

Cannot Insert Duplicate Key Row in Object 'dbo.tblOrganization'

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Description

You cannot insert duplicate key row in object *dbo.tblOrganization* with the unique index *IX_tblOrganization_fldParent_fldName*.

The following error message displays in the PANAM event log.

```
PNMsoft Sequence Active Directory Synchronization Service.  
Cannot insert duplicate key row in object 'dbo.tblOrganization' with unique index  
'IX_tblOrganization_fldParent_fldName'. The duplicate key value is (XXX, YYY).  
The statement has been terminated.  
Group object  
Name: XXX  
objectGUID: xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx  
distinguishedName: OU=OU,DC=DC,DC=com
```

Affected Versions

All versions.

Cause

The error indicates that ADSS is attempting to insert into Cora SeQuence a group that already exists the same parent. There are two possible causes for this error.

Cause 1

You are synchronizing one domain using ADSS. The cause is that the group was previously created (manually) in Cora SeQuence.

Cause 2

You are synchronizing more than one domain using ADSS. The same group/OU name exists in more than one domain, and is being synchronized at the same level in Cora SeQuence.

Solution

There is a solution for each of the causes.

Solution Parameter	Description
X1	The <i>objectGuid</i> that displays in the error message. For example, the group/OU <i>objectGuid</i> from AD.
X2	The user's <i>distinguishedName</i> from AD that you see in the error.

Solution Parameter	Description
X3	The filter id (<i>fldId</i>) from <i>tblADFilters</i> that returns the user from AD. If you have more than one filter, we recommend that you validate which filter returns the user by directly querying AD.
X4	0 = OU 1 = Group
XXX	The OU/Group name (as in the error).
YYY	The Cora SeQuence parent group <i>fldNumber</i> (as in the error, from <i>tblOrganization</i>).

Solution for Cause 1

Update the user properties in *tblEmployees* using the following query.

```
UPDATE
tblOrganization
SET
objectGUID='X1',
distinguishedName='X2',
fldsFromAD=1,
fldADFilterId=X3,
fldsAdGroup=X4,
whenChanged='1970-01-01',
WHERE
fldName='YYY'
AND fldParent='XXX'
```

If the user does not sync after ADSS completes the following cycle, run the following query and restart ADSS when the system is idle.

```
UPDATE tblADFilters SET fldLastSyncTime = '1970-01-01'
```

Solution for Cause 2

If possible, rename the group/OU in one of the domains. If this is not possible, consult the [PNMsoft Support Team](#).