

Troubleshooting Subscriptions of Unknown Status

- Problem** Subscriptions of unknown status and subscriptions are not functioning correctly exist. The software will also attempt to update the unknown subscriptions when you click **Fix Problems**. If Enterprise Manager Portal cannot resolve the status, it will remain unknown.
- Solution** If you have subscriptions of unknown status and either the Fix Problems link is not available or using the link does not resolve the status, click **Subscription Status** page. If this action does not solve the problem, check the status of the subscription later.

