

Case Case

00179183

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Case Detail

Case Number	00179183	Previous Case ID	11046967
Case Owner	<div><div></div>Diane McBurnett</div>		
Account Name	Certo Brothers - West Seneca, NY		
Contact Name	<div><div></div>Bill Miller</div>		
Status	<div><div></div>Closed</div>		
Category	<div><div></div>Electrical</div>		
Priority	<div><div></div>1</div>		
Priority Description	<div><div></div>System Down</div>		

Information

Subject	East side buffers will not release
Description	East side buffers will not release
Resolution	Set the pick status in the label table to disable EAST upper and lower. See journal entry for query.

System Information

Date/Time Opened	12/8/2006 2:50 AM	Date/Time Closed	12/9/2006 7:02 PM
Created By	Diane McBurnett, 12/8/2006 2:50 AM	Last Modified By	Derek Camp, 1/22/2015 8:24 AM

Comments

## Comments

Public Comment	Name	Date Time
Email from Chris Yoder:  I understand that you contacted Ron Kryger regarding an issue at Certo Brothers. We have made a change to the CC-02 and CC-03 code that will hopefully help. In CC-02, ladder 14 rung 40 was changed to make the addresses in both NEQ instructions standard, not indexed. The same change was also made in ladder 14 rung 51.	Diane McBurnett	9/22/2014 9:42 AM
Heat was down all night and we could not get ahold of anyone.....Ron K or Mahes  I toggled the bits that were required the night before to get them going but it did not work this time. Ron is looking at it right now but the site want the whole east side disabled so they can run the rest of the system.  LAD 14:37 - Lower Buffer Release Command One Shot. N157:32 is suppose to get set to 2 after the command is moved. N137:32 was set to 2 but the command had not been moved. To restart the release I set it back to 1.  LAD 14:48 - Upper Buffer Rease Command One Shot. Same thing except the register is N157:12.  Joe Certo at 716-609-4045	Diane McBurnett	9/22/2014 9:42 AM
Ran the following query to see what we had  select * from label where moduleid in ('EASTU','EASTL') and pickstatus 'C'  Then ran this query to disable the east upper and lower  Update label set pickstatus = 'U' where moduleid in ('EASTU','EASTL') and pickstatus 'C'  Called customer to let them know. They will call back to validate  Had problems with PCAnywhere... may need to customer to reset it. All their terminal services were tied up on the app server.  TO TURN IT BACK ON select * from label where moduleid in ('EASTU','EASTL') and pickstatus = 'U'  Update label set pickstatus = 'P' where moduleid in ('EASTU','EASTL') and pickstatus = 'U'	GearsCRM	9/22/2014 9:42 AM
2:00 AM - Worked to assist TSD with kick starting the release of the east buffers. Looked in PMC and found the PLC (SAE) interface spec in the controls area. It said that the words 12 and 32 set to one would re-issue the current release command to the PLC. I passed this on to the TSD. - 3:00 AM  6:30 AM - TSD called to say that they were still having the release problems. They want to disable the buffers (ignore the requirement for the product coming from the EAST upper and lower AP buffers). I couldn't remember how to do this. Finally found the info in HEAT configuration note. Assisted Kevin Ison. Placed the note about disabling buffers in the support directory. - 7:30 AM	Jeffrey Peterson	9/22/2014 9:42 AM
From Mahes Kevin, If this is for the current run then you need to set the status to P. But you need to make sure not to update the cases that are already picked. If you update all the cases then the system	GearsCRM	9/22/2014 9:42 AM

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