

AGV Control Panel

Use this page when something on the AGV Control Panel is not going the way you expect.

How to use it: find the part of the panel you are looking at (the parts are listed in the same order as on the screen), find your problem in the *If something is wrong* list, and do the steps. If your problem is not listed, go to the last part, *Asking for help*.

Three rules that solve half of all problems:

- **Press Refresh first** (the round-arrows button in the section). Sections do not update by themselves unless *autoupdate* is ticked.
- **Read the pop-up before you confirm.** Every button that changes something asks you first.
- **Do not guess.** If you are not sure which button is right, ask before pressing.

Station Buffers 23	<
Work Order Items For Delivery 33	▼
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1. Station Buffers

What you see. One line per station (one line per person). The coloured badge says whether the person is at work (`present`), has a shift later today (`scheduled`) or has no shift today (`absent`). The numbers say how much work is already waiting at that station and until when the person will be busy. Click a line to see the work orders behind the numbers.

What you can do. Look, search and filter. Nothing here changes anything.

Station Buffers 23							<
	☐ autoupdate	Search user / station / ...	☐ only present	☐ only with work	Expand all	23 of 23 stations · 20 present · budget 8h 00m	Sep 28, 2026, 09:18:03
Station	Presence	In buffer now	Busy until	Incoming	Committed	Busy until (all)	
> Janez Novak Janez Novak · S008	present	1x 25h 00m	Wed, 09/30 02:18 PM	0x —	25h 00m (312.5%)	Wed, 09/30 02:18 PM	

If something is wrong:

- **A station is missing.** The person has no shift today, or the station is not set up for AGV. Check the shift calendar first. If the shift is there, ask support.
- **Red text `no AGV node` under a station.** The robot cannot deliver there. Ask support to link the station's location to an AGV node.
- **A red box above the table.** The automatic planner has switched itself off because of a setting. Copy the text and send it to support. Deliveries can still be made by hand (parts 2, 3 and 5).
- **The bar is red (100 % or more).** The station is full. The planner will not send more material there until the person works some off. If it must go now, plan it by hand (parts 2, 3 and 5).
- **Badge says `absent` but the person is here.** The shift calendar is wrong. Have the shift entered; the planner only counts people with a shift.
- **The hourglass icon.** The time shown runs past all known shifts. It is the earliest possible time, nothing is broken.

2. Work Order Items For Delivery

What you see. Work order items that *could* be delivered by the robot but are not planned yet. Normally the planner takes them from here by itself.

What you can do. Press **Create** in a line, then **Create** again in the pop-up. The item becomes a *delivery item* and moves to part 3.

The screenshot shows a software interface titled 'Station Buffers'. Below the title is a section 'Work Order Items For Delivery' with a red badge showing '40'. A timestamp 'Sep 28, 2026, 09:19:59' is displayed. Below this is a table with the following columns: Work Order, Product, Location, Destination, Node, Boxes, Planer Expected, and a final column for the item name. The first row of data is: DN-03358-2026/13, IOLITER-8xACC, S1/W01/07/05, Janez Novak, S014, 1, 2026-09-03 09:39:16, and Janez Novak. To the right of the table is a 'Create delivery' pop-up window. It contains the text 'create delivery to Janez Novak for Work Order Item DN-03358-2026/13' and a 'Create' button. A mouse cursor is clicking the 'Create' button in the pop-up.

Work Order	Product	Location	Destination	Node	Boxes	Planer Expected	
DN-03358-2026/13	IOLITER-8xACC	S1/W01/07/05	Janez Novak	S014	1	2026-09-03 09:39:16	Janez Novak

If something is wrong:

- **The work order item is not in the list.** Check these four things:
 1. Is the material at the wall (in the AGV warehouse)?
 2. Is its next operation an AGV operation?
 3. Does that operation have a station (resource) assigned?
 4. Is it perhaps already planned? Look in parts 3, 5 and 6.
- **Message `Assigned resource on technology not available...`**. The operation has no station. Assign the station on the work order item, then try again.
- **Message `some OPFB's are still assigned in AGV cart`**. A box of this item is still registered on a cart in the system. Go to part 4, find the box and remove it there. Do this only if the box is really not on that cart.
- **Red warning triangle next to the work order number *[Upcoming]***. The material has been at engraving longer than allowed. Check with engraving before you send it.

3. Delivery Items

What you see. Delivery items that are planned but not on a mission yet. A mission is one cart trip.

What you can do. Press **Mission**, choose a mission in the list (it shows the mission number and how many of the 8 slots are used), press **Add**. The item moves to that mission in part 5.

Delivery Items 17

Sep 28, 2026, 09:22:33

Id	Work Order	Product	Location	Destination	Node	Boxes	Due from	Due to	Planer Ex	Actions
129275	DN-05702-2026/2	PS-220W-L1B2fL-56V	W02/TLA	Aljaž Dušak	S31	1	2026-09-28 09:22:05	2027-02-09 06:59:21	2027-02-06:59:21	Add delivery to agv mission AGV MISSION Add Mission
129313	DN-03450-2026/4	DS-CLAMP-1000DC	S1/ W02/03/04	Petra Bedeković	S011	1	2026-09-28 09:22:04	2026-11-04 07:06:09	2026-11-07:06:09	Mission

If something is wrong:

- **The list of missions is empty.** Either there is no mission in preparation (make one in part 5, button **Create Mission**) or every mission is too full for this item's boxes.
- **The item keeps jumping between here and a mission.** The planner is moving it. This is normal today. *[Upcoming]* Items you add to a mission by hand stay there.
- **Message Delivery ... is already started.** That mission is already on its way. Refresh and choose another mission.
- **Message Delivery item is not free to be assigned** *[Upcoming]*. Somebody (or the planner) just moved the item. Refresh and look for it in part 5.

