

Technical Support

Support is usually off-site by email or telephone. On-site training and support is available, but rarely needed.

For more information contact us:

Email: support@DavisonSoftware.com

Phone: 707-447-3227 Toll-free Voice or Fax: 877-271-9057

Custom data entry and reports may be provided with support. User-defined fields can be added simply in a data browser.

User-defined fields

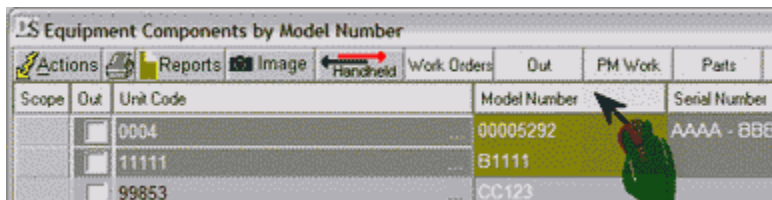
You may request additional fields (columns) in data browsers. Send an email with the following information:

- Short field description, usually one or two word. This is the name the user will see at the header of the column in the data browser. See the examples.
- Data type. Specify one of the following:
 - Character (length 1 to 100)
 - Date or Time
 - Logical Yes/No
 - Multi-line note
 - Numeric, indicating format like 9999.99.

Examples:

Transfer Date, date
Assembly name, character, 50 length
In-house, Yes/No
Memo to client, Multi-line note.
Shipping Cost, Numeric 99999.99

Davison Software will return a small program to add the fields. User-defined fields have short names, but the user sees a long name displayed in the column header. The sorting of user-defined columns is done each time you open a data browser. Just click on the column header as shown in the picture.



The sort order is updated with your changes, but changes by other users on a network do not update the sort order. Custom sorting and validation is available with your request.

Reports may need changing to include user-defined fields. You can change built-in reports with ReportWorks Lite™ or Davison Software can add reports where complex changes are necessary.