NexGen® Controller Errors & Flags

Easy Automation, Inc. User Guide
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NEXGEN CONTROLLER

In the Orders window, you'll see your orders. There are several flags that can appear.

Red Flag

A red flag means there are ingredients that do not have an origination bin assigned to them.

1. Double click on the order. The items missing bins are highlighted in red.

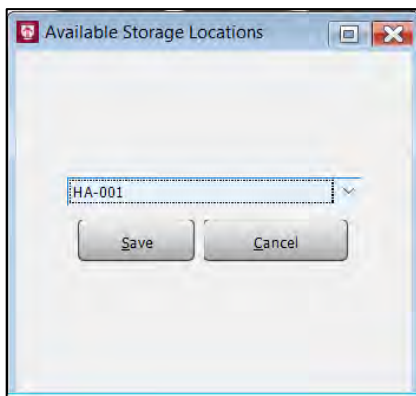2. Select the ingredient from the list and then click "Ingredient Maintenance."

3. Add the bin location.

Click the "Add" button.
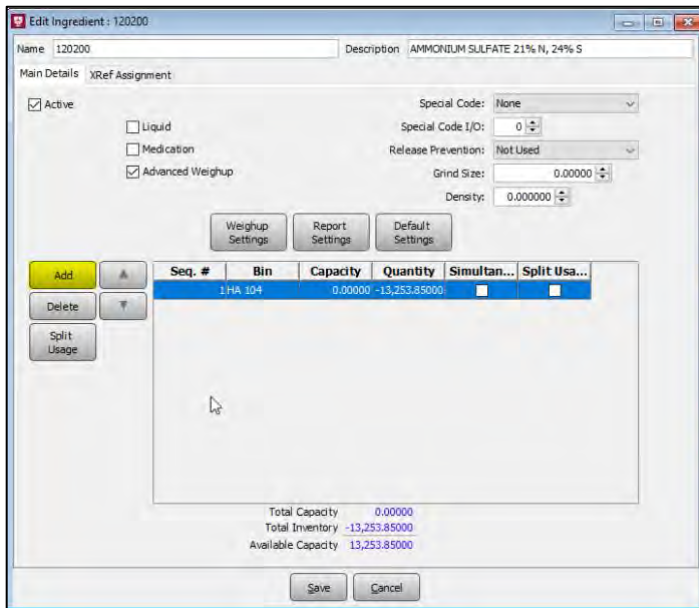
Choose the bin location from the drop-down menu and "save".

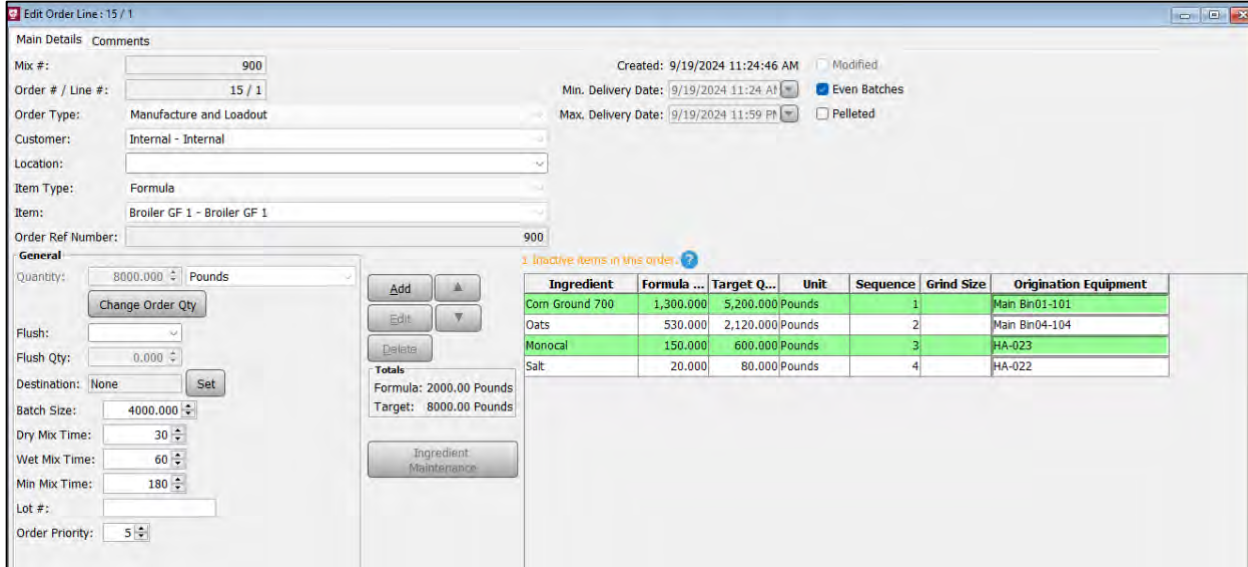Only bin locations that are unassigned / available for use will be listed.

