

Dematic Support

Joe Certo

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 Case **00179088**
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Case Number 00179088

Previous Case ID  11046020Case Owner   Diane McBurnettAccount Name Certo Brothers - West Seneca, NYContact Name  Bill MillerStatus  ClosedCategory  SoftwarePriority  1Priority Description  System Down**Information**

Subject Needs system restarted after a carton was sent in the wrong wave. Getting mes

Description Needs system restarted after a carton was sent in the wrong wave.

Getting message "invalid divert assignment by host"

Resolution  Mahes looked in the system and fixed it**System Information**

Date/Time Opened 11/16/2006 11:47 PM

Date/Time Closed 11/27/2006 8:59 AM

Created By Diane McBurnett, 11/16/2006 11:47 PMLast Modified By Derek Camp, 1/22/2015 8:23 AM**Comments**

**Comments**

Public Comment	Name	Date Time
<p>Could not access t drive to get the program for CC5. Reset PLC. After resetting they are getting a message "invalid divert assignment by host"</p> <p>They just take the carton that doesn't belong and through it on the sort line.</p> <p>Site needs product out by 8am!</p>	Diane McBurnett	9/22/2014 9:46 AM
<p>Site called back and wanted an update. Called Mike. Site called back again. 6:45am I called site to see if someone had contacted them.</p>	Diane McBurnett	9/22/2014 9:46 AM
<p>I restarted the processes but the same error keep coming up. I talked to Bill and I suggested we shut RR down, delete the circular buffers and restart RR but he is adamant about dealing with Mahes. I put a call into Mahes's home (left a voicemail) and his desk (left a voicemail).</p> <p>Mahesh called back and I put him in touch with Bill. one to two merge is locked up</p>	Michael Axdorff	9/22/2014 9:46 AM

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