Dematic Support   Joe Certo

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11260047

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Case Detail

Case Number	11260047	Previous Case ID	
Case Owner	Thomas Harris		
Account Name	Certo Brothers - West Seneca, NY		
Contact Name	John Maddigan (Operations)		
Status	Closed		
Category	Software		
Priority	2		
Priority Description	System partially down		

Information

Subject	bc line all going to reject
Description	a line is working ok bc goes to reject
Resolution	rr issue

System Information

Date/Time Opened	6/23/2015 11:38 PM	Date/Time Closed	8/3/2015 11:24 PM
Created By	Thomas Harris, 6/23/2015 11:38 PM	Last Modified By	Michael Raymond, 8/4/2015 7:54 AM

Comments

Comments

Public Comment	Name	Date Time
'released all lanes' from merge view in rapidroute, reset scanner and cases diverted again to BC.	Thomas Harris	6/24/2015 11:39 PM
Technical Response - John had nothing diverting to BC lane from the merge. He said batch 9 had all gone to reject and he thought he had batch 10 or 11 at the scanner doing nothing. I ran the label example he gave me (902074) but couldn't determine from that what the problem was. John walked out to the floor to verify what batch was at the scanner and he had me release all lanes from the merge view in rapidroute. It took a little while for each merge lane to release but once we got to 7, things started diverting again to BC. I think in the meantime, he had also reset the scanner. We waited for it to release all 14 merge lanes and he thinks it will be fine now. He said he would call us back if he had any further issues.	Roland Steudle	6/24/2015 1:17 AM
connected to rr found the cases he gave me out of batch 901631 901542 and 901534. site says they had this before and a tech came to site . plugged laptop to scanner and found a parameter missing.	Thomas Harris	6/24/2015 1:17 AM

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