Dematic Support   Joe Certo

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       00094429

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Case Detail

Case Number	00094429	Previous Case ID	11147533
Case Owner	Bobbie Wilkerson		
Account Name	Certo Brothers - West Seneca, NY		
Contact Name	John Maddigan (Maint)		
Status	Closed		
Category	Electrical		
Priority	1		
Priority Description	System Down		

Information

Subject	CC-07 won't start.
Description	CC-07 won't start.
Resolution	Recovered from PLC problems

System Information

Date/Time Opened	4/8/2012 6:28 PM	Date/Time Closed	4/15/2012 4:10 PM
Created By	Bobbie Wilkerson, 4/8/2012 6:28 PM	Last Modified By	Derek Camp, 1/22/2015 9:09 AM

Comments

Comments

Public Comment	Name	Date Time
Walter R contacted the customer contact person John Maddigan on via email to verify if everything is going well at site.	GearsCRM	9/22/2014 9:00 AM
Red "X" on CC-07. Having them check the run light. Said they have a fault light on the processor. Had them flip the key switch. Did not help. Checking to see if they have a spare CPU. 10:45 Tried removing battery from new card (it was also faulted) did not work. 11:00 Putting old card back in. System started.	Bobbie Wilkerson	9/22/2014 9:00 AM
Says buffers are releasing too many cartons. Toggled registers. Buffers are working fine. 11:45 CC-07 still not working correctly. 12:10 CC-07 Showing fault again. 12:30 Still can't get into PLC. Calling Rockwell support. Ticket #4001943693 1:00 Walking them through the configuring of the PLC. 1:15 Site is running, but not releasing. 1:30 Downloaded program. 1:45 One lane released. 2:00 Brought Jeff on the line, to change batches.	Bobbie Wilkerson	9/22/2014 9:00 AM
REviewed past heat tickets that had to do with this. I did this: update dbo.SQLglobals set CurReleasedBatch=3, ActiveBatchNumber=3 then later update dbo.SQLglobals set CurReleasedBatch=5, ActiveBatchNumber=5 then later update dbo.SQLglobals set CurReleasedBatch=7, ActiveBatchNumber=7	Jeffrey Peterson	9/22/2014 9:00 AM
CurrentReleasedBacth=16 ActiveBatchNumber = 17 BCLaneStatus = "All Lanes are released for Batch 16."	David Abbey	9/22/2014 9:00 AM

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