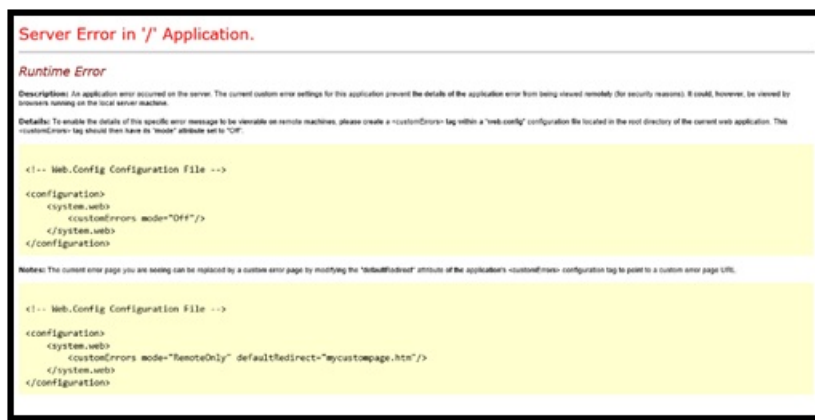


Severe Error in "/" Application Runtime Error When Trying to Log Into The Admin FSU Tech Tool

06/03/2025 2:09 pm EDT

Description of Issue:

When trying to log into the Admin FSU Tech Tool a server runtime error is received.



Resolution:

This error is caused by a data issue in the database used for the FSU login validation.

The database is on server 10.199.0.101 and can be accessed from the In-House server.

The issue can be caused by invalid values in the customer record. During a login attempt, the application looks for the customer record in the PSoft database.

The customer account data is in the SY_FSU_Web_Customer table. If there are NULLs in a field that should not contain a NULL, the error will be returned.

This error was caused by a NULL value in the column called FailedPasswordAttemptCount for this customer.

The select statement below will show any records where this field is NULL.

```
SELECT *  
FROM SY_FSU_Web_Customer  
WHERE FailedPasswordAttemptCount is NULL
```

If there is more than one record you can use the first Update to update all the records with a NULL.

```
update SY_FSU_Web_Customer
set FailedPasswordAttemptCount =0
WHERE FailedPasswordAttemptCount is NULL
```

You can also update just one record by using the customer_id in the where clause.

```
update SY_FSU_Web_Customer
set FailedPasswordAttemptCount =0
WHERE Customer_Id = 987
```

This should resolve the Runtime error and allow them to log in.

