Dematic Support   ☐ **Joe Certo**

☐

| **Home** | **Cases** | **Contacts** |

Case **Case**
00182316

« Back to List: Cases

Case Detail

Case Number	00182316	**Previous Case ID**	11069038
Case Owner	Bobbie Wilkerson		
Account Name	Certo Brothers - West Seneca, NY		
Contact Name	Bill Miller		
Status	Closed		
Category	Electrical		
Priority	3		
Priority Description	System Operational		

Information

Subject	Having ice storm. Would like to know if they need to power down.
Description	Having ice storm. Would like to know if they need to power down.
Resolution	Diled in and ran

```
SELECT *
FROM Label
WHERE (ModuleID IN ('EASTU', 'EASTL')) AND (PickStatus <> 'C')

UPDATE Label
SET PickStatus = 'U'
WHERE (ModuleID IN ('EASTU', 'EASTL')) AND (PickStatus <> 'C')
```

called customer to confirm, but no answer. left vm for bill miller at 3am.

System Information

Date/Time Opened	3/4/2008 5:06 PM	**Date/Time Closed**	3/6/2008 6:37 AM
Created By	Bobbie Wilkerson, 3/4/2008 5:06 PM	**Last Modified By**	Derek Camp, 2/28/2015 1:09 PM

Comments

Printable View

Comments

Public Comment	Name	Date Time
Said the power is turning on, then off. Said that last time, there was a problem with regaining comms. Had them power down the panels, until the storm is gone.	Bobbie Wilkerson	9/22/2014 9:23 AM
Site called back abd said that lane #11 is not releasing on the east side, and #7 on the west side. Reset PLC in CC-2. I set N57:58 to 95. They then started to label every three cartons. Without doing anything, it started to work. Connected to CC-3, to see what the issue was. Bill then said they had some other problems, and dropped off the line.	Bobbie Wilkerson	9/22/2014 9:23 AM
Site called back and said nothing is releasing. Need to get into CC-3. Tried to download. Program says I have to be offline to download. Went into the registers. Set N157:32, and N157:12 to 1. West side started to work. Site checked the east. All is fine there. They then said the east side is printing duplicate labels. Wanted to shut down the east, and super buffers. He then said to haold off on that for a minute.	Bobbie Wilkerson	9/22/2014 9:23 AM
Site called back and wanted the east and super buffers shut down. Gave to CAPS.	Bobbie Wilkerson	9/22/2014 9:23 AM
Diled in and ran SELECT * FROM Label WHERE (ModuleID IN ('EASTU', 'EASTL')) AND (PickStatus 'C') UPDATE Label SET PickStatus = 'U' WHERE (ModuleID IN ('EASTU', 'EASTL')) AND (PickStatus 'C') called customer to confirm, but no answer. left vm for bill miller at 3am.	GearsCRM	9/22/2014 9:23 AM

☐ Back To Top   Always show me ☐ more records per related list