Knowledge Base Article

Article ID: **4221**
Subject: **How to resolve "Pro Gold i2 Event Viewer Log is Full" message**
Last Modified: **December 11, 2008**

Applies to: **Pro Gold i2 3.0**

Issue: The Pro Gold i2 program keeps a record of events that transpire within the program and if the log file is not permitted to grow, a message will appear stating that the "Pro Gold i2 Even Viewer Log is Full". In order to stop the message from reappearing the log must be manually cleared.

Resolution: Actions to manually clear the event view log.

- Right click on the "My Computer" icon.
- Select "Manage".
- Click on the plus sign next to "Event Viewer" option.
- Right click on the "Pro Gold Enterprise" option.
- Select "Clear All Events".
- Select "No" to the prompt "Do you want to save Pro Gold Enterprise before clearing it".
- Close the Computer Management screen.

References: Below is a link you can use to access Enhancement HelpNet Center resources, which includes the Knowledge Base Article (KBA) Library, Pro Gold i2 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: Logfile, Pro Gold i2 Event Viewer Log is Full, View, Error Message 4221