Dematic Support   Joe Certo

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Case **Case**
      00180301

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Case Detail

Case Number	00180301	**Previous Case ID**	11055114
Case Owner	Robert Riddering		
Account Name	Certo Brothers - West Seneca, NY		
Contact Name	Bill Miller		
Status	Closed		
Category	Software		
Priority	2		
Priority Description	System partially down		

Information

Subject	routes are not getting planned.
Description	routes are not getting planned.
Resolution	customer solved by dumping the system

System Information

Date/Time Opened	5/30/2007 5:25 PM	**Date/Time Closed**	7/19/2007 6:01 AM
Created By	Robert Riddering, 5/30/2007 5:25 PM	**Last Modified By**	Derek Camp, 1/22/2015 8:28 AM

Comments

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Comments

Public Comment	Name	Date Time
gathered info and past on to Mike Axdorf.	Robert Riddering	9/22/2014 9:13 AM
9:35 Contacted Bill. I am looking in to the system to find out why the sql processing is taking so long. The DB server processor is running 50%+. I found this error message in the system event log Drive Array Accelerator Battery Failed. The array accelerator board attached to the array controller in Slot 1 is reporting a battery failure. [SNMP TRAP: 3040 in CPQIDA.MIB] 10:08 I suggested to Bill that we reboot the SQL server. Bill is checking with his boss to see if it would be ok. He would like me to call back in 10 minutes or so. 10:20 calling back. I reebooted the SQL server. The CPU Util went down to 30%. The messages are still coming up on the RR scrolling log. I put a call in to Mahesh. 11:00 the message about still planning the routes are still coming up. I called Mahesh's house as well (I left a voicemail message). I called Rick Mueller and Jeff Peterson, with no luck.	Michael Axdorff	9/22/2014 9:13 AM
Bill called back and said everything is working now. He said he had to dump the system and that cleared it up.	Robert Riddering	9/22/2014 9:13 AM

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