



**0720 PDS Error Code -1**

## **0720 PDS Error Code -1**

### **0720 PDS Error Code -1: One or more requested Point fields are not currently supported by the Point Data Server...**

#### **Symptom:**

When generating a report, an error occurs:

"Your request completed successfully with the following warning(s):

- Warning: one or more requested Point fields are not currently supported by the Point Data Server (PDS).

If these are valid fields, you can ask your Point System Administrator to support them using the PDS 'Additional Fields' feature.

- Unsupported field: fxxxx
- Unsupported field: fxxxxx

(PDS Error Code: -1)

Please contact your Point System Administrator.

#### **CAUSE:**

The fields that are in the report template do not exist in the Additional Fields table in PDS.

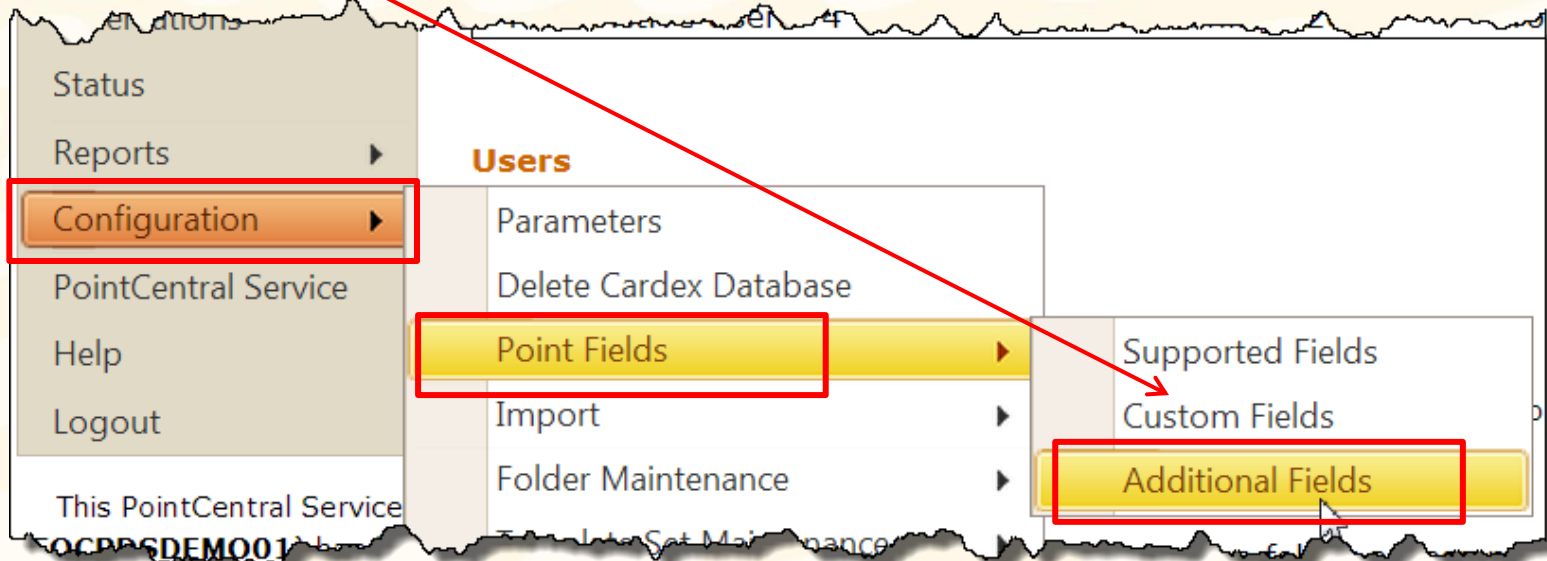
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### **RESOLUTION:**

Add the field id's, that are displayed in the error as being unsupported, to the PointCentral ***Additional Fields*** Table.

1. Log into the PointCentral administration site.
2. From the left Navigation Menu, go to ***Configuration***, then ***Point Fields***, then ***Additional Fields***.





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3. Scroll to the **Add a new Field Definition** section.
4. Enter the Field ID number that you are adding, which was displayed in the error message.
5. Entering a Description (optional) and then click **Add Field Definition**.

### **PointCentral Additional Fields**

When Point clients generate custom reports, you may use [Supported](#) and [Custom](#) fields. You may also define up to 300 Additional Fields that Point clients can use in such custom reports.

#### **Additional Fields Definitions**

There are currently no additional fields defined.

#### **Add a new Field Definition**

To define new Additional Fields:

1. Get the Field IDs from Point and a Description of the field for your reference. Use the Utilities menu Load Field ID to see the field IDs in Point.
2. For each Field, enter the **Field ID** and **Description** and then click **Add Field Definition**.

