

Troubleshoot ASAv Installation Failure on vMware ESXi

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Problem: ASAv Installation Failure on vMware ESXi](#)

[Solution](#)

[Result](#)

Introduction

This document describes how to overcome a Cisco Adaptive Security Virtual Appliance (ASAv) boot loop on vMware Elastic Sky X (ESXi) due to error message "Error: Platform type has not been configured" and "Error: Invalid platform name () read from OVF". The purpose of this document is to explain the best way to solve these issues and to be able to successfully install ASAv on vMware ESXi.

Prerequisites

Requirements

Cisco recommends that you have basic knowledge of vMware.

Components Used

The information in this document is based on vMware ESXi 6.0.0 for ASAv versions 9.6.2.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Problem: ASAv Installation Failure on vMware ESXi

When the ASAv template is deployed on vMware ESXi for ASAv versions 9.5.x, 9.6.x and 9.7.x, the ASAv stays in a boot loop due to these error messages.

```
"Error: Platform type has not been configured"
```

```
"Error: Invalid platform name () read from OVF"
```

```
"OVF does not contain a ControllerType property. Please check your deployment source files."
```

Example of the error message displayed on vMware Console.

```
Restricted Rights Legend
Use, duplication, or disclosure by the Government is
subject to restrictions as set forth in subparagraph
(c) of the Commercial Computer Software - Restricted
Rights clause at FAR sec. 52.227-19 and subparagraph
(c) (1) (ii) of the Rights in Technical Data and Computer
Software clause at DFARS sec. 252.227-7013.

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, California 95134-1706

Error: Platform type has not been configured.
Error: Invalid platform name () read from OVF.

OVF does not contain a ControllerType property. Please check your deployment so
urce files.
```

After these errors appear, the ASA v is stuck in a boot loop and these messages display in every boot.

