

Case  Case **00189679**

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[« Back to List: Cases](#)

### Case Detail

Case Number  00189679

Previous Case ID  11101932

Case Owner  Bobbie Wilkerson

Account Name  Certo Brothers - West Seneca, NY

Contact Name  John Maddigan (Maint)

Status  Closed

Category  Software

Priority  1

Priority Description  System Down

### Information

Subject  RR not working correctly. Route file not being processed

Description  RR not working correctly. Route file not being processed

Resolution  Customer worked with FANUC to resolve this issue

### System Information

Date/Time Opened  3/17/2010 5:52 PM

Date/Time Closed  3/24/2010 10:44 AM

Created By  Bobbie Wilkerson, 3/17/2010 5:52 PM

Last Modified By  Derek Camp, 1/22/2015 8:47 AM

### Comments

## Comments

Public Comment	Name	Date Time
Can't send truck file because end of run or SKU has not been processed. Turn over to CAPS.	Bobbie Wilkerson	9/22/2014 9:43 AM
21:55 I talked to Bill and he said they have had this issue before. He remembered having to resend the data (route & fanuc) and that seemed to clear the issue up. He had already tried it before calling us but that this time it didn't seem to fix the issue. I had him try to purge and download it again while I was watching. I did see the download come in to <u>D:\RR\FTP\VIP\DOWNLOAD</u> and get processed, I saw files come in to <u>D:\RR\FTP\FANUC\DOWNLOAD</u> and get processed. I called Brad W and he an I talked for about 10 minutes. he hasn't seen this system, I found out it was Mahes that worked on this system. I got mahesh on the phone, he lead me to <u>D:\RR\FTP\FANUC\UPLOAD</u> where there were 7400+ zero byte files (from 2006) and three EOR files from today. It looks like the FANUC system is not coming to get the files. Bill is going to reboot the FANUC system. Bill called back to say rebooting did not help. They are going to call FANUC	Michael Axdorff	9/22/2014 9:43 AM
1-800-477-6268	Tony Dunckel	9/22/2014 9:43 AM
We called Faunc and they would not help John.		

[Back To Top](#)

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