

Dematic Support


 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00079455**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00079455

Previous Case ID  11119664Case Owner  Bud Van SuilichemAccount Name Certo Brothers - West Seneca, NYContact Name  Bill MillerStatus  ClosedCategory  ElectricalPriority  2Priority Description  System partially down**Information**

Subject 5:1 Merge not releasing

Description 5:1 Merge not releasing

Resolution  I filtered the labels in the database for 117 and found a couple labels that have a status of U or C that still have RETSEQ values that are not NULL. I cleared these status's and the controls engineer cleared some things on the PLC. They tested the system and after some tweeking they were able to get the system operational.**System Information**

Date/Time Opened 4/4/2011 7:16 PM

Date/Time Closed 4/14/2011 11:47 AM

Created By Bud Van Suilichem, 4/4/2011 7:16 PMLast Modified By Derek Camp, 2/28/2015 1:05 PM**Comments**

Comments

Public Comment	Name	Date Time
<p>Connected to CC-04. Looked at logic, but don't see why not releasing. Can release one at a time only. Brought Tom on the call to look at RR. Found an anomaly label. Tom changed the CR to RL, but no help. Looked at a previous call, and saw that Jeff had deleted a duplicate label previously, to reset. 12:30am - Tom deleted it, but still not releasing. 1:10am - Tom conferenced Jerry Grunder on. They decided to bring Mahes on. I called and left VM. Jerry will try also. 1:45am - Bill asked me to bring Sylvestre on the call, so I did. Conferenced Mike Axdorf, Paul Berna, and Brad Warmuskerken, at Jerry's requests. 3:00am - Tony found some cases assigned to a pallet that didn't exist any more. He deleted or changed them, and the lines started releasing. Bill said they were releasing very slowly, and no releases from line 2. 3:30am - Had Bill release one from line 2 manually, but all other lines stopped releasing. I changed the value of N68:10 from 5 to 0. At that point the merge started releasing again at normal rate. 4:00am - Monitored for awhile, and it seems to be running normally.</p>	Bud Van Suilichem	9/22/2014 10:04 AM
<p>connected to rr checked for issues using notes cleared label error. still did not clear called tony for help. dropped to take other call.</p>	Thomas Harris	9/22/2014 10:04 AM
<p>per Jerry customer up and running at 0400 Tuesday / had combination of mechanical and softwar issues</p>	Steven Carpenter	9/22/2014 10:04 AM
<p>2330 - I connected to the system and looked at the issue. We followed the instruction to remove a anyomolly label from the system.</p> <p>0000 - We continued to have issues. I have looked through all of the logs and notes on the system and there is no definition of what is causing the system to not run.</p> <p>0100 - We escalated to Management and attempted to get Engineering on the phone.</p> <p>0200 - Be brought on more help attempting to find someone who knows the custome merge logic.</p> <p>0300 - We discussed having the customer work the rest of the run manually. They have almost 10000 cartons left so they do not want to do that.</p> <p>0330 - I found a message in the log stating that the label was attempting to induct for pallet 117 however the current pallet was 118. I filtered the labels in the database for 117 and found a couple labels that have a status of U or C that still have RETSEQ values that are not NULL. I cleared these status's and the controls engineer cleared some things on the PLC. They tested the system and after some tweeking they were able to get the system operational.</p> <p>0400 - I cleared up the database windows. I removed the log copies and CB file copies I had created. I activated user hide and then backed out of the system.</p>	Tony Dunckel	9/22/2014 10:04 AM

[Back To Top](#)

 Always show me ☐ more records per related list