

Delete the message queues if they are full:

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.