

## #334724 Re: G3 Builder issues

Submitted Received via Requester

27 April 2022 at 10:41 Closed Ticket Phil Ingram <philip.ingram@goughcat.co.nz>

StatusTypePriorityGroupAssigneeSolved -NormalService DeskJess Beattie

## Category

Misc Help

Jess Beattie April 27, 2022 at 10:41

Builder G3 was set up to use the following:

Server: CHCSQL10 Database: BuilderG3 ECA

Found that being on the "Always-on VPN", Builder G3 would not connect to the server.

Once connected to GGH VPN, Builder G3 was able to connect.

As we want to move completely away from the GGH VPN, I had to try get Builder G3 to work on the "Always-On VPN".

Tried uninstalling and reinstalling the program - to no avail.

Tried changing the server to "BuilderG3" - no database found and was unable to connect.

After reading/studying the documentation I had found with the install file, I thought of trying the following:

Server: .\Builder\_G3 Database: BuilderG3

This worked successfully. Has no data when the program is opened but is easy to retrieve the data.

Installed from: \\ad.ggh.co.nz\resources\$\BuilderG3 v1.5.1

Documentation found: \\ad.ggh.co.nz\resources\$\BuilderG3 v1421 Full Install Windows 7 or 8\BuilderG3 v1421 Full Install

Windows 7 or 8 Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat

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