

FAR Management Issues

This chapter explains some of the FAR management issues and workaround for them.

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Certificate Exception

If this exception appears in the server.log file stored on the IoT FND server when a FAR attempts to register with IoT FND, the cgms_keystore file does not contain the CA server certificates or the CA certificates that were imported into the cgms_keystore file are incorrect:

```
SSLException: Received fatal alert: unknown_ca
```

For information about how to import certificates into the cgms_keystore file, see “Generating and Installing Certificates in the Cisco IoT Installation Guide, 4.0.x and greater.

FAR Keeps Reloading and Does Not Switch to the Up State

When a FAR is continuously reloading every time it contacts IoT FND, it could be because the configuration pushed to the FAR by IoT FND is not being applied successfully.

Check the server.log file on the IoT FND server for clues on the cause of the configuration push failure. Sometimes, typos in the in the Field Area Router Tunnel Addition template cause this failure (IoT FND does not provide template validation).

Note When a FAR registers with IoT FND, IoT FND queries the FAR with show commands. IoT FND then configures the FAR based on the configuration commands in the Field Area Router Tunnel Addition template.

Other reasons for continuous reloads may be:

- A bad WAN link that drops packets and does not allow the registration to complete.
- Firewall issues.

Ensure that the firewall allows traffic in both directions and that traffic to and from the correct ports is allowed to pass.

Incorrect FAR State in IoT FND

In IoT FND, a FAR might appear in a Down state even though you can ping and trace the route to it without a problem.

IoT FND manages the FAR via the IoT-DM service running on the FAR. So even though the FAR is pingable and reachable, it is important to verify that the jetty server and call home features are enabled on the FAR:

```
show run callhome
```

should have 'enable' in the config and `sh jvm status`