

Dematic Support

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Case

Case

00242503


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Case Number 00242503

Previous Case ID  11159548Case Owner  Jeffrey PetersonAccount Name Certo Brothers - West Seneca, NYContact Name  John Maddigan (Operations)Status  ClosedCategory  SoftwarePriority  3Priority Description  System Operational**Information**

Subject Sent over the info. None of the "A" routes showed up. Picking status is 0.

Description Sent over the info. None of the "A" routes showed up. Picking status is 0.

Resolution  Download issues. Fanuc robot de-pal system file transfer issue.**System Information**

Date/Time Opened 9/9/2012 4:39 PM

Date/Time Closed 9/10/2012 11:06 AM

Created By Jeffrey Peterson, 9/9/2012 4:39 PMLast Modified By Derek Camp, 1/22/2015 9:15 AM**Comments**

Comments

Public Comment	Name	Date Time
8:40 PM EDT - John determined independently that there was an issue with two products in the same location. He is going to purge, resolve the possible WMS issue and then re-download.	Jeffrey Peterson	9/22/2014 10:05 AM
9:15 PM EDT - John called back to say that he purged and re-downloaded but it still did not help. I connected to the system and reviewed the log messages. 20:53:32 10-OPCHostFanuc Sys_Error_005 Cannot send TRK file to FANUC because End Of Run or SKU file has not been processed. I reviewed the folders under d:\rr\ftp for unprocessed files or evidence of unsent files. I saw a SKU file was processed back on the 6th. I advised John that it will probably need to be re-sent to APPs. He is going to confer with his WMS group. - 9:30 PM		
9:30 PM EDT - Review and Heat call documentation - 9:45 PM EDT		
9:45 PM EDT - I noted that there were 3 EOR files waiting to go over to FUNUC (depal-robot) I called John and speculated about this. Perhaps FANUC is broken and not picking up these files. I thought they might be keeping RR from moving the TRK files to the FANUC folder. John concurred to try moving the EOR files off to the side to see what would happen. I did it and RR deposited 62 .TRK files in their place. Still not working though and these files are not being consumed. John will talk to his IT staff again. - 10:00 PM EDT	Jeffrey Peterson	9/22/2014 10:05 AM
11:15 PM EDT - I reviewed RR . It looks like it is working now. Heat call documentation. I called John to check the status. Left VM - 11:30 PM EDT		

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