1062 - Duplicate entry \'255198\' for key \'PRIMARY\'

Posted by victoriammt - 2022/04/01 09:15
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A couple of days ago all my quizzes stopped working. I get a red joomla error box with "1062 - Duplicate entry '255198' for key 'PRIMARY'

I contacted support via the form on the website yesterday but have not had any acknowledgement of a ticket being raised.

Thank you

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Re:1062 - Duplicate entry \'255198\' for key \'PRIMARY\'

Posted by admin - 2022/04/01 14:32
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Hello,

Could you provide a temporary access to your J! backend by email so we can investigate the problem?

PS: Do you use standard version of the extension without modifications?

Regards,
ARI Soft

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Re:1062 - Duplicate entry \'255198\' for key \'PRIMARY\'

Posted by victoriammt - 2022/04/01 14:40
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Yes it is standard as far as I am aware. Thanks.

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Re:1062 - Duplicate entry \'255198\' for key \'PRIMARY\'

Posted by admin - 2022/04/05 11:48
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It needs to check database settings with hosting support. 'StatisticsInfoId' field in '#__ariquizstatisticsinfo' table has AUTOINCREMENT option, but for some reason (probably a DB configuration or DB problem) it doesn't work properly and when run the following query value is not incremented and get 255198 value (currently it is maximum value for StatisticsInfoId) instead of this:

INSERT INTO #__ariquizstatisticsinfo (QuizId,UserId,Status,TicketId,CreatedDate,ExtraData) VALUES(28,0,'Prepare','18fcd33ae30e62a120c5b5a93864799f','2022-04-05 11:30:59',NULL)

Regards,
ARI Soft

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Re:1062 - Duplicate entry \'255198\' for key \'PRIMARY\'

Posted by victoriammt - 2022/04/07 10:19
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Thank you I passed that to my hosting provider and it seems to have fixed the issue.

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