Cisco Plug and Play Application User Guide

Revised: April 22, 2013, OL-27485-01

Using the Cisco Plug and Play Application

Overview

The Cisco Plug and Play Application simplifies branch network rollout by securely and automatically delivering the bootstrap configuration on the Cisco Integrated Services Routers (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's 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.

About this Guide

This guide is for deployment engineers who perform deployment of bootstrap configuration on Cisco ISR and Cisco ISR-G2 using the Cisco Plug and Play Application.

This guide explains how to install and use the Cisco Plug and Play Application for deployment.

Key Benefits

The Cisco Plug and Play Application offers these key benefits:

- Securely downloads the bootstrap configuration from Cisco Prime Infrastructure.
- Automatically identifies the bootstrap configuration for the connected Cisco ISR and Cisco ISR-G2, if the bootstrap configuration is already downloaded.
- Requires no additional hardware setup or configuration, such as DHCP or TFTP.
- Provides the capability to monitor deployment progress.
- Provides a unified bootstrap delivery mechanism.
- Reduces overall deployment time and operational costs.

Supported Platforms

The Cisco Plug and Play Application is supported on:

- iPad or iPhone running iOS Version 5.0 or later
- Laptops running Microsoft Windows XP or later (supports both 32-bit and 64-bit operating systems)

Note Windows 8 is not supported.

The Cisco Plug and Play Application works with the following Cisco ISR and Cisco ISR-G2:

- 8xx Series
- 18xx Series
- 19xx Series
- 28xx Series
- 29xx Series
- 38xx Series
- 39xx Series

Prerequisites for Installing and Using the Cisco Plug and Play Application

These prerequisites must be met before installing and using the Cisco Plug and Play Application:

- Cisco Prime Infrastructure Version 1.3 or later must be up and running.
- Cisco Plug and Play Gateway Version 1.3 or later (either installed as part of Cisco Prime Infrastructure or as a standalone server) must be up and running, and must also be accessible from iOS or Windows.
  If Cisco Plug and Play Gateway is installed as a standalone server, ensure that IP connectivity exists between Cisco Prime Infrastructure and Cisco Plug and Play Gateway. For more information about setting up Cisco Plug and Play Gateway, refer to the *Cisco Prime Infrastructure Quick Start Guide* .
- Ensure that Cisco Prime Infrastructure is accessible from iOS and Windows.
- Cisco Plug and Play Gateway is enabled with secured access (HTTPS).

Based on whether you are using the Cisco Plug and Play Application on iOS or Windows, perform the following tasks:

iOS

- Connect your iOS device to Cisco ISR or Cisco ISR-G2 using a C2-RJ45V cable. Connect one end of the C2-RJ45V cable to the iOS device's USB cable and the other end to the console port of the Cisco device. For more information on the C2-RJ45V cable, see http://www.redpark.com/c2rj45.html.

Windows

- Using a valid username and password, log in to http://software.cisco.com/download/navigator.html?mdfid=284145020&i=rm and download the Cisco Plug and Play Application installer.
- For Cisco ISR devices, use the USB serial console cable. For Cisco ISR-G2 devices, use either a USB serial console cable or a USB Type A-to-5-pin mini Type B console cable.
- The Cisco USB console driver must also be installed on your laptop. If it is not installed, you will be prompted to install it when you begin installing the Cisco Plug and Play Application. You can also choose to download the console driver from the Cisco website.

- In order to be able to use the USB serial console cable, download and install the USB-to-Serial driver from http://prolificusa.com/ .

Note The USB-to-Serial driver is required for deploying Cisco 8xx devices.

If the Cisco USB console driver is not installed, the Cisco Plug and Play Application will not prompt you to install the driver. You must therefore, ensure that you download and install the driver, failing which, the **Deploy** option is disabled.

