Customer Query Builder Errors After Update

Last Modified on 09/12/2024 6:23 pm EDT

Customer Query Builder not working

Customers may submit a case stating, Customer Query Builder is not working getting error message Runtime Error 3021.

This is rare but happens when a customer upgrades their Sedona Office version. Here is an example of the error and further down is the resolution.

1. Ask the customer if they recently upgraded, document the upgrade.
2. Run this query from the SQL query module. The results should bring back 2514 records or more.

```
select * from SD_Query_Builder_Def
```

3. If no records are generated, this is the issue why Customer Query Builder is not working.

Click [Here](#) for a script used to repopulate the SD_Query_Builder_Def table. Do not make any changes, you should copy everything on the script and run the script. This will resolve the customer issue.