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## Support policy for writing and troubleshooting custom SQL queries

- **Product:** Voyager
  - **Product Version:** All
  - **Relevant for Installation Type:** Dedicated-Direct, Direct, Local, Total Care
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### Question

Will Support help troubleshoot or write custom SQL queries (e.g., for use in Analyzer or Prepackaged Reports (Reports.mdb))?

### 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 Voyager functionality. Support will also troubleshoot issues with missing or incorrect data structure (for example, a database table that isn't available in Reports.mdb; or a field with an inconsistent [data type](#)).

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 Prepackaged Access Reports.

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

You can search the Voyager-L List Archives for keywords such as "shelflist" to find SQL queries other customers have posted:

**Search voyager archives**

[back to browse list archives](#)

shelflist

Limit search to:  Entire Message  Subject

Sort by:   Reverse Sort

Limit to:  All  Today  Yesterday  This Week  Last Week  Last 90 Days  This Month  Last Month

Select Date Range    through

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### Note

Constructing custom SQL queries by request and troubleshooting unexpected results from customer-created SQL queries falls outside the scope of Support. The above suggestion has been posted for informational purposes. [Voyager-L](#) and [Developer Network](#) are useful resources for finding helpful custom SQL or obtaining assistance from peers in troubleshooting custom queries.

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