Preprovisioning Tasks to be Completed on Cisco Prime Infrastructure

Your network administrator must complete these preprovisioning tasks on Cisco Prime Infrastructure before you begin using the Cisco Plug and Play Application:

- Design an automated deployment profile
- Preprovision a router using a deployed automated deployment profile

After the preprovisioning tasks are complete, the administrator must use the Email PIN option (available as part of the pre-provisioning task of Cisco Prime Infrastructure) to e-mail the unique PIN to the deployment engineer. During device deployment, the deployment engineer uses this PIN to download the bootstrap configuration from the Cisco Plug and Play Gateway.

The administrator can also choose to directly send the bootstrap configuration to the deployment engineer by e-mail. If the bootstrap configuration is received by e-mail, follow the procedure detailed in Importing the Bootstrap Configuration on iOS, on page 7 or Importing the Bootstrap Configuration on Windows, on page 13 to import the bootstrap configuration, and then deploy it.

For more information on completing the preprovisioning tasks, refer to the "Designing Automated Deployment Profiles" chapter in the *Cisco Prime Infrastructure 1.3 User Guide*.

Using the Cisco Plug and Play Application on iOS

Note The current version of the Cisco Plug and Play Application on iOS is 1.0.1.

Downloading the Cisco Plug and Play Application on iOS

To download the Cisco Plug and Play Application on iOS, perform these steps:

Procedure

Step 1 Launch iTunes, and go to https://itunes.apple.com/us/app/cisco-plug-and-play/id605604744?mt=8 or search for Cisco Plug and Play Application on iTunes.

Step 2 Download the Cisco Plug and Play Application to your iOS device.

Installing the Cisco Plug and Play Application on iOS

To install the Cisco Plug and Play Application on iOS, perform these steps:

Procedure

Step 1 On your iOS device, tap the Cisco Plug and Play Application installer that you have downloaded from iTunes. The Cisco Plug and Play Application is now installed on your iOS device.

Step 2 Launch the application by tapping the shortcut icon available on your iOS device.

Configuring the Cisco Plug and Play Application on iOS

Configure the Cisco Plug and Play Application by providing the configuration information of Cisco Prime Infrastructure and the Cisco Plug and Play Gateway. The Cisco Plug and Play Application uses this configuration information to get authenticated to the Cisco Plug and Play Gateway to download the bootstrap configuration.

To configure the Cisco Plug and Play Application on iOS, perform these steps:

Procedure

Step 1 Launch the **Cisco Plug and Play Application**.

Step 2 Tap the **Settings** icon to open the **Server Settings** page.

Step 3 Configure the Cisco Plug and Play Gateway by specifying:

- **Address —**The IP address or hostname of the Cisco Plug and Play Gateway.

  Note Ensure that you use the same server name that you used for obtaining the SSL certificate. Your administrator must provide this server name.

- **HTTPS Port —**The port number of the Cisco Plug and Play Gateway.

  Note By default, the port number is 443. If the Cisco Plug and Play Gateway is configured with a different port, specify the correct port number in this field.

Step 4 Configure the Cisco Prime Infrastructure server by specifying:

- **Username—**The username to access the Cisco Prime Infrastructure server.
- **Password—**The password to access the Cisco Prime Infrastructure server.

The Cisco Plug and Play Application uses this username and password to get authenticated to the Cisco Prime Infrastructure through the Cisco Plug and Play Gateway for downloading the bootstrap configuration. Your administrator must provide this username and password.

Step 5 Tap **Test Connection** to verify if the Cisco Plug and Play Gateway is accessible to receive the SSL certificate. The SSL certificate is now stored on your iOS device.

When you configure the Cisco Plug and Play Application for the first time, you will be prompted to accept the SSL certificate. If you tap **Yes** and save the certificate, you will not be prompted to accept the SSL certificate the next time you use the Cisco Plug and Play Application.

Step 6 (Optional) Tap **Clear Trusted server cache** to clear the SSL certificate stored in the server cache.

