Technical Support

Support is usually off-site by email or telephone.

For more information contact us:
> Email: support@DavisonSoftware.com
> Phone: 707-447-3227

You can send technical support information selecting "Help, Email Support" or "Help, Upload Information to DavisonSoftware.com". This will include an image of the current application window if data browsers are open, or the current windows clipboard image.
> Tip: You can save a picture of the current window to the windows clipboard by pressing the "print screen" key on your keyboard.

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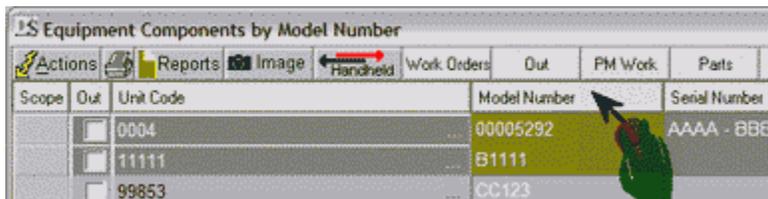
User-defined fields

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.