Troubleshoot Common Provisioning Issues with GPT

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Introduction

This document describes commonly seen issues that prevent the correct gateway provisioning with the Kinetic Gateway Provisioning Tool (GPT).

Common Issues

GPT is Not Starting

Check the installed python version(s):

```
c:\>python --version
Python 2.7.13
```

The correct version for GPT is 2.7.X, if you're seeing a different result or have multiple versions installed, try to uninstall those.

Currently only Python 2.7 is supported.

GPT is not Able to Detect Gateway

Gateway Configuration

Check these configuration items on the gateway (IR809/IR829):

- Configure the Gi0 port for IR809 and Gi1 port for IR829 in the same subnet as the interface on the host PC
- Test connectivity between the IR800 and GPT host by doing a ping to the configure IP
- Ensure that there is no password set on the IR800 or that it is the default password.
  The default password can be changed in C:\Program Files (x86)\Cisco Systems\GPT\scripts\config.ini

- Ensure that the access is possible using the console port, you can test this using your favourite terminal client
- Try to enable telnet access to the device by configuring "transport input all" on "line vty 0 4"

GPT Host Configuration

You can check these items on the host running the GPT tool:

- Disable the firewall if any is active/present
- Disable other network interfaces, except the one connecting the IR800 with the host
- Remove all existing saved COMx-profiles in Putty
  If there is a COM5 profile in Putty and the gateway is connected to this port, detection will fail (also see further in the article)
- Manually configure the IP of the host in the configuration file.
  File location: **C:\Program Files (x86)\Cisco Systems\GPT\scripts\config.ini**
  Configuration line example: HOST_ip=192.168.3.2 in config.ini

Serial Connection to Gateway

GPT is using the plink, Putty command line, tool under the hood to connect to the IR800 over serial and to issue the required commands during provisioning.

You can manually launch this tool in order to test the serial connectivity:

Successful attempt:

```
C:\Program Files (x86)\Cisco Systems\GPT\scripts>plink.exe -serial COM5

KJK_IR829_10 con0 is now available

Press RETURN to get started.
```

Unsuccessful attempt:

```
C:\Program Files (x86)\Cisco Systems\GPT\scripts>plink.exe -serial COM5
Unable to open connection:
Unable to open serial port
```

In case you're getting the second output when launching the tool, you can try to change the serial connectivity method to the gateway.

1. Create a Putty session for the correct COM port with these settings (for example COM5):
   Terminal:
   - Auto wrap mode (unchecked)
   - Implicit CR in every LF (unchecked)
   - Implicit LF in every CR (unchecked)
   Serial:
   - Serial line to connect to: COM9 (this must be the COM port the gateway is connected to)
   - Speed: 9600
   - Databits: 8

- Stop bits: 1
- Parity: None
- Flow control: XON/XOFF

2. Verify if ptool.exe is working by launching it as follows:

```
C:\Program Files (x86)\Cisco Systems\GPT\scripts>plink.exe -serial COM5

KJK_IR829_10 con0 is now available

Press RETURN to get started.
```

3. If successful, edit C:\Program Files (x86)\Cisco Systems\GPT\scripts\getRouterDetails.py:
   Change:

```
p = pexpect.popen_spawn.PopenSpawn('plink -serial '+str(serial_port))
```

   to:

```
p = pexpect.popen_spawn.PopenSpawn('plink '+str(serial_port))
```

   This will make the plink.exe tool use the saved session details from Putty and allow the connection to work.

GPT is not Able to Complete Provisioning

In case GPT is able to detect the gateway and start the provisioning but fails during the process, you can check this:

- Ensure that you have saved the configuration of the interface connected to the GPT host computer
- Ensure that there is enough available space in flash: for the upgrade images if this is required
- Check the log displayed during provisioning for further troubleshooting or issues