Deploying the Bootstrap Configuration on iOS

You can use the Cisco Plug and Play Application to deploy the bootstrap configuration on iOS in two ways:

- Download and Deploy Now —Use this option if your iOS device is directly connected to Cisco ISR or Cisco ISR-G2. The **Deploy** icon is enabled for you to download the bootstrap configuration and then deploy it. For more information about this, refer to Downloading and Deploying the Bootstrap Configuration Immediately on iOS, on page 6.
- Download and Deploy Later—If your iOS device is not directly connected to Cisco ISR or Cisco ISR-G2, use the **Download** icon to download the bootstrap configuration from Cisco Prime Infrastructure through the Cisco Plug and Play Gateway. When you are ready to deploy the bootstrap configuration, connect your iOS device to Cisco ISR or Cisco ISR-G2 and deploy using the downloaded configuration. For more information about this, refer to Downloading and Deploying the Bootstrap Configuration Later on iOS, on page 7.

Downloading and Deploying the Bootstrap Configuration Immediately on iOS

To download a bootstrap configuration and deploy it immediately on iOS, perform these steps:

Procedure

Step 1 Launch the **Cisco Plug and Play Application**.

Step 2 Tap the **Deploy** icon to begin the deployment process.

Note Ensure that your iOS device is connected properly to Cisco ISR or Cisco ISR-G2 using a C2-RJ45V cable.

The router must be in the factory default state with the default router prompt (Router>) or with the initial configuration dialog. It is not necessary to have the startup configuration on the factory default router.

a) After the authentication process is successful, the Cisco Plug and Play Application will log in to the router, and read the router serial ID and its product family.

b) If a previously downloaded configuration matches the router serial ID, the Cisco Plug and Play Application will prompt you to continue with the deployment using that downloaded configuration.

Step 3 Depending on whether you want to show or hide the deployment log, slide the **ON** or **OFF** options. If the show deployment log is turned on, a detailed log of the deployment status is displayed along with the Cisco IOS log. If the show deployment log is turned off, a high-level status of the deployment log is displayed.

Step 4 Enter the PIN that you received via an e-mail from the Cisco Prime Infrastructure network administrator, and tap **OK**.

Step 5 Review the logs and status messages to ascertain the status of the deployment, and tap **OK**.

Step 6 After the bootstrap configuration deployment is successful, the router downloads its initial configuration and software image from the Cisco Plug and Play Gateway.
A message indicating whether the deployment was successful or has failed is displayed. If the deployment operation fails, you can download the logs from the profile and e-mail it to the Cisco Support team for further analysis. For more information, refer to E-mailing the Device Deployment Logs from iOS, on page 9.

The **Downloads** page lists the bootstrap configuration that was deployed, along with a red or blue icon beside it. A blue icon indicates that the deployment was successful, and a red icon indicates that the deployment was canceled.

Downloading and Deploying the Bootstrap Configuration Later on iOS

To download the bootstrap configuration and deploy it later on iOS, perform these steps:

Procedure

Step 1 Launch the **Cisco Plug and Play Application**.

Step 2 Tap the **Download** icon to download the bootstrap configuration to your iOS device.

Step 3 Enter the PIN that you received via an e-mail from the Cisco Prime Infrastructure network administrator.
The Cisco Plug and Play Application connects to Cisco Prime Infrastructure through the Cisco Plug and Play Gateway to download the bootstrap configuration to the iOS device.

Step 4 When you are ready to deploy the bootstrap configuration, connect the iOS device to Cisco ISR or Cisco ISR-G2, and relaunch the Cisco Plug and Play Application.

Note You can also choose to deploy using a predownloaded bootstrap configuration. For more information on viewing and deploying the downloaded configurations, refer to Viewing the Downloaded or Imported Configuration on iOS, on page 8.

