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**Article ID:** 4189  
**Subject:** Pro Gold XP 2.0 Reserved Error – (1517) Message  
**Last Modified:** August 7, 2007

**Applies to:** Pro Gold XP 2.0

**Issue:** A reserved error message displays when Access encounters an unexpected condition. The messages "The following error occurred: Reserved Error" or "Reserved Error - (1517)" may display.

**Cause:** This behavior may occur when any of the following conditions are true:

- The front end application file does not have valid link to the back end data file
- The data file needs to be compacted
- The front end application file is corrupt and needs to be replaced

**Resolution:** Enter Resolution Steps

- Step 1 Relink the front end application file to the back end data file
  - Go the main **Setup Tab**
  - Select the **Work With Another Company Icon**
  - Select **Yes** to the prompt
  - Select **OK** button at the **Select Database Screen**
  - Wait for initialization (i.e., linking) process to finish
  - Log back into **Pro Gold XP**
  - Return to area/process where the error occurred and retry your event
- Step 2 Compact the data file to release a locked file
  - Have all users exit the program
  - Go to the **Windows Start** button **Programs** option
  - Look for the **Pro Gold XP** group
  - Select the **UpdateData2k** option (Launches the **Pro Gold XP Update Utility Menu**)
  - Select the **Compact Data File** button on utility menu
  - Select **Done** button to close the utility
  - Return to area/process where the error occurred and retry your event
- Step 3 Replace the front end application file via upgrade process
  - Go the main **Setup Tab**
  - Select the **Download Live Update Icon**
  - Select **Continue** button at **Live Update Screen**
  - Wait for file transfer process to finish downloading and extracting
  - Select **OK** button at the **Download Complete** prompt
  - Have all users exit the system
  - Select the **Install Update Icon** on the main **Setup Tab** to begin installation
  - Wait for in installation process to finish
  - Log back into **Pro Gold XP**
  - Return to area/process where the error occurred and retry your event

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## Knowledge Base Article

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**References:** Below is a link you can use to access Enhancement HelpNet Center resources, which includes the Knowledge Base Article (KBA) Library, Pro Gold XP Documentation, and Training Webcasts:

<http://secured.progoldi2.com/webcast.aspx>

- The Enhancement HelpNet links are located on the right side of the web page.

**Related articles:** N/A

**Keywords:** 1517, Reserved Error, Compact, 4189