

Fix Error: An Item With the Same Key Has Already Been Added in SedonaCloud

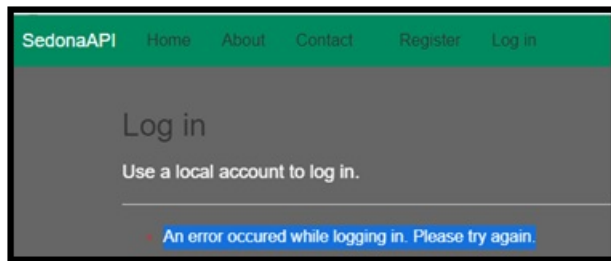
09/16/2024 5:10 pm EDT

Description of Issue:

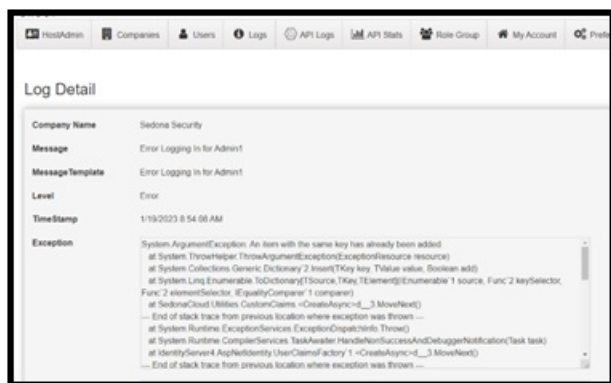
Company Users cannot log into the application due to duplicate values in the Preferences table.

We have seen cases where a duplicate preference value is created for a SedonaCloud Company. When this happens, users will see errors trying to log in to the SedonaCloud User Interface.

When a user tries to log into the company, they will usually see the message that an error occurred while logging in.



Reviewing the Logs, the message An Item with the same key has already been added is seen on the failed login attempt.



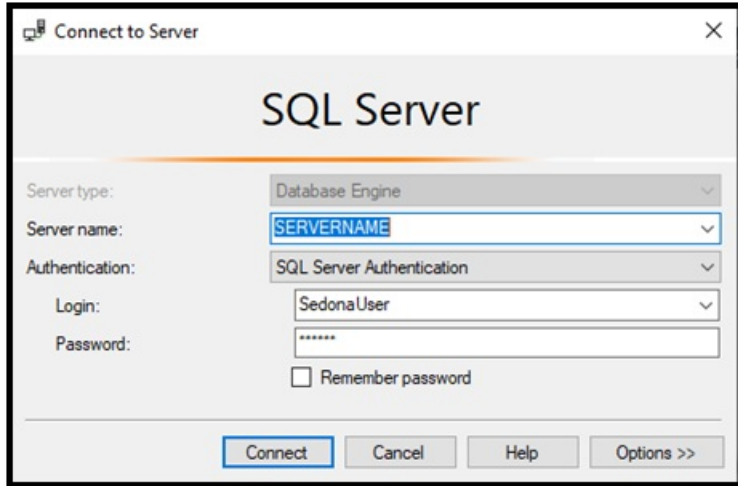
Resolution:

To correct this issue, you will need access to the user's SQL server.

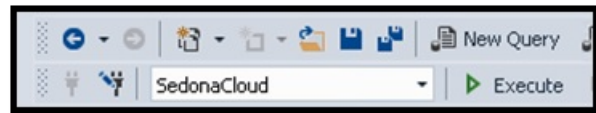
From a machine that has SQL Server Management Studio installed, type SSMS in the Windows Search.



Log into the correct server using the SedonaUser SQL account.



Click the New Query button in SSMS.



Once the Query window opens, select SedonaCloud database.

You can use the script below to find the ID for the Company.

```
--- Find the ID for the correct company ---  
Use SedonaCloud select Id,  
CompanyName from HostCompany
```

This will return a list of the companies available.

	Id	CompanyName
1	1	Sedona Security
2	2	Sedona Security External
3	3	SedonaDemo
4	4	Master Setup Standard
5	5	SedonaTest

SQL Script to find and delete the duplicate preference:

This will return a list of preferences in the table. Copy and paste the script below into the Query window in SSMS.

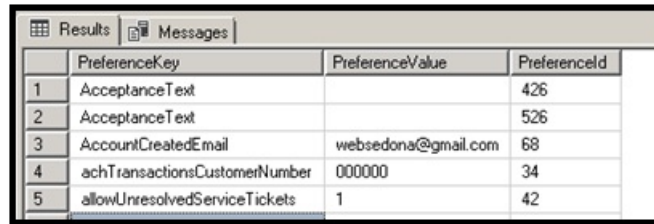
NOTE: You will need to change the script to point to the correct company ID from the previous script. You will

need to set the value for BaseCompanyId in the Where clause to match the company ID that is having the problem.

```
--- Check for duplicate preference keys ---
```

```
Use SedonaCloud select PreferenceKey, PreferenceValue, PreferenceId
from Preference
where BaseCompanyId = 1 and PreferenceLevel = 0 and PreferenceKey is not null and
PreferenceKey not in ('CompanyLogo', 'HostLogo') and
PreferenceExtension not in ('base64/image', 'text/large')
order by PreferenceKey
```

This will return a list of preferences in the table. Review the list and make note of the highest PreferenceID for any



	PreferenceKey	PreferenceValue	PreferenceId
1	AcceptanceText		426
2	AcceptanceText		526
3	AccountCreatedEmail	websedona@gmail.com	68
4	achTransactionsCustomerNumber	000000	34
5	allowUnresolvedServiceTickets	1	42

duplicate entries.

The PreferenceID will be used in the next step to delete the duplicates.

Back up the table before making any changes.

Once you have found the duplicate preference values, you will need to create a backup of the table before making changes.

```
--- Create backup of data before making changes ---
select * into Preferences_Backup_Duplicates from Preference
```

Delete duplicate records from the table.

Use the PreferenceID from the duplicate entries in the Where clause to remove the extra records

If there is more than one duplicate that needs to be removed separate each of the PreferenceIDs with a comma.

Example: Preferenceid in (526, 534, 548)

```
--- Delete the duplicate records ---
--- There should be one of each preference per company ---
--- If there are duplicates delete extra entries so only one of each is left ---
```

```
Delete from Preference where Preferenceid in (526)
```

You should see that the script executed successfully with the correct number of rows removed.

```
Messages  
(1 row affected)  
Completion time: 2023-01-19T06:32:08.6455378-08:00
```

You should now be able to log in as a Company User without any issues.
