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### Introduction

The Cisco Plug and Play Application simplifies branch network rollout by securely and automatically delivering the bootstrap configuration on the Cisco Integrated Services Router (Cisco ISR) and Cisco ISR-G2 during deployment.

The Cisco Plug and Play Application downloads the bootstrap configuration from Cisco Prime Infrastructure and deploys it. The Cisco Plug and Play Application connects to the Cisco Plug and Play Gateway to communicate with Cisco Prime Infrastructure for downloading the bootstrap configuration.

The Cisco Plug and Play Application automates and monitors the deployment progress, starting from delivering the bootstrap configuration until the entire deployment operation is complete. It thereby reduces the total deployment time and cost involved in this operation.

This document captures the troubleshooting information when the Cisco Plug and Play Application is used in iOS and Windows.

### iOS Application

#### Supported Platform

iPad or iPhone running iOS Version 5.0 or later

## Windows Application

### Supported Operating System

- Windows XP
- Windows 2000
- Windows Vista
- Windows 7

**Note:** Windows 8 is currently not supported.

### Troubleshooting

This section contains troubleshooting information for the various issues that you may face.

**Another instance of the Cisco Plug and Play Application is running. Terminate the previous instance before launching the application.**

#### Message Type

Error message

#### Symptom

The following pop-up error message is displayed: "Another instance of Cisco Plug and Play Application is running. Terminate the previous instance before launching".

#### Solution

Ensure that the Cisco Plug and Play Application is not already running. If it is running, you must either close the application before launching the application again or continue to use the instance that is already running.

**A device is being deployed. Terminating the deployment process might affect the device configuration. Do you want to terminate?**

#### Message Type

Confirmation and Alert message

#### Symptom

This error is seen when you try to close the application while the deployment is still in progress.

#### Solution

Wait until the deployment is completed or close the application when the deployment is in progress by clicking **Yes** on the error message dialog box. The latter action will terminate the deployment.

Unable to load the Help document.

**Message Type**

Error message

**Symptom**

This error message is displayed when you try to open the *Cisco Plug and Play Application User Guide* from the Cisco Plug and Play Application.

**Solution**

Make sure that you have Adobe PDF Reader installed on your laptop.

**Bootstrap configuration download failed.**

**Message Type**

Error message

**Symptom**

This error message is displayed when the bootstrap configuration download fails.

**Solution**

Perform both these tasks:

- Verify the status of the Cisco Prime Infrastructure server and the Cisco Plug and Play Gateway to ensure that they are up and running. If they are not, restart the Cisco Prime Infrastructure server and the Cisco Plug and Play Gateway.
- Make sure that proper IP connectivity exists between your laptop and the Cisco Prime Infrastructure server and the Cisco Plug and Play Gateway.

**Deployment server not configured. Configure the deployment server before you begin downloading the configuration.**

**Message type**

Error message

**Symptom**

When the bootstrap configuration download prompts you to use a valid PIN, and if the deployment server is not configured, this message is displayed when you enter a PIN.

**Solution**

Before downloading the bootstrap configuration, make sure that you configure the Cisco Prime Infrastructure and the Cisco Plug and Play Gateway fields on the **Settings** page.

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**Communication failed. Check the Plug and Play Gateway settings and the server status.**

### Message Type

Error message

### Symptom

This error message is displayed when you try to save the Settings information and the task fails.

### Solution

Perform both these tasks:

- Verify that Cisco Prime Infrastructure and the Cisco Plug and Play Gateway are up and running. If they are not, restart the Cisco Prime Infrastructure server and the Cisco Plug and Play Gateway.
- Make sure that proper IP connectivity exists between your laptop and the Cisco Prime Infrastructure server and the Cisco Plug and Play Gateway.

**SSL certificate store save failed (or) Connection or SSL certificate download failed to the server.**

### Message Type

Error message

### Symptom

This error message is displayed when you request a bootstrap download using a PIN.

### Solution

Perform both these tasks:

- Verify that Cisco Prime Infrastructure and the Cisco Plug and Play Gateway are up and running. If they are not, restart the Cisco Prime Infrastructure server and the Cisco Plug and Play Gateway.
- Make sure that proper IP connectivity exists between your laptop and Cisco Prime Infrastructure and the Cisco Plug and Play Gateway. If the Cisco Plug and Play HTTPS port is configured with a nondefault value, reconfigure the application settings with the correct HTTPS port.

**Deploy option is not enabled even after connecting the Cisco Plug and Play Application with the device.**

### Message Type

Error message

### Symptom

This error message is displayed when the necessary drivers are not installed for the USB console cable.

### Solution

Communication failed. Check the Plug and Play Gateway settings and the server status.

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You must manually install the necessary drivers for the USB console cable, and then connect the cable to your laptop.

**Logging in to the device even after disconnecting the cable.**

### Message Type

Alert message

### Symptom

When a user removes the USB console cable while the Cisco Plug and Play Application is still connected to the device, a message stating that the application is connecting to or logging in to the device is displayed. This occurs because the connector acts as a proxy for the Cisco Plug and Play Application.

### Solution

Close the Cisco Plug and Play Application and open it again.

**Device Deployment failed.**

### Message type

Error message

### Symptom

The Cisco Plug and Play Application deploys all the configured CLIs to the device and waits for the Cisco Networking Services (CNS) configuration initial to succeed. If the CNS configuration initial is not initiated due to device issues, the Cisco Plug and Play Application will wait for two minutes to check if the initial configuration is initiated. After two minutes, if the device has still not initiated the CNS configuration initial, the Cisco Plug and Play Application will display a message that the deployment has failed.

### Solution

You must troubleshoot to assess the possible reasons behind the CNS configuration initial not being triggered.

**Deployment failed, but the device configuration is not reset to initial state.**

### Message Type

Error message

### Symptom

This error message is displayed when deployment fails due to a valid reason, and the configuration on the device is not reset to its initial state.

### Solution

The Cisco Plug and Play Application will back up the configuration, and reset only on factory default routers (day 0). Resetting to the factory default state does not occur on day 1 devices.

Deploy option is not enabled even after connecting the Cisco Plug and Play Application with the device.