

Case **00180453**

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### Case Detail

Case Number 00180453

Previous Case ID

Case Owner

Account Name Certo Brothers - West Seneca, NY

Contact Name

Status

Category

Priority

Priority Description

### Information

Subject CC6: Communication Fault: Area will not start.

Description CC6: Communication Fault: Area will not start.

Resolution

### System Information

Date/Time Opened 6/26/2007 11:31 AM

Date/Time Closed 6/29/2007 4:15 AM

Created By Michael Raymond, 6/26/2007 11:31 AM

Last Modified By Derek Camp, 1/22/2015 8:29 AM

### Comments

## Comments

Public Comment	Name	Date Time
<p>I discussed the issue with John and found that CC6 will not start. I opened the RSLinx application to view the items on their network and I found that CC6 was not one of the devices available.</p> <p>John investigated and found the processor is faulted and the Remote I/O modules associated are indicating a communication fault.</p> <p>John went to get the laptop and found that when he access the DH+ driver the LapTop crashes. He engaged IT and they investigated the issue.</p> <p>I had John investigate a dial-in capability for that cabinet and he reported only having an Ethernet cable connected.</p> <p>John indicated that he does not have the program for CC6 so I sent him the copy of the code that I have on file.</p> <p>John will work with IT to correct the PC issue and download the code to the processor.</p> <p>John will call back for further support if required.</p>	Michael Raymond	9/22/2014 9:49 AM
<p>John called back last night, got the program loaded for cc-6, he cant connect to it directly. we tried and can connect to IP 192.168.1.45, it should be at 192.168.1.6, we tried to change the IP, no go. Tried to reload the program, it loaded but stil has the wrong IP. Conferenced in Chuck R, he tried to change it also, no go. The site gave up, decided to bypass the system to get product out the door.</p>	David Pickel	9/22/2014 9:49 AM
<p>I worked with John to correct an IP configuration issue. I found the processor on 192.168.1.45 and when I attempted to change the IP it would not change the setting it would indicate that the setting was changed but it physicaly would not change. I attempted multiple meathods of changing the value and all attempts failed. I walked John through making the changes and nothing work for him.</p> <p>I contacted AB support and worked with Roy on ticket # 5840179 and we repeated some of the steps already performed including an attempt to force the IP to the MAC using the AB BootP utility and that did not take.</p> <p>I connected to the PLC and changed the Channel 0 setting to be a point to point connection and directed John to connect to the channel 0 port and change the IP from that connection and found that the IP did change.</p> <p>Roy from AB will research the cause behind the requirments of chaning the IP over channel 0 and report the cause.</p> <p>John tested the functionality of an auto fill for the Supper Buffer and found it is functioning correctly. they will run production through the area in the afternoon wich will verify the remaining opperational modes to confirm functionality.</p>	Michael Raymond	9/22/2014 9:49 AM

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