Dematic Support | Joe Certo

Home Cases Contacts

Case
00228886

Printable View

« Back to List: Cases

Case Detail

Case Number	00228886	Previous Case ID	11212923
Case Owner	Christopher Peterson		
Account Name	Certo Brothers - West Seneca, NY		
Contact Name	John Maddigan (Operations)		
Status	Closed		
Category	Software		
Priority	1		
Priority Description	System Down		

Information

Subject	A lot of packages are going to reject, line is full
Description	A lot of packages are going to reject, line is full
Resolution	Replaced fuse in Divert 3

System Information

Date/Time Opened	8/18/2014 10:24 PM	Date/Time Closed	8/19/2014 8:37 AM
Created By	Christopher Peterson, 8/18/2014 10:24 PM	Last Modified By	Derek Camp, 1/22/2015 9:42 AM

Comments

Comments

Public Comment	Name	Date Time
Seeing label in rr log, says divert to PAL 7, but customer is saying this is showing up in the reject lane. Got second example label, found the following message: 02:00:13 08-RRRSCHE1 RSC_Info_273 Confirmed label: 906660 at scanner: 101, dvt: 25. (Requested dvt: 3) SORTED FAILED (Seq. # 2145)	Christopher Peterson	9/22/2014 9:54 AM
2:40am - Chris brought me on the call. Tried to connect to the RSC but could not. Modem answers, but does not connect. Had John look at the errors. Getting 331 errors. Told John that the divert is not working. He will get his maint guy up to TS. 3:15am - John called back and said the fuse had fallen out. They are running now.	Bud Van Suilichem	9/22/2014 9:54 AM

Back To Top

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