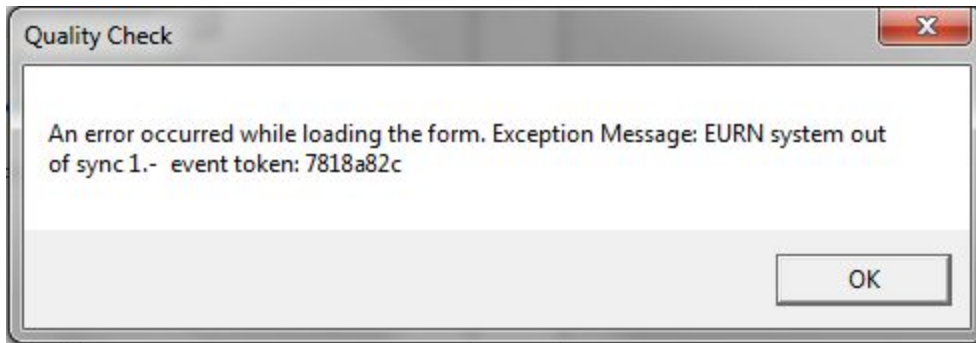


This error may come up during data entry if the business tier is out of sync with the EURN Generator process or message queues are full.



1. Restart the business tier by following the steps [here](#).
2. Delete the message queues if they are full by:
 1. Open *Computer Management*.
 2. Expand *Computer Management*.
 3. Expand *Services*.
 4. Expand *Applications*.
 5. Expand *Message Queuing*.
 6. Expand *Private Queues*.
 7. Expand *eurngenerator*.
 8. Right click *Queue Messages*.
 9. Select *All Tasks*.
 10. Click *Purge*.
 11. Click *Yes*.
 12. Repeat the same steps for the eurns message queue. After purging both queues restart the business tier service.
3. Check that there is plenty of space on the hard drive of the server where the CAREWare database instance is installed. [Here](#) are instructions to resolve disk space issues.