Replication Error: Cannot insert duplicate key row object 'dbo.ACCESSLVL' with unique index 'ACCESSNAME'

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Symptom

Hardware transactions are failing. When running Replicator manually, the following error is observed while replicating:

"Exception occurred while replicating hardware transaction for table [ACCESSLVL].

Unexpected application error! Internal Error Code [509000012]:

Cannot insert duplicate key row object 'dbo.ACCESSLVL with unique index 'ACCESSNAME'. The duplicate key value is ("Access Level Name", 3606)

The statement has been terminated."

Resolution

In the Region that is producing this error when running Replicator as an application, complete the following steps:

1. Locate the access level described in the error message in System Administration. The access level you are looking for is provided where it says "Access Level Name" in the error message.
2. Add a one (1) character to the end of the Access Level name and save to initiate a new hardware replication transaction..
3. Run Replicator and verify that the error message does not re-occur.
4. Replicator should run normally after that point.

Applies To

OnGuard Enterprise

Additional Information

None