

Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00249285**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00249285

Previous Case ID  11215042Case Owner  Jamie ChrismanAccount Name Certo Brothers - West Seneca, NYContact Name  John Maddigan (Operations)Status  ClosedCategory  ElectricalPriority  3Priority Description  System Operational**Information**

Subject Bit toggled in lane 21 in CC3. West Upper Lane 14 will not release

Description Bit toggled in lane 21 in CC3. West Upper Lane 14 will not release

Resolution  Toggled N157.12**System Information**

Date/Time Opened 9/15/2014 5:12 PM

Date/Time Closed 9/23/2014 12:18 PM

Created By Jamie Chrisman, 9/15/2014 5:12 PMLast Modified By Derek Camp, 2/28/2015 1:03 PM**Comments**

**Comments**

Public Comment	Name	Date Time
Toggled the bit N127.32 form a 2 to 1 and the line did not relase. After some digging John reported that only BM 2221 would not release on the system. It manually moved this is West Upper Lane 14 BM+2221 will not release the site reported that they had a error on RR. engaged TSS for support;  I found that there is upper and lower. I went and toggled N157.12 and then it was releasing	Jamie Chrisman	9/22/2014 9:56 AM
9:45 PM EDT - Assisted. Reviewed Rapid Route. - 10:00 PM EDT	Jeffrey Peterson	9/22/2014 9:56 AM

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