Dematic Support   ☐ Joe Certo

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00199069

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Case Detail

Case Number	00199069	**Previous Case ID**	11139660
Case Owner	Bud Van Suilichem		
Account Name	Certo Brothers - West Seneca, NY		
Contact Name	John Maddigan (Operations)		
Status	Closed		
Category	Electrical		
Priority	2		
Priority Description	System partially down		

Information

Subject	Truck pallet conveyor printer not printing
Description	Truck pallet conveyor printer not printing
Resolution	Replace Baytech Multiplexor.

System Information

Date/Time Opened	1/9/2012 5:17 PM	**Date/Time Closed**	2/27/2012 4:07 AM
Created By	Bud Van Suilichem, 1/9/2012 5:17 PM	**Last Modified By**	Derek Camp, 1/22/2015 9:04 AM

Comments

Comments

Public Comment	Name	Date Time
John called in requesting further support. They have confirmed that the multiplexor of CC14 pallet scanner was failed. They have replaced the device and configured it based on information from a print out. They ran a test run and I did not see any new diagnostic data in the N15 file. John made a change and ran the last pallet and I did recieve 8 characters that did include some of the label data from that scanner, but not enough to print the lable. They made a change to the multiplexor and ran more pallets durring their next run. I checked the buffer and recieved no new scans. They will contact DataLogic for assistence configuring the new device.	Michael Raymond	9/22/2014 9:24 AM
John worked with Baytech support to confirm the configuration is not related to the format of the message recieved. We ran some pallets and the printer is functioning but it is not putting the pallet number on the label. The format of the data recieved is in decimal and it was in askii is the only difference I can find. They had replaced the C-Box so I requested that they put the old one back in.	Michael Raymond	9/22/2014 9:24 AM
John called in tonight to continue troubleshooting. He said they replaced the printer's comm module today. ST16:20 is where the pallet number ends up. It is currently 0.0 and I never saw it change while they were running. ST16:21 is the Route number, and is 0. ST16:22 is the barcode number. I did not see that change either, although John says the barcode scanner displays the correct barcode when it scans a label. C5:15 is the count of scanner transmissions, and it did increment while I monitored the program. He had some things to look at, and will call back Tues night.	Bud Van Suilichem	9/22/2014 9:24 AM
John called to continue. Monitored ST16 registers, and I don't see any data changing when he tells me a pallet passes by the scanner. I monitored Channel Status for CH0, and see no activity. Scanner connections are shown on drawing P040604-14-54C. Scanner made by Datalogic. Asked him to check cable from the Baytech controller (Multiplexer) to the PLC. May try replacing it. May need to call Datalogic to verify operation.	Bud Van Suilichem	9/22/2014 9:24 AM
John called and says he replaced the multiplexer, but still not printing. Connected to CC-14. Still no data received on CH 0. In the peercomm section, found a comm fault to CC-05, but was able to restart by toggling a bit. Doubt that is related. Conferenced Datalogic in. He confirmed that the scanner is reading correctly. The scanner is connected to a C-box 100, and he suggests that John connect his laptop to the c-box and use hyper-terminal to test comms. He says the Baytech Multiplexer is not by Datalogic, so he could not TS that. 1:45am - John dropped off to test the c-box, and Datalogic dropped off to sleep. I found a manual for the multiplexer online. 2:30am - John says the c-box 100 seems ok. Looks like the Baytech needs to beconfigured, but did not find a drawing with the config settings. Emailed the manual to John, and to John Maddigan in maintenance.	Bud Van Suilichem	9/22/2014 9:24 AM
Connected to CC-14. Saw we were getting the barcode information on ST14:7. Not getting to the printers.	Bobbie Wilkerson	9/22/2014 9:24 AM
John called in. Has the same issue. Suggested they have a tech. come to the site.	Bobbie Wilkerson	9/22/2014 9:24 AM

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