

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

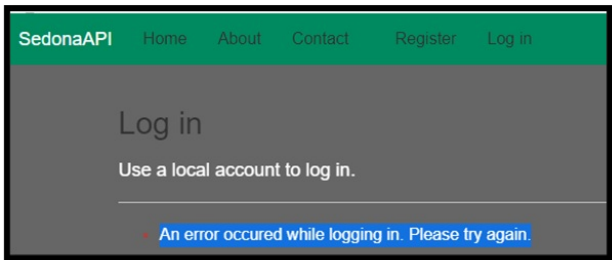
06/24/2024 11:55 am EDT

Issue:

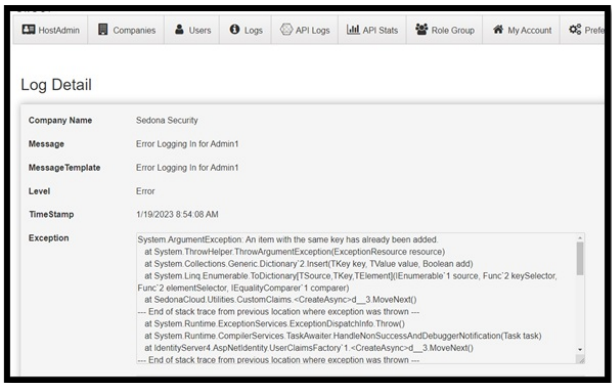
Company Users cannot log into the application due to duplicate values in the Preferences table.

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



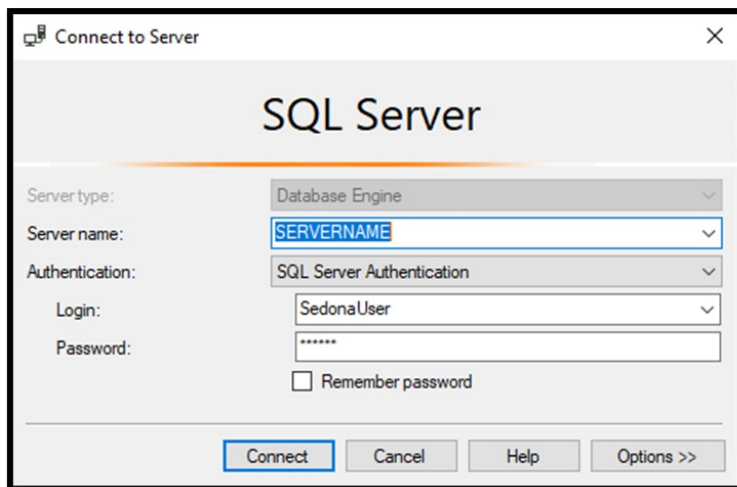
Resolution:

To correct this issue, you will need access to the users SQL server.

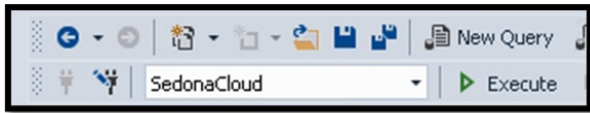
From a machine that has SQL Server Management Studio installed, type SSMS in the Windows Search.



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.

A screenshot of the SQL Server Results window. The window has two tabs: 'Results' and 'Messages'. The 'Results' tab is active, showing a table with 5 rows and 2 columns: 'Id' and 'CompanyName'. The data is as follows:

	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 companies 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 duplicate entries.

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

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

Backup the table before making any change.

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 are more than one duplicate that needs 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.



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