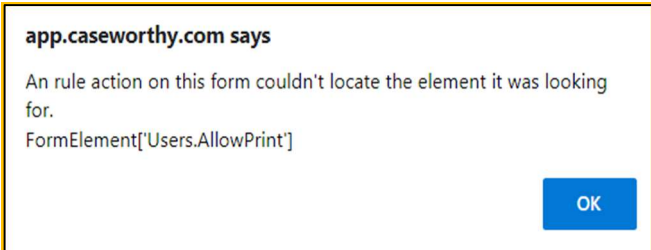# Reference Guide for Common Errors

## Common Error Messages & Potential Causes
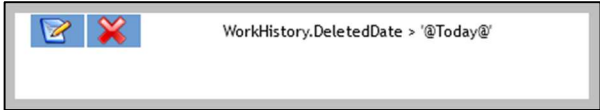
| Error Message | What Went Wrong? |
|---|---|
| "The multi-part identifier 'TableName.ColumnName' could not be bound" | Bound errors can be caused by deleing a table from the Data View but not removing corresponding fields from the Design View. |
| "Error converting data type nvarchar to int" | The link's parameters may be incorrect. For example, the link may be configured to pass in EntityName instead of EntityID.<br><br>Alpha values may be saving into a column meant to hold a number (int) value. For example, saving a textbox answer into a dropdown list. |
| <br><br>"An rule action on this form couldn't locate the element it was looking for…" | This error is caused when a form element is deleted, but Validation Rules remain which reference the deleted element. |
| "Procedure or function formp_1000000916_editsave has too many arguments specified." | Make sure multi-select inputs and outputs are 'None' with a capitalized N. If 'none' with lowercase n is passed in, then it assumes it to be a SP parameter. |

| Error Message | What Went Wrong? |
|---|---|
| "[Field Name] is Required" error message when clicking SAVE for a field that is not visible on the form | When the hidden fields are required on the form or in the table, make sure all hidden fields have a valid value assigned for the 'Default' element property.<br><br>Check the form's Validation Rules for rules that hide fields without setting 'Required = False'.<br><br>If all else fails, you can run "select * from FormElement where Required=1 and FormID=[your FormID] in SQL using a backup to see if there are required elements that you still can't see.<br><br>In rare cases if the issue is occurring on an Edit form, change the form type to 'Search' to see if there are expand search fields or search only fields as they won't be visible, even as hidden fields, on an Edit form. |
| **What went wrong?**<br><br>Incorrect syntax near ')'.<br><br>"What went wrong? Incorrect syntax near ')'." | If there is a 'Matrix Survey' form element on the form, assure a value is selected in the 'Matrix' property.<br><br>If you have a drop down driven by query list, assure the values do not include non-standard characters. For example, with Providers, assure Provider descriptions do not include non-standard characters such as & or @. |
| "What went wrong? The INSERT statement conflicted with the FOREIGN KEY constraint "FK_Table_ColumnName". The conflict occured in database "CompanyName_Train", table" "dbo.OtherTableName", column "ColumnName". The Statement has been terminated." | Check the fields on the form for something which is saving twice and causing the confliction. |

| Error Message | What Went Wrong? |
|---|---|
| **What went wrong?**<br><br>Incorrect syntax near the keyword 'WHERE'.<br>**Related SQL Code**<br><br>◂<br><br>"What went wrong? Incorrect syntax near the keyword 'WHERE'" | A table join may be missing in the Data View. |

# Common Issues & Potential Resolutions

| Issue | Possible Solution(s) |
|---|---|
| When accessing an Edit form from an item's action gear on a summary form, the linked form appears blank. | Make sure the Primary Key value of the main table was correctly passed to the edit form.<br>**Hint:** You can temporarily add it as a 'read-only text box' to see if it has a value.<br><br>Make sure the filters and joins on each table in the Data View on the Edit form are not more restrictive than those on the summary form.<br><br>**Portal:** Confirm data is not being written with an 'OwnedByOrgID' of '–1' which will cause a sharing issue. |
| The form selected doesn't have any form elements. | Add form elements to the Design View of the form. |
| A field does not save the value entered by the User. | Assure the TableName.ColumnName is not on the Data View more than one time. Repeated instances could exist in Hidden fields and Expando fields. |
| A Drop Down List form element is not populated or is missing values. | If data is not appearing in the list, assure the correct parameters are set in the Drop Down form element's properties.<br><br>Check the form's Validation Rules to assure a rule is not hiding the list options. |
| A query returns results in the Query apBuilder (or SSMS) but doesn't return data in the application. | Organization Data Sharing rules and Client Exceptions may be preventing the data from appearing for the User. |
| Removing a table from the Query apBuilder causes all tables to disappear from the Data View. | Click the SAVE AND KEEP EDITING button after the tables disappear and the remaining ones will appear upon the re-load. |

| Issue | Possible Solution(s) |
|---|---|
| Stored Procedure Databind field mappings disappear.<br><br>For example, having it sometimes return all columns and other times, return nothing, which causes the mappings to disappear on the form element. | Confirm that all possible select statements in the stored procedure return the same number of fields, and the column names are matched for each field. |
| Filtering records on a Search or Spreadsheet form without making them search criteria that the user sees. | "Hard Filters" are filters applied at the Table level, in the Data View, that prevent records and data from being searched.<br><br> |
| A Multi Select (Generic Table) form element is not showing results on an Edit form (after being added on the Add form) or multiple Multi Select (Generic Table) form elements are showing same results. | Check the element's properties 'Context Column', 'Context Type', and 'List'.<br><br>If multiple elements have the same 'List' ID, make sure the 'Context Type' are different. |
| The Summary form returns an integer instead of the string you expected, such as '1' instead of 'Male'. | Typically, this is due to the column being saved as a 'Drop Down List' on the Edit form but the Summary form referring to the column as a 'Text Box'. Assure the field is a 'Drop Down List' on both the Summary AND Edit forms. |
| A Search form's drop-down filter returns unexpected results (e.g. Case Manager selection includes clients w/no CM assigned) | If filtering on a table that is not marked Required, BOTH records matching the selected value AND records that are blank for the value will be included in the search results. |

| Issue | Possible Solution(s) |
|---|---|
| Family Name is not showing up in Enrollment Workflow. | Ensure that these values are mapped to the WF fields from the Client Intake or Demographics form in the workflow.  |
| Duplicate records appear on a Summary form.<br><br>For example, there might be two records in the CaseManagerAssignment table for a single enrollment/client combination. | Add the Primary Key from each table within the Data View onto the Design View.<br><br>Save and close, and view the records on the summary form in the application (front-end).<br><br>For the records that appear duplicated, the culprit will be the table whose Primary Key is unique between two otherwise matching rows.<br><br>You can either:<br><br>1) Remove the table causing the duplication<br><br>2) Bring a meaningful column from the duplicating table onto the Design View so that users can see how each row is unique, or<br><br>3) Configure the form to show a "count" of rows for the duplicating table (see this form for examples of counts: All Features Role: Case Management tab – Case Management > Program Enrollments > Program Enrollments) |