Click "save", then "save" again.

Continue on to assign bins for any remaining ingredients. Click "save" on the order.

Orange Flag 🚩

The orange flag means that something in the order is set as inactive. Double click on the order and it will show you how many things are set as inactive.

If you hover over the message, it will tell you which item it is.

You will need to correct it by clicking the "Ingredients" button.

Click on the "View Inactive" checkbox.

Find the ingredient, click it once to highlight it, then click "Set Active."

Pink / Purple Flag

The pink flag means there is a site comment on this order. Double click on the order to open it. Click on the "Comments" tab to see the comment.
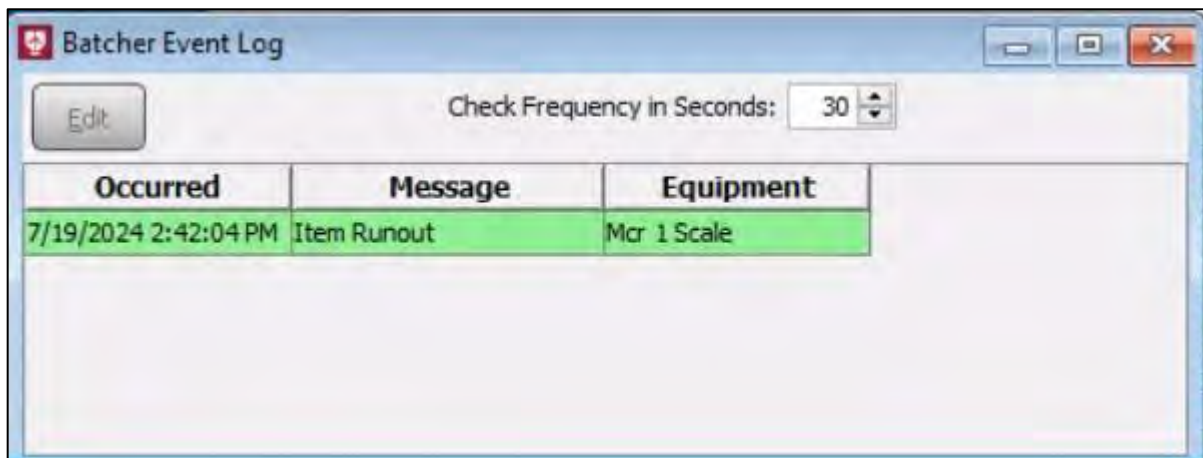
ADDRESSING ERRORS IN NEXGEN CONTROLLER

Errors will show up in the Batcher Event Log.
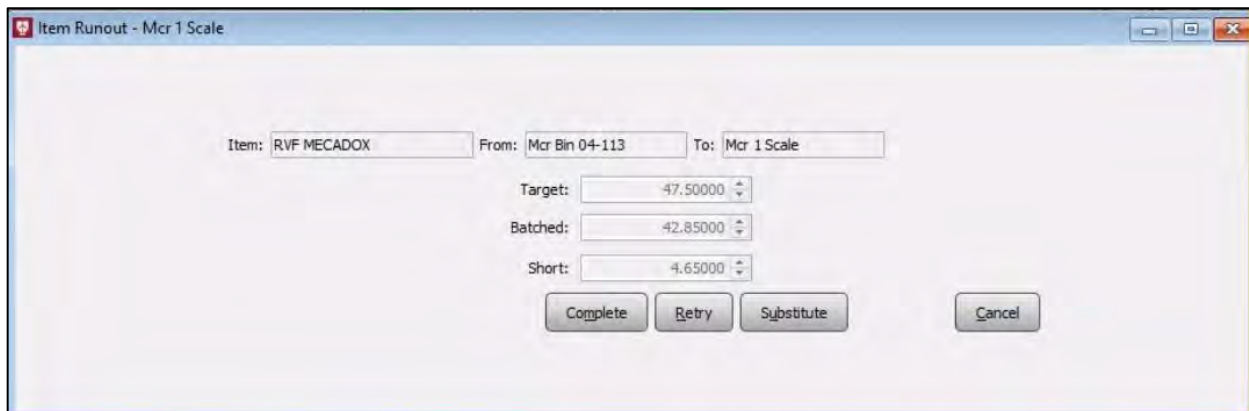
Item Runout / Substitution

Double click on event in table.

Selecting "Complete" will accept the current batched amount and move on.

Selecting "Retry" will bump the augers or try again if you refill the bin and are ready to resume.

Selecting "Substitute" will allow you to select a different origination bin for the ingredient or substitute a different ingredient.