Field ID:

Description:

**Add Field Definition**

After adding all the desired **Additional Fields Definitions**, click the **Rebuild Additional Fields** button below.



6. Once the field definition has been added, you must apply a full forced synch to synchronize the new fields. (All users must exit Point before forcing a full synchronization)

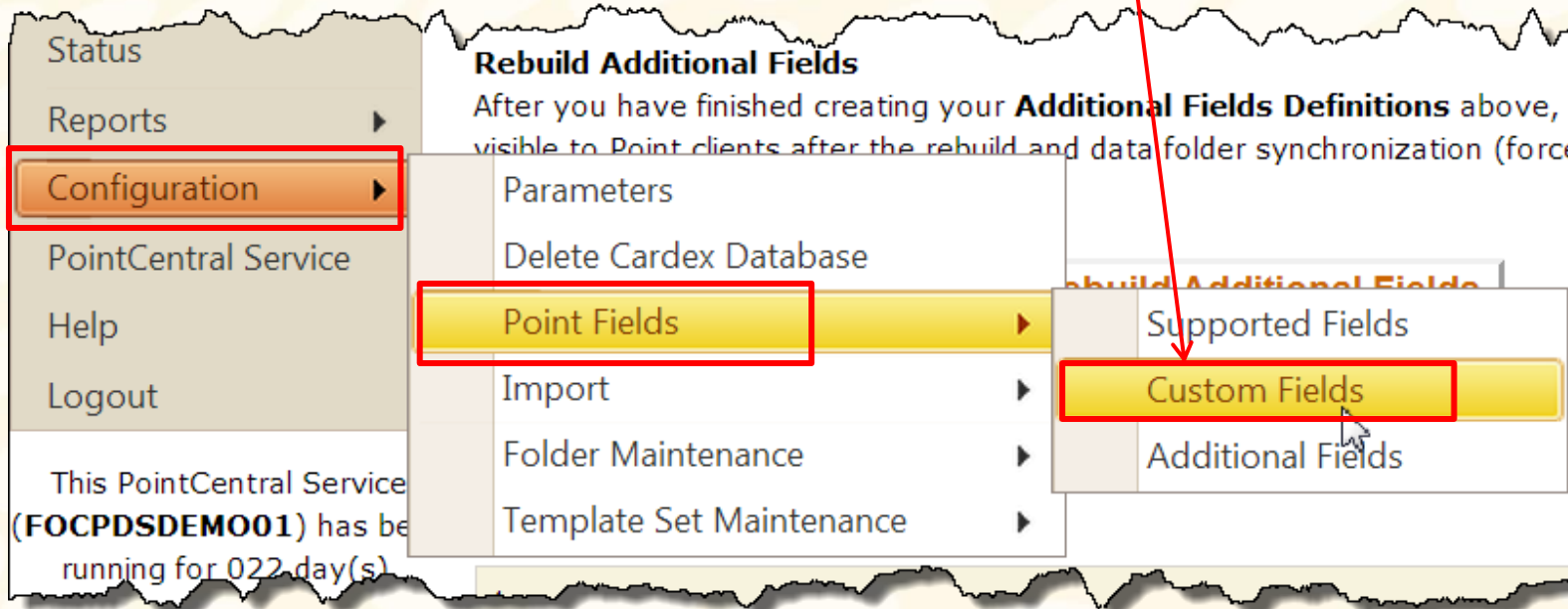
***7. ALL USERS MUST EXIT POINT.***

8. Log into the PointCentral administration site.

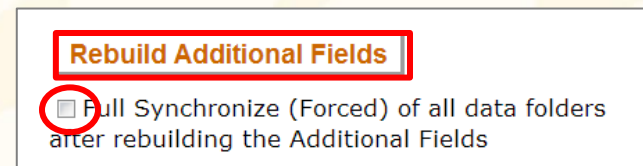
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9. Go to **Configuration**, then **Point Fields**, then **Custom Fields**.



