

Resolving SQL Object Reference Errors

Exception Message: Object reference not set to an instance of an object. SQL server database mail

Author: Phil Knoetze, SQL Server DBA @ RadixTrie

Environment Configuration

Operating System	Microsoft Windows Server 2019 Datacenter
Cloud Environment	Azure
Oracle Database Version	Microsoft SQL Server 2017 (RTM) - 14.0.1000.169 (X64)

Background

In a new customer's environment, a server crashed, and no backups were available. A recovery from the raw log and data files was carried out on all databases including the system databases (to recover all settings, logins, jobs etc.)

After the recovery, the SQL Database Mail was not working and throwing the below exception:

Date [REDACTED]
Log Database Mail (Database Mail Log)

Log ID 23437
Process ID 14196
Mail Item ID 19890
Last Modified [REDACTED]
Last Modified By sa

Message
Object reference not set to an instance of an object.

It was determined that this error was most likely caused due corruption in the Service Broker objects or roles which are part of the msdb database.

Solution

Steps to resolve the Object Reference error:

- Drop and recreate the mail profile and all associated accounts
- If the above doesn't work, rebuilding the msdb database is another possible resolution

References

<https://www.sqlservercentral.com/blogs/how-to-rebuild-msdb-database>

Disclaimer: It is always recommended to log a support request with SQL Support for any SQL error you may encounter in your environment.

