

Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00122621**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00122621

Previous Case ID  11206486Case Owner  David PickelAccount Name Certo Brothers - West Seneca, NYContact Name  John Maddigan (Maint)Status  ClosedCategory  ElectricalPriority  3Priority Description  System Operational**Information**

Subject merge locked up with an anomaly label.

Description merge locked up with an anomaly label.

Resolution  Brought down RR and did an RRinit after clearing out buffer files**System Information**

Date/Time Opened 5/23/2014 3:59 AM

Date/Time Closed 7/15/2014 9:58 AM

Created By David Pickel, 5/23/2014 3:59 AMLast Modified By Derek Camp, 1/22/2015 9:38 AM**Comments**

Comments

Public Comment	Name	Date Time
I connected to the site, PLC cc-04. Looked for issues. Found that the merge is not releasing due to a global release ID not correct, causing a fault. Searched for this issue, must be it comes from RR. Conf in Wade. I can manually change the ID and the line will release for 1 cycle but then stops due to the ID not being correct. I manually changed this for all the lines until all lines were clear.	David Pickel	9/22/2014 10:06 AM
Global sequence number not updating. MainMerge keeps saying "Trying to get merge mode" and will not change. Dave able to trigger merge from PLC but does not update RR. Restarted RR and power cycled PLC for merge but still did not clear. Dave manually pushed through remainder of product at merge so they could do end of run so I can bring down RR and do an RRinit after clearing out buffer files. After starting end of run it changed global sequence to 0. Closed RR and moved.dat files to 5_23_14 folder. Tried to start back up using RRINT and it kept erroring out on PLC services. Tried to manually start them but they would not start but did not return an error. Powered off server and had site power back on. Had site run test order and everything released and incremented as it should. Message on MainMerge still said "Trying to get merge mode" but everything worked normally. Must be normal status message. BCmerge is not this way and shows other status messages while operating.	Wade Shindorf	9/22/2014 10:06 AM

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