

#304512 SIS USB gets stuck on loading screen - no longer works

Submitted Received via Requester

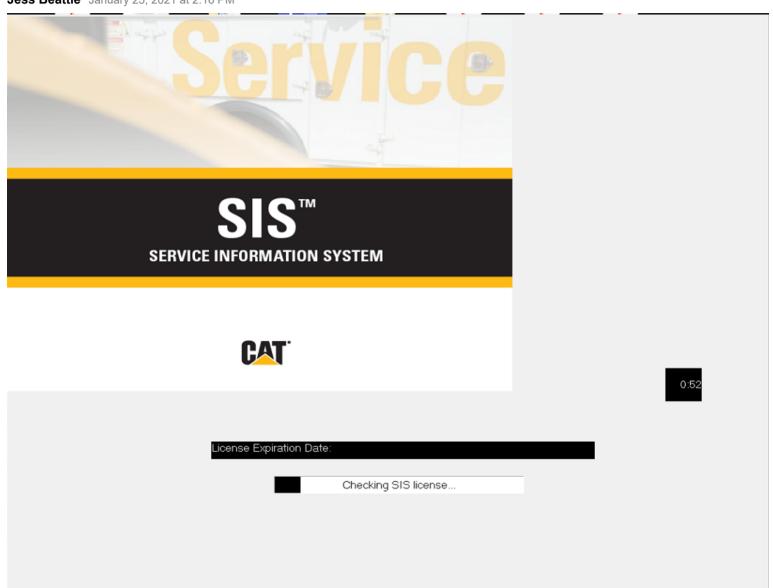
25 January 2021 at 14:16 Web Form Felix Gamboa <felix.gamboa@goughcat.co.nz>

Status Type Priority Group **Assignee** Closed High Service Desk Jess Beattie

Category

CAT Applications

Jess Beattie January 25, 2021 at 2:16 PM



Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042

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

Jess Beattie January 25, 2021 at 2:37 PM

Hey Andrew,

Unfortunately I have had no luck in reinstalling SIS USB for Felix. Tried twice but still keeps getting stuck on the "checking SIS license" loading screen.

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042 P: 08000 95 95 98E; Jess Beattie@terracat.co.nz W: terracat.co.nz

Andrew Stockdill January 25, 2021 at 2:52 PM

Hi Jess

Sorry, I've got a couple of dumb questions.....

Did you follow the first procedure from Hari to uninstall SIS or the second procedure using the CCcleaner download or both?

If neither worked please provide comment direct to Hari and cc me in.

Regards,

Andrew

TERRA

Andrew Stockdill

Technical Communicator - Terra Cat

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From: Jess Beattie (IT Service Desk) <itsd@terracat.co.nz>

Sent: Monday, 25 January 2021 2:37 PM

To: Felix Gamboa <Felix.Gamboa@terracat.co.nz> Cc: Andrew Stockdill <Andrew.Stockdill@terracat.co.nz>

Subject: [IT Service Desk] Re: SIS USB gets stuck on loading screen - no longer works

Your request (304512) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/01/2021, 2:37 pm NZDT

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Jess Beattie January 25, 2021 at 2:59 PM

Oh woops, totally forgot about the CCleaner. I used a different tool but might give that one a go first before messaging Hari.

Felix: I will call you sometime tomorrow if that's ok to try this other solution

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042

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

Felix Gamboa January 25, 2021 at 3:14 PM

Hi Jess.

Yup you can call me anytime tomorrow.

Cheers.

Felix Gamboa Heavy Diesel Technician - Terra Cat 7 Tupaea St, PO Box 912, Gisborne, 4040

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E: Felix.Gamboa@terracat.co.nz | W: terracat.co.nz | I @





From: Jess Beattie (IT Service Desk) <itsd@terracat.co.nz>

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To: Felix Gamboa <Felix.Gamboa@terracat.co.nz> Cc: Andrew Stockdill < Andrew. Stockdill@terracat.co.nz >

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Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

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

Jess Beattie (ITSD - Terra Cat)

25/01/2021, 2:16 pm NZDT





0:52

License Expiration Date:

Checking SIS license...

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz

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Hey Felix,

The solution I just tried has worked. Your SIS USB now loads but it is asking to activate a license in which I have contacted Andrew to get you a new one. Once I have that then I will give you a call back to load that license.

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042

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

Jess Beattie January 26, 2021 at 12:08 PM

f6f1-e366-680e-4164-978b-2bde-b143-10d5

Internal note

RE: INC2746346 - SIS USB - New Zealand - Cannot launch



With regard to trying the Cleaner on my laptop I'm all for giving it a go as I need SIS USB operational to complete another task for a customer. Let me know when's a good time and I'll

close all programs for you.

Andrew

Activation Idf6f1-e366-680e-4164-978b-2bde-b143-10d5 Activation Id is Case Sensitive If the intended user needs SIS DVD discs, email Technical_Information_Access_Solutions@cat.com Serial Number: SS049266 01-Jan-2022 Expiration Date: Order Id: CAT-4CA3-3998-7746-48C1 Attention: 5CG72421ZG RERA0004 License Type: Purchase Order Number: Dealer Site License

Jess Beattie February 24, 2021 at 10:57 AM

If I remember rightly, I have loaded this SIS license on your computer a little while ago

Excellent news, it's about time we caught a break on this one........ Please see below for requested SIS Activation ID.

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@terracat.co.nz W: terracat.co.nz

Felix Gamboa February 25, 2021 at 4:25 PM

Hi Jess,

Good day my SIS USB is already fixed all good, I was working really good..

Thank you very much..

Felix

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