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Troubleshooting EIGRP

Document ID: 21324

Interactive: This document offers customized analysis of your Cisco device.

Introduction

Prerequisites

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Main Troubleshooting Flowchart

Neighbor Check

Redistribution Check

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NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document provides troubleshooting information for common problems with Enhanced Interior Gateway Routing Protocol (EIGRP). To refer to more information, or to go to the next flowchart, click the blue text in the boxes.

If you have the output of a **show interfaces serial** , **show ip eigrp neighbors** , **show tech-support** , or a **show ip eigrp topology** command from your Cisco device, you can use Output Interpreter (registered customers only) to display potential issues and fixes.

To use Output Interpreter, you must be a registered customer, be logged in, and have JavaScript enabled.

Prerequisites

Requirements

Readers of this document should have a good understanding of how EIGRP works and a good knowledge of how to configure EIGRP.

Components Used

This document is not restricted to specific software and hardware versions.

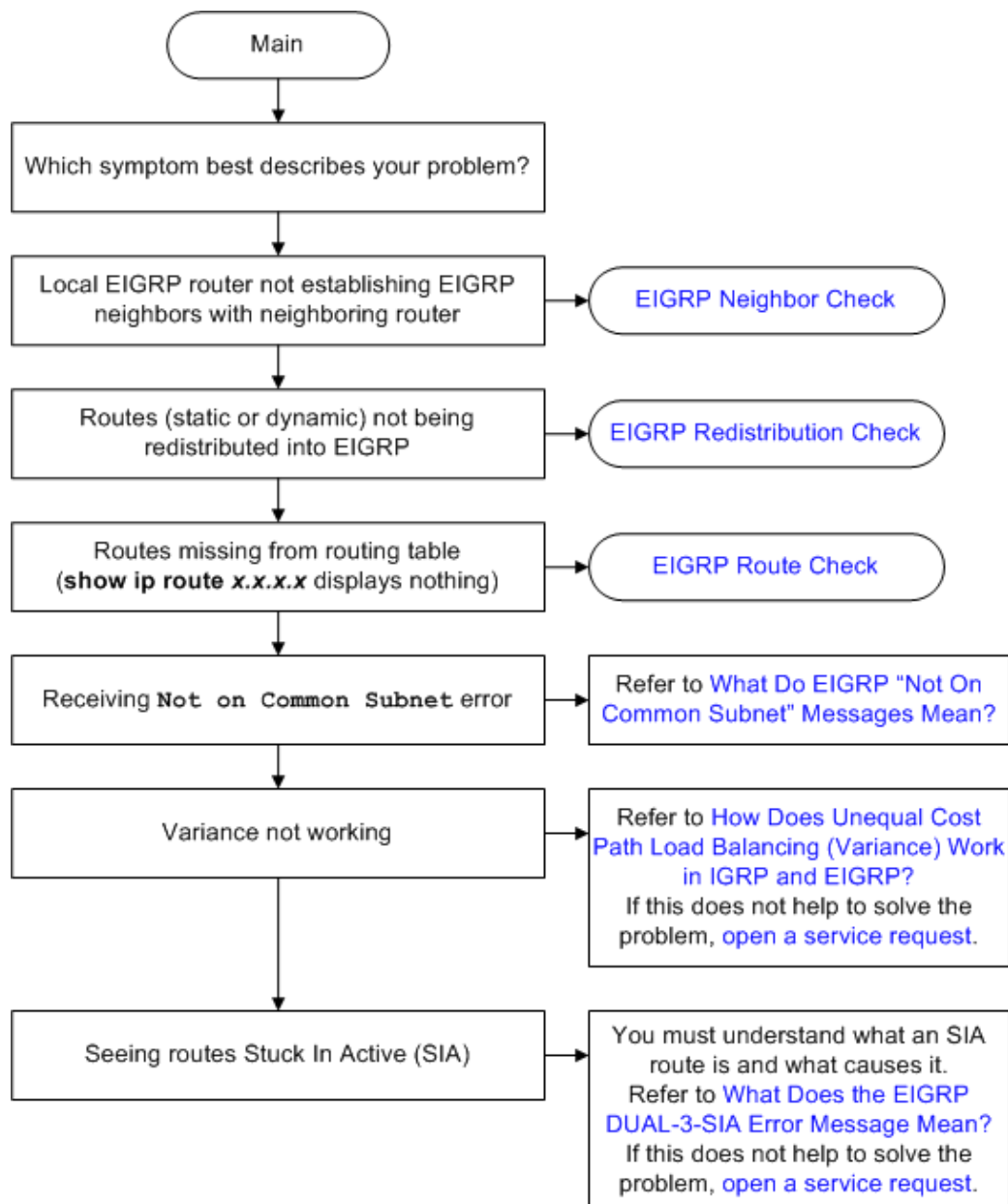
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

