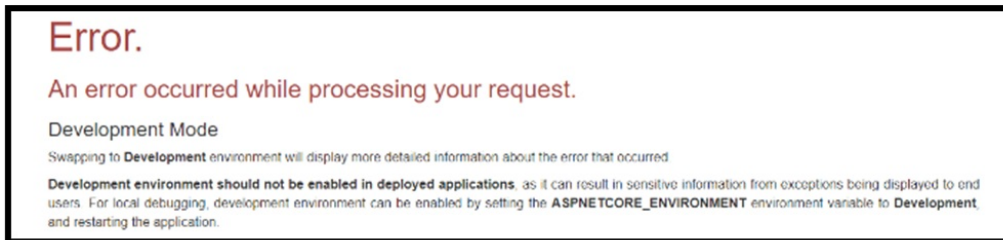


Fix Error: Value cannot be null Registering Account in SedonaWeb 2.0

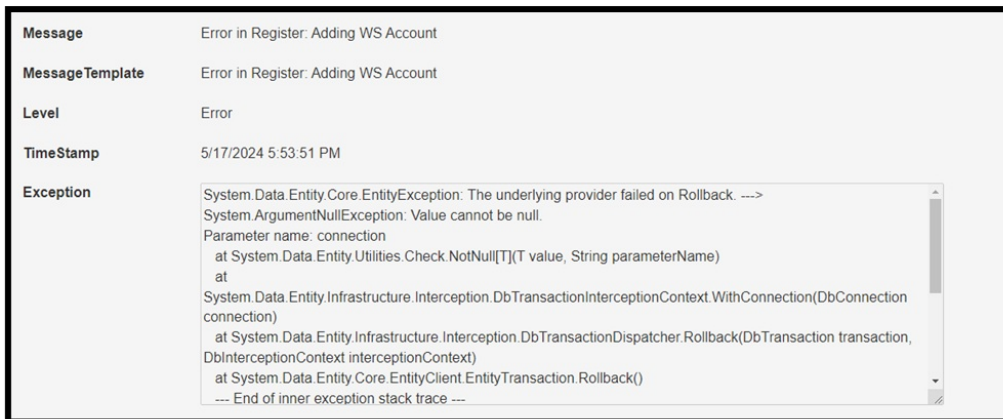
09/22/2025 5:53 pm EDT

Issue:

When a customer tries to register a new account in SedonaWeb 2.0 they receive an error.



Reviewing the Logs, there is an error for the System.ArgumentNullException: Value cannot be null.



Resolution:

This error can be caused by a problem with the WS_Account table.

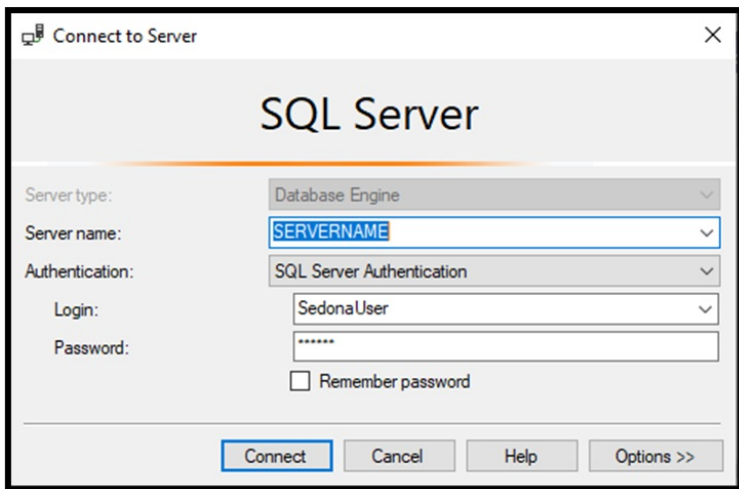
A change was made around SO version 6.2.0.9 (2023) to increase the size of the Account_Name column to varchar (256). If the field is not correct, the email address cannot be saved to the field, so the registration fails.

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

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



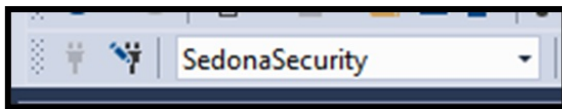
Log into the correct server using the SedonaUser SQL account.



Click the New Query button in SSMS.

Once the Query window opens, select SedonaOffice database.

You can use the script below to check and update the table .



--Backup the table before making any change.

Select * into ZBG_Account_Backup_145092_092025 from WS_Account

Check the current setting for the table.

```
SELECT TABLE_NAME, COLUMN_NAME, DATA_TYPE , CHARACTER_MAXIMUM_LENGTH
```

```
FROM INFORMATION_SCHEMA.COLUMNS
```

```
WHERE
```

```
TABLE_SCHEMA = 'dbo' AND
```

```
TABLE_NAME = 'WS_Account' AND
```

```
COLUMN_NAME = 'Account_Name'
```

Alter the table to change the Account_Name size.

Run the script below to update the column to the correct type and size.

--- Update table to fix field size if it is not correct ---

alter table ws_account

```
ALTER COLUMN Account_Name [varchar](256) NOT NULL
```

You should now be able to create a new customer login without any issues.
