



#323504 RE: Calculator issues

Submitted	Received via	Requester
22 September 2021 at 10:24	Mail	Helen Parris-Girdlestone <helen.parris@goughcat.co.nz>

CCs
Tim Davis <tim.davis@goughcat.co.nz>, IT Service Desk <is_sd@goughgroup.co.nz>, Tim Rutledge <tim.rutledge@sdtg.co.nz>

Status	Type	Priority	Group	Assignee
Solved	Problem	Normal	Service Desk	Jess Beattie

Category
Misc Help

Jess Beattie September 22, 2021 at 10:24 AM

Hey Helen,
I believe that is the correct server (chcsql10) but you could also try put in BuilderG3 as opposed to chcsql10

As for the link, I can only assume that you could copy the same link that Tim D and Miles has am I correct [@Tim Rutledge](#)? 😊

Kind regards,

Jess Beattie
Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI: 0800 95 95 98 option 1
E: Jess.Beattie@terracat.co.nz | **W:** terracat.co.nz |  

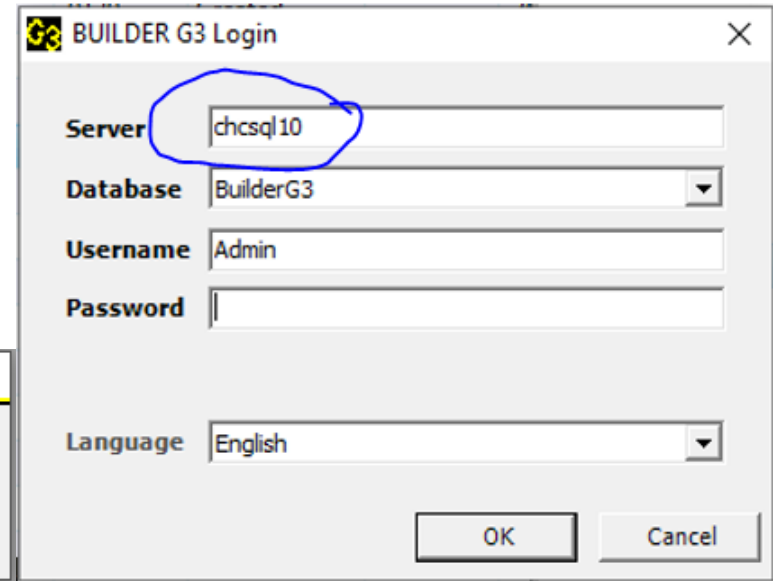
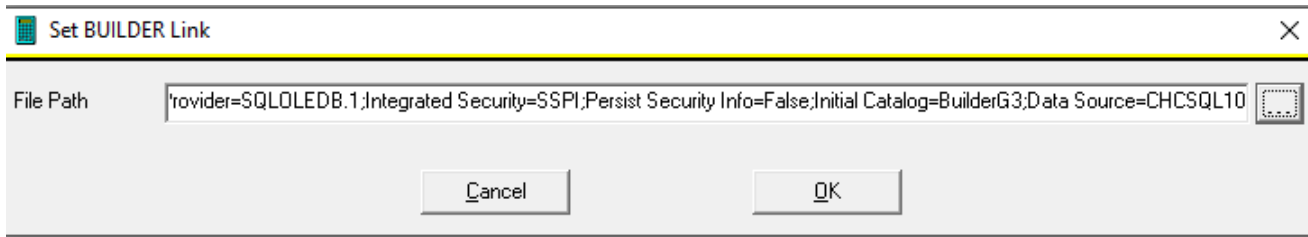


From: Helen Parris-Girdlestone <Helen.Parris-Girdlestone@terracat.co.nz>
Sent: Tuesday, 21 September 2021 4:27 pm
To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Cc: Tim Rutledge <tim.rutledge@sdtg.co.nz>
Subject: Calculator issues

Hi Jess,

I am having issues getting into Calculator properly. It appears that the builder link is incorrect and possibly because my builder server is different to Tim's.

Where I need to enter the correct link.



What my link is looking to verses Tim and Miles.

Helen

C:\ProgramData\Caterpillar\Calculator\1.8.3\DemoData\Provider=SQLOLEDB.1;Integrated Security=SSPI;Persist Security Info=False;Initial Catalog=BuilderG3;Data Source=BuilderSQL

Tim


Provider=SQLOLEDB.1;Integrated Security=SSPI;Persist Security Info=False;Initial Catalog=BuilderG3;Data Source=BuilderSQL

Miles

Provider=SQLOLEDB.1;Integrated Security=SSPI;Persist Security Info=False;Initial Catalog=BuilderG3;Data Source=BuilderSQL

If it is as straight forward as a link I can copy in that would be great.

Thanks,

Helen Parris-Girdlestone
Customer Value Agreement Support Coordinator - Terra Cat
16 Branston Street, PO Box 16168, Christchurch, 8441
DDI: +6439832459
E: Helen.Parris-Girdlestone@terra.cat.co.nz | **W:** terra.cat.co.nz |  



Hi Jess,

My Builder login is working perfectly and linking to Tim's so if I do something it is live in his straight away.

