Case: 00040963 ~ Dematic Support 8/14/15 Joe Certo **Dematic Support** Home Cases Contacts Case Case Printable View 00040963 « Back to List: Cases Case Detail Case Number Previous Case ID 00040963 11054466 Case Owner Tompkins Conrad **Account Name** Certo Brothers - West Seneca, NY **Contact Name** Status Closed Category Electrical Priority **Priority Description** System partially down Information Subject they need the sizing station reset after it suffered 20 consequtive no-reads. Description they need the sizing station reset after it suffered 20 consequtive no-reads. Resolution had them change out the scanner. **System Information** Date/Time Opened 5/15/2007 10:22 PM Date/Time Closed 6/12/2007 3:09 AM Created By Gears CRM, 5/15/2007 10:22 PM Last Modified By Derek Camp, 1/22/2015 8:28 AM

Comments

Comments

Public CommentNameDate Time2:30 AM - Took a call from the TSD about rebooting the RR server. CAlled the customer Bob.
Bob doesn't need the RR server rebooted. What he needs is for the Sizing station to be reset
after it had 20 successive no-reads. he said that Diane [McBurnett] did this before for them. I
conferenced Conrad back on with them. - 3:00 AMJeffrey
Peterson9/22/2014
Peterson

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