Step 5 Tap the **Deploy** icon to begin the deployment process.
The Cisco Plug and Play Application will try to verify if downloaded bootstrap configurations are available. If they are, and the profile ID matches, you will be prompted to confirm whether you want to download the bootstrap configuration again or continue to deploy using the downloaded configuration.

Step 6 Choose the bootstrap configuration you want to deploy, and tap **OK**.
The Cisco Plug and Play Application will deploy the previously downloaded bootstrap configuration to the router.

Step 7 Review the logs and status messages to ascertain the status of the deployment.

Step 8 After the deployment is successful, the router downloads its initial configuration from the Cisco Plug and Play Gateway.

Importing the Bootstrap Configuration on iOS

The Cisco Plug and Play Application allows you to import the bootstrap configuration that you received via e-mail from the Cisco Prime Infrastructure.

To import the bootstrap configuration on iOS, perform these steps:

Procedure

Step 1 Launch the **Cisco Plug and Play Application**.

Step 2 Tap **Downloads** to open the **Downloads** page.

Step 3 Tap + to open the **Import Configuration** page, and specify these:

- **Device Name—**Name of the Cisco ISR or Cisco ISR-G2 that is configured on Cisco Prime Infrastructure.
- **Device SID—**Serial ID of the Cisco ISR or Cisco ISR-G2 to which the bootstrap configuration belongs.

Note The Serial ID of the Cisco ISR or Cisco ISR-G2 is required to select the bootstrap configuration associated with the router.

- **Bootstrap configuration—**The actual bootstrap configuration of the Cisco ISR or Cisco ISR-G2.

Step 4 Tap **Add** to import the bootstrap configuration.

Viewing the Downloaded or Imported Configuration on iOS

To view the downloaded or imported configuration on iOS, perform these steps:

Procedure

Step 1 Launch the **Cisco Plug and Play Application**.

Step 2 Tap **Downloads** to open the **Downloads** page.
A list of the bootstrap configuration profiles that were either downloaded or deployed is displayed along with their status.

- Grey—Indicates that the bootstrap configuration was downloaded, but not used for deployment.
- Red—Indicates that the bootstrap configuration was downloaded, but failed.
- Blue—Indicates that the bootstrap configuration was downloaded and the deployment was successful.

Step 3 Tap the bootstrap configuration to view the status of the deployment along with detailed information, such as the Device ID, source, and deployment log information.
You can choose to deploy the bootstrap configuration by tapping **Start Deployment**, or delete the bootstrap configuration by tapping **Delete Deployment**.

Step 4 To delete a bootstrap configuration that has already been deployed, tap **Delete Deployed**.

Step 5 To delete all the bootstrap configurations that have either been downloaded or deployed, tap **Delete All**.

E-mailing the Tech Support Logs from iOS

Note In order to enable e-mail support for the Cisco Plug and Play Application, configure the e-mail server on your iOS device. If your e-mail server is not configured, the **Email Support Logs** option is not displayed on the **Server Settings** page.

The Cisco Plug and Play Application allows you to e-mail logs to the Cisco Support team for troubleshooting any issues that you may have encountered.

To e-mail the Cisco Plug and Play Application logs from iOS, perform these steps:

Procedure

Step 1 Launch the **Cisco Plug and Play Application**.

Step 2 Tap **Settings** to open the **Server Settings** page.

Step 3 Tap **Email Support Logs** to open the **Support Logs** page.

Note A new e-mail is displayed along with the Cisco Plug and Play support log file attachment. The log file is available in a .zip format.

Step 4 Specify the e-mail address of the Cisco Prime Infrastructure administrator or the Cisco Support team to which you want to send the logs for troubleshooting.

Step 5 Tap **Send** to e-mail the logs.

E-mailing the Device Deployment Logs from iOS

The Cisco Plug and Play Application allows you to e-mail the device deployment logs to the network administrator for troubleshooting purposes.

To e-mail the device deployment logs from iOS, perform these steps:

Procedure

Step 1 Launch the **Cisco Plug and Play Application**.

