Using the eSupport KnowledgeBase

The eSupport KnowledgeBase is a repository of information available 24/7 to help you quickly find answers to issues that other customers have experienced. Start by signing on to eSupport at https://support.harriscomputer.com, and then use one of two methods to locate information.

Specific Search

If you have been provided the specific Article # you can quickly pull up the information.

- Click “KnowledgeBase”
- Click “Search By Article #”
- Type the Article # and press “Submit”

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**Summary**: Query by SQL - Access views and how to add the view to the attach tables

**Detail**: Query by SQL - get an access error when trying to query a view

Created a view in the Governance Database. Query by SQL gives me an error while trying to run a simple select. Is it possible to query a view from this tool?

**Resolution**

Yes, you can use views in the QUERY by SQL but the following format/steps must be completed:

1) When you save your view in SQL, the view name must be preceded by any of Governance's sub-system character values including the underscore. Example "PC_" "PM_" "ME_" ... Also, for ease, I proceeded my view name with the main Governance table name followed by $_View_BF and some description. Example "MSGGVIEW_View_Tenants_with_Balance2" Try to key the description short.

2) You must re-do the attach tables (Updated): File -> Action to Perform -> Create an Access Database of Attach Tables -> File -> Save

For my scenario example, I wanted to create a view of all inactive parcels so I created a view called "PC_PARCELS_View_ALL_Inactive_Parcel" which contained the query:

```
SELECT * FROM PC_PARCELS WHERE (NACTIVE_YEAR <> 1999)
```
General Search

Use this method when you don’t know the specific Article #.

- Click “KnowledgeBase”
- Click “Search”
- Select the area you want to search on:
  - MSGovern_CMS (Govern)
  - MSGovern_FMS (GEMS Finance)
  - MSGovern_HRMS (GEMS HR/Payroll)
  - MSGovern_RMS (GEMS Business License, Utility Billing, Tax)
  - MSGovern_TECH (GEMS technical issues such as Online Report Initiation, Crystal, GEMStone, …)
- Enter one or more words you want to search on. For example, “SQL”.

- Click “Search” **Important – You must click “Search”. Pressing “Enter” will not invoke the search.**
- Review the summary information in the Search Results table. Click the “More” button to read an article.