

Dematic Support

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Case

00185588

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Case Number 00185588

Previous Case ID  11085066Case Owner  Robert RidderingAccount Name Certo Brothers - West Seneca, NYContact Name  Bill MillerStatus  ClosedCategory  SoftwarePriority  2Priority Description  System partially down**Information**

Subject PHONE SUPPORT 2/25/09 Labels are not being printed after the scanner scans the

Description PHONE SUPPORT 2/25/09 Labels are not being printed after the scanner scans the pallet about 10% of the time.

Resolution .**System Information**

Date/Time Opened 2/25/2009 4:22 PM

Date/Time Closed 3/5/2009 10:33 AM

Created By Robert Riddering, 2/25/2009 4:22 PMLast Modified By Derek Camp, 2/28/2015 1:04 PM**Comments**

Comments

Public Comment	Name	Date Time
An email with the Customer Agreement Details was sent to the Call Contact email of bmiller@certobrothers.com on 2009-03-03 at 13:55:01 by ZUEHLKAE.	Amy Zuehlke	9/22/2014 9:27 AM
Transferred call to Tony D.	Robert Riddering	9/22/2014 9:27 AM
I checked the functional specifications and the processes on the rapid route server and could not find any mention of the pallet labler. This has been an issue since the start of the system so I asked Bill if we could wait till the morning to talk with the project team about this. He said that was fine but would like a call to John Maddingan tomorrow.	Tony Dunckel	9/22/2014 9:27 AM
An email with the Customer Agreement Details was sent to the Call Contact email of bmiller@certobrothers.com on 2009-02-25 at 23:45:51 by RIDDERRC.	Robert Riddering	9/22/2014 9:27 AM
The FANUC system sends data to the PLC and the PLC directs the printer to print and shrink wrap, etc.	David Abbey	9/22/2014 9:27 AM
Spoke with Mahesh and he explained how the system functions and who was the controls engineer. The only control we have is the PLC programming to print the labels and Ron Kryger is the engineer.		
Mike Raymond suggested J. Shaver as a contact for this. Emailed Jay and am waiting a response		
Jay responded with the names of two others and we are waiting a response from them.	David Abbey	9/22/2014 9:27 AM
Called Bill and left a voice mail that we are working on the issue and have calls out to the controls engineers about the PLC.		
We need to deduce whether the data coming from FANUC to the PLC is making it, or if it is not being scanned and thus is missing, or if the PLC is not sending it.		
Call From Chris Yoder:	David Abbey	9/22/2014 9:27 AM
The print information is located in CC14, Ladder 26, Rung 56		
There is a photo eye that triggers the printer. It is at I (Eye):14/4. If it is misaligned, it may not be firing the printer. The printer pulls data from the ASCII write command at ST14:37		

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