

Case **00180270**

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### Case Detail

Case Number 00180270

Previous Case ID  11054877

Case Owner   Tompkins Conrad

Account Name Certo Brothers - West Seneca, NY

Contact Name  Bill Miller

Status  Closed

Category  Software

Priority  2

Priority Description  System partially down

### Information

Subject rapid route locked up

Description rapid route locked up

Resolution  mahes manually fixed the nocode situation in the DB. The Anomaly was actually on the superput buffer lane.

### System Information

Date/Time Opened 5/25/2007 1:04 AM

Date/Time Closed 5/25/2007 7:22 AM

Created By GearsCRM, 5/25/2007 1:04 AM

Last Modified By Derek Camp, 1/22/2015 8:28 AM

### Comments

## Comments

Public Comment	Name	Date Time
release ID says 1915 and should be minus 1	GearsCRM	9/22/2014 9:00 AM
<p>FOLLOWING IS THE WORK BY MAHES RAMADOS: Nick,</p> <p>I have just noticed that the Visual Basic installed in the server is either corrupt or attacked by a virus. It is not allowing me to open any projects. This is a serious condition that we need to inform Certo. I have also noticed that the some of the existing exe's are not behaving properly including the display process.</p> <p>Mahes</p> <hr/> <p>From: Ramados, Maheswaran Sent: Friday, May 25, 2007 8:42 AM To: Pavkov, Nickolas P Cc: Batts, Anthony Subject: Certo support this morning</p> <p>Nick, I have worked on the case further this morning. What I have found is that the case 915259 had some kind of anomaly at the Scanner/PLC . First we got a NO-CODE for that case and then we got the actual barcode. Both the times we responded with a valid release sequence number but we got only one confirmation so the merge is stopped. To resolve this I just reset the duplicate case in the DB and the merge took off. We can make a code change to reset the anomaly cases at the merge. Possibly a button for the operator to reset the anomaly cases.</p> <p>04:38:25 16-RRSCN1/Super Sys_Info_005 DB MESSAGE:[SQL Server]Label 915259 got assigned Release Sequence Number 1914 Route: 5420 Stop: 885062 Batch: 0 Pick Wave: 0 Pallet ID:0177 04:38:25 16-RRSCN1/Super App_Info_023 SCANNED NO-CODE at scanner: 1 and assigned Release Sequence: 1914. (SUPER)Assumed label:915259 (Seq. # 7) 04:38:25 27-PLCUnsolDispo App_Info_020 Confirmed label: 915259 at scanner: 1, dvt: 1914. (Seq. # 7) status: SUCCESS(8193)</p> <p>04:38:26 16-RRSCN1/Super Sys_Info_005 DB MESSAGE:[SQL Server]GetReleaseSeqNumber: Label 915259 already got assigned release sequence number,this is duplicate label 04:38:26 16-RRSCN1/Super Sys_Info_005 DB MESSAGE:[SQL Server]Label 915259 got assigned Release Sequence Number 1914 Route: Stop: Batch: 0 Pick Wave: 0 Pallet ID: 04:38:26 16-RRSCN1/Super App_Info_023 SCANNED Label: 915259 at scanner: 1 and assigned Release Sequence: 1914. (SUPER) (Seq. # 8)</p> <p>Mahes</p> <p>customer says the merge will not release. I dialed in and looked around. After some time, I tried to call and page Mahes. Got VM, left message. I continued to research. We tried to reset the merge on the merge status screen a few times, this did not help. Also attempted to have customer force a few boxes thru the lanes, status changed on status screen but it would not take off. Mahes called me back and he dialed in and found a nocode with no response from the PLC was causing the issue.</p>	Nickolas Pavkov	9/22/2014 9:00 AM
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