

Error - Unique key violation

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Symptom

Unique key violation

Error

Violation of primary key or unique key constraint. Cannot insert duplicate key in object. SqlError Number:3621; Message: SQL error with code 3621

Cause

The error message is confusing. it shouldn't be the primary key violation but only unique key violation. because if it is primary key violation, it should be considered as conflict and do the conflict resolution

Compare the table schema on both sides.

Our telemetry does not include the table name due to GDPR. May need to check customer portal.

Mitigations

Two solutions:

1. Avoid adding unique key value in member database if it is possible.
2. Or we can update the table schema to remove unique key. We can possibly use unique index instead if needed.

We can create an extended event session to be able to get more information, check [DSS013 - Data Sync - XEvent](#)

Classification

Root cause Tree - DataSync/User issue/error/SyncFail

How good have you found this content?

