



# 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
<p>POAP does not get aborted or POAP abort is stuck at the “Disabling POAP” log</p>	<p>Abort Auto Provisioning and continue with normal setup ?(yes/no) [n]: yes</p>	<ol style="list-style-type: none"> <li>1. Use <b>Ctrl+c</b> or <b>Ctrl+z</b> to abort the POAP process and enter the switch.</li> <li>2. If the above solution fails, power cycle the switch.</li> <li>3. Abort POAP at an earlier prompt</li> </ol> <p><b>Note</b> 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.</p>
<p>POAP DHCP offer is not accepted</p>	<pre> 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)                 </pre>	<p>Add the prompted missing DHCP option as printed on the console to the DHCP server configuration.</p>

Problem	Log Example	Solution
<p>POAP script does not get copied</p>	<pre> The error message is printed after "Copy Failed"  2022 Mar 10 22:46:52 switch %\$ VDC-1 %\$ %USER-1-SYSTEM_MSG: S/N[F025020X74]-MC[A0:3D:6E:EE:D8:40] - Command is : terminal dont-ask ; terminal password &lt;removed&gt; ; copy http://cisco.com/flash/cisco_nxos_9386_9386r 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[F025020X74]-MC[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                     </pre>	<p>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 <b>copy</b> command output.</p>
<p>POAP script errors out with no error message</p>	<pre> 178b171b535356627f7517e7a4c89d25 2022 Jun 9 00:17:55 switch %\$ VDC-1 %\$ %POAP-2-POAP_SCRIPT_STARTED_MD5_VALIDATED: [F0C232800YF-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: [F0C232800YF-08:4F:A9:E4:95:37] - POAP Script execution failed                     </pre>	<p>Run the python script on a Linux machine or Cisco Nexus switch using the <b>python3</b> command to capture the syntax errors.</p> <p>Once you've found the syntax error, resolve the error with the information provided.</p>

Problem	Log Example	Solution
<p>POAP script fails with error</p>	<pre> 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                 </pre>	<p>Examine the specific error message that precedes this line “Script execution failed”.</p> <p>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.</p> <p>Resolve the error with the information provided in the logs.</p>
<p>Configuration is missing after POAP replay</p>	<pre> root@switch(config)# route-map test % Incomplete command at '^' marker ret=-19                 </pre>	<p>Use the <b>show startup-config log</b> command and check for the missing configuration.</p> <p>Configure the missing configuration until the issue is resolved.</p>