



Knowledge Base Article

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Article ID: 4270

Subject: Could not Allocate Space for object 'xx' in database 'ProGoldSQL_XXXXXX' because the 'Primary' filegroup is full

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Applies to: Pro Gold i2 3.xx

Purpose: Possible cause: Your SQL database has reached its maximum storage capacity. Provide users instructions for how to handle the event when the SQL Server 2000 MSDE or SQL Express database reaches its maximum storage capacity. Pro Gold installed Microsoft MSDE or SQL Express which was provided free from Microsoft when you installed Pro Gold. Pro Gold i2 supports the following versions of SQL: SQL Server 2000 MSDE, SQL Server 2005 Express Edition and SQL Server 2005 Full version.

The steps to update the database's SQL version are technical in nature and should be completed by a knowledgeable technician. Taro Systems can perform this function on a fee basis (i.e., Paid Service) as a Level 3 incident. Please contact customer service at 1-616-940-0007 for additional help.

Procedure: Listed below are the options available for upgrading your SQL Server 2000 MSDE or SQL Express database:

- **Option 1:** If you are using **SQL Server 2000 MSDE** (Microsoft free version of SQL 2000), you can upgrade to **SQL Server 2005 Express Edition** (Microsoft free version of SQL 2005) which has twice the database capacity
 - The steps to update the database's SQL version are technical in nature and should be completed by a knowledgeable technician
 - Use the link below to access the Microsoft Download Site and retrieve **SQL Server 2005 Express Edition:**
<http://www.microsoft.com/Sqlserver/2005/en/us/express-down.aspx>
- **Option 2:** Upgrade to **SQL Server 2005 (Full Version):**
 - The steps to update the database's SQL version are technical in nature and should be completed by a knowledgeable technician
- **Option 3:** Have TARO Systems, Inc upgrade the database to **SQL Server 2005 Express Edition:**
 - Taro Systems can perform this function on a fee basis (i.e., Paid Service) as a Level 3 incident. Please contact customer service at 1-616-940-0007 for additional help.

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: NA

Keywords: Allocate, Filegroup, MSDE, Primary, Space, SQL Server, Update, Upgrade, 4270

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