

Invalid Use of NULL on Customer Records

11/19/2024 6:20 pm EST

Issue:

After updating, users receive a Runtime Error 94 Invalid Use of NULL when trying to open or edit a customer.

Resolution:

The error can be caused by NULL values in the fields used for Central Station integration.

There is a column in the customer system record called External_Link. If there is a NULL in that column the error can occur.

--- Find and fix external link in System ---

```
select * from AR_Customer_System where External_Link is NULL
```

```
Update AR_Customer_System
```

```
set External_Link =''
```

```
where External_Link is NULL
```

There are also 3 columns in the customer site record, these should not have a NULL value or the error can occur.

--- Find and fix External Link for Site --

```
select *
```

```
from ar_customer_site
```

```
where External_Link is null or External_Serial_Number is null or External_Version_Number is null
```

```
update AR_Customer_Site
```

```
set External_Version_Number =''
```

```
where External_Version_Number is null
```

```
update AR_Customer_Site
```

```
set External_Link =''
```

```
where External_Link is null
```

```
update AR_Customer_Site
```

Set External_Serial_Number=""

where External_Serial_Number is null
