Recast

"An unexpected database error has occurred" during login

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Possible cause: The Application Workspace Server is unable to reach the database.
It is important that all Application Workspace Servers have a reliable network connection to the database to perform correctly.

Workaround

- Check the `connectionString` parameter in the `Server.json` file.
- Ping the address specified in the `connectionString` parameter with the name "Data Source".
- Check the server log files for database errors.

Possible cause: The event table has reached the maximum amount of records supported.
Application Workspace affected versions: 3.0 and later

Especially in older versions with the Application Workspace Server, it is possible that the event table in the database has reached the maximum amount of records supported. This can happen if the task for cleaning events hasn't run or is configured to retain too many days of events. We recommend for large deployments to not set the retention period for more than 30 days.

Workaround

> This workaround will delete all existing events.

- Log into the Application Workspace database using an SQL client, like Microsoft SQL Server Management Studio.
- Execute the following SQL query on the database:

```
TRUNCATE TABLE [Events];
```
