Dematic Support

Joe Certo

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Case **Case**
00179952

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Case Detail

Case Number	00179952	Previous Case ID	11052629
Case Owner	David Abbey		
Account Name	Certo Brothers - West Seneca, NY		
Contact Name	Joe Certo		
Status	Closed		
Category	Software		
Priority	3		
Priority Description	System Operational		

Information

Subject	Had a fault on 4-3 and we need to pull the logs to see why.
Description	Had a fault on 4-3 and we need to pull the logs to see why.
Resolution	Restarted T-cart Application

System Information

Date/Time Opened	4/9/2007 10:59 AM	Date/Time Closed	4/19/2007 8:08 AM
Created By	David Abbey, 4/9/2007 10:59 AM	Last Modified By	Derek Camp, 1/22/2015 8:27 AM

Comments

Comments

Public Comment	Name	Date Time
Called Joe to let him know that I was dialing in. Pulled two files.	David Abbey	9/22/2014 9:49 AM
Dialed in and pulled the logs. After pulling the logs, Joe called to say that they were down. I died back in to investigate why. Joe said The T-car application had issues as well, Joe had the maintenance person restart it and the problem was resolved.	David Abbey	9/22/2014 9:49 AM
** Call Record REOPENED Previously CLOSED by ABBEYD on 04/09/2007 at 04:32:00pm Cause Code: Requested Close Description: REstarted Application **	GearsCRM	9/22/2014 9:49 AM
The logs from Rapid Route showed no anomalies. I looked at the logs from 4-2 and 4-3 and the errors that were produced were consistant across both; nothing that was of a major concern. The log from 4-3 showed no issues between 22:00 and 23:00, the time of the fault. Spoke with Joe and he stated that the T-Car application had some errors and they restarted it. Most of the errors seen were: 00:00:18 05-PLCUnsolService PLC_Error_019 TIMEOUT: Response to unsolicited message took 516 milli-seconds for process: RRSCN1.	David Abbey	9/22/2014 9:49 AM

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