

Dematic Support


 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00031150**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00031150

Previous Case ID  11039285Case Owner  James KohoydaAccount Name Certo Brothers - West Seneca, NYContact Name  John Maddigan (Maint)Status  ClosedCategory  ElectricalPriority  3Priority Description  System Operational**Information**

Subject The merge is not releasing, as I understand it this is only one lane.

Description The merge is not releasing, as I understand it this is only one lane.

Resolution  System started working.**System Information**

Date/Time Opened 7/11/2006 4:11 AM

Date/Time Closed 7/11/2006 7:30 AM

Created By James Kohoyda, 7/11/2006 4:11 AMLast Modified By Derek Camp, 1/22/2015 8:21 AM**Comments**

**Comments**

Public Comment	Name	Date Time
Mike believes that the photo that is used by the program to trigger a sequence number isn't working, 10912PE+04. The site is going to go check this photo and call us back.	James Kohoyda	9/22/2014 9:05 AM
The site called back and said that they checked the photo and hit something on the panelview, the system just started working. I pulled Mike on the line and he discussed the problem, he isn't sure what happened. The system is working now and Mike is going to send me some instruction in case this happens tonight.	James Kohoyda	9/22/2014 9:05 AM
I was having trouble getting into the system, they have a VPN connection. Tom and I made it in and were having trouble seeing all of the cabinets. I called over to Chris Yoder when I found out he was there recently, Chris is on vacation. Jeff Burnham told me that Mike Kasper is working on the problem. That is probably why we were having trouble connecting. Jeff will call me with what Mike finds. Jeff said that Mike thinks that it is SAE that is holding us up.	James Kohoyda	9/22/2014 9:05 AM

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