



Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00201722**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00201722

Previous Case ID  11148996Case Owner  Michael Raymond

Account Name Certo Brothers - West Seneca, NY

Contact Name  John Maddigan (Maint)Status  ClosedCategory  ElectricalPriority  3Priority Description  System Operational**Information****Subject** PLC: CC14 Pallet outbound lable print and apply area, Baytech Multiplexor upgrad**Description** PLC: CC14 Pallet outbound lable print and apply area, Baytech Multiplexor upgrade to Data Com MPC.**Resolution**  Modify the ST17 data file.
ST17:10 ^T1^BL^MH07^MD11^M291101005000300Pallet
ST17:11 ^T1291101005000155Route
ST17:12 ^T11E0410000090080
ST17:13 ^T1291100805000010**System Information****Date/Time Opened** 4/26/2012 9:51 AM**Date/Time Closed** 5/2/2012 4:06 AM**Created By** Michael Raymond, 4/26/2012 9:51 AM**Last Modified By** Derek Camp, 1/22/2015 9:10 AM**Comments**

Comments

Public Comment	Name	Date Time
<p>CC14 Pallet outbound label print and apply area. The original issue was reported as the pallet label printer is not printing. I first found that the scanner data was not being received by the PLC. We replaced the Baytech with a spare and it started wiring again.</p> <p>Then the issue reoccurred and we found that the Baytech had failed again.</p> <p>The Baytech is no longer available and they do not have any more spares.</p> <p>They found a Baytech replacement device provided by Data Comm call a MPC and installed the device.</p> <p>Still no print. We proved that scanner data was received and I confirmed that the logic was sending the information to the MPC. Diagnostics in the MPC showed no data received.</p> <p>We replaced the PLC processor with no change. We also downloaded the PLC program using older revisions of the code.</p> <p>We determined the issue is with the MPC and contacted Dick with Data Com 800-432-2638 on multiple occasions and after multiple changes to both the message sent and the configuration of the MPC, The MPC has a host control character of ^T which is default and the PLC messages required the addition of a ^T1 to prefix each of the messages. Once that was set we found data received but no data sent. After more conversations with Data Com we found that a hardware interlock on the communication cable to pin 20 was required to send the data. John jumpered the pin per Dicks recommendation and we confirmed data was sent out the port to the printer but still no print.</p> <p>Further communication with Fox 1V provided little direction as to why there was not print. John captured the data out from the MPC and confirmed that data sent to the printer would print.</p> <p>I conferenced Dick with Data Com and Paty from Fox 1V onto the call and we were able to confirm wiring and data structure. Paty confirmed that the printer needs a ^B to start the message and a E to end the message for each label to print. With her direction I modified that message sent to include the data required.</p> <p>We sent a test label and confirmed a print.</p> <p>John set up a production run and confirmed correct operation.</p> <p>I updated the descriptions in the PLC program and sent John an updated copy.</p>	Michael Raymond	9/22/2014 9:20 AM

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