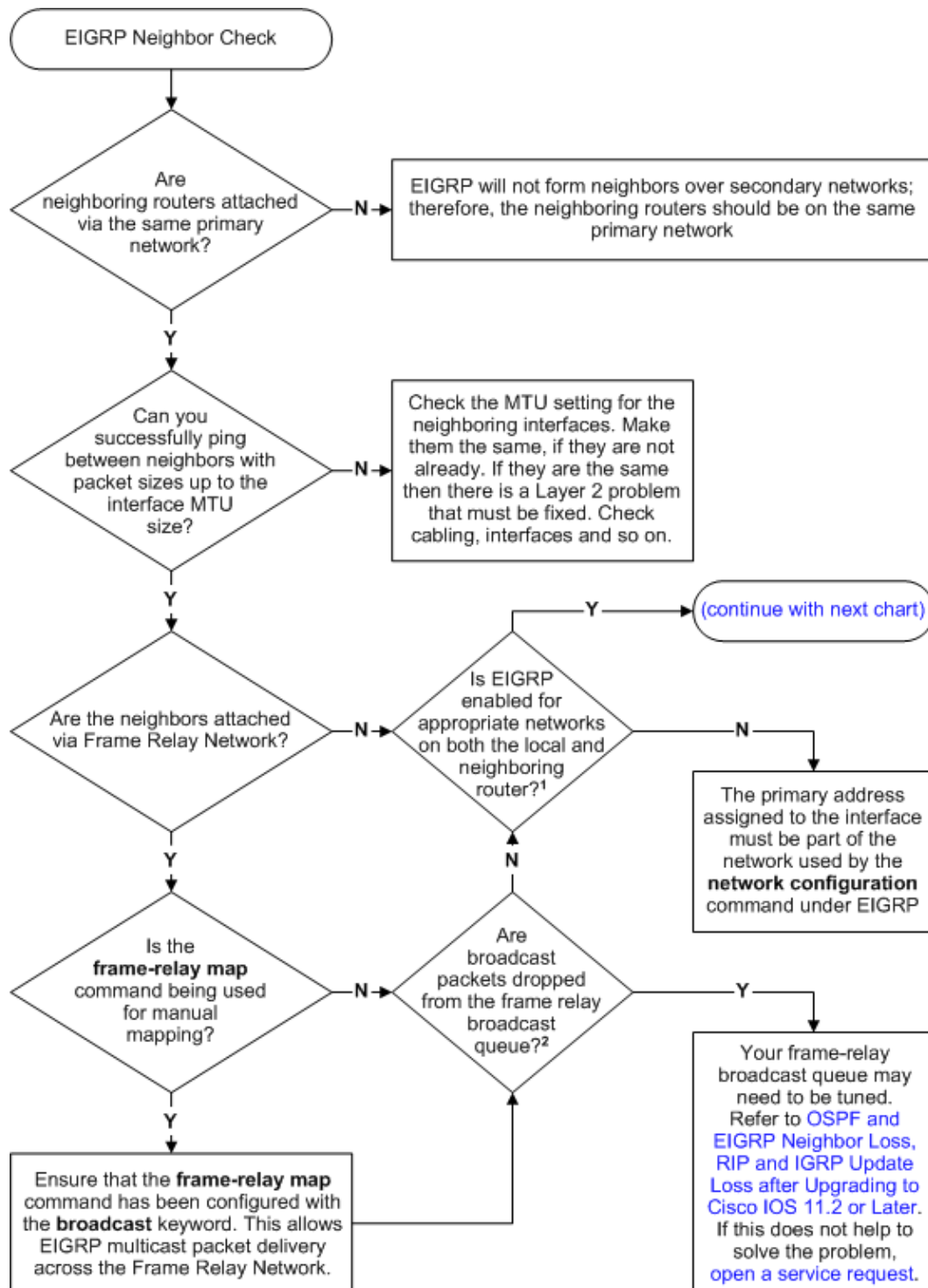
For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Main Troubleshooting Flowchart

