What do I do if I can't find a building?

Paul Paisley - 2020-11-17 - Comments (0) - BUILDER

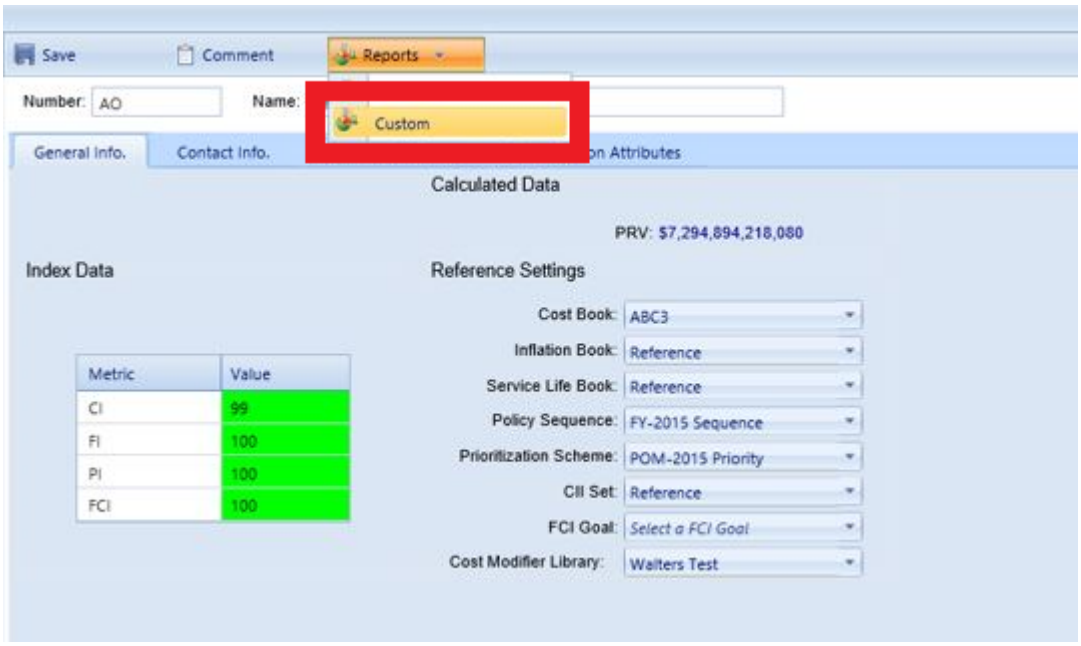
Question:

What do I do if I can't find a building?

Answer:

Your BUILDER instance's inventory can contain buildings/facilities underneath Sites and Complexes. If you are unable to find a building then below are a couple of options that can be taken :

A) If your BUILDER instance contains Custom Reports, then you can run the 'Final 01 – Building Summary' report for your Organization, Site or Complex. This report will provide a list of buildings/facilities and their locations within BUILDER where at least one COMPONENT SECTION has been entered.



B) You send an email to the BUILDER SMS Support Helpdesk at SMSSupport@erdc.dren.mil and provide as much of the following information as possible to assist with the investigation.

The SMS Support Helpdesk will use this information to try and locate the buildings/facilities, and then will respond to the query with the findings:

1) The BUILDER instance/URL where the buildings/facilities are not able to be found

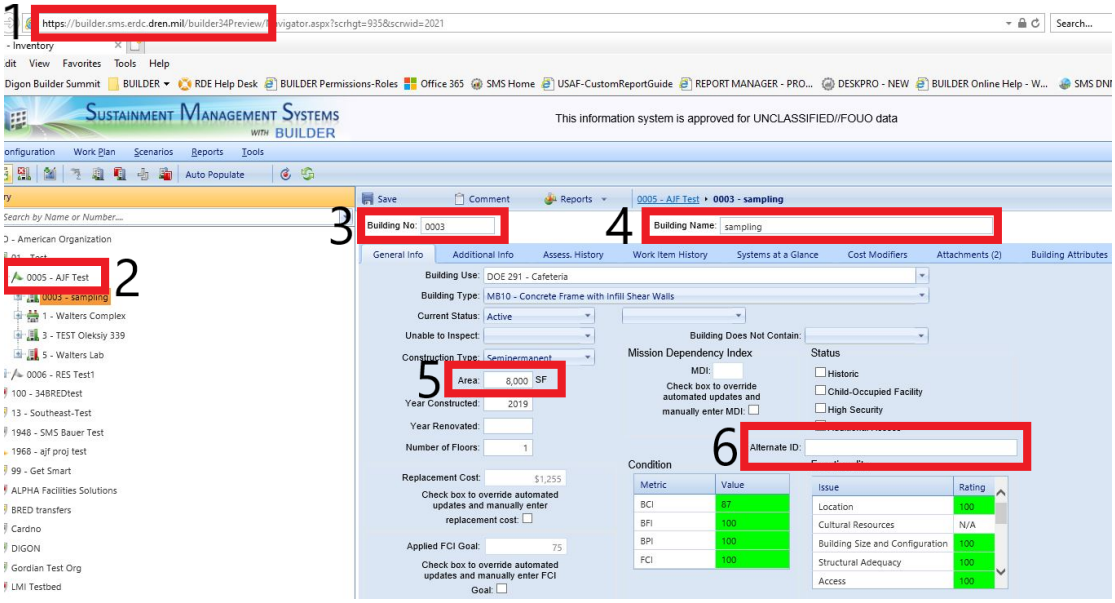
2) The Site where the buildings/facilities are being searched

3) The 'Building No' value(s) for the buildings/facilities from BUILDER

4) The Building Name

5) The Area

6) The 'Alternate ID' (also known as RPUID) value(s) for the buildings/facilities from BUILDER



- Tags
- Building
- facilities
- Facility
- Final 01 – Building Summary
- find
- locate
- missing