ShopSite Knowledgebase

problems after running out of disk space

Product: ShopSite
Version: All
Platform: All
ShopSite stores may not function correctly after a disk space limit has been reached on the host machine. When clicking on Order the buyer may see the error: Unable to retrieve [1] from [products]!
Solution ID: S03680
If the machine where ShopSite is hosted runs out of disk space, or the disk quota as configured by the hosting provider is reached, this may cause truncation or corruption of files used by ShopSite, including databases and configuration files. If corruption has already occurred, it may be necessary to restore from a backup, or reinstall ShopSite.
It is strongly recommended that the hosting provider use monitoring tools to proactively warn of impending disk space problems within adequate time to take corrective action.
Data backup is an essential practice for any computer application. Please see ShopSite Help & Resource Center for details:
http://www.shopsite.com/help/4.2/en-US/sc/pro/backing.up.html
Solution ID: S03680

https://support.shopsite.com/KBase/questions/2128/