all zeros, all ones, or alternating zeros and ones.

A description of each type of test pattern follows:

- Pseudorandom test patterns:
 - 2^{15} (per CCITT/ITU O.151)
 - 2^{20} (per CCITT/ITU O.153)
 - 2^{23} (per CCITT/ITU O.151)
- Repetitive test patterns:
 - All zeros (0s)
 - All ones (1s)
 - Alternating zeros (0s) and ones (1s)

Both the total number of error bits received and the total number of bits received are available for analysis. You can set the testing period from 1 minute to 14,400 minutes (240 hours), and you can also retrieve the error statistics anytime during the BER test.

When running a BER test, your system expects to receive the same pattern that it is transmitting. To help ensure this:

- Use a loopback at a location of your choice in the link or network. To see how to configure a loopback, go to the [“Using Loopback” section on page 14-16](#).
- Configure remote testing equipment to transmit the same BER test pattern at the same time.

Configure a BER Test

To send a BER test pattern on an interface, go to the [“bert pattern” section on page 18-5](#).

Viewing a BER Test

You can view the results of a BER test with the **show controllers** command.

You can view the results of a BER test at the following times:

- After the test runs completely.
- Anytime during the test (in real time).

```
router#show controllers serial 5/1/0
Interface Serial5/1/0 (DS3 port 0)
  Hardware is SPA-4XT3/E3
  Framing is c-bit, Clock Source is Internal
  Bandwidth limit is 44210, DSU mode 0, Cable length is 10 feet
  rx FEBE since last clear counter 0, since reset 0
  Scrambling is enabled

  No alarms detected.

  No FEAC code is being received
  BERT test result (running)
    Test Pattern : 2^15, Status : Not Sync, Sync Detected : 1
    Interval 5 minute(s), Time Remain : 00:03:20
    Bit Errors (since BERT started): 6 bits,
    Bits Received (since BERT started): 8113 Kbits
    Bit Errors (since last sync): 6 bits
    Bits Received (since last sync): 8113 Kbits
```

Interpreting BER Test Results

Table 14-8 explains the output of the preceding command.

Table 14-8 Interpreting BER Test Results

Field	Description
BERT test result (running)	Indicates the current state of the test. In this case, "running" indicates that the BER test is still in progress. After a test is completed, "done" is displayed.
Test Pattern : 2^15, Status : Sync, Sync Detected : 1	Indicates the test pattern you selected for the test (2^15), the current synchronization state (sync), and the number of times synchronization has been detected during this test (1).

Table 14-8 **Interpreting BER Test Results (continued)**

Field	Description
Interval : 5 minute(s), Time Remain : 5 minute(s)	Indicates the time the test takes to run and the time remaining for the test to run. If you terminate a BER test, you receive a message similar to the following: Interval : 5 minute(s), Time Remain : 2 minute(s) (unable to complete) "Interval: 5 minutes" indicates the configured run time for the test. "Time Remain : 2 minutes" indicates the time remaining in the test prior to termination. "(Unable to complete)" signifies that you interrupted the test.
Bit Errors(Since BERT Started): 6 bits, Bits Received(Since BERT start): 8113 Kbits Bit Errors(Since last sync): 6 bits Bits Received(Since last sync): 8113 Kbits	These four lines show the bit errors that have been detected versus the total number of test bits that have been received since the test started and since the last synchronization was detected.

Using Loopback

Loopback support is useful for testing the interface without connectivity to the network, or for diagnosing equipment malfunctions between the interface and a device. The 2 or 4-Port T3/E3 SPA supports both an internal and an external loopback mode. The external loopback mode requires the use of a loopback cable and implements a loopback through the transceiver on the SPA.

You can also configure an internal loopback without the use of a loopback cable that implements a loopback at the PHY device internally. By default, loopback is disabled.

To configure local loopback, use the following commands:

Command	Purpose
Router# configure terminal	Enters global configuration mode.

Command	Purpose
T3/E3: Router(config)# interface serial <i>slot/subslot/port</i>	Selects the interface to configure. <i>slot/subslot/port</i>—Specifies the location of the interface
T3/E3: Router(config-if)# loopback { local dte network { line payload } remote }	Specifies the loopback mode. local—Loopback after going through the framer toward the terminal. dte—Loopback after the LIU towards the terminal. network—Loopback towards the network. remote—Send FEAC to set remote in loopback. line—Loopback toward network before going through framer. payload—Loopback toward network after going through framer.

Verifying Loopback Mode

```

router# show interfaces serial 3/0/0
Serial3/0/0 is up, line protocol is up (looped)
  Hardware is SPA-4T3E3
  MTU 4470 bytes, BW 44210 Kbit, DLY 200 usec,
    reliability 255/255, txload 225/255, rxload 221/255
  Encapsulation FRAME-RELAY, crc 16, loopback set (local)
  Keepalive set (10 sec)
  LMI enq sent 13281, LMI stat recvd 13280, LMI upd recvd 0, DTE LMI up
  LMI enq recvd 1, LMI stat sent 0, LMI upd sent 0
  LMI DLCI 1023 LMI type is CISCO frame relay DTE
  FR SVC disabled, LAPF state down
  Broadcast queue 0/256, broadcasts sent/dropped 0/0, interface broadcasts 0
  Last input 00:00:07, output 00:00:00, output hang never
  Last clearing of "show interface" counters 1d12h
  Input queue: 0/75/0/0 (size/max/drops/flushes); Total output drops: 612756
  Queueing strategy: fifo
  Output queue: 0/40 (size/max)
  5 minute input rate 38446000 bits/sec, 109217 packets/sec
  5 minute output rate 39023000 bits/sec, 110854 packets/sec
    14601577951 packets input, 642478074437 bytes, 0 no buffer
    Received 0 broadcasts (0 IP multicast)
    0 runs, 0 giants, 0 throttles
      0 parity
    0 input errors, 0 CRC, 0 frame, 0 overrun, 0 ignored, 0 abort
    14545044296 packets output, 639982568049 bytes, 0 underruns
    0 output errors, 0 applique, 1 interface resets
    0 output buffer failures, 0 output buffers swapped out
    0 carrier transitions

```

Using the Cisco IOS Event Tracer to Troubleshoot Problems

**Note**

This feature is intended for use as a software diagnostic tool and should be configured only under the direction of a Cisco Technical Assistance Center (TAC) representative.

The Event Tracer feature provides a binary trace facility for troubleshooting Cisco IOS software. This feature gives Cisco service representatives additional insight into the operation of the Cisco IOS software and can be useful in helping to diagnose problems in the unlikely event of an operating system malfunction or, in the case of redundant systems, route processor switchover.

Event tracing works by reading informational messages from specific Cisco IOS software subsystem components that have been preprogrammed to work with event tracing, and by logging messages from those components into system memory. Trace messages stored in memory can be displayed on the screen or saved to a file for later analysis.

The SPAs currently support the “spa” component to trace SPA OIR-related events.

For more information about using the Event Tracer feature, refer to the following URL:

<http://www.cisco.com/univercd/cc/td/doc/product/software/ios120/120newft/120limit/120s/120s18/evnttrcr.htm>

Preparing for Online Insertion and Removal of a SPA

For information about online insertion and removal on a Cisco 7304 router, refer to the following URL:

<http://www.cisco.com/univercd/cc/td/doc/product/core/cis7300/73mscspa/mscspasw/73trbl.htm#wp1049827>