

Case

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Case Detail

Case Number

Previous Case ID

Case Owner

Account Name

Contact Name

Status

Category

Priority

Priority Description

Information

Subject

Description

Resolution

System Information

Date/Time Opened

Date/Time Closed

Created By

Last Modified By

Comments

Comments

Public Comment	Name	Date Time
<p>I connected to the site, cc-5. Looked up the fault. Invalid destination ID, on the dispatch message received. I traced this back to where it comes from, we are receiving dest 25, constantly..5hr I conf in Ian to look at RR. Ian reset RR process, no change at the PLC. .5hr Reset the PLC, no change. But not getting the constant 25's anymore. unit 702301 won't release. Traced this back to N:68.0 was not 0. set it to zero, and now it releases.</p>	David Pickel	9/22/2014 9:51 AM
<p>Added to a rapid route call. I had issues getting connected but when I was able to connect I was unable to identify a process that I could restart.</p> <p>I looked for other engineers but there were no rapid route experts available. Another engineer asked me to restart the processes and remove the circular buffer.</p> <p>Site said they were almost done and would contact us when it is done. That should be an hour from now.</p>	Ian Dudek	9/22/2014 9:51 AM

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