

Dematic Support

Joe Certo

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 Case **00182567**
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Case Number 00182567

Previous Case ID 11070640Case Owner Michael RaymondAccount Name Certo Brothers - West Seneca, NYContact Name John Maddigan (Maint)Status ClosedCategory ElectricalPriority 2Priority Description System partially down**Information**

Subject RSCC: CC16: Sorter stopped and would not start.

Description RSCC: CC16: Sorter stopped and would not start.

Resolution Clear errors and start system.

UPS Failure or operator error.

System Information

Date/Time Opened 4/9/2008 9:18 AM

Date/Time Closed 4/9/2008 12:39 PM

Created By Michael Raymond, 4/9/2008 9:18 AMLast Modified By Derek Camp, 1/22/2015 8:34 AM**Comments**

Comments

Public Comment	Name	Date Time
<p>I discussed the issue with John and he indicated that he recieved a call stating the sorter would not start and when he investigated he found that the monitor was blank and a conveyor run interlock missing error was on the touch screen.</p> <p>I connected to the RSCC and found no errors. I entered diagnostics and exited and John indicated that the message had cleared.</p> <p>He started the sorter and confirmed correct operations.</p> <p>I investigated the log files and found:</p> <p>04/09/08 09:33:01 RapidSORT Controller shutdown in progress 04/09/08 09:33:01 State files are being saved 04/09/08 09:33:08 State file saving complete 04/09/08 09:33:08 Waiting for POWER</p> <p>Then:</p> <p>04/09/08 12:39:32 UPS task is running 04/09/08 12:39:32 RSCC poll_task is running 04/09/08 12:39:32 TMS disposition reporting routine start up 04/09/08 12:39:32 TMS disposition log routine start up 04/09/08 12:39:32 RSCC time_alarm_task is running 04/09/08 12:39:32 RSCC monitor is running 04/09/08 12:39:32 RSCC unload_task is running 04/09/08 12:39:32 Advantech Input Board Found 04/09/08 12:39:32 Advantech Output Board Found 04/09/08 12:39:32 Start of memory initialization 04/09/08 12:39:32 RSCL Based Hardware Configuration 04/09/08 12:39:32 Hot start successful 04/09/08 12:39:32 Memory initialization complete 04/09/08 12:39:32 Starting TMS disposition reporting routine</p> <p>And Finaly</p> <p>04/09/08 13:00:53 UPS task is running 04/09/08 13:00:53 RSCC poll_task is running 04/09/08 13:00:53 TMS disposition reporting routine start up 04/09/08 13:00:53 TMS disposition log routine start up 04/09/08 13:00:53 RSCC time_alarm_task is running 04/09/08 13:00:53 RSCC monitor is running 04/09/08 13:00:53 RSCC unload_task is running 04/09/08 13:00:53 Advantech Input Board Found 04/09/08 13:00:53 Advantech Output Board Found 04/09/08 13:00:53 Start of memory initialization 04/09/08 13:00:53 RSCL Based Hardware Configuration 04/09/08 13:00:53 Cold start in progress 04/09/08 13:00:53 Translate file processing 04/09/08 13:00:53 Cold start successful 04/09/08 13:00:53 Memory initialization complete 04/09/08 13:00:53 Starting TMS disposition reporting routine</p> <p>It looks like the UPS is going bad or they turned the cabinet off.</p>	<p>Michael Raymond</p>	<p>9/22/2014 9:38 AM</p>
<p>More Information.</p> <p>08/31/07 07:58:26 RSCC OPERATING_ON_BATTERY 08/31/07 07:58:31 RSCC OPERATING_ON_LINE 09/09/07 11:47:44 RSCC OPERATING_ON_BATTERY 09/09/07 11:47:49 RSCC OPERATING_ON_LINE 09/16/07 11:17:55 RSCC OPERATING_ON_BATTERY 09/16/07 11:18:00 RSCC OPERATING_ON_LINE 09/21/07 07:04:45 RSCC OPERATING_ON_BATTERY 09/21/07 07:04:50 RSCC OPERATING_ON_LINE 09/23/07 07:53:50 RSCC OPERATING_ON_BATTERY</p>	<p>Michael Raymond</p>	<p>9/22/2014 9:38 AM</p>

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