

Revised: March 16, 2024

Troubleshooting Netflow Issues

Troubleshooting Netflow

Verify the statistics the monitor map:

```
Router#show flow platform producer statistics location 0/0/cpu0
Netflow Platform Producer Counters:
IPv4 Ingress Packets: 1999
IPv4 Egress Packets: 0
IPv6 Ingress Packets: 0
IPv6 Egress Packets: 0
MPLS Ingress Packets: 53824976
MPLS Egress Packets: 0
IPFIX315 Ingress Packets: 0
IPFIX315 Egress Packets: 0
Drops (no space): 0
Drops (other): 9
Unknown Ingress Packets: 0
Unknown Egress Packets: 0
Worker waiting: 205359
```

```
Router#show flow monitor monitor1 cache summary location 0/0/CPU0
Cache summary for Flow Monitor monitor1:
Cache size: 1000000
Current entries: 295
Flows added: 184409
Flows not added: 0
Ager Polls: 9824
- Active timeout 183855
- Inactive timeout 259
- Immediate 0
- TCP FIN flag 0
- Emergency aged 0
- Counter wrap aged 0
- Total 184114
Periodic export:
- Counter wrap 0
- TCP FIN flag 0
Flows exported 184114
```

Check the rate of packtes using the command:

```
Router#show flow platform pse policer-rate location 0/0/CPU0
Npu id :0
Netflow Platform Pse Policer Rate:
Ingress Policer Rate: 199 Mbps
Npu id :1
Netflow Platform Pse Policer Rate:
Ingress Policer Rate: 199 Mbps
RP/0/RP0/CPU0:NCS5508#show flow platform pse policer-rate location 0/0/CPU0
Mon Jan 27 15:42:47.664 CET
Npu id :0
Netflow Platform Pse Policer Rate:
Ingress Policer Rate: 133 Mbps
Npu id :1
Netflow Platform Pse Policer Rate:
Ingress Policer Rate: 133 Mbps
```

Verify if shaper is dropping NetFlow samples, drop counters should be checked under VOQ 32 / COS3, which is used for a Netflow traffic punt.

```
RP/0/RP0/CPU0:PE3#show controllers npu stats voq base 32 instance 0 location 0/0/CPU0
Asic Instance = 0
VOQ Base = 32
ReceivedPkts ReceivedBytes DroppedPkts DroppedBytes
-----
TC_0 = 878025 228648068 0 0
TC_1 = 0 0 0 0
TC_2 = 0 0 0 0
TC_3 = 244205 27635546 0 0
TC_4 = 666393 4520523722 0 0
TC_5 = 0 0 0 0
TC_6 = 0 0 0 0
TC_7 = 0 0 0 0
```

Verify Netflow configurations

```
show flow exporter
show flow monitor
show flow monitor <monitor-name> cache
```

Verify Netflow statistics

These commands provide statistics related to NetFlow data, including the number of packets/flows exported, the export success/failure status, and other important statistics.

```
show flow monitor <monitor-name> statistics
show flow exporter statistics
```

Verify NetFlow interface statistics

This command displays NetFlow interface statistics, showing the number of packets and bytes processed by NetFlow on a specific interface.

```
show flow monitor <monitor-name> interface <interface>
```

Verify NetFlow cache entries

This command provides a table format view of the NetFlow cache entries, showing details about each flow, such as source/destination IP addresses, ports, protocol, and byte/packet counts.

```
show flow monitor <monitor-name> cache format table
```

Verify statistics of a specific NetFlow exporter,

This command displays the statistics of a specific NetFlow exporter, providing information about packets/flows exported, templates used, and any export errors.

```
show flow exporter <exporter-name> statistics
```

Verify NetFlow version compatibility

This command verifies the NetFlow version compatibility between the exporter and collector, showing the active templates and their associated versions.

```
show flow exporter <exporter-name> template data
```