

Re: DevExpress QuantumGrid 4

Source:

<http://coding.derkeiler.com/Archive/Delphi/borland.public.delphi.thirdpartytools.general/2004-08/1123.html>

From: Stephen Lee-Woolf (*steve_at_leewolf.f2s.com*)

Date: 08/12/04

Date: Thu, 12 Aug 2004 11:13:42 +0100

In article <411a6225\$1@newsgroups.borland.com>, hsitz@nwlinc.com says...

> *"Matthew Jones"* <matthew@matthewdelme-jones.delme.com> wrote in message

> *news:memo.20040811164520.3480E@nothanks.nothanks.co.uk...*

> > *It has been two days for me before, but check that your spam filter isn't*

> > *catching them.*

> >

> > */Matthew Jones/*

>

> *I would say that although email support from DevEx is not very fast (it*

> *often takes several days), it is very complete. If necessary they will even*

> *look at and modify sample projects you send illustrating a problem, sending*

> *you back the modified working version with an explanation of what you did*

> *wrong.*

>

> *You may have to plan ahead a bit, though, and/or suspend work related to a*

> *particular issue until you get the response. It's not like there's a*

> *newsgroup where you can get official support within a few hours.*

>

> *You can get unofficial support on the peer-supported Dev Ex newsgroups that*

> *are fairly lively. That's usually the first place to turn when I have a*

> *problem. Only rarely have I found that a request to official DevEx support*

> *is necessary.*

>

> *Because the object model for QuantumGrid is so complicated, seems like a lot*

> *of the problems I had getting up to speed were figuring out what object I*

> *was interested in (DataController, Grid, GridView, xxxxProperties, etc.)*

> *and/or how to typecast an object so that I could do what I wanted. There's*

> *a lot of information regarding this in the newsgroup archives, so a good*

> *search tool should be your friend. I use www.fulltextsearch.com and preface*

> *searches with '^quantumgrid4' that will limit searches to that newsgroup*

> *only.*

>

> *-- Herbert Sitz*

>

>

>

Interesting that different people have such widely differing responses.

borland.public.delphi.thirdpartytools.general: Re: DevExpress QuantumGrid 4

I finally received a response from support to my specific query (which included my full source code). They suggested an article in the Knowledge base (which I had already read) and a topic in the Help file (which I couldn't find).

The same question posted twice on the Dev Express newsgroups elicited no responses at all.

As I still have the problem, I'll give FullTextSearch a try.

Thanks Guys

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Steve Lee-Woolf
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"There are 10 types of people:
Those who understand Binary,
and those who don't"