

Troubleshooting PowerOn Auto Provisioning

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Switch Does Not Come Up in Time for POAP to Complete

If the switch does not come up in a reasonable duration for POAP to complete, connect to the switch through the serial line and check to see if it is stuck at the following prompt:

```
Waiting for system online status before starting POAP ...
Waiting for system online status before starting POAP ...
Waiting for system online status before starting POAP ...

System is not fully online. Skip POAP? (yes/no)[n]:
```

You can continue with POAP by entering **no** at the prompt. If POAP does not start properly on the second attempt, proceed with the normal setup by entering **yes** at the prompt when it returns.

POAP Fails

Take these actions if any of the following PowerOn Auto Provisioning (POAP) errors appear:

Problem	Log Example	Solution
POAP does not get aborted or POAP abort is stuck at the “Disabling POAP” log	`Abort Auto Provisioning and continue with normal setup ?(yes/no)[n]: yes`	1. Use **Ctrl+c** or **Ctrl+z** to abort the POAP process and enter the switch. 2. If the above solution fails, power cycle the switch. 3. Abort POAP at an earlier prompt **Note** After aborting POAP and performing the necessary configurations or maintenance, you can save the configuration and reboot the switch to ensure it starts normally without entering POAP.

POAP DHCP offer is not accepted	`2022 Nov 17 11:55:59 switch %$ VDC-1 %$ %POAP-2-POAP_INFO: [FOX2249PGK1-D4:C9:3C:85:7D:BF] - Missing Nexthop information, Option(242)`
	`2022 Nov 17 11:55:59 switch %$ VDC-1 %$ %POAP-2-POAP_INFO: [FOX2249PGK1-D4:C9:3C:85:7D:BF] - Missing RT Prefix information, Option(243)`
	`2022 Nov 17 11:55:59 switch %$ VDC-1 %$ %POAP-2-POAP_INFO: [FOX2249PGK1-D4:C9:3C:85:7D:BF] - Missing bootfile url, Option(59)`
		Add the prompted missing DHCP option as printed on the console to the DHCP server configuration.

Problem	Log Example	Solution

POAP script does not get copied	The error message is printed after "Copy Failed"
	`2022 Mar 10 22:46:52 switch %$ VDC-1 %$ %USER-1-SYSTEM_MSG: S/N[FDO25020XF4]-MAC[A0:3D:6E:EE:D8:40] - Command is : terminal dont-ask ; terminal password <removed> ; copy http://edoddy.cisco.com/img/isan/nxos.9.3.8.bin bootflash:/nxos.9.3.8.bin.tmp vrf management - /script.sh`
	`2022 Mar 10 22:47:22 switch %$ VDC-1 %$ %USER-1-SYSTEM_MSG: S/N[FDO25020XF4]-MAC[A0:3D:6E:EE:D8:40] - Copy failed: "\nERROR: ld.so: object '/isan/lib/libutils.so' from LD_PRELOAD cannot be preloaded (wrong ELF class: ELFCLASS32): ignored.\nERROR: ld.so: object '/isan/lib/libsandbox.so' from LD_PRELOAD cannot be preloaded (wrong ELF class: ELFCLA`
		Make sure that the file name mentioned in the bootfile URL is correct, and the file is stored in the location as mentioned in the **copy** command output.

POAP script errors out with no error message	`178b171b535356627f7517e7a4c89d25`
	`2022 Jun 9 00:17:55 switch %$ VDC-1 %$ %POAP-2-POAP_SCRIPT_STARTED_MD5_VALIDATED: [FOC232800YF-08:4F:A9:E4:95:37] - POAP script execution started(MD5 validated)`
	`2022 Jun 9 00:17:56 switch %$ VDC-1 %$ %POAP-2-POAP_FAILURE: [FOC232800YF-08:4F:A9:E4:95:37] - POAP Script execution failed`
		Run the python script on a Linux machine or Cisco Nexus switch using the **python3** command to capture the syntax errors.
		Once you've found the syntax error, resolve the error with the information provided.

Problem	Log Example	Solution

POAP script fails with error	`2023 Apr 26 16:59:00 switch %$ VDC-1 %$ %USER-1-SYSTEM_MSG: - Executing configure terminal ; show crypto ca trustpoints - /script.sh^M^M`
	
	`2023 Apr 26 16:59:01 switch %$ VDC-1 %$ %USER-1-SYSTEM_MSG: - Trustpoint already present. Please check. Exiting USB script. - /script.sh^M^M`
	
	`2023 Apr 26 16:59:02 switch %$ VDC-1 %$ %POAP-2-POAP_FAILURE: [FDO25110HUV-F8:7A:41:55:30:9F] - POAP Script execution failed^M^M`
	
	`2023 Apr 26 16:59:07 switch %$ VDC-1 %$ %POAP-2-POAP_FAILURE: [FDO25110HUV-F8:7A:41:55:30:9F] - POAP Script execution failed`
		Examine the specific error message that precedes this line “Script execution failed”.
		
		The error message will typically provide details about what went wrong and help you identify the part of the script that needs to be addressed.
		
		Resolve the error with the information provided in the logs.

Configuration is missing after POAP replay	`root@switch(config)# route-map test % Incomplete command at '^' marker ret=-19`	Use the **show startup-config poap-log** command and check for the missing configuration. Configure the missing configuration until the issue is resolved.