

Monitoring the Status of Subscriptions

Purpose Monitor the status of a subscription.

Action 1. Start at the page that lists information about the subscription.

For an example, see [\[Unresolved xref\]](#), which shows BoD subscriptions.

2. In the last cell of the row of data for the subscription, click **Status**.

The Subscription Status page appears.

The Subscription Status page displays the status of this subscription for all accesses subordinate to this subscriber. The page appearance varies depending on whether the subscription is scheduled. You can click the **Refresh** button to update status information.

The following Subscription Status page shows the status for an unscheduled subscription.

Subscription Status

The status of the **enabled** subscription to service **1.0 Mbps**.

Access Link	As Of	Status
backup.boca.acme.local/default	Thu Jan 06 10:11:13 EST 2005	Unknown
primary.boca.acme.local/default	Thu Jan 06 10:11:13 EST 2005	Unknown
primary.ottawa.acme.local/default	Thu Jan 06 10:11:14 EST 2005	Inactive (should be active)
backup.toronto.acme.local/default	Thu Jan 06 10:12:32 EST 2005	Unknown
primary.toronto.acme.local/default	Thu Jan 06 10:12:32 EST 2005	Unknown

[Refresh](#) [Fix Problems](#)

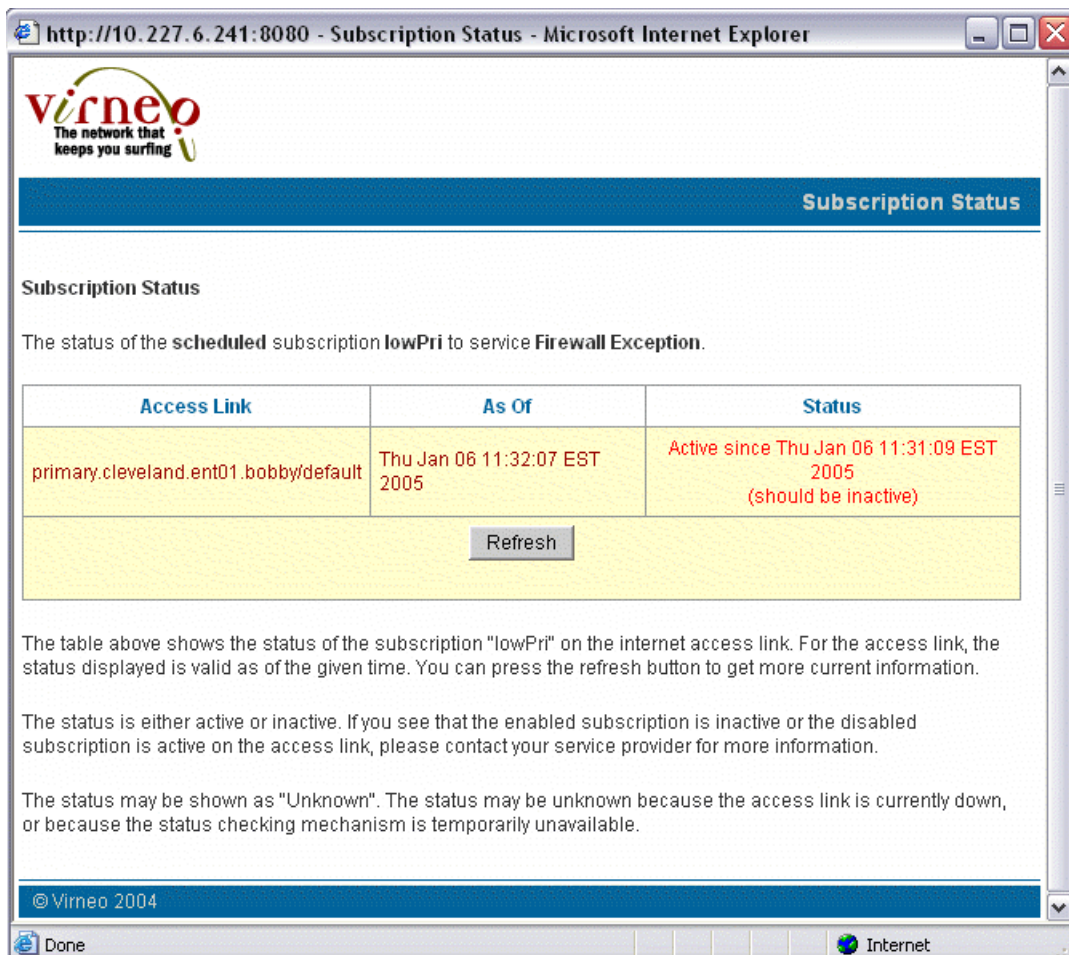
Each row in the table above shows the status of the subscription on one internet access link. For each access link, the status displayed is valid as of the given time. You can press the refresh button to get more current information.

The status is either active or inactive. If you see that an enabled subscription is inactive or a disabled subscription is active on some access links, you will also see a button which you can press to fix these problems. If the system is unable to automatically fix the problems, you will be provided with further information that you or your service provider can use to fix the problems.

The status may be shown as "Unknown". The status may be unknown because the access link is currently down, or because the status checking mechanism is temporarily unavailable.

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The following Subscription Status page shows the status for a scheduled subscription.



Meaning Table 1 on page 3 shows the possible status for subscriptions.

Table 1: Possible Subscription Status

Status	Meaning	Category
Active	Subscription is enabled and is operative.	Subscription is functioning correctly.
Inactive	Subscription is disabled.	Subscription is functioning correctly.
Active (should be inactive)	Subscription is disabled but is operative.	Subscription is not functioning correctly.
Inactive (should be active)	Subscription is enabled but is inoperative.	Subscription is not functioning correctly.
Unknown	Enterprise manager Portal cannot currently communicate with the SAE, typically because the access is not functioning correctly or the checking mechanism is temporarily unavailable.	Subscription may be functioning correctly, but another problem exists.

