Dematic Support

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Case **Case**
00180282

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Case Detail

Case Number	00180282	**Previous Case ID**	11054963
Case Owner	Bobbie Wilkerson		
Account Name	Certo Brothers - West Seneca, NY		
Contact Name	Bill Miller		
Status	Closed		
Category	Software		
Priority	3		
Priority Description	System Operational		

Information

Subject	All of the replen commands on RR are grayed out.
Description	All of the replen commands on RR are grayed out.
Resolution	C dive was full. All processes would not startup, VB would not edit the project without errord either. Cleaned some log files from c drive and processes were able to start. Mahes will add the delete of the log files on c drive to delfiles process.

System Information

Date/Time Opened	5/28/2007 6:33 PM	**Date/Time Closed**	5/29/2007 5:30 AM
Created By	Bobbie Wilkerson, 5/28/2007 6:33 PM	**Last Modified By**	Derek Camp, 1/22/2015 8:28 AM

Comments

Comments

Public Comment	Name	Date Time
All of the replen commands on RR are grayed out. Turn over to CAPS.	Bobbie Wilkerson	9/22/2014 10:08 AM
Customer says that the west sage robot will not do replens. It will do autopicks but not autoreplen. Customer says there are no plc commands for that robot in plc commands screen. found buffer replen processes not running. Called Mahes for assistance. he dialed in and tried to startup processes and although he was able to get the replen processes to start, the RSC processes would not start. Mahes thinks that he will have to reinstall VB to get the processes recompiled to restart the rsc processes. He had the customer shutdown the conveyor. After the conveyor was stopped, Mahesh noticed the C drive was low on free space. He cleared some log files from c drive and then was able to startup the processes normally. Also he is now able to startup the editor for VB successfully for the project. We started the conveyor backup and then there were issues with the printers in most areas were printing the same labels over and over. Bill reset the printers and stopped autopicking and that seemed to fix the printer problems. Mahes will have to add the delete of the log files on c drive tomorrow morning.	Nickolas Pavkov	9/22/2014 10:08 AM
I got call from Nick around 10:50pm. The Certo system is down , the west sage robot don't have any commands to pick layers. The log showed that the process crashed during startup with error message " invalid picture". Last Friday I have sent out an email on the Vb crashing with the same error. I thought it was a virus attach. Bill said that he tried to gave us call on Friday and indicated that no one was available. We tried to reinstall the vb service pack. The service pack installation gave out of space error on c: drive. The C: drive had only 2K left. This was the actual root cause of the problem. We have cleared some temorary files and the FTP log files to create enough space. The system was started back and all the processes are started fine. PLC had some tracking issue on startup which caused duplicate label printing. That was corrected by stopping the autopicking and clearing the printer buffer.	Maheswaran Ramados	9/22/2014 10:08 AM
Added cleanup script to delete aged log files from FTP log directory.	Maheswaran Ramados	9/22/2014 10:08 AM

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