

Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00096199**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00096199

Previous Case ID  11150486Case Owner  Robert RidderingAccount Name Certo Brothers - West Seneca, NYContact Name  John Maddigan (Maint)Status  ClosedCategory  ElectricalPriority  2Priority Description  System partially down**Information**

Subject PLC shows faulted in CC9

Description PLC shows faulted in CC9

Resolution  .**System Information**

Date/Time Opened 5/16/2012 9:46 AM

Date/Time Closed 5/24/2012 6:54 AM

Created By Robert Riddering, 5/16/2012 9:46 AMLast Modified By Derek Camp, 1/22/2015 9:11 AM**Comments**

Comments

Public Comment	Name	Date Time
I tried to connecto the PLC but since it lost the program, it's not on the network. I asked John to connect with his serial cable. He tried but was unable. We went through his settings for the DF1 driver. All seemed ok. I pulled rockwell on the call. Ended up having to default the PLC. Now he can connect to the PLC. I walked him through downloading the program for CC9 into the plc. He said he thinks its a older version and wanted me to load what I had once he was done. I can see the PLC on the network now that he loaded what he had. I downloaded the logic we have from the share drive. He tested and all looked good.	Robert Riddering	9/22/2014 9:28 AM

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