

VEhub Support

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Contents

1 VEhub Support.....	1
1.1 Requirements.....	1
1.2 Updating Admin and PDA users.....	1

1 VEhub Support

This page identifies common support tasks and resolutions

1.1 Requirements

- SQL Server Management Studio
- Access to SharedWeb database

1.2 Updating Admin and PDA users

- Open the right database on SharedWeb e.g. VEHUB_NEW
- Find the customer

```
SELECT TOP 1000 [Id]
      ,[CustomerCode]
      ,[CustomerName]
      ,[Address1]
      ,[Address2]
      ,[Address3]
      ,[Country]
      ,[Postcode]
      ,[TotalBackOfficeLicenses]
      ,[TotalPDALicenses]
      ,[ModifiedBy]
      ,[ModifiedDate]
      ,[CustomerImageSrc]
FROM [VEHUB_NEW].[dbo].[Customer]
where customerName like '%partialCustName%'
```

- Note the customer ID.
- Edit Customer record and change these values:
 - ◆ [TotalBackOfficeLicenses]
 - ◆ [TotalPDALicenses]

```
UPDATE [VEHUB_NEW].[dbo].[Customer]
SET [TotalBackOfficeLicenses] = x
  , [TotalPDALicenses] = y
WHERE CustomerId = z
```

