

Dematic Support

Joe Certo

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 Case **00179109**
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Case Number 00179109

Previous Case ID 11046233Case Owner James KohoydaAccount Name Certo Brothers - West Seneca, NYContact Name Bill MillerStatus ClosedCategory ElectricalPriority 3Priority Description System Operational**Information**

Subject Lane 5 will not release.

Description Lane 5 will not release.

Resolution Closing the Case**System Information**

Date/Time Opened 11/21/2006 4:22 PM

Date/Time Closed 1/8/2007 10:37 AM

Created By James Kohoyda, 11/21/2006 4:22 PMLast Modified By Derek Camp, 1/22/2015 8:24 AM**Comments**

Comments

Public Comment	Name	Date Time
<p>Following is a summary of the communications and analysis that Mahesh is working on: You are right. I was searching in around 10:30 pm. The problem actually was at 8:49pm. Command issued at 8:49pm but no confirmation till 10:43 after you set it.</p> <p>Thank you</p> <p>Mahes</p> <p>20:49:35 31-AutoPick2/WESTL Sys_Info_005 AUTO PICKING case from buffer, label:818509 Seq. number: 95 SKU:10707, Lane:5. 20:49:35 31-AutoPick2/WESTL Sys_Info_005 DB MESSAGE:[SQL Server] Updating PickStatus for Label 818509 22:43:21 31-AutoPick2/WESTL Sys_Info_005 DB MESSAGE:[SQL Server]RATEWATCH: WESTL_PICKING command took more than 10 minutes : 6826 Seconds. 22:43:21 31-AutoPick2/WESTL Sys_Info_005 CONFIRMED PICK RELEASE Label:818509 Truck:3770 Stop:785086 Seq. number:95 SKU: 10707 22:43:22 31-AutoPick2/WESTL Sys_Info_005 DB MESSAGE:[SQL Server]Pick retry for Label 818509</p> <hr/> <p>From: Yoder, Chris G Sent: Wednesday, November 22, 2006 1:14 PM To: Ramados, Maheswaran Subject: RE: Certo</p> <p>We definitely were in the West buffer PLC. We manually resent a buffer release confirmation (sequence 95) from within the PLC code. We did not go online with the East buffer PLC while I was on the phone with them.</p> <hr/> <p>From: Ramados, Maheswaran Sent: Wednesday, November 22, 2006 1:09 PM To: Yoder, Chris G Cc: Gritter, David A; Aldrink, Larry D; Grunder, Garold R Subject: RE: Certo</p> <p>Chris ,</p> <p>It is East Upper and lower. I do not see Seq#95 in that time frame. A command was issued at EASTU at 9:04pm but got the confirmation only at 10:48 pm. Similarly on the lower side the command was issued at 9:16 but the confirmation came only at 10:47pm.</p> <p>Mahes</p> <p>21:04:55 28-AutoPick3/EASTU Sys_Info_005 AUTO PICKING case from buffer, label:814416 Seq. number: 26 SKU:22767, Lane:19. 21:04:55 28-AutoPick3/EASTU Sys_Info_005 DB MESSAGE:[SQL Server] Updating PickStatus for Label 814416 22:48:06 28-AutoPick3/EASTU Sys_Info_005 DB MESSAGE:[SQL Server]RATEWATCH: EASTU_PICKING command took more than 10 minutes : 6190 Seconds. 22:48:06 28-AutoPick3/EASTU Sys_Info_005 CONFIRMED PICK RELEASE Label:814416 Truck:3410 Stop:784750 Seq. number:26 SKU: 22767 22:48:06 28-AutoPick3/EASTU Sys_Info_005 DB MESSAGE:[SQL Server] Updating PickStatus for Label 814416</p> <p>21:16:59 32-AutoPick4/EASTL Sys_Info_005 AUTO PICKING case from buffer, label:814516 Seq. number: 4 SKU:16577, Lane:17. 21:16:59 32-AutoPick4/EASTL Sys_Info_005 DB MESSAGE:[SQL Server] Updating PickStatus for Label 814516 22:47:26 32-AutoPick4/EASTL Sys_Info_005 DB MESSAGE:[SQL Server]RATEWATCH: EASTL_PICKING command took more than 10 minutes : 5427 Seconds. 22:47:26 32-AutoPick4/EASTL Sys_Info_005 CONFIRMED PICK RELEASE Label:814516 Truck:3410 Stop:784743 Seq. number:4 SKU: 16577</p>	GearsCRM	9/22/2014 9:38 AM

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