

Case **00178921**

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### Case Detail

Case Number 00178921

Previous Case ID 11044204

Case Owner Diane McBurnett

Account Name Certo Brothers - West Seneca, NY

Contact Name Bill Miller

Status Closed

Category Software

Priority 2

Priority Description System partially down

### Information

Subject Buffer lanes for A cartons are not releasing after a power outage.

Description Buffer lanes for A cartons are not releasing after a power outage.

Resolution Poked the PLC to release the cartons.

Mike Kasper and Mahes will work on resolving these issues.

### System Information

Date/Time Opened 10/12/2006 7:29 PM

Date/Time Closed 10/17/2006 4:10 PM

Created By Diane McBurnett, 10/12/2006 7:29 PM

Last Modified By Derek Camp, 1/22/2015 8:23 AM

### Comments

## Comments

Public Comment	Name	Date Time
Customer wanted Mahesh, told them I would page out software. Dialed into plc but could not find anything, reset plc, no go.	Diane McBurnett	9/22/2014 9:28 AM
12:00 AM - Called Mahes. He used the PLC write utility program to reissue the release commands. He referred to the PLC spec.- 12:30 AM	Jeffrey Peterson	9/22/2014 9:28 AM
01:30 AM - I connected to the system and referred to the PLC spec. I conferred with Mahes. These are the words that need to be changed in order to get the PLCs to release the buffers. West Upper - PLC CC03 (IP addr ends in .3) N157:12 change from 2 to 1 West lower - PLC CC03 N157:32 change from 2 to 1 East Upper - PLC CC02 (IP addr ends in .2) N157:12 change from 2 to 1 East Lower - PLC CC02 N157:32 change from 2 to 1 Super Buffer PLC CC06 (IP addr ends in .6) N157:12 change from 2 to 1 - 2:30 AM		
Bill called and said that on the west and east upper buffers, labels are being printed on every other case. He said this is the same issue they had after the plcs were reset earlier this week. Talked to Jeff, and he called Mahesh. Mahesh says this is a plc issue. I got the plc code from PMC and tried to connect to the plcs. The vpn connection is down, so I can't access any of their plcs. I am able to access other customers, so I asked him to get his IT dept to check the connection at his end. He has to call them in. I told him I would review the plc logic while waiting for him to call back.	Bud Van Suilichem	9/22/2014 9:28 AM
Bill called back and asked me to try the modem number in the configuration to connect. Not sure if that would help, since he doesn't think they have the plc programming software, but I gave it a try. The modem doesn't answer. He said his software guy is coming in to check the VPN connection. The VPN fixed itself, and I connected. I found that N157:12 is toggling between 1 and 2 as it runs, and is skipping every other box. If I force it to remain at 1, it labels every case, but the 2nd label is a duplicate. Left voicemails for Chris Yoder and Ron Kryger. Left voicemail for their supervisor, Jeff Burnham. Then I called Sylvestre and then called Mahes to see if he could help. Mahes gave me the PM's home number and I called him. He suggested I try Mike Kasper, so I left him a voicemail also. Larry Aldrink (PM) then suggested calling Rich Finn, who had been a controls contractor on this project. I conferenced him in with Sylvestre, Bill, Mahes, and Larry. After some discussion, someone suggested calling Kraig Rotman. I left him a voicemail. Sylvestre then told the site the only option at this point is for them to have Rich come to the site, or wait until morning when the engineers can be contacted. They decided to have Rich come to the site. He will call back with status.	Bud Van Suilichem	9/22/2014 9:28 AM
Bill called again, and said that the East upper and lower were working fine now. He also said the West upper was working fine, but now the West lower was acting up. Rich has not gotten to site yet.	Bud Van Suilichem	9/22/2014 9:28 AM
Rich called and said he was at site, but needed descriptions for the program in CC-6. I emailed him a copy.	Bud Van Suilichem	9/22/2014 9:28 AM
Rich called again. Now all buffers are fine, but superbuffer is putting labels on every other case. Rich said the plc code was written by Mike Kasper, so I tried him again, and left another voicemail. I then called Chris Yoder again, and he gave Rich a couple of things to check, but said Mike Kasper was more familiar with this code than him. He said Mike is usually in the office by 7:30 if not traveling, so I will try him then. Rich's cell battery is low, so he will investigate further and then call back.	Bud Van Suilichem	9/22/2014 9:28 AM
Rich called and said all buffers were working fine now, but the superbuffer was down. Mike Kasper called in and I conferenced him in with Rich. Mike suggested that he thought this problem could be caused by the power rollers being slow, due to being cold after sitting for several days. After some troubleshooting, Mike said that we are getting the same sequence number twice. He asked me to get Mahes back on the phone, and they discussed the issue. They determined that N157:110 and N157:130 were out of sequence. Mike flushed them out and sent the app pc an ack message. Now it appears to be in sync again, and they ran some packages that worked good. Mike told Mahes that they need to look at the way they get duplicate resends from Rapidroute	Bud Van Suilichem	9/22/2014 9:28 AM

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