Click "Substitute".
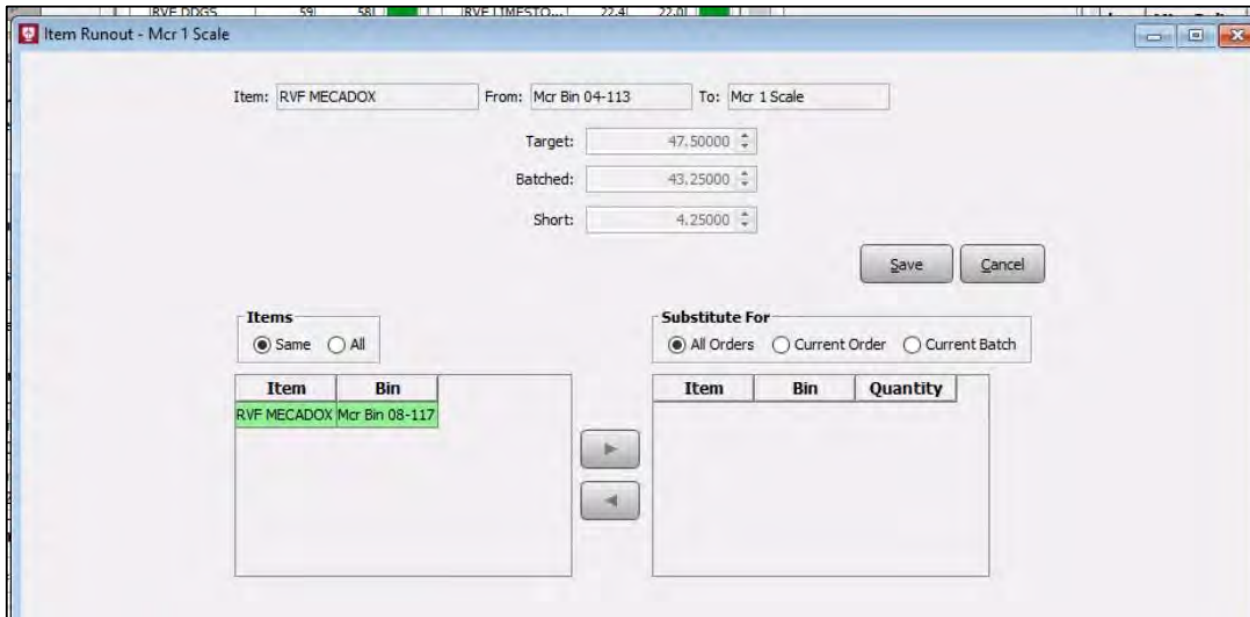
If you are substituting a different ingredient, you'll click the "All" button. Select your ingredient, then click the arrow to move it to the right. It will ask how much you want to substitute. Click OK.
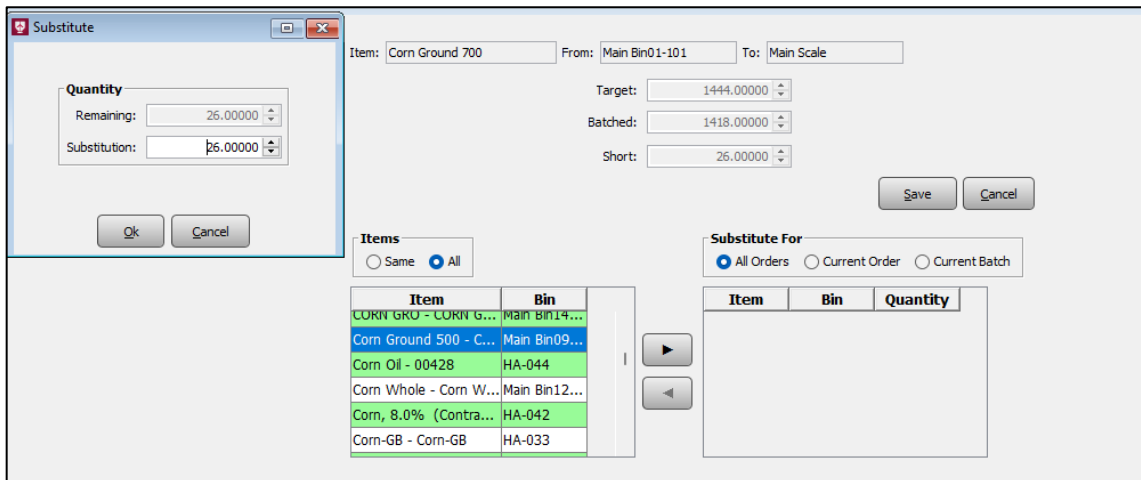
You also want to then select if you want it to substitute this for all orders going forward, just the current order, or just the current batch. Click "Save."

Over Tolerance

Double click on the event in the table.

Selecting "Complete" will accept the current batched amount and move on.

Selecting "Reweigh" will capture the scale weight again.

Selecting "Cancel" will close the window and the error will persist.

Negative Weight Fluctuation

Double click on the event in the table.

On the pop up, select "Retry" or "Cancel."

Selecting "Retry" will capture the scale weight again.

Selecting "Cancel" will close the window and the error will persist.