Step 2 Tap **Downloads** to open the **Downloads** page.
A list of the bootstrap configurations that were either downloaded or imported is listed along with their status.

Step 3 Select a device about which you want to view additional information.
The corresponding device name, device ID, status, deployment log, and so on, are displayed.

Step 4 Tap **Deployment Log** to open the **Deployment Log** page.

Step 5 Review the deployment log, and tap **Email**.
An e-mail is displayed with the log attachment.

Step 6 Specify the e-mail address of the network administrator to whom you want to send the deployment log, and tap **Send**.

Uninstalling the Cisco Plug and Play Application on iOS

To uninstall the Cisco Plug and Play Application on iOS, perform these steps:

Procedure

Step 1 On your iOS device, tap and hold the Cisco Plug and Play Application shortcut icon.
A warning message is displayed asking you to confirm the uninstallation operation.

Step 2 Tap **Yes** to confirm the uninstallation.

Using the Cisco Plug and Play Application on Windows

Note The current version of the Cisco Plug and Play Application on Windows is 2.0.

Downloading the Cisco Plug and Play Application on Windows

To download the Cisco Plug and Play Application on Windows, perform these steps:

Procedure

Step 1 Launch the browser, and go to http://software.cisco.com/download/navigator.html?mdfid=284145020&i=rm.

Step 2 When the login page appears, enter your login credentials and click **Log In**.
The **Download Software** page is displayed.

If you do not have login credentials, you must register and obtain them. Click **Register** (at the top of the page) to start the registration process, and then return to the **Download Software** page after completing the registration process.

Step 3 From the **Download Software** page, download the cisco-prime-pnp-app-k9-<*version*>.zip file, where *version* indicates the version of the Cisco Plug and Play Application.

Installing the Cisco Plug and Play Application on Windows

Note When you begin installing the Cisco Plug and Play Application on Windows, the installer will try to detect if a previous version of the application is already installed. If it is installed, the previous version is uninstalled from your laptop. If the uninstallation process gets terminated before its completion, you will not be able to continue installing the new version of the Cisco Plug and Play Application.

To install the Cisco Plug and Play Application on Windows, perform these steps:

Procedure

Step 1 Extract the cisco-prime-pnp-app-k9-<*version*>.zip file to your laptop.

Step 2 From the extracted files, double-click the **cisco-prime-pnp-app-installer.exe** file to launch the Cisco Plug and Play Deployment installer.

Step 3 On the **Introduction** page that is displayed, click **Next**.

Step 4 Review the **Pre-Installation Summary** page, and click **Next**.

Step 5 Click **Done** when the Cisco Plug and Play Application installation is completed.
If the CiscoVirtualCom console driver is not installed on the laptop, the Cisco Plug and Play Application will prompt you to install the console driver.

Note The Cisco USB console driver is required to communicate with the Cisco ISR or Cisco ISR-G2 using a USB Type A-to-5-pin mini Type B console cable.

Based on your Windows version, the Cisco Plug and Play Application is either installed in the C:\Program Files (x86)\Cisco Systems\Cisco Plug and Play Application folder or the C:\Program Files\Cisco Systems\Cisco Plug and Play Application folder of your laptop.

Step 6 Click **Next** on the **CiscoVirtualCom** page to install the console driver.

Step 7 Review the **Installation Settings** page and click **Install**.
The console driver installation begins and takes a few minutes to complete.

Step 8 Click **Finish** when the installation of the console driver is completed.

Step 9 Click **Yes** to restart the laptop and enable the configuration to take effect.

Configuring the Cisco Plug and Play Application on Windows

Configure the Cisco Plug and Play Deployment Application by providing the configuration information of Cisco Prime Infrastructure and the Cisco Plug and Play Gateway. The Cisco Plug and Play Application uses this configuration information to get authenticated to the Cisco Plug and Play Gateway to download the bootstrap configuration.

