

SedonaCloud - Troubleshooting - Customer unable to register in SedonaWeb 2.0

12/28/2023 3:43 pm EST

All information for registration must match what is in the SedonaOffice database in order for a customer to register and make a payment on SedonaWeb2.0.

NOTE: The customer name entered during registration must match the Business_Name **OR** the First_Name+ <single space> + Last_Name from the AR_Customer_Bill table in the SedonaOffice database.

If they believe they are entering the correct information please do the following:

1. Please run this statement (substituting their invoice number in the where clause) to verify they are entering everything exactly as the registration expects.

```
select inv.Invoice_Number, cust.Customer_Number, inv.Customer_id, cBill.Customer_Bill_id, cBill.First_Name, cBill.Last_name, cBill.Business_Name, cBill.Address_1,
cBill.GE3_description, cust.Customer_Status_Id
From [dbo].AR_Invoice inv
Join [dbo].AR_Customer_Bill cBill on cBill.Customer_Id = inv.Customer_Bill_Id
Join [dbo].AR_Customer cust on cust.Customer_Id = inv.Customer_Id
WHERE inv.Invoice_Number = '#####'
```

2. If this information is correct they could be missing a SQL update script from a prior SedonaOffice update. Please verify whether the Account_Name column in the WS_Account table is 256 characters. If it is not, the table needs to be altered so the Account_Name column length is 256 characters.

3. If they are entering exactly as stated above, try verifying whether there are trailing or leading spaces in the data that need to be removed through the SedonaOffice front end.