

Error in Database Setup during upgrade of an Enterprise system: "Database has run out of available ID's for MIC_TYPE=17"

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Symptom

In an Enterprise installation of OnGuard, when running Database Setup during the upgrade of a region, you may encounter the following error message:

"Database has run out of available ID's for MIC_TYPE=17."

Resolution

To resolve the issue, complete the following steps:

- 1) Uninstall the new version of OnGuard on the master and all region servers, and then install the previous version of OnGuard on the master and all region servers.
- 2) Restore the most recent backup that is not experiencing this issue to the master and all region servers.
- 3) Allocate more segment IDs via Replication Administration. This can be done either manually or by increasing the Low Water Mark to a value greater than the number of existing IDs currently allocated to the region.

Applies To

OnGuard 2008 (6.0.148) or later

Additional Information

The **MOBILE_ID_CONTROL** table contains a row where **MIC_TYPE=17**. This row corresponds to the segment ID element. With OnGuard 2008 (6.0.148) or later, additional system-generated segments are added to the master and any regions, due to the ability to create a multi-level enterprise.

When Database Setup attempts to add these new segments, it can fail if there are not enough segment IDs already allocated. This will occur most often when the Low Water Mark for segment IDs is set to a low value, typically less than 5.

The default Low Water Mark for segment IDs is 25.

