



Subscriber Messages

This section contains subscriber related System Error Messages.

DATABASE Messages

Error Message

`%SUBSCRIBER-DATABASE-0-INIT_FAILURE` Subscriber Database Manager was unable to initialize the [chars] module. Error: '[chars]'. Initialization will be tried again after 60 seconds.

Explanation An error was encountered while initializing one of the critical modules of the configuration manager server. Without proper initialization of this module, configuration manager can not operate properly. Initialization will be retried every 60 seconds if required.

Recommended Action Subscriber Database Manager is a critical component and must be operational in order to configure the router. Please note that if the problem is caused by a system resource shortage continued initialization of the module may repair the problem. If this error is seen more than 5 times, contact Cisco TAC support because a reboot of the node may be required.

Error Message

`%SUBSCRIBER-DATABASE-0-INIT_RETRY_SUCCEEDED` Subscriber Database Manager succeeded in initializing the [chars] module upon retry.

Explanation An error was previously encountered while initializing one of the critical modules of the configuration manager server. However, the initialization was retried and succeeded.

Recommended Action No action is required.

Error Message

```
%SUBSCRIBER-DATABASE-4-INIT_ERROR Subscriber Database Manager was unable to initialize the [chars] module. Error: '[chars]'. [chars].
```

Explanation An error was encountered while initializing one of the modules of configuration manager server. The failure of this module initialization is not critical to configuration manager to be completely operational.

Recommended Action Provide the message details to Cisco Support personal.

Error Message

```
%SUBSCRIBER-DATABASE-4-TRACE [chars] Error:[chars]
```

Explanation This is a non-fatal error and can happen when router is low on memory. It should not affect the functioning of the router, but trace messages may not be logged.

Recommended Action None.

Error Message

```
%SUBSCRIBER-DATABASE-7-INTERNAL [chars]
```

Explanation An unexpected internal error occurred in the configuration subsystem.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Call your Cisco technical support representative and provide the representative with the gathered information.

IPSUB_EA Messages

Error Message

```
%SUBSCRIBER-IPSUB_EA-3-INIT Failed to initialize [chars], because of [chars]
```

Explanation Initialization process such as getting an evm failed.

Recommended Action sysmgr will retry to start the ipsub_ea. If not recovered, it's a fatal condition. If the message recurs, copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information. *REDUCE*

Error Message

```
%SUBSCRIBER-IPSUB_EA-3-NOMEM IPSUB EA failed to program '[chars]' due to low memory
```

Explanation The IPSUB EA process could not allocate memory needed to program some IPSUB feature.

Recommended Action Check memory status.

Error Message

```
%SUBSCRIBER-IPSUB_EA-3-PLAT_UPD_FAILED Platform update failed: [chars] -  
[chars] (CH[hex])
```

Explanation Platform update failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SUBSCRIBER-IPSUB_EA-3-PLAT_UPD_FAILED_GL Platform update failed for [dec]  
interface: [chars] - [chars]
```

Explanation Platform update failed for all interfaces in a batch.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SUBSCRIBER-IPSUB_EA-4-ERROR [chars]: [chars]
```

Explanation There was an error with processing an event in the EA.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

