


Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00180437**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00180437

Previous Case ID  11056270Case Owner  Tompkins ConradAccount Name Certo Brothers - West Seneca, NYContact Name  Bill MillerStatus  ClosedCategory  SoftwarePriority  2Priority Description  System partially down**Information**

Subject they have a host comm error

Description they have a host comm error

Resolution  Customer repaired or reset the associated network components**System Information**

Date/Time Opened 6/24/2007 10:59 PM

Date/Time Closed 6/27/2007 5:06 AM

Created By GearsCRM, 6/24/2007 10:59 PMLast Modified By Derek Camp, 1/22/2015 8:29 AM**Comments**

## Comments

Public Comment	Name	Date Time
John called in from the site and restated the communication issue. I worked with John to verify the network outage and directed him to engage their IT group to investigate the network.  IT support will investigate and call for further assistance if required.	Michael Raymond	9/22/2014 9:38 AM
IT investigated and found that the network the feeds the Etherlite converter is functional and can Ping the server but they are not able to get network activity on the output side of the converter.  I directed them to replace the converter. John requested requirments on replacement components, I spoke with Mike Axdorff and found that the device requires drivers in the server so it must be replaced with the same device and once replaced they need support to configure the device.  John will locate a replacement component and call software support to configure.	Michael Raymond	9/22/2014 9:38 AM
8:30 AM - Connect to the system to see if the digi might be remotely programmable from the APPS server. I connected and noted that the DOS command prompt was still up on the screen. The last command used was one to ping the digi and it failed consistantly. I re-issued the ping 192.168.1.109 command again and it showed that something was responding. I used the restart processes tool to restart the RSC processes and the tell-tale turned green. I verified that there was two-way communication on the HE line. Ken Certo called in. He will call back. - 9:00 AM  10:30 AM - Called Ken left VM. Called Bill Miller Left VM - 10:30 AM	Jeffrey Peterson	9/22/2014 9:38 AM
they are going to try to reboot the rsc cabinet first. they can not reboot the rapid route right now, because they are in the middle of a run.	GearsCRM	9/22/2014 9:38 AM
3:00 AM - Discovered that the DIGI etherlite providing communication from the sorter is not reachable from the RR APPS server. There is no link LED illuminated on it. Bill has no access to the IDF. Bill will bag it now and have his day crew IT people call in as needed for further support. - 4:00 AM	Jeffrey Peterson	9/22/2014 9:38 AM
was called back by Jeff to help them locate the rsc cabinet. i dialed in and found out it was CC16, which is not marked at the site. we did find the cabinet, and found no comms on the etherlite port	GearsCRM	9/22/2014 9:38 AM

[Back To Top](#)

 Always show me ☐ more records per related list