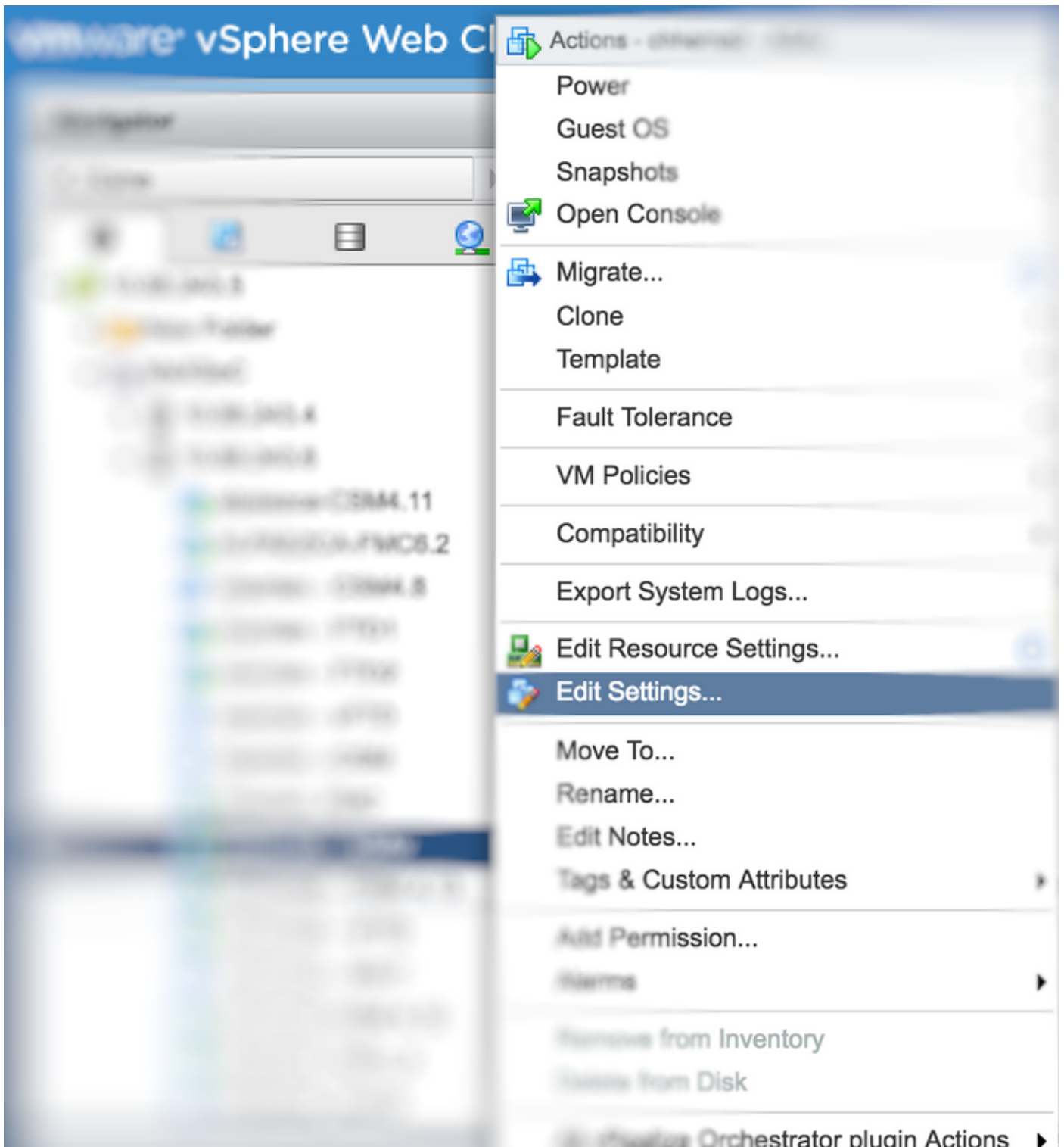
Solution

Step 1. Open vSphere Web Client.

Step 2. Go to **VMs and Templates**.

Step 3. Select the affected ASA v from the vMware hosts list and right click on it.

Step 4. Click **Edit Settings** as shown in the image.



Step 5. Go to the **vApp Options** tab as shown in the image.

Enable vApp options

When vApp options are enabled, you can configure OVF properties, use the OVF environment, and specify IP allocation and product information for this virtual machine.

Application properties - ASAv

Product: [ASAv](#)
 Version: 9.7(1.4)
 Vendor: [Cisco Systems Inc](#)

There are no properties to edit

Deployment

▶ IP allocation	<i>Expand for IP allocation settings</i>
▶ Unrecognized OVF sections	<i>No unrecognized sections</i>
▶ License agreements	

Authoring

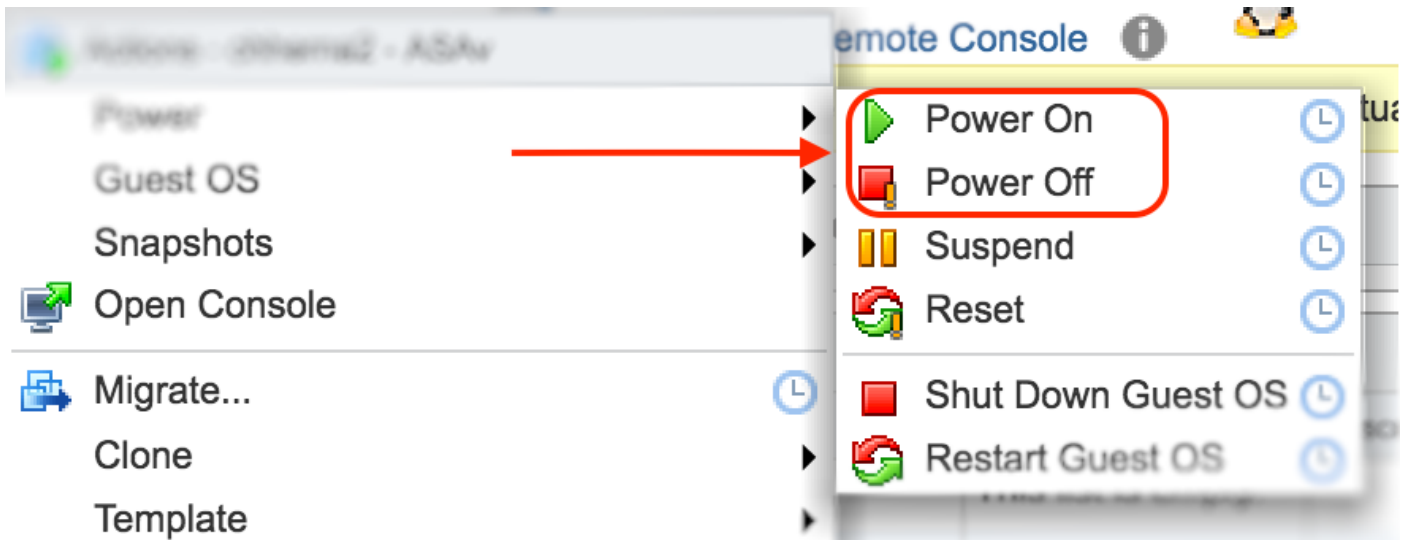
▶ Product	Name	<input type="text" value="ASAv"/>
▶ Properties		
▶ IP allocation		<i>Expand to edit supported IP allocation settings</i>
▶ OVF settings		<i>Expand for OVF settings</i>

Step 6. Uncheck **Enable vApp options**.

Step 7. Select **OK** as shown in the image.



Step 8. Proceed to power off the ASAv Virtual Machine (VM) and then power on the ASAv once again as shown in the image.



Result

The ASA v boot loops and the Command Line Interface (CLI) prompt is displayed as shown in the image.

