

Dematic Support

Joe Certo

Home

Cases

Contacts

Case

Case

11278327

[Printable View](#)

« Back to List

Case Detail

Case Number	11278327	Previous Case ID	
Case Owner	Jamie Chrisman	Escalated	
Account Name	Certo Brothers - West Seneca, NY	Case Origin	Phone
Contact Name	Bill Miller		
Status	Closed		
Category	Electrical		
Priority	3		
Priority Description	System Operational		

Information

Subject	CC02 east buffer needs to be reset
Description	CC02 east buffer needs to be reset within the program
Resolution	Re-synced the sequence numbers in the PLC

System Information

Date/Time Opened	11/24/2015 8:22 PM	Date/Time Closed	11/30/2015 12:20 PM
Created By	Jamie Chrisman , 11/24/2015 8:22 PM	Last Modified By	Jamie Chrisman , 11/30/2015 12:20 PM

Comments

Comments

Public Comment	Name	Date Time
I checked the database immediately as there were some duplicate label messages in the scrolling log. That was not the issue though, as it was last night. Sequence numbers were off and when Bud got the merge releasing, then John said it was releasing 3 cartons at a time, putting a label on every third carton. Eventually this worked itself out but I did not see any database errors. I did, however, see some latency messages just over 649000 ms in the scrolling log.	Roland Steudle	11/26/2015 12:23 AM
10:30pm - John called back and said the East lower was not releasing. Connected to CC-02, and toggled N157:32, but it still didn't release. Followed logic back to the Buffer Release program, on rung 90. Buffer was not releasing because N35:[N37:6] was at 1, same as N157:131. I changed N35:[N37:6] to 0, and it began releasing 3 cartons at a time, instead of 1. As I was looking for the reason why, John suggested letting it run like that, in hopes that it would work itself out. Ran for a minute or 2, then it did start releasing only 1. Then he found that the West Upper was not releasing. Went through the same procedure and Changed N25:[N37:12] in CC-03, Buffer Release program, rung 391, from 1 to 0. Buffer then began releasing. Can't really say what is causing all these issues, except I believe it to be an intermittent communications loss. The VPN tunnel has gone down 3 times in the last 2 days, and if internal network messaging drops out while they were running, I would expect that things could get out of sequence in the PLCs. John asked me to send him a copy of our notes. 12:15am - Ended call.	Bud Van Suilichem	11/26/2015 12:11 AM
8:26 pm MST - John Maddigan (Maintenance) called from site. Informed me that they were having the same issue. (Created case/ticket # 11278443.)	Georgia Sevcik	11/25/2015 11:18 PM
8:33 pm MST - Called Bud Van Suilichem, from Grand Rapids - connected Bud with John.		
Technical Response connected to rr	Thomas Harris	11/25/2015 8:16 PM
Ian took a callback, but the VPN is down. He reported it to the help desk. I opened the PLC code, and am watching for the VPN to come back. Vpn came back and I connected to CC-03. Tom connected to RR. As we were looking at it, Bill said it was releasing normally. He will call back if needed.	Bud Van Suilichem	11/25/2015 7:56 PM
It is happening again but to CC03 now on lane 1. All engineers are unavailable. Controls engineer said it was the 3rd party database issue.	Ian Dudek	11/25/2015 7:26 PM
Worked with Anothny from Certo Brothers. I looked though rapidroute and it looks like it is working correctly. They are saying with that seeing sequence number of 0 on the control panel. Brought Dave Pickel on the line. We decided to reboot the app server. The customer said it looks better and we dropped off the line.	Manveer Hira	11/25/2015 10:33 AM
9am, many brought me on the call. I connected to the PLC's cc2 & cc3 1hr.	David Pickel	11/25/2015 9:52 AM
John called back and said the West Upper Buffer was not releasing. Tried to connect to CC-3, but VPN is down again. Called help desk to restore the VPN. 6:50am - VPN back up now. Connected to CC-03, and called John back. No answer, left VM.	Bud Van Suilichem	11/25/2015 6:24 AM

☐ [Back To Top](#)

 Always show me ☐ [more](#) records per related list