

Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00190841**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00190841

Previous Case ID  11107387Case Owner  Michael ReedAccount Name Certo Brothers - West Seneca, NYContact Name  John Maddigan (Maint)Status  ClosedCategory  ElectricalPriority  3Priority Description  System Operational**Information**

Subject CC-14 Full Pallet Printer is not printing

Description CC-14 Full Pallet Printer is not printing

Resolution  Reseat cables to multiplexor.**System Information**

Date/Time Opened 7/26/2010 10:10 AM

Date/Time Closed 7/28/2010 11:10 AM

Created By Michael Reed, 7/26/2010 10:10 AMLast Modified By Derek Camp, 1/22/2015 8:49 AM**Comments**

Comments

Public Comment	Name	Date Time
Connected to CC-14. Found we hav the proper inputs, but the timers are not timing. Would like to download program. Site will call when they are finished running.	Bobbie Wilkerson	9/22/2014 9:31 AM
Site is finished fo rthe night. Downloading to CC-14. Did not change anything. Will get with day shift, to have them look at the PLC code.	Bobbie Wilkerson	9/22/2014 9:31 AM
John called and said someone was supposed to callhim about this. Please call him on his cell.	Michael Axdorff	9/22/2014 9:31 AM
I reviewed the PLC program and reset the scanner error counters and had John run some pallets through the scanner. Every transmission recieved generated an "Invalid Transmission" error. I tracked that down and found that the number of characters was 8 instead of 10 and the checksum character is the last two digits of the scanner string. John is going to download the configuration to the scanner and test again. John was not able to locate a good scanner configuration file. I continued to review the logic tracking down where the information for the print is entered into the ladder logic. I found that every lable that is scanned does not contain any ID or route information. I escallated to Chris Yoder and discussed the origin of the printable information and he was not sure and offered to take a look and report his findings	Michael Raymond	9/22/2014 9:31 AM
I worked with john to test the system again. John investigated the multiplexor and rearranged the cables. After that the PLC did not receive the scanner code. He moved the cables back and I was able to confirm the scanner data in the ST16 register. I checked the N224 register for that data and it did not exist. John reported that the orders are old and probably not in the PLC anymore. I entered the scanner data into the N217 register bits 7, 8, and 9 in ASCII and had him run a carton and it printed a label. John made a test order for 10 pallets and the robots built the pallets and the data was received into the N217 and N218 registers correctly and it printed the labels for all 10 pallets.	Michael Raymond	9/22/2014 9:31 AM
Looked through PLC Code, but could not find anything before customer ran out of pallets. They will call back tonight. John also mentioned that they found a broken wire going to the MultiPlexor from the Printer. Drawing P040604-14-54C.DWG shows wiring, but not detailed enough to 100% verify he has the connection correct. Logically following the drawings suggests that he has it correct.	Michael Reed	9/22/2014 9:31 AM

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