Why am I receiving an error when loading a Cisco Email Security Appliance (ESA) C350 configuration file to a C370?

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Question

Why am I receiving an error when loading a Cisco Email Security Appliance (ESA) C350 configuration file to a C370?

Environment

Replacing a C350 with a new C370.

Symptoms

A similar error is received when attempting to migrate the configuration file from a C350 to a C370.

```
"Configuration file was not loaded. Parse Error on  element
 "ethernet_settings"line number 79 column 22 with value
 "Data 3": Ethernet interface Data 3 not configured."
```

Assumptions

This article assumes that you are attempting to replace a C350 with a C370, where both appliances are running the same version of AsyncOS.

Solution

The aforementioned error is received because your C350 configuration file does not include provisions for the extra physical interface(Data 3) of the C370 hardware platform. As a workaround, please follow the steps below.

1. Obtain an XML copy of the configuration file from your C350.
2. Open the XML file using Wordpad or any other text editor.

3. Scroll down to the *Network Configuration* portion of the file.
4. Add the following to the "<ports>" section:

```
<port_interface>
<port_name>Data 3</port_name>
<direct>
<jack>Data 3</jack>
<jack_mtu>1500</jack_mtu>
</direct>
</port_interface>
```

5. Add the following to the "<ethernet settings>" section;<ethernet>

```
<ethernet>
      <ethernet_interface>Data 3</ethernet_interface>
      <media>autoselect</media>
      <media_opt></media_opt>
      <macaddr></macaddr>
</ethernet>
```

6. Save the configuration file.
7. Load this modified version of the configuration file to the C370.