Dematic Support   Joe Certo

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Case **Case**
00188659

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Case Detail

Case Number	00188659	**Previous Case ID** 11097313
Case Owner	Robert Riddering	
Account Name	Certo Brothers - West Seneca, NY	
Contact Name	Bill Miller	
Status	Closed	
Category	Electrical	
Priority	3	
Priority Description	System Operational	

Information

Subject	Rapid Route isn't communicating with the PLC. The product stops at 600600.
Description	Rapid Route isn't communicating with the PLC. The product stops at 600600.
Resolution	Reterminate 600600 PPI wiring

System Information

Date/Time Opened	11/30/2009 8:18 PM	**Date/Time Closed**	12/14/2009 4:08 AM
Created By	Robert Riddering, 11/30/2009 8:18 PM	**Last Modified By**	Derek Camp, 1/22/2015 8:45 AM

Comments

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Comments

Public Comment	Name	Date Time
While I was getting a ticket going, Bill said the 600600 line just started and the comms is back between the PLC and Rapid Route. He said he would call back if it starts messing up again. 2:00am- Bill called back and said 600600 isn't releasing product again. I connected to the PLC and started looking through the code. The only reason I can see why this isn't releasing is because it thinks 600700 isn't empty. Bill said that 600700 is empty though. From looking at the code, the PPI count isn't getting out of the negative numbers, so it thinks it isn't empty. Bill said they made a change to the layers for this product on there end and that matbe we need to make a change on our end. I told him I would need to get a hold of the controls engineer to see if that can be done through the PLC or maybe this would be done through the RapidRoute. I called Tony D. back and he did see that it shows in RapidRoute that there is suppose to be 12 layers, but Bill said it was changed to 11 layers. Bill said they will work through this tonight and have the people during the day call back to figure this out.	Robert Riddering	9/22/2014 9:38 AM
Received a call from Bill Miller, he wants a status on what's going on with this issue. Assigned call Mike Raymond.	Silvestre Luevano	9/22/2014 9:38 AM
I reviewed the call per Sly's request: I found it to be the same as 11095598. I called Bill and discussed the details and directed him to CC6 and the 600600 PPI / power supply and wiring back to the PLC. I directed him to I:002/3 with the direction of card slot 2 terminal 3 and directed him to monitor the input when all of the lines are running the 4 PPI inputs should flash at the same fast blink probably almost solid. In the last call replacing the PPI did not correct the issue and actualy made it worse. They are going to locate the input wiring and reterminate to determine if the issue is resolved.	Michael Raymond	9/22/2014 9:38 AM
Follow up with John M. Left V-Mail.	Michael Raymond	9/22/2014 9:38 AM

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