It is just the link in Calculator to see my builder.

I tried just copying in what they had but it didn't work.

Thanks,

Helen Parris-Girdlestone
Customer Value Agreement Support Coordinator - Terra Cat
16 Branstons Street, PO Box 16168, Christchurch, 8441
DDI: +6439832459

E: Helen.Parris-Girdlestone@terracat.co.nz | **W:** terracat.co.nz |  



From: Jess Beattie <Jess.Beattie@terracat.co.nz>
Sent: Wednesday, 22 September 2021 10:24 AM
To: Helen Parris-Girdlestone <Helen.Parris-Girdlestone@terracat.co.nz>; Tim Rutledge <tim.rutledge@sdtg.co.nz>
Cc: IT Service Desk <ServiceDesk@terracat.co.nz>
Subject: RE: Calculator issues

Hey Helen,
I believe that is the correct server (chcsql10) but you could also try put in BuilderG3 as opposed to chcsql10

As for the link, I can only assume that you could copy the same link that Tim D and Miles has am I correct [@Tim Rutledge](#)? 😊

Kind regards,

Jess Beattie
Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI: 0800 95 95 98 option 1
E: Jess.Beattie@terracat.co.nz | **W:** terracat.co.nz |  



From: Helen Parris-Girdlestone <Helen.Parris-Girdlestone@terracat.co.nz>
Sent: Tuesday, 21 September 2021 4:27 pm
To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Cc: Tim Rutledge <tim.rutledge@sdtg.co.nz>
Subject: Calculator issues

Hi Jess,

I am having issues getting into Calculator properly. It appears that the builder link is incorrect and possibly because my builder server is different to Tim's.

Where I need to enter the correct link.

Set BUILDER Link

File Path: Provider=SQLOLEDB.1;Integrated Security=SSPI;Persist Security Info=False;Initial Catalog=BuilderG3;Data Source=CHCSQL10

BUILDER G3 Login

Server: chcsql10

Database: BuilderG3

Username: Admin

Password:

Language: English

What my link is looking to verses Tim and Miles.

Helen

C:\ProgramData\Caterpillar\Calculator\1.8.3\DemoData\Provider=SQLOLEDB.1;Integrated Security=SSPI;Persist Security Info=False;Initial Catalog=BuilderG3;Data Source=BuilderSQL

Tim

Provider=SQLOLEDB.1;Integrated Security=SSPI;Persist Security Info=False;Initial Catalog=BuilderG3;Data Source=BuilderSQL

Miles

Provider=SQLOLEDB.1;Integrated Security=SSPI;Persist Security Info=False;Initial Catalog=BuilderG3;Data Source=BuilderSQL

If it is as straight forward as a link I can copy in that would be great.

Thanks,

Helen Parris-Girdlestone
Customer Value Agreement Support Coordinator - Terra Cat
16 Branstons Street, PO Box 16168, Christchurch, 8441
DDI: +6439832459
E: Helen.Parris-Girdlestone@terra.cat.co.nz | **W:** terra.cat.co.nz |  



Helen Parris-Girdlestone October 8, 2021 at 1:38 PM

Internal note

Hi Jess,

I don't think you have come back to me with what my Calculator Builder Link should be to make it link properly.

If I can have this resolved before Wednesday next week when Tim Davis is away on leave that would be appreciated.

The usage of this software is now part of my role so it would be great to get this fixed for me to be able to learn the ins and outs of it.

Thanks 😊

Helen Parris-Girdlestone
Customer Value Agreement Advisor - Terra Cat
16 Branstons Street, PO Box 16168, Christchurch, 8441
DDI: +6421536023

E: Helen.Parris-Girdlestone@terracat.co.nz | **W:** terracat.co.nz |  



From: Helen Parris-Girdlestone
Sent: Wednesday, 22 September 2021 10:26 AM
To: Jess Beattie <Jess.Beattie@terracat.co.nz>; Tim Rutledge <tim.rutledge@sdtg.co.nz>
Cc: IT Service Desk <ServiceDesk@terracat.co.nz>
Subject: RE: Calculator issues

Hi Jess,

My Builder login is working perfectly and linking to Tim's so if I do something it is live in his straight away.

It is just the link in Calculator to see my builder.

I tried just copying in what they had but it didn't work.

Thanks,

Helen Parris-Girdlestone
Customer Value Agreement Support Coordinator - Terra Cat
16 Branstons Street, PO Box 16168, Christchurch, 8441
DDI: +6439832459

E: Helen.Parris-Girdlestone@terracat.co.nz | **W:** terracat.co.nz |  



From: Jess Beattie <Jess.Beattie@terracat.co.nz>
Sent: Wednesday, 22 September 2021 10:24 AM
To: Helen Parris-Girdlestone <Helen.Parris-Girdlestone@terracat.co.nz>; Tim Rutledge <tim.rutledge@sdtg.co.nz>
Cc: IT Service Desk <ServiceDesk@terracat.co.nz>
Subject: RE: Calculator issues

Hey Helen,
I believe that is the correct server (chcsql10) but you could also try put in BuilderG3 as opposed to chcsql10

