



Navigation

- [PfR Home Page](#)
- [PfR Troubleshooting Home Page](#)

Troubleshooting PfR System and MC/BR session

MC is down				
Yes				
Is MC enable? <code>show pfr master</code> should show OER state to be enabled	No >	No shut oer master		
Yes				
Is MC active? <code>show oer master</code> should show OER state to be Active	No >	Is the local interface under oer border configured? <code>show run b oer border</code> to find the interface and verify interface configuration	No >	Config the interface (ip address) for the local interface used by PfR BR.
Yes		Yes		
Is BR Active?		Is there connectivity between MC and BR?	No >	Setup connectivity

PfR: Troubleshooting: System

<pre>show oer border</pre> <p>should show the state to be Active</p>
No
<p>Make sure there are at least 1 internal interface and 1 external interface on the BR that are up.</p>

Yes		
<p>Is the port config on BR and MC the same?</p> <pre>show run b oer</pre> <p>on MC and BR</p>	No >	<p>Compare the port <num> configured on MC and BR and fix the configs.</p>
Yes		
<p>Is the authentication between MC and BR ok?</p>	No >	<p>Compare the authentication configs on MC and BR and fix the configs.</p>
Yes		
<p>Is the major version of the MC and BR the same?</p> <pre>show oer master</pre>	No >	<p>Make sure MC/BR version are in sync.</p>
Yes		
<p>Is there at least 1 internal interface and 2 ext interfaces that are up?</p>		
No		
<p>Go to each BR to make sure the internal and external interface(s) are up</p>		