

Invalid selection for field error when trying to select a drop down option on the cardholder form

Last Modified on 06/09/2025 4:30 pm EDT

Symptom

"Invalid selection for field" error occurs after creating a new user or modifying an existing user from the Location or Division drop-down menus. New selections added into List Builder can be chosen without any issues.

Resolution

1. Log out of System Administration.
2. Back up current AccessControl database.
3. Right-click on **AccessControl** and select **New Query**.
4. Paste the following query then execute:

```
update dept set NAME = RTRIM(NAME)
```

```
update title set NAME = RTRIM(NAME)
```

```
update location set NAME = RTRIM(NAME)
```

```
update division set NAME = RTRIM(NAME)
```

5. Log into System Administration and test if the selection can now be made.

Applies To

OnGuard (all versions)

Additional Information

Note: This issue may occur with other drop-down menus than Location or Division. Find the appropriate table in the Database for the drop down that is having an issue. Run a single line of the above query replacing the table name used with the one the issue is occurring with.
