

Case **00085062**

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Case Detail

Case Number 00085062

Previous Case ID 11130523

Case Owner Jeffrey Peterson

Account Name Certo Brothers - West Seneca, NY

Contact Name John Maddigan (Maint)

Status Closed

Category Electrical

Priority 1

Priority Description System Down

Information

Subject CC09 scanners read ID but the product is not moving forward. Acting like a no r

Description CC09 scanners read ID but the product is not moving forward. Acting like a no read.

Resolution Replaced MX4000. Downloaded configuration to the scanners

System Information

Date/Time Opened 9/14/2011 5:51 PM

Date/Time Closed 9/15/2011 5:49 AM

Created By Jeffrey Peterson, 9/14/2011 5:51 PM

Last Modified By Derek Camp, 1/22/2015 8:58 AM

Comments

Comments

| Public Comment | Name | Date Time |
|---|------------------|-------------------|
| 9:45 PM EDT - | Jeffrey Peterson | 9/22/2014 9:46 AM |
| 12:30 AM EDT- John called back after replacing the MUX. He needs Lester from DataLogix again. I called them at (513)244-9887. They will page Lester and have him call John. | | |
| Connected to the PLC in CC-9. We are getting all no codes from all of the scanners. 10:45 Downloaded program to PLC. Did not help. Rebooted Multi-plexor. Did not help. 11:00 Called Datalogic. They will call back. 11:05 Conferenced in Datalogic. They believe they have a bad MX4000. They are replacing it. | Bobbie Wilkerson | 9/22/2014 9:46 AM |
| Site called in and said they are "dead in the water". Conferenced in Datalogic. 1:30 Found the MX 400 was bad, and they needed to download the configuration to the to the scanners. All is diverting correctly. | Bobbie Wilkerson | 9/22/2014 9:46 AM |

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