Dematic Support   ☐ **Joe Certo**

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00180448

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Case Detail

Case Number	00180448	**Previous Case ID**	11056362
Case Owner	Tony Dunckel		
Account Name	Certo Brothers - West Seneca, NY		
Contact Name	Ken Certo		
Status	Closed		
Category	Electrical		
Priority	2		
Priority Description	System partially down		

Information

Subject	RSCC: CC16: Scanner: 387 error codes: All products going down the reject lan
Description	RSCC: CC16: Scanner: 387 error codes: All products going down the reject lane.
Resolution	Replace Scanner.

System Information

Date/Time Opened	6/26/2007 7:03 AM	**Date/Time Closed**	6/29/2007 4:13 AM
Created By	Tony Dunckel, 6/26/2007 7:03 AM	**Last Modified By**	Derek Camp, 1/22/2015 8:29 AM

Comments

Comments

Public Comment	Name	Date Time
I checked and they are getting a no-code message. (xxxx37) I verified that RR is not getting any valid label numbers and transfered it to Mike Raymond.	Tony Dunckel	9/22/2014 9:38 AM
I discussed the issue with the customer and found they are not sorting cartons. I connected and reviewed the conditions and found that no data is being received on the port. I directed John to connect the cable that is connected into port 1 on the rocket port into port three where the scanner connects. I directed John to type on the induction VDT and I confirmed information is being received on the scanner port. I directed John to connect the cables up to their original positions. I directed John to check the cables and he verified that the cable connectors were secure with no visible sign of issues. I directed John to replace the C-Box.	Michael Raymond	9/22/2014 9:38 AM
Verified scanner data on the programing port of the C-Box. Replaced cable between RSCC and C-Box. Replacing C-Box!!!!!!	Michael Raymond	9/22/2014 9:38 AM
John called back indicating that the sorter issue has been resolved. They replaced the C-Box and found that the issue remained the same. They then downloaded the configuration file to the scanner and found discrepancies between the offline and online files. After the download the scanner data is being received by the RSCC. The issue would be that the CBox could output the information on the programing port but the filter that outputs to the RSCC was not able to interpret the data.	Michael Raymond	9/22/2014 9:38 AM

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