Case: 00186193 ~ Dematic Support 8/14/15 Joe Certo **Dematic Support** Home Cases Contacts Case Case Printable View 00186193 « Back to List: Cases Case Detail Case Number Previous Case ID 00186193 11087428 Case Owner Tony Dunckel **Account Name** Certo Brothers - West Seneca, NY **Contact Name** Bill Miller Status Closed Category Software Priority **Priority Description** System partially down Information Subject RapidRoute: Duplicate lable cause Label anamoly message. Reference call # 11058 Description RapidRoute: Duplicate lable cause Label anamoly message. Reference call # 11058143 Resolution reset setting. **System Information** Date/Time Opened 4/24/2009 4:09 AM Date/Time Closed 5/8/2009 5:44 AM Created By Tony Dunckel, 4/24/2009 4:09 AM Last Modified By Derek Camp, 1/22/2015 8:41 AM

Comments

## Comments

Public Comment	Name	Date Time
An email with the Customer Agreement Details was sent to the Call Contact email of <a href="mailto:bmiller@certobrothers.com">bmiller@certobrothers.com</a> on 2009-04-24 at 08:09:45 by DUNCKEAL.	Tony Dunckel	9/22/2014 10:09 AM
0800 - 5 to 1 merge has a anomaly label that wont clear (see case 11058143)  There was an entry in the DuplicateLabel table that had a status of "CR". Changed the status to "RL" to match the others and the merge took off.  I did some research and to resolve this will require a chane to the Stored Procedure logic. Bill is currently on vacation and since this has not happened for a long time I will wait till he returns to talk about possible resolving this.	Tony Dunckel	9/22/2014 10:09 AM
SQL /Databases/ RRDB / Tables / There was an entry in the DuplicateLabel table that had a status of "CR". Changed the status to "RL" to match the others and the merge took off.	Steven Carpenter	9/22/2014 10:09 AM
An email with the Customer Agreement Details was sent to the Call Contact email of <a href="mailto:bmiller@certobrothers.com">bmiller@certobrothers.com</a> on 2009-04-01 at 09:22:52 by CARPENSR.	Steven Carpenter	9/22/2014 10:09 AM

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