00215590 ~ Dematic Support			
Dematic Support			Joe Certo
lome <mark>Cases</mark> Cor	ntacts		
Case 00215590 « Back to List: Cases			Printable Vie
Case Detail			
Case Number	00215590	Previous Case ID	11183553
Case Owner	David Pickel		
Account Name	Certo Brothers - West Seneca, NY		
Contact Name	Bill Miller		
Status	Closed		
Category	Software		
Priority	4		
Priority Description	Intermittent Problems		
Information			
Subject	Getting a message, Invaid divert assignme	ent by host. cc-5	
Description	Getting a message, Invaid divert assignme cc-5	ent by host.	
Resolution	Reset the PLC and N:68.0 was not 0. set it to zero, and now it releases.		
System Information			
Date/Time Opened	7/22/2013 10:10 AM	Date/Time Closed	8/8/2013 5:30 AM
Created By	David Pickel, 7/22/2013 10:10 AM	Last Modified By	Derek Camp, 1/22/2015 9:26 AM
Comments			

Comments

Public Comment	Name	Date Time
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, constantly5hr I conf in lan to look at RR. Ian reset RR process, no change at the PLC5hr 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.	David Pickel	9/22/2014 9:51 AM
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.	lan Dudek	9/22/2014 9:51 AM
I looked for other engineers but there were no rapid route experts avalable. Another engineer asked me to restart the processes and remove the circular buffer.		
Site said they were almost done and would contact us when it is done. That should be an hour from now.		

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