To configure the Cisco Plug and Play Application on Windows, perform these steps:

Procedure

Step 1 Launch the **Cisco Plug and Play Application** from the Start menu, or by double-clicking the shortcut icon from your laptop.

Step 2 If the Cisco Plug and Play Application is being launched for the first time, the **Settings** page is displayed by default. If it is not displayed, click **Settings** to open the **Server Settings** page.

Step 3 Configure the Cisco Plug and Play Gateway by specifying:

- **Server Address—**The IP address or hostname of the Cisco Plug and Play Gateway .

  Note Use the Cisco Prime Infrastructure server address if the Cisco Plug and Play Gateway is installed along with Cisco Prime Infrastructure.

- **HTTPS Port—**The port number of the Cisco Plug and Play Gateway.

  Note By default, the port number is 443. If the Cisco Plug and Play Gateway is configured with a different port, specify the correct port number in this field.

Step 4 Configure the Cisco Prime Infrastructure server by specifying:

- **Username—**The username to access the Cisco Prime Infrastructure server.
- **Password—**The password to access the Cisco Prime Infrastructure server.

Cisco Prime Infrastructure uses this username and password to authenticate to the Cisco Plug and Play Application through the Cisco Plug and Play Gateway for downloading the bootstrap configuration. Your administrator must provide this username and password.

Step 5 (Optional) Click **Test Connection** to verify if the Cisco Plug and Play Gateway is reachable.

When you configure the Cisco Plug and Play Application for the first time, you are prompted to accept the SSL certificate. If you choose to save the certificate, you will not be prompted to accept the SSL certificate the next time you use the Cisco Plug and Play Application.

The status of the connection is displayed.

Step 6 Click **OK**.

Step 7 Click **Clear Trusted server cache** to clear the SSL certificate stored in the server cache.

Step 8 (Optional) Click **Save** to save the deployment server configuration, which is saved in an encrypted mode.

Note In order to save the server settings, the Cisco Plug and Play Gateway must be up and running. The save settings task will fail if the Cisco Plug and Play Gateway is down and not reachable.

Note When prompted to confirm the SSL certificate, either accept the certificate by clicking **Yes**, or reject it by clicking **No**. If the certificate is rejected, the server settings will not be saved.

Deploying the Bootstrap Configuration on Windows

You can use the Cisco Plug and Play Application to deploy the bootstrap configuration on Windows in two ways:

- Download and Deploy Now—Use this option if the laptop is directly connected to a Cisco ISR or Cisco ISR-G2. The **Deploy** icon is enabled for you to download the bootstrap configuration, and then deploy it. For more information about this, refer to Downloading and Deploying the Bootstrap Configuration Immediately on Windows, on page 12.
- Download and Deploy Later—If the laptop is not directly connected to a Cisco ISR or Cisco ISR-G2, use the **Download** icon to download the bootstrap configuration from Cisco Prime Infrastructure through the Cisco Plug and Play Gateway. When you are ready to deploy the bootstrap configuration, connect the laptop to a Cisco ISR or Cisco ISR-G2 and deploy using the downloaded configuration. For more information about this, refer to Downloading and Deploying the Bootstrap Configuration Later on Windows, on page 13.

Downloading and Deploying the Bootstrap Configuration Immediately on Windows

To download the bootstrap configuration and deploy it immediately on Windows, perform these steps:

Procedure

Step 1 Launch the **Cisco Plug and Play Application** from the Start menu, or by double-clicking the shortcut icon from your laptop.

