

# Customer Query Builder Errors After Update

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## Customer Query Builder not working

Customers may submit a case stating, Customer Query Builder is not working getting error message Runtime Error 3021.

This is rare but happens when a customer upgrades their Sedona Office version. Here is an example of the error and further down is the resolution.

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1. Ask the customer if they recently upgraded, document the upgrade.
2. Run this query from the SQL query module. The results should bring back 2514 records or more.

```
select * from SD_Query_Builder_Def
```

3. If no records are generated, this is the issue why Customer Query Builder is not working.

Click [Here](#) for a script used to repopulate the SD\_Query\_Builder\_Def table. Do not make any changes, you should copy everything on the script and run the script. This will resolve the customer issue.