

Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00100263**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00100263

Previous Case ID  11159839Case Owner  Thomas HarrisAccount Name Certo Brothers - West Seneca, NYContact Name  John Maddigan (Operations)Status  ClosedCategory  SoftwarePriority  3Priority Description  System Operational**Information**

Subject error in log file needs info on

Description error in log file needs info on

Resolution  reboot rr**System Information**

Date/Time Opened 9/12/2012 11:03 PM

Date/Time Closed 1/28/2013 8:23 AM

Created By Thomas Harris, 9/12/2012 11:03 PMLast Modified By Derek Camp, 1/22/2015 9:16 AM**Comments**

Comments

Public Comment	Name	Date Time
Johnm called back, says he has rebooted all the plc's. I told tom, he will reboot.	David Pickel	9/22/2014 9:26 AM
10:30 PM EDT - Error codes on the RSC 38E Tured to TSE. I connected to the RR sever and monitored the RRRSCD process window. It appears to be working fine. Getting requests and providing destinations. - 10:50 PM EDT	Jeffrey Peterson	9/22/2014 9:26 AM
Can't connect to the RSC. Connected to PLC (CC-05) Not losing signal from PLC. Having them replace the opto.	Bobbie Wilkerson	9/22/2014 9:26 AM
Still can't connect to the RSC. Getting 8E errors. Will call back in the a.m.	Bobbie Wilkerson	9/22/2014 9:26 AM
2:05:18 39-AutoPick5/SUPER Sys_Info_005 AUTO PICKING case from buffer, label:911013 Seq. number: 28 SKU:22777, Lane:1. 22:05:18 39-AutoPick5/SUPER Sys_Info_005 DB MESSAGE:[SQL Server] Updating PickStatus for Label 911013 22:05:21 39-AutoPick5/SUPER Sys_Info_005 CONFIRMED PICK RELEASE Label:911013 Truck:4420 Stop:365664 Seq. number:28 SKU: 22777 22:05:21 39-AutoPick5/SUPER Sys_Info_005 DB MESSAGE:[SQL Server] Updating PickStatus for Label 911013 22:10:07 20-RRSCN1/Super Sys_Info_005 DB MESSAGE:[SQL Server]Label 911013 got assigned Release Sequence Number - 1 Route: 4420 Stop: 365664 Batch: 0 Pick Wave: 0 Pallet ID:0160 22:10:07 20-RRSCN1/Super App_Info_023 SCANNED Label: 911013 at scanner: 1 and assigned Release Sequence: - 1. (SUPER) (Seq. # 8) 22:10:09 27-PLCUnsolDispo App_Info_020 Confirmed label: 911013 at scanner: 1, dvt: 65535. (Seq. # 8) status: (0) 22:10:50 17-RRSCN8/A21Merge App_Info_005 Sent Label: 911013 at scanner: 8 to dest: PAL4, dvt: 8. (Seq. # 5) 22:10:51 27-PLCUnsolDispo App_Info_020 Confirmed label: 911013 at scanner: 8, dvt: 8. (Seq. # 5) status: (0) 22:11:36 07-RRRSCD1 Sys_Info_005 DB MESSAGE:[SQL Server]GetSpecialDivert: Label 911013 was released premature from merge.Sending to Reject. 22:11:36 07-RRRSCD1 RSC_Info_274 Sent Label: 911013 at scanner: 101 to dvt: 25. MisModule label, sent to the untranslatable divert. (Seq. # 13694) 22:12:09 01-RRRSCH1 RSC_Info_273 Confirmed label: 911013 at scanner: 101, dvt: 25. SORTED (Seq. # 13694)	Thomas Harris	9/22/2014 9:26 AM
23:44:04 39-AutoPick5/SUPER Sys_Info_005 AUTO PICKING case from buffer, label:912517 Seq. number: 71 SKU:22773, Lane:2. 23:44:04 39-AutoPick5/SUPER Sys_Info_005 DB MESSAGE:[SQL Server] Updating PickStatus for Label 912517 23:44:07 39-AutoPick5/SUPER Sys_Info_005 CONFIRMED PICK RELEASE Label:912517 Truck:4480 Stop:365763 Seq. number:71 SKU: 22773 23:44:07 39-AutoPick5/SUPER Sys_Info_005 DB MESSAGE:[SQL Server] Updating PickStatus for Label 912517 23:48:19 20-RRSCN1/Super Sys_Info_005 DB MESSAGE:[SQL Server]Label 912517 got assigned Release Sequence Number - 1 Route: 4480 Stop: 365763 Batch: 0 Pick Wave: 0 Pallet ID:0196 23:48:19 20-RRSCN1/Super App_Info_023 SCANNED Label: 912517 at scanner: 1 and assigned Release Sequence: - 1. (SUPER) (Seq. # 10) 23:48:20 27-PLCUnsolDispo App_Info_020 Confirmed label: 912517 at scanner: 1, dvt: 65535. (Seq. # 10) status: (0) 23:49:01 17-RRSCN8/A21Merge App_Info_005 Sent Label: 912517 at scanner: 8 to dest: PAL3, dvt: 7. (Seq. # 10) 23:49:02 27-PLCUnsolDispo App_Info_020 Confirmed label: 912517 at scanner: 8, dvt: 7. (Seq. # 10) status: (0) 23:49:24 07-RRRSCD1 Sys_Info_005 DB MESSAGE:[SQL Server]GetSpecialDivert: Label 912517 was released premature from merge.Sending to Reject. 23:49:24 07-RRRSCD1 RSC_Info_274 Sent Label: 912517 at scanner: 101 to dvt: 25. MisModule label, sent to the untranslatable divert. (Seq. # 16637) 23:49:54 01-RRRSCH1 RSC_Info_273 Confirmed label: 912517 at scanner: 101, dvt: 25. SORTED (Seq. # 16637)	Thomas Harris	9/22/2014 9:26 AM
John is going to power down the plcs then we will reboot rr. check for delay from plc .	Thomas Harris	9/22/2014 9:26 AM

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