

Dematic Support

Joe Certo

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 Case
00179176
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Case Number 00179176

Previous Case ID 11046902Case Owner Tompkins ConradAccount Name Certo Brothers - West Seneca, NYContact Name Bill MillerStatus ClosedCategory ElectricalPriority 2Priority Description System partially down**Information**

Subject east lower lane 3 will not release, and east upper lane 9 will not release

Description east lower lane 3 will not release, and east upper lane 9 will not release

Resolution Continued on HEAT # 11046967**System Information**

Date/Time Opened 12/6/2006 7:36 PM

Date/Time Closed 12/12/2006 2:26 AM

Created By GearsCRM, 12/6/2006 7:36 PMLast Modified By Derek Camp, 1/22/2015 8:24 AM**Comments**

Comments

Public Comment	Name	Date Time
he wants. to talk to the programmer. Called Chris Yoder, and left a message. I also paged out Mahes, I am waiting for a return call.	GearsCRM	9/22/2014 9:42 AM
Joe Certo called in and wanted to know what was happening with the issue. I read him the journal. I believe there was a communication breakdown. The site asked to speak with the programmer, so he was called. The site did notask us to look at the issue. Tried to call the number that was given, but got a message they were not available. It did not let me leave vm. Called at other number given. Got connected with Bill. Got connected to the PLC. Do not understand a lot of the logic. Somehow we got lower lane #3 working. Lane #3 then stopped. This program is way beyond my abilities. The people who wrote it are not available. Believe the site will call back.	Bobbie Wilkerson	9/22/2014 9:42 AM
at 6:00 mahes called in, and i tied him in with Bill at the site.	GearsCRM	9/22/2014 9:42 AM
When Mahesh called in I was still connected. He had me change N:157/12 to a 1. I also changed N:157/32 to a 1. They both changed back to 2. Called Chris and left message. Called Conrad Roher, he said I should call Ron Kryger. I called him. He is going to connect to the PLC, and call me back. When he calls me, I will conference in the site.	Bobbie Wilkerson	9/22/2014 9:42 AM
Ken Certo would also liked to be conferenced in. He is @ (716)609-4095.	Bobbie Wilkerson	9/22/2014 9:42 AM
Ron called me, and had me conference in the site. Also conferenced in Ken Certo.	Bobbie Wilkerson	9/22/2014 9:42 AM

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