Primary Key violation received when indexing a document

We see this error when trying to index a new document or index a document from batch. We fill out the index values and click save...

The application throws a “Unique Key Violation” error. What is that, anyway?

A unique key violation is something that happens down in the database. The database software really doesn’t like when we try to store two documents with the exact same index values. The database sends this (somewhat unhelpful) error back up to the application, which displays it on the screen.
There is a way to handle these errors.

First, click “OK” in the error pop-up box to clear it off of the screen.

Next, look over on the right side of the screen, over where we enter the index values. There are five buttons arranged along the top. Click the second one from the left (“Select Index”) button to have the application bring up a list with the existing document(s).
The system will then look for all documents with this same index. Most of the time, there will only be one other document, but some forms (APPU, FIS, etc.) may have more than one document for the same index because of how they are pulled into AppXtender (we allow duplicates with the dynamic forms).

Click “ATTACH” to append the new document to the end of the existing document:
The system will tack the new document onto the existing document, and display the first page of the combined document: