

Dematic Support

Joe Certo

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 Case **00245370**
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Case Number 00245370

Previous Case ID 11157346Case Owner Bud Van SullichemAccount Name Certo Brothers - West Seneca, NYContact Name John Maddigan (Operations)Status ClosedCategory ElectricalPriority 3Priority Description System Operational**Information**

Subject Merge not releasing

Description Merge not releasing

Resolution System resolved issue after purge.**System Information**

Date/Time Opened 8/12/2012 6:29 PM

Date/Time Closed 9/11/2012 11:47 AM

Created By Bud Van Sullichem, 8/12/2012 6:29 PMLast Modified By Derek Camp, 1/22/2015 9:14 AM**Comments**

Comments

Public Comment	Name	Date Time
<p>Connected to CC-04. John says he sees an error saying that the merge is waiting for the lower merge, and he thinks that line should be releasing, but is not. Connected to CC-03 and toggled N157:32, and the buffer is releasing now. Merge is still not releasing, but I can toggle the release enable bits and release 1 box at a time. There is a barcode fault on a couple of lines, so we rebooted CC-04. Still have a barcode fault on Lane 5. I released 1 box, and the fault cleared, but the merge still not releasing. John noticed the RR says there is a barcode anomaly fault. 11:15pm - Called Tony, and he will check on that. 12:00am - Tony did not find any anomaly fault, but says there is an issue with a wave that he is looking at. He will research and call John back.</p> <p>1:00am - John called back and said merge stopped releasing again, and RR says updated global sequence to 222. Conferenced Tony on.</p>	Bud Van Suilichem	9/22/2014 9:56 AM
<p>I connected and checked the duplicate label table but did not find and in the CR status. I did some research and found that the merge would not release because it was waiting for labels from Pallet 22 but all the labels at the merge were for 24 and 25. I went into the Label table and found items that were still pending and finished them all by putting in "fake" information. That allowed the merge to go on from pallet 22 and then everything at the merge started moving. I called John and verified.</p> <p>They continue to have the problem. I clear all the rows that have a status of P for the outstanding Pallet and add a Merge Sequence number and a PLC sequence number and change the SortStatus from cr to DN.</p>	Tony Dunckel	9/22/2014 9:56 AM
Site called back, merge stopped again.	David Pickel	9/22/2014 9:56 AM
They called back, merge still not releasing. Worked with Jesse S. saw that wave 1510 was still sorting from earlier in the night. Per Justin ok to complete, we did so but Jesse felt bit on PLC may need to be toggled. Worked with Dave P. logged into CC-04. They needed to get product on the truck so put the merge to manual, running all to reject to get to the door, they will call us back if need be. Sending email to Jesse, Brad, Tony to watch and perhaps proactively prevent problems tonight.	Eric Thorsen	9/22/2014 9:56 AM
Left follow-up message for John.	Eric Thorsen	9/22/2014 9:56 AM

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