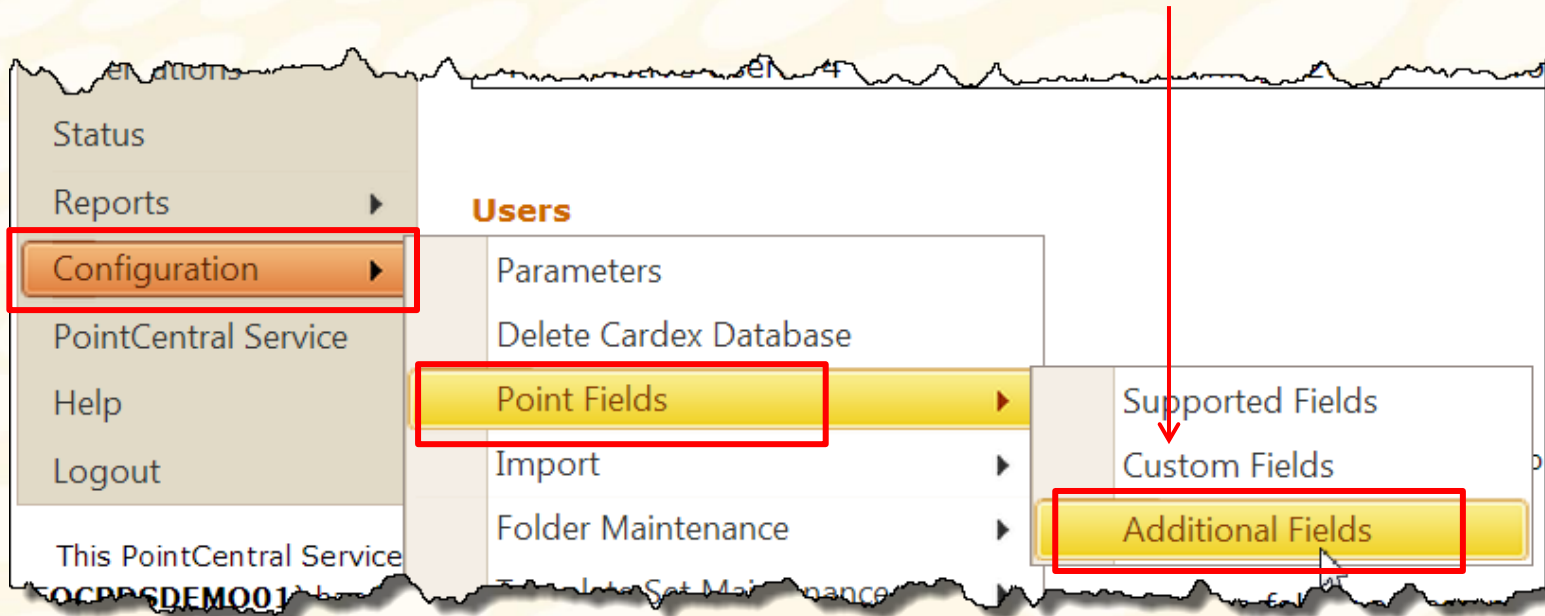
10. Uncheck the **Full Synchronize...** checkbox and then click **Rebuild Additional Fields**.



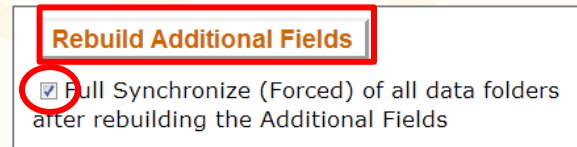
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11. Return to **Configuration**, then **Point Fields**, then **Additional Fields**.



12. Insert a check in the **Full Synchronize...** checkbox and then click **Rebuild Additional Fields**.



*NOTE: It takes PointCentral approximately 1 minute per 1,000 files to synchronize. When it is completed, the users can log back into Point.*



To reference the  
**Calyx Knowledge Base**  
for this topic,  
use the link below.

**[0720 PDS Error Code...](#)**



## Helpful Links



Below are some helpful links to help you find your way around focusIT and Calyx.

### Support Request Form

<http://www.focusitinc.com/submit-a-case>

or call us at (480) 346-1299 option 1 or email us at [support@focusitinc.com](mailto:support@focusitinc.com)

### Other Helpful Links

- focusIT Support - <http://www.focusitinc.com/support>
- focusIT Contact Page - <http://www.focusitinc.com/ContactUs>
- focusIT Solutions Page - <http://www.focusitinc.com/solutions.html>
- focusIT Self Help Page - <http://www.focusitinc.com/selfhelp>
- Calyx Support - <http://www.calyxsupport.com/contact>
- Calyx Training - <http://www.calyxsoftware.com/support/training.asp> or <http://www.calyxsupport.com/Training>
- MyCalyx Webinar - <http://www.calyxsoftware.com/downloads/mycalyxunveiled.wmv> or <http://www.calyxsupport.com/MyCalyx>
- Calyx Knowledge Base - <http://kb.calyxsupport.com/kb>
- Calyx Message Board - <http://messageboard.calyxsupport.com>
- Calyx User Guide/ Download Page - <http://www.calyxsupport.com/downloads/index.htm>

*System questions or issues, please email : [support@focusitinc.com](mailto:support@focusitinc.com)  
or call 480-346-1299 Option 1 (Hours of Operation are 7 days a week from 5:00 AM to 10:00 PM PST)*

