

Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)

Case

00033702

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Case Number 00033702

Previous Case ID  11043147Case Owner  Bud Van SullichemAccount Name Certo Brothers - West Seneca, NYContact Name  Bill MillerStatus  ClosedCategory  ElectricalPriority  2Priority Description  System partially down**Information**

Subject Palletizer won't pick from stand 8 (Same problem as ticket 11042988)

Description Palletizer won't pick from stand 8

(Same problem as ticket 11042988)

Resolution  closed**System Information**

Date/Time Opened 9/21/2006 11:49 PM

Date/Time Closed 12/29/2006 4:07 AM

Created By Bud Van Sullichem, 9/21/2006 11:49 PMLast Modified By Derek Camp, 1/22/2015 8:22 AM**Comments**

Comments

Public Comment	Name	Date Time
Tried to connect to PLC in CC-01, but plc code in PMC did not match, and processor name may be different? Bill then said this is the same issue as they had last week, on ticket 11042988. Turned over to Rich	Bud Van Suilichem	9/22/2014 10:08 AM
last time it took from that stand was 2:41	Richard Mueller	9/22/2014 10:08 AM
called mahes left vm locations LocationID Position ProductID PalletID Quantity FreshnessDate UOM StackingPattern PONumber InductionDate Comment Type TCarDeliveryID TCarReturnID TCarState ModuleID PalletStand IsDynamic PalletStandStatus ReplStatus PickLane IsParking DestinationStand PalletRequested ----- ----- ----- A010008 1 45334 29785 48 2006-09-19 00:00:00.000 CB AB 757189 2006/09/19 13:48:26.860 from floor A TCAR-1-DEL TCAR-RTN 4 EASTL 8 N A REPL_DELIVERED 6 N 0 N sql globals AutoPicking DynamicLaneMode AutoFillAfterPicking Stocking SystemMode ----- Y V Y N R module cfg LastLaneReleased CurTruckWave ----- 19 7 1 7 5 7 3 7 3 7 0 0 Select top 1 Label, Stop , r.ProductID as "SKU", PickStatus , Dynamic, DynamicLane, r.Route, l.PalletID From Label l , RouteProduct r, Product p, Locations lc Where l.RSP_ID = r.RSP_ID and r.ProductID = p.ProductID --and l.ModuleID = @ModuleID and p.ProductID = lc.ProductID and Lc.Type = 'A' and lc.IsDynamic = 'N' and PickStatus 'U' and PickStatus 'C' -- Dont Expect unavailable product cases. And AutoPickSeq 0 and lc.IsParking = 'N' -- Mahes 09-16-04 Order by AutoPickSeq Label Stop SKU PickStatus Dynamic DynamicLane Route PalletID ----- 314018 752004 45334 P N 5 5540 0196		
Bill called back for an update. Contacted Rich, who said he's still trying to reach Mahesh.	Bud Van Suilichem	9/22/2014 10:08 AM
Bill called again, and said they are starting to fall behind. Rich says he is still trying to reach Mahesh.	Bud Van Suilichem	9/22/2014 10:08 AM
I have analyzed the log and code. A change made couple of days back to use up all the cases in the stands when the product is out-of-stock caused this situation. I have corrected this. I have talked to Bill and explained him. He couldnt test it but he will monitor it. We need to followup with him.	Maheswaran Ramados	9/22/2014 10:08 AM
Joe called in looking for an update on this ticket. I explained what was in the logs, Joe says they will continue to monitor it.	David Pickel	9/22/2014 10:08 AM
This Call has been closed due to the age and and history of activity.	Richard Mueller	9/22/2014 10:08 AM

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