

# Technical Service Bulletin

**ascom**  
Ascom® Wireless Solutions Inc.

Product: FreeNet System PDM (Sys-PDM)  
Purpose: Administration of large FreeNet Systems via Sys-PDM  
Date: 1/3/2008

## Sys-PDM reports "DataBase is full"

### **General**

FreeNet system greater than 300 handsets and with a certain configuration of templates, the SYS-PDM might report that the DataBase is full.

### **Problem**

The DataBase error can occur if the system administrator creates templates and all parameters values have been selected and transferred for each registered phone.

### **Cause**

In normal circumstances the selection of 10-15 parameters in a template is sufficient. If all parameters are selected with multiple templates and your system is supporting greater than 300 handsets, the preset Sys-PDM configuration can have memory constraint.

### **Resolution**

- 1) Keep the number of parameters in a template to a maximum of 15.
- 2) The number of handset software and associated definitions releases should be kept to the current running release and the previous release, i.e. 1.2.19 and 1.2.25.
- 3) Number of simultaneous user logged into the GUI is restricted to 1.
- 4) Number of shared phones that can simultaneously login is 1 for every 5-10 seconds. If several users login at the same time, the phone may time out.

### **Additional Information**

If you have any questions about this bulletin, please contact Ascom Technical Services at 1-877 71ASCOM (1-877-712-7266) option 3.