

Schindler Integration Fails With FOREIGN KEY Constraint

“FK_SAtoSAS_SchindlerClearance_Clearance” Error

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INTERNAL

Problem

The Schindler Elevator Integration fails to install and displays an error containing the following:

Error 26204. Error -2147217873: failed to execute SQL string, error detail: The ALTER TABLE statement conflicted with the FOREIGN KEY constraint "FK_SAtoSAS_SchindlerClearance_Clearance". The conflict occurred in database "ACVSCore", table "Access.Clearance", column 'ObjectID'., SQL key: DB.DBInstallation SQL string: IF NOT EXISTS (SELECT NAME FROM sys.foreign_keys WHERE NAME='FK_SAtoSAS_SchindlerClearance_Clearance')

Solution

Determine if there are Schindler Clearances that do not have a corresponding clearance in the Access.Clearance database by running the following SQL command:

```
SELECT * FROM dbo.SchindlerClearance where ClearanceID NOT IN (select ObjectID from Access.Clearance)
```

If any rows are returned by that query, create a backup of the ACVSCore database, then run the following SQL command:

```
DELETE FROM dbo.SchindlerClearance where ClearanceID NOT IN (select ObjectID from Access.Clearance);
```

The Schindler Elevator Integration should be able to install successfully now.

If you have any questions regarding this **Knowledge** article, please contact Technical Support.

North America & Latin America:

Toll Free: 1-800-507-6268 (option 3, 1) or 1-800-392-2873 (option 3, 1)

Hours: 8 AM – 8 PM Eastern

Access Technical Support: Access-support@jci.com

License Inquiries: ccurelicense@tycoint.com

EMEA:

Toll Free: 800-2255 8926

Direct: +31 475 352 722

Hours: 8 am to 6 pm CET

Access Technical Support: Access-support@jci.com

License Inquiries: sp-licensing-support@jci.com

Asia/Pacific:

Toll free: +800-2255 8926

Direct: +91-80-4199-0994

Hours: 9am to 6pm CST (China Time) and 9am to 7pm IST (India Time)

Access Technical Support: Access-support@jci.com

License Inquiries: sp-licensing-support@jci.com

[Complete Support Contact List](#)

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