

Dematic Support

Joe Certo

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 Case **00179392**
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Case Number 00179392

Previous Case ID 11048596Case Owner Bobbie WilkersonAccount Name Certo Brothers - West Seneca, NYContact Name Bill MillerStatus ClosedCategory ElectricalPriority 1Priority Description System Down**Information**

Subject Wants to stop all products going to west buffer.

Description Wants to stop all products going to west buffer.

Resolution modified the labels in the db as documented. Merge is now releasing fine. I updated the document and also attached that file to the heat profile for future use.**System Information**

Date/Time Opened 1/22/2007 8:27 PM

Date/Time Closed 1/23/2007 11:27 AM

Created By Bobbie Wilkerson, 1/22/2007 8:27 PMLast Modified By Derek Camp, 1/22/2015 8:25 AM**Comments**

Comments

Public Comment	Name	Date Time
5:00 A.M. located the procedure to ignore a module in RR DB. But the customer can not reenale the module for this run of labels. The module stays disabled until the customer downloads a new set of labels for the next run. I modified the labels in the db as documented. Merge is now releasing fine. I updated the document and also attached that file to the heat profile for future use.	Nickolas Pavkov	9/22/2014 9:28 AM
1:27 A.M. Customer called in but could not specify the issue. They are going to call back with more details.	Bobbie Wilkerson	9/22/2014 9:28 AM
1:47 A.M. They are trying to remember who they talked to in 2005. Looking through the history without any luck. They are pretty sure this happened sometime in 2005. He is trying to check to see who he spoke with.	Bobbie Wilkerson	9/22/2014 9:28 AM
2:30 A.M. Bill called back and said he thinks he spoke with Mike or Diane, but not sure when. I looked through history, but didn't see a description that was similar. He asked me to call Mahesh, and gave me a pager# to try. He said his system is down. I paged Mahesh.	Bud Van Suilichem	9/22/2014 9:28 AM
3:10 A.M. No callback from Mahes, but I called Bill back to see if he knew which cabinet controlled the west buffers. I connected and found a way to prevent the west from releasing. Bill then said that the west was not releasing anyway, due to a mechanical issue that was preventing product from reaching it. He said the issue is that the east and super buffers won't release because they are waiting for the west to release 1st. He said the other buffers are controlled from cc-2 and cc-6. I don't see 6 in the RS-who, but did find a program in pmc. I connected to cc-2 and started looking for a way to do that, but there is a lot of sequential logic, so it will take time to research, so I don't cause other problems. I called Walter Riley to update him on the issue, then got Mahes' home number from Bill and left him a VM. 4:30 A.M. - Customer requested I try to contact Mahes again, so I paged and left another VM. I also found that CC-6 isn't on the same network as the others? I used dial-up networking to connect to the RAS and then was able to use rslinx to reach the PLC. I let Bill know this, and told him I would continue trying. He then asked me to contact software on-call person, to see if they had access to info on this issue. Paged Nick at 4:45am.	Bud Van Suilichem	9/22/2014 9:28 AM
5:00am - Paged Nick again. Cust also called back and suggested I try contacting Ron Kryger. 5:05am - While waiting for Nick, Bill called again to ask if they can cancel the product assigned to the west buffer, using rapidroute. I told him I would ask Nick when he calls. 5:10am - Called Wayne, left vm. 5:15am - Called Nick's cell and reached him. We discussed situation, but he is not aware of a way to skip the west buffer in RR. He is going to try to contact Dave Gritter, or Ron Kryger, and then call back. I am continuing to look at the plc code, and called Bill to update him.	Bud Van Suilichem	9/22/2014 9:28 AM
6:00 A.M. Nick called back, with some info on how to change the dbf to bypass the west, and I conferenced Bill in. Then I got a vm from Mahes, so I conferenced him in too. Mahes confirmed that this change can be done in the dbf, with no changes to plc code. After changing the dbf labels, they won't be able to run those labels, but Bill is good with that. After Nick made the changes, the other buffers started releasing. If they still want the west buffer bypassed tonight, they will need to call back to have software change the labels in the dbf again.	Bud Van Suilichem	9/22/2014 9:28 AM

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