

Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00031994**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00031994

Previous Case ID  11040575Case Owner  Diane McBurnettAccount Name Certo Brothers - West Seneca, NYContact Name  Jack KrukowskiStatus  ClosedCategory  SoftwarePriority  3Priority Description  System Operational**Information**

Subject The east lower buffer printer is failing.

Description The east lower buffer printer is failing.

Resolution  Customer resolved**System Information**

Date/Time Opened 8/3/2006 2:57 AM

Date/Time Closed 8/21/2006 9:06 AM

Created By Diane McBurnett, 8/3/2006 2:57 AMLast Modified By Derek Camp, 1/22/2015 8:21 AM**Comments**

**Comments**

Public Comment	Name	Date Time
7:00 AM - I called the customer Jack. Jack needs to disable picking on the East lower buffer so that the rest of the system can continue. This single printer problem evidently has the whole works jammed up. I paged out Mahes. I looked at the functional spec. Jack called back through CSO to say that they were going to use the backup printer and manually apply the labels. - 7:30 AM	Jeffrey Peterson	9/22/2014 9:05 AM
7:45 AM - Spoke to Mahes and learned that the label table is the place to do this. You must mark all the labels which are coming from the particular moduleid to 'U' if they are not 'C' - 8:15 AM		
8:15 AM - Updated Heat Config - 9:30 AM	Jeffrey Peterson	9/22/2014 9:05 AM

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