Dematic Support   Joe Certo

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Case **Case**
00038819

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Case Detail

Case Number	00038819	Previous Case ID	11050958
Case Owner	Diane McBurnett		
Account Name	Certo Brothers - West Seneca, NY		
Contact Name	Bill Miller		
Status	Closed		
Category	Electrical		
Priority	2		
Priority Description	System partially down		

Information

Subject	Powered down CC2 and now they can't get it back up and running.
Description	Powered down CC2 and now they can't get it back up and running.
Resolution	contrator customer called dowloaded the plc code

System Information

Date/Time Opened	3/8/2007 5:32 PM	Date/Time Closed	3/10/2007 11:59 AM
Created By	Diane McBurnett, 3/8/2007 5:32 PM	Last Modified By	Derek Camp, 1/22/2015 8:26 AM

Comments

Comments

Public Comment	Name	Date Time
I Contacted Ken Certo to discuss their issue and found that they currently have a PLC down and they are trying to get a work around in place. Ken requested I contact John M. I contacted John and he was working to get some of the system running and requested to call back when he is available to correct the PLC issue. John called back and we worked to get him connected to the PLC and we found after multiple attempts and configuration types we are not able to get the processor back up and running. I connected AB support onto the call and we worked on the issue using all available communication types of this processor to be able to view it and we found we can view the activity but can not view the processor. By all indications we should be able to go online with the processor but it is not functioning at that level. We escalated on the AB side to work with both hardware and software to find that the processor has failed. They will located a replacement and work to correct the issue tomorrow.	Michael Raymond	9/22/2014 9:05 AM
Called Ken Certo and followed up on the system. I offered our parts support, but they already have a PLC5/80 processor coming tomorrow. Ken said they are fine, they will not be starting back up unitl Sunday night. I asked Ken to call me on my cell if they needed any assistance. He did say that they would need help tomorrow, I told him to ask for Chuck Rapson for PLC support.	Silvestre Luevano	9/22/2014 9:05 AM
John called from Cetro he installed the new processor. He tired to load it using RsLinx BootP server. It saw the MAC addres and he assigned a relation to it for the IP address, but it will not show that IP for it. We tried is PCMK card cable, this would not work either. we then tried serial and it will not auto confing. There is something major wrong. He was going to call the subcontractor in to fix this for him. I called Sly and updated him.	Charles Rapson	9/22/2014 9:05 AM
Site called back and they had a guy on site. He downloaded the program and all is now working fine. He stated there is an issue with the customer DH+ cable. They are using ethernet now. There was some questions about the program. I has 4 warnings when it is verifed for CC2 rung 1 INS 7 Warning Indirect Element N47:33: refernces a non-existent element (-29788) in data file 47 rung 4 INS 7 Warning Indirect Element N47:30: refernces a non-existent element (-29088) in data file 47 rung 50 INS 9 Warning Indirect Element N47:83: refernces a non-existent element (-28910) in data file 47 rung 53 INS 9 Warning Indirect Element N47:80: refernces a non-existent element (-29628) in data file 47 Customer is concerned about this. I called Sly and left him a message	Charles Rapson	9/22/2014 9:05 AM
Processor on CC2 is faulted. We can't access it. They din't know if they have a laptop with the software. We are trying to connect via the RAS server but so far have not been able to. They are going to look at their laptop to see if they have the logix software on it. Chris Yoder gave ma the name of a contractor that we might be able to contact tomorrow to go to site if needed. (Rich Finn) The site has no logix software so they are requesting that we bypass the whole east side buffers for the night.	Diane McBurnett	9/22/2014 9:05 AM
12:00 AM - TSD called to get the EAST-U and EAST-L buffers taken out of the equation as the PLC is down in that area and none of the required cases can come out. I ran the: --SELECT COUNT(*) AS Expr1 --FROM update Label set Pickstatus = 'U' WHERE (ModuleID IN ('EASTU', 'EASTL')) AND (PickStatus 'C') it affected 2056 rows. 12:30 AM	Jeffrey Peterson	9/22/2014 9:05 AM
Product will still not release. Try to see if they will relase it manually. They need to get the	Diane	9/22/2014

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