As for the link, I can only assume that you could copy the same link that Tim D and Miles has am I correct [@Tim Rutledge](#)? 😊

Kind regards,

Jess Beattie
Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI: 0800 95 95 98 option 1
E: Jess.Beattie@terracat.co.nz | **W:** terracat.co.nz |  

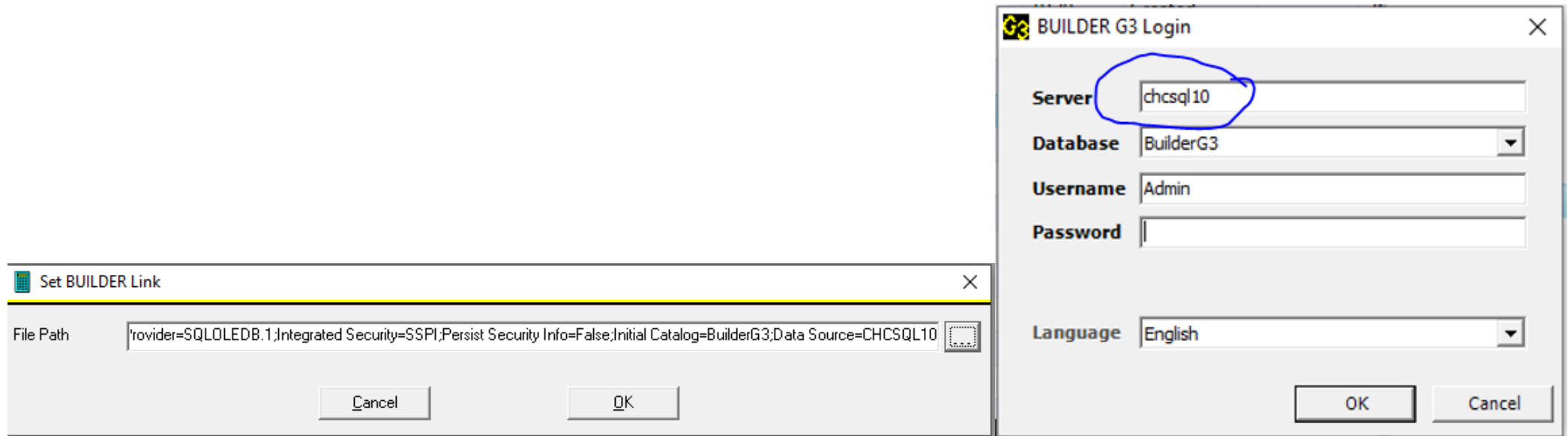


From: Helen Parris-Girdlestone <Helen.Parris-Girdlestone@terracat.co.nz>
Sent: Tuesday, 21 September 2021 4:27 pm
To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Cc: Tim Rutledge <tim.rutledge@sdg.co.nz>
Subject: Calculator issues

Hi Jess,

I am having issues getting into Calculator properly. It appears that the builder link is incorrect and possibly because my builder server is different to Tim's.

Where I need to enter the correct link.

The image shows two overlapping Windows-style dialog boxes. The background dialog is titled "Set BUILDER Link" and has a single text field for "File Path" containing the string "rovider=SQLOLEDB.1;Integrated Security=SSPI;Persist Security Info=False;Initial Catalog=BuilderG3;Data Source=CHCSQL10". It has "Cancel" and "OK" buttons at the bottom. The foreground dialog is titled "BUILDER G3 Login" and contains several fields: "Server" (text field with "chcsql10" and a blue circle around it), "Database" (dropdown menu showing "BuilderG3"), "Username" (text field with "Admin"), "Password" (empty text field), and "Language" (dropdown menu showing "English"). It also has "OK" and "Cancel" buttons at the bottom right.

What my link is looking to verses Tim and Miles.

Helen

C:\ProgramData\Caterpillar\Calculator\1.8.3\DemoData\Provider=SQLOLEDB.1;Integrated Security=SSPI;Persist Security Info=False;Initial Catalog=BuilderG3;Data Source=BuilderSQL

Tim

Provider=SQLOLEDB.1;Integrated Security=SSPI;Persist Security Info=False;Initial Catalog=BuilderG3;Data Source=BuilderSQL

Miles

Provider=SQLOLEDB.1;Integrated Security=SSPI;Persist Security Info=False;Initial Catalog=BuilderG3;Data Source=BuilderSQL

If it is as straight forward as a link I can copy in that would be great.

Thanks,

Helen Parris-Girdlestone

Customer Value Agreement Support Coordinator - Terra Cat

16 Branston Street, PO Box 16168, Christchurch, 8441

DDI: +6439832459

E: Helen.Parris-Girdlestone@terraecat.co.nz | **W:** terraecat.co.nz |  



This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments and do not waive any rights in relation to confidential, proprietary or privileged information. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

Jess Beattie October 8, 2021 at 2:53 PM

All sorted with the help of Tim R :)

Calculator needing updating from 1.8.3 to 1.8.5 as it was noticed that Tim D had version 1.8.5

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terraecat.co.nz W: terraecat.co.nz

Support Software by **Zendesk**