Step 2 Click the **Deploy** icon to begin the deployment process.
If there is a problem connecting the router to your laptop, and the required USB driver is not installed, the **Deploy** icon will be disabled. Ensure that your laptop is connected properly to the router using a USB serial console cable or a USB Type A-to-5-pin mini Type B console cable.

a) The Cisco Plug and Play Application attempts to log in to a Cisco ISR or Cisco ISR-G2 using the one-time username and password (by default, cisco and cisco respectively) configured for the router.
b) If the username and password have changed, you are prompted to enter the correct username and password.
c) After successful authentication, the Cisco Plug and Play Application will log in to the router, and read the router serial ID.

d) If a previously downloaded configuration matches the router serial ID, the Cisco Plug and Play Application will prompt you to continue the deployment using that downloaded configuration.

Step 3 Check the **Show deployment log** checkbox to view the status of the deployment.

Step 4 Enter the PIN that you received via an e-mail from the Cisco Prime Infrastructure network administrator, and click **OK**. The Cisco Plug and Play Application connects to Cisco Prime Infrastructure through the Cisco Plug and Play Gateway to verify whether an existing bootstrap configuration that matches the router serial ID is available, and starts the deployment process.

Step 5 Review the logs and status messages to ascertain the status of the deployment.

Step 6 After the bootstrap configuration deployment is successful, the router downloads its initial configuration and software image from the Cisco Plug and Play Gateway.

Downloading and Deploying the Bootstrap Configuration Later on Windows

To download the bootstrap configuration and deploy it later on Windows, perform these steps:

Procedure

Step 1 Launch the **Cisco Plug and Play Application** from the Start menu, or by double-clicking the shortcut icon from your laptop.

Step 2 Click the **Download** icon to dow\nload the bootstrap configuration to the laptop.

Step 3 Enter the PIN that you received via an e-mail from the Cisco Prime Infrastructure network administrator, and click **OK**. The Cisco Plug and Play Application connects to Cisco Prime Infrastructure through the Cisco Plug and Play Gateway to download the bootstrap configuration to the laptop.

Step 4 When you are ready to deploy the bootstrap configuration, connect the laptop to a Cisco ISR or Cisco ISR-G2, and relaunch the Cisco Plug and Play Application.

Step 5 Click the **Deploy** icon to begin the deployment process.
The Cisco Plug and Play Application will match the profile of the already downloaded bootstrap configuration and begin deployment.

Step 6 Review the logs and status messages to ascertain the status of the deployment.

Step 7 After the deployment is successful, the router downloads its initial configuration from the Cisco Plug and Play Gateway.

Importing the Bootstrap Configuration on Windows

To import the bootstrap configuration on Windows, perform these steps:

Procedure

Step 1 Launch the **Cisco Plug and Play Application** from the Start menu, or by double-clicking the shortcut icon from your laptop.

Step 2 Click **Bootstrap configuration downloads** icon to open the **Downloaded/Imported Configurations** page.

Step 3 Click **Add** to open the **Import Configuration** page, and specify this information:

- **Device Name—**Name of the Cisco ISR or Cisco ISR-G2 that is configured on Cisco Prime Infrastructure.
- **Device SID—**Serial ID of the Cisco ISR or Cisco ISR-G2 to which the bootstrap configuration belongs.

  Note The Serial ID of the Cisco ISR or Cisco ISR-G2 is required to select the bootstrap configuration associated with the router.

- **Bootstrap configuration—**The actual bootstrap configuration of Cisco ISR or Cisco ISR-G2 .

Step 4 Click **Save** to import the configuration.

The bootstrap configuration is now listed under the **Downloaded/Imported Configurations** page.

Downloading and E-mailing the Tech Support Logs from Windows

The Cisco Plug and Play Application allows you to download the support logs and e-mail them to the Cisco Prime Infrastructure administrator or to the Cisco Support team for debugging purposes.

To download and e-mail the tech support logs on Windows, perform these steps:

Procedure

Step 1 Launch the **Cisco Plug and Play Application** from the Start menu, or by double-clicking the shortcut icon from your laptop.

Step 2 Click **Settings** to open the **Settings** page.

Step 3 Click **Download tech support logs** and specify the location where you want to save the log file.

