

## Receive Error Message: System.ArgumentNullException exception was thrown. Description: SEQUENCE Background Runtime Service

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### Description

You receive the following error message in the PANAM log.

System.ArgumentNullException exception was thrown. Description: SEQUENCE Background Runtime Service. Failed to XXXXX. Source: PNMsoft.Sequence.Security StackTrace: at PNMsoft.Sequence.Security.SecurityContext..ctor(IPrincipal user, Boolean unrestricted, Boolean impersonate) at PNMsoft.Sequence.Security.SecurityManager.Impersonate(IPrincipal user, Boolean unrestricted) at PNMsoft.Sequence.WindowsServices.BRS.BuiltInThreads.ReminderMessageCreator.CreateReminderMessages(IWorkflowEngine engine, Int32 numOfServices, Int32 modValue, Boolean& bAbort)

**Note:** XXXXX is either "create reminder messages", or "redirect workflow instance".

### Cause

The Background Runtime Service (BRS) user does not exist in Cora SeQuence.

### Affected Versions

All version

### Solution

There are two ways to add the necessary BRS user to Cora SeQuence.

- Manually add the user.
- If you are using ADSS, make sure it is picked up by one of your LDAP filters.

**IMPORTANT:** You can only use one of the solution methods, not both.