

Support policy for writing and troubleshooting custom SQL queries

Question

Will Support help troubleshoot or write custom SQL queries (e.g., for use in Analytics?)

Answer

Support can help identify the tables and fields where data is stored.

Support will provide queries if needed for a *defect workaround*, and sometimes will provide a suggested/example query as part of a Knowledge Article addressing a specific issue or concern with Alma functionality.

However, constructing custom SQL queries by request and troubleshooting unexpected results from customer-created SQL queries falls outside the scope of Support. Nor does Support assist in the modification of queries that are included in the Out of the Box Reports.

[Alma-L](#) and the [Developer Network](#) can be useful resources for finding helpful custom SQL or obtaining assistance from peers in troubleshooting custom queries.

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