

VG248 Error Message: Registration failed: Error: DB Config

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Introduction

This document describes the `Registration failed: Error: DB Config` VG248 error message that appears every two seconds and provides the steps necessary to troubleshoot it.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communications Manager (CallManager)
- Cisco VG248

Components Used

The information in this document is based on the Cisco Unified Communications Manager (CallManager) 4.x.

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.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

Cisco VG248 displays this error message:

```
WARNING: SCCP:Registration failed: Error: DB Config.
```

```
-----  
|              Cisco VG248 (VGC0653D6B507)  
-----
```

```
-----  
|  
|  
|-----  
| Telephony  
|-----  
| CallManager TFTP server (10.110.0.20)  
| CallManager device name (VGC0653D6B507)  
| Allow last good configuration (yes)  
| Call control mode (standard)  
| Feature codes  
| Country (North America)  
| Hook flash timer (1000ms <default>)  
| Port enable policy (auto)  
| Port specific parameters  
| Advanced settings  
|-----  
|
```

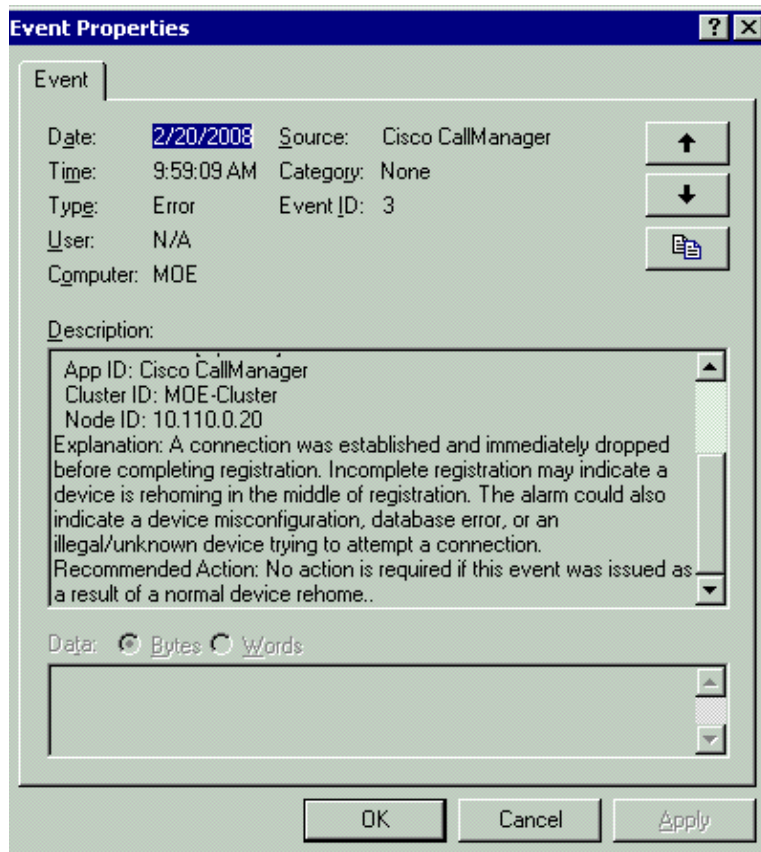
```
-----  
| WARNING: SCCP 44: Registration failed: Error: DB Config  
|  
|-----  
|
```

On the Cisco Unified Communications Manager (CallManager), the Application Event Log displays this error message:

```
Event Type:      Error  
Event Source:    Cisco CallManager  
Event Category:  None  
Event ID:        3  
Date:            3/30/2006  
Time:            8:39:17 PM  
User:            N/A  
Computer:        Cisco-CCM1  
Description:  
Error: DeviceTransientConnection - Transient connection attempt.  
Connecting Port: 2000  
Device name [Optional].:  
Device IP address.: 10.26.1.7  
Device type. [Optional]: 255  
Reason Code [Optional].: 6  
App ID: Cisco CallManager  
Cluster ID: Cisco-CCM1-Cluster  
Node ID: Cisco-CCM1
```

Explanation: A connection was established and immediately dropped before completing registration. Incomplete registration may indicate a device is rehomeing in the middle of registration. The alarm could also indicate a device misconfiguration, database error, or an illegal/unknown device trying to attempt a connection.

Recommended Action: No action is required if this event was issued as a result of a normal device rehome..




Solution

These error messages are displayed when one or more ports of the VG248 are enabled but are not configured in the Cisco Communications Manager (CallManager).

In order to overcome this problem, find out if any of the ports that are enabled on VG248 are not configured in the Cisco Communications Manager (CallManager). If so, disable those particular ports in the VG248.

Related Information

- [Configure Fax Pass-Through with the Cisco VG248](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#) 
- [Technical Support & Documentation – Cisco Systems](#)

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