



## Duplicate Error When Setting Up an Employee

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**Troubleshooting issue:**

Adding an Employee under the setup tab and an error appears.

This error typically means that a duplicate 'Code' has been entered into Sockeye. The employee's code is used for integration with external systems. The employee code in Sockeye must exactly match the employee code in the external source and cannot be duplicated in Sockeye.

**EXAMPLE OF ERROR**

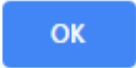
app.getsockeye.com says

Your last request failed. After you click OK, this page will restart automatically.

Error: "System.Data.Entity.Infrastructure.DbUpdateException: An error occurred while updating the entries. See the inner exception for details. ---> System.Data.UpdateException: An error occurred while updating the entries. See the inner exception for details. --->

System.Data.SqlClient.SqlException: Cannot insert duplicate key row in object 'dbo.Employees' with unique index 'IX\_Employees\_Check'.

The duplicate key value is (10008351, 56).\r\nThe statement has been terminated.\n\n at



1. Click on the **Setup** tab in the blue ribbon
2. Select **Employees** under the Setup data
3. Click on the  **Show Inactive Employees**
4. Click on the employee grayed out and shows INACTIVE under the Code Field
5. An **Edit Employee** box will appear in the middle of the screen
6. Under the Active field select 'Yes'
7. Input Employee Code, Home Team, and other fields applicable
8. Click **Save**

The screenshot shows the Sockeye software interface. The top navigation bar includes 'Available Hours', 'Weekly Schedules', 'Daily Schedules', and 'Setup'. The 'Setup' tab is selected. On the left, a sidebar lists 'Setup data' categories: Organization, Users, Areas, Crafts, Teams, Employees (highlighted), Availability Patterns, Schedule Fields, Backlog Criteria, Metric Criteria, and KPI Ranges. The main area displays 'Setup Employees for All Teams' with a table of employees. The table has columns for Name, Code, Display Order, Crafts, Default Availability, and Notes. The row for 'Baker, T.' is highlighted in gray and has 'INACTIVE' under the Code field. An 'Edit Employee' modal is open, showing fields for Name (Baker, T.), Code (034629), Home Team, Display Order (2), Crafts (HV), and Default Availability (A Shift). The 'Active' field is set to 'No'. A 'Save' button is highlighted. Red arrows point to the 'Setup' tab, the 'Employees' sidebar item, the 'Show Inactive Employees' checkbox, the 'Baker, T.' row, the 'Active' field, and the 'Save' button.

Name	Code	Display Order	Crafts	Default Availability	Notes
Arsenault, A.	002979	0	CA	Monday to Friday	
B MacKenzie	585366	1			
Baker, T.	INACTIVE				
Beauchesne, D.	048461	3			
Bezair, A.	065089	5			
Bozak, K.	091785	8			
Bruce, I.	106025	9			
Chiew, T.	143156	15			
Chung, H.	147082	16			
Creighton, T.	174912	17			
Crosby, C.	002771	18			
Dixon, T.	208360	20			
Farrell, M.	002584	24			
Brooks, T.	283200	27			
Geikie, G.	297093	31			
Gentry, D.	297762	32			
Gibb, P.	299982	33			
Gibson, A.	300194	34	EL	Monday to Friday	
Gibson, D.	300574	35	LU		
Grallion, M.	062655	38	WL	Monday to Friday	
Gunn, G.	003690	39	LU		