Note The log file is saved in a .zip format along with the date and timestamp on which the log was created, for example, cisco-pnp-tech-support-logs-Sun-Mar-24-16-33-12-IST-2013.zip.

Step 4 E-mail the log file to the Cisco Prime Infrastructure administrator or the Cisco Support team for troubleshooting.

Viewing the Downloaded or Imported Configuration on Windows

The Cisco Plug and Play Application allows you to view the bootstrap configurations that you have already downloaded or imported.

To view the downloaded or imported configuration on Windows, perform these steps:

Procedure

Step 1 Launch the **Cisco Plug and Play Application** from the Start menu, or by double-clicking the shortcut icon from your laptop.

Step 2 Click **Bootstrap configuration downloads** to open the **Downloaded/Imported Configurations** page.
A list of the bootstrap configurations that were either downloaded or deployed is displayed.

Step 3 Click on the corresponding bootstrap configuration to view the status of the deployment along with detailed information, such as the Device ID, source, and deployment log information.

- To deploy the bootstrap configuration, click **Start Deployment**.
- To save the deployment log, click **Save Log As**, specify the filename, and select the location in which you want to save the deployment log.
- To copy the bootstrap configuration to your clipboard, click **Copy to Clipboard**.
- To delete the bootstrap configuration, click **Delete**.

To delete a bootstrap configuration that has already been deployed, click **Delete Deployed**.

To delete all the bootstrap configurations that have either been downloaded or deployed, click **Delete All**.

Uninstalling the Cisco Plug and Play Application on Windows

To uninstall the Cisco Plug and Play Application on Windows, perform these steps:

Procedure

Step 1 Choose **Start** > **Programs** > **Control Panel**.

Step 2 In the Programs menu, select **Cisco Plug and Play Application**, and click **Uninstall**.
The **Uninstallation** page is displayed.

Step 3 On the **Uninstall Cisco Plug and Play Deployment Application** window, click **Next.**

Step 4 After the uninstallation is completed, click **Done.**

Note Uninstalling the Cisco Plug and Play Application will not uninstall the CiscoVirtualCom console driver from your laptop. You must manually uninstall the console driver.

After the Cisco Plug and Play Application is uninstalled, you will still find two folders, namely, data and logs under the C:\Program Files (x86)\Cisco Systems\Cisco Plug and Play Application folder or the C:\Program Files\Cisco Systems\Cisco Plug and Play Application folder of your laptop.

The data folder contains the bootstrap configuration files that were previously downloaded. These bootstrap configuration files can be used the next time you reinstall the Cisco Plug and Play Application.

Using the Help Menu on Windows

The Help menu provides additional information that helps you use the Cisco Plug and Play Application.

- **Online Resources**

  Click **Cable Connection Procedures** for information about connecting the console port.

- **User Guide**

  Click **Launch PDF** to launch the PDF version of the *Cisco Plug and Play User Guide*.

- **Troubleshooting Guide**

  Click **Online Wiki** to launch the wiki version of the *Cisco Plug and Play Troubleshooting Guide*.

Click **Launch PDF** to launch the PDF version of the *Cisco Plug and Play Troubleshooting Guide*.

- **Terms & Policy**

  Click **Terms of Use** to review the terms and conditions associated with using the *Cisco Plug and Play User Guide*.

  Click **Privacy Policy** to review the Cisco privacy statement.

Related Documentation

The following is a list of additional documentation available for the Cisco Plug and Play Application:

- *Cisco Plug and Play Gateway Release Notes*
- *Cisco Prime Infrastructure 1.3 Quick Start Guide*
- *Cisco Prime Infrastructure 1.3 User Guide*
- *Cisco Plug and Play Troubleshooting Guide*

Note We sometimes update the documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

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Americas Headquarters
Cisco Systems, Inc.
San Jose, CA 95134-1706
USA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV
Amsterdam, The Netherlands

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