

Case **00180463**

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### Case Detail

Case Number 00180463

Previous Case ID 11056441

Case Owner David Pickel

Account Name Certo Brothers - West Seneca, NY

Contact Name John Maddigan (Maint)

Status Closed

Category Electrical

Priority 2

Priority Description System partially down

### Information

Subject Super buffer issue, it prints a label, they get a label error lite and host erro

Description Super buffer issue, it prints a label, they get a label error lite and host error lite.They reloaded the PLC in cc-6

Resolution Match the communication setting in the PLC to the scanner configuration.

### System Information

Date/Time Opened 6/27/2007 9:25 AM

Date/Time Closed 6/29/2007 4:14 AM

Created By David Pickel, 6/27/2007 9:25 AM

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

### Comments

## Comments

Public Comment	Name	Date Time
John is having a scanner issue with the super buffer. Keeps getting a fault lite, scan error & host error. I dialed into the system, got connected to cc-6, looked around the logic, found that we are getting a no code error from the logic. Looked into the settings for the scanner port, changed it to odd parity, it works now. John is still having an issue with lane two not getting any boxes, I turned it over to Mike R.	David Pickel	9/22/2014 9:50 AM
the site cann't home the divert arm connected to plc 3 and set nqu box to 10 divert moved to lane 9 and they could move it to six.	Thomas Harris	9/22/2014 9:50 AM
I assisted Dave with the issue. Dave had requested that John collect the scanner communication settings for comparison against the port configuration on the PLC. I had identified a discrepancy with the port configuration and the scanner requirments. I changed the parity from none to odd and found the scanner information is now being recieved.  They tested and found correct label information recieved.	Michael Raymond	9/22/2014 9:50 AM

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