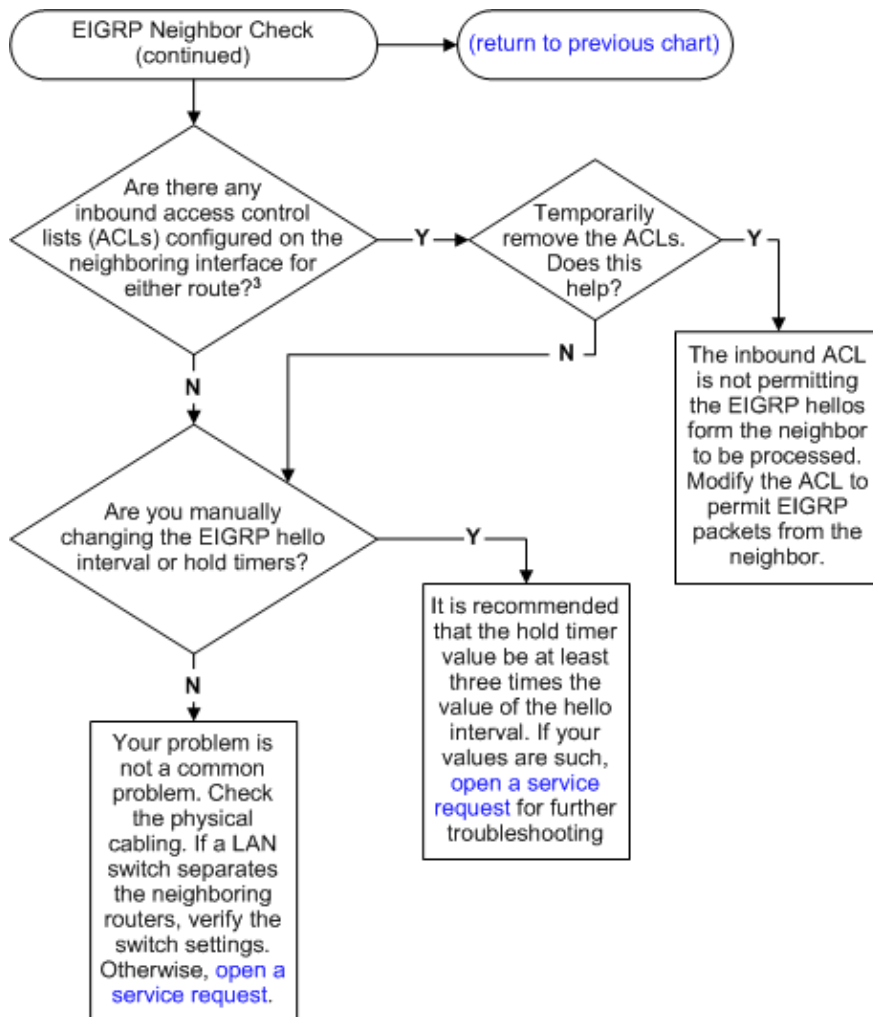
To troubleshoot EIGRP, use this flowchart, starting at the box marked **Main**. Depending on the symptoms, the flowchart might refer to one of the three flowcharts later in this document or to other relevant documents on Cisco.com. There are some problems that might not be resolvable here. In these cases, links are provided to Cisco Technical Support. To open a service request, you must have a valid service contract.



Neighbor Check

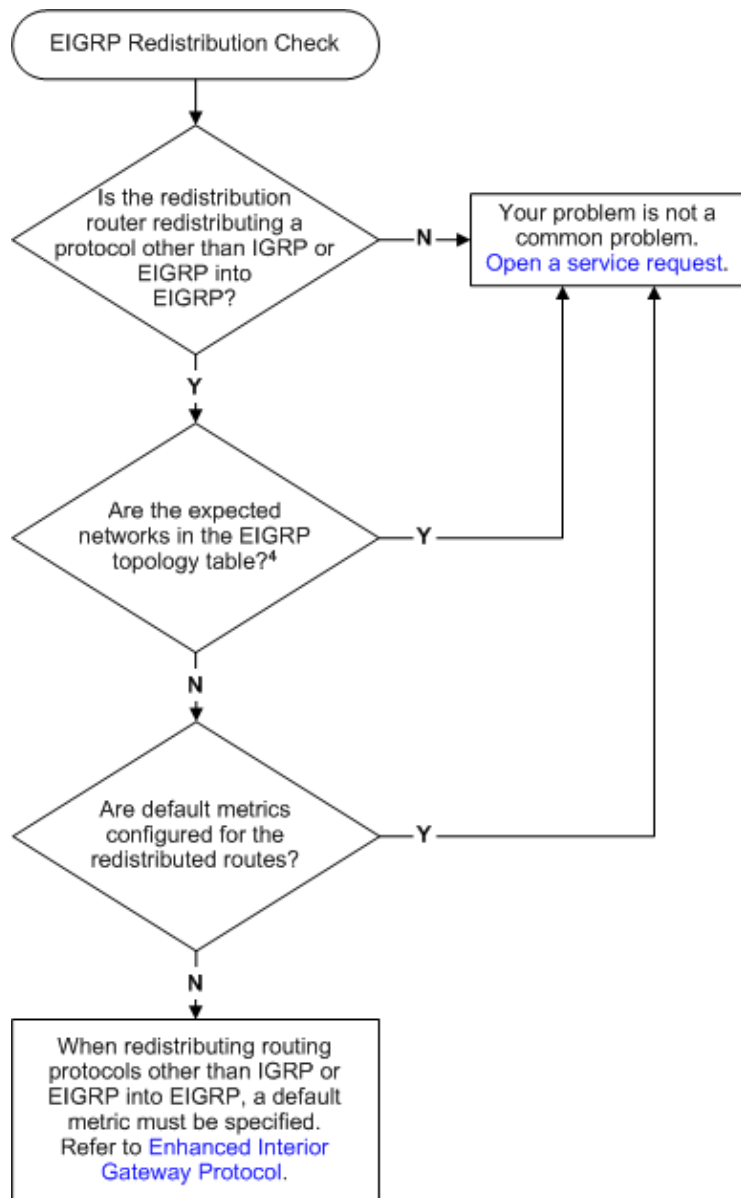


Flowchart Notes	
1	Issue the show ip eigrp interface command to verify.
2	Issue the show interface serial command to verify.



Flowchart Notes	
3	Issue the show ip interface command to verify.

Redistribution Check

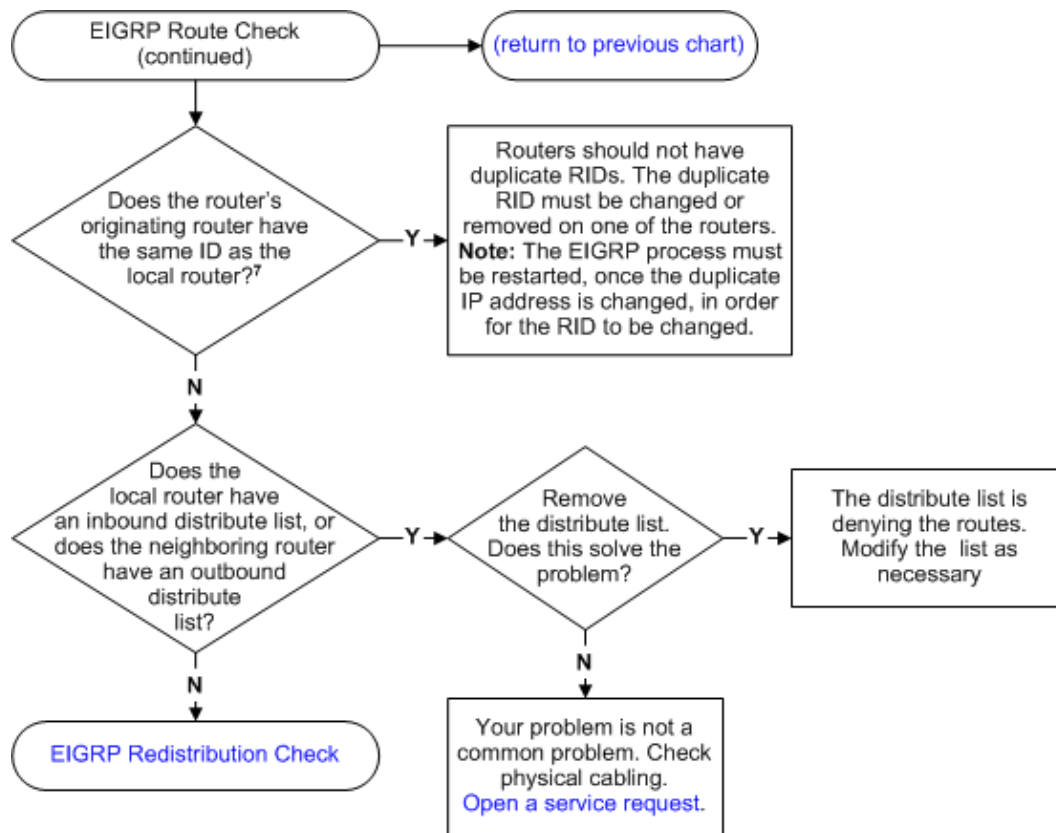


Flowchart Notes	
4	Issue the show ip eigrp topology net mask command to verify.

Route Check



Flowchart Notes	
5	Issue the show ip route eigrp command to verify.
6	Issue the show ip eigrp topology command to verify.



Flowchart Notes	
7	Issue the show ip eigrp topology net mask command, to find the Router ID (RID). You can find the local RID with the same command on the locally generated external router. In Cisco IOS Software Release 12.1 and later, the show ip eigrp topology command shows the RID.

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for RP
Service Providers: MPLS
Virtual Private Networks: Services
Virtual Private Networks: Security

Related Information

- [EIGRP Technology Support Page](#)
- [Technical Support & Documentation – Cisco Systems](#)