4. Carts

What you see. Every AGV cart with its 8 slots. Green blocks are boxes the system believes are on the cart. The label reads *box – work order item – wall location*. The section loads when you open it; press **Refresh** to reload.

What you can do. Check what is on a cart. Move the mouse over a box and press **x** to remove the box from the cart *in the system only*. The real box is not touched.

Figure 5 – placeholder: one cart with a box hovered and the x visible.

If something is wrong:

- **A box is shown but is not on the cart in reality.** Hover the box, press **x**. Then continue with what you were doing (for example part 2, *Create*).
- **A box is on the cart in reality but not shown.** Do not add it by hand. The runner must load it through the loading task; ask the runner.
- **A label shows ???**. Press Refresh. If it stays, tell support the cart number and box number.
- **You cleared a box of a mission that is driving.** Tell the runner and the operator of that station at once; the box will not be expected at the station.

5. Agv Missions

What you see. Missions that are being prepared. They are not started; no runner and no robot knows about them yet. Each line shows the cart (or **No cart**), the load (for example **5 / 8**) and the delivery items on it.

What you can do.

- **Create Mission** – a new, empty mission.
- **Pencil** next to the cart – choose a free cart, press **Apply**.
- **Remove** in the item list – take an item off the mission (it goes back to part 3).
- **Start** – send the mission to the runner. Confirm the pop-up.
- **Delete** – remove the mission; its items go back to part 3.

To send a mission on its way, do this:

1. Check the items on it (the item list under *Deliveries*).
2. Attach a cart with the pencil, **Apply**.
3. Press **Start**, then confirm.
4. The mission moves to part 6 with status *Waiting for material*. The runner now gets the task *Runner Load Cart. [Upcoming]* The runner also gets a violet alert on the screen.

2297		AGV-01499-2026	No cart	3 / 8	DN-05518-2026/2	SIRIUSIr-HD-16xSTGS	S1/W01/06/07	Slavi Kovač	S013	2	2026-10-01 12:33:09	Remove
		Work Order		Product	Location	Destination	Node	Boxes	Due to			
		DN-04350-2026/9		SIRIUSI-PWR-MCTS2	S1/W02/02/03	Location 1	S008	1	2026-09-28 11:00:00	Remove		
		DN-03892-2026/4		SIRIUSI-XHS-4xHV-4xLV	S1/W02/02/04	Location 2	S011	1	2026-09-30 06:15:00	Remove		
		DN-06008-2026/2		DS-REM-CTRL	S1/W02/05/04	Location 3	S016	1	2026-09-28 11:58:45	Remove		
										Start Delete		

If something is wrong:

- **Start is grey.** The mission needs a cart **and** at least one box. Attach a cart; if the load shows **0 / 8**, the items have no boxes – check the work order.
- **Message **Invalid cart**.** The cart is on another mission or is not an AGV cart. Press the pencil again to reload the list and pick another one.
- **No free cart in the list.** All carts are out. Wait until a mission in part 6 is *Closed*, or force close a stuck one (part 6).
- **Message **Mission is already in progress!** or **Mission already started**.** Somebody started it meanwhile. Refresh; you will find it in part 6.
- **Message **Mission has no cart assigned** [Upcoming].** Attach a cart first.
- **The planner put the wrong items together.** Press **Remove** on the items you do not want; they go back to part 3 and the planner may place them elsewhere.
- **A mission is empty and useless.** Press **Delete**.

6. Active AGV Missions

What you see. Missions that are being loaded, driving or coming back. Tick **autoupdate** so the list refreshes every 5 seconds. Each mission shows its status and its items with their status.

What you can do. Move the mouse over an item to see three small buttons, and use the red **x** in the table header to force close the whole mission.

Button	Use it when
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? Abort	The station no longer needs the item; the robot should skip it
« Return to wall	The item is <i>Failed</i> and its boxes are physically back on the wall
» Manually deliver	The boxes reached the station but the item did not finish in the system
red × Force close	The mission cannot be finished normally (robot stuck, cart lost)

□ Figure 7 – placeholder: an item line hovered, the three buttons and the red × marked.

How each button works:

- **Abort.** Confirm. The item becomes *Failed*, the robot continues to the next stop, the boxes come back with the cart. Not possible after the material was already transferred.
- **Return to wall.** Tick every box in the list as you check it is back on the wall, then confirm. The item is free again (status *New*) and can be planned anew.
- **Manually deliver.** Tick every box, check the location (change it if the boxes ended up somewhere else), confirm. The item is finished and the material is booked to that location.
- **Force close.** Read the warning. Tick **send home** if the robot is still out with the cart. Confirm. All open items are closed and booked to their destination, the mission is *Closed*. Check the real stock afterwards.

If something is wrong:

- **Status stays *Waiting for material*.** The runner has not finished loading. Ask the runner about the task *Runner Load Cart*.
- **An item stays *Delivered* for a long time.** The robot is at the station but nobody accepted the delivery. Remind the operator; after the time limit the item fails by itself.
- **An item is *Failed*.** The operator declined, did not answer in time, or the item was aborted. When the cart is back, the runner gets the task *Escalate Cart* to bring the boxes to the wall. After that, use **Return to wall** if the item is still shown.
- **Status *Partially delivered*.** Some items failed; the runner must finish the *Escalate Cart* task. Then the mission closes.
- **Message *Delivery is already moved*.** The material was already transferred; there is nothing to abort. Use **Manually deliver** if the item is still open.
- **Message *Work order item has already been transferred*.** The item cannot go back to the wall because its material is no longer there. Ask support.
- **Red message *failed to send home* after **Force close**.** The robot did not get the command. Send it home from the *AGV Robots* page (move vehicle) or ask the robot operator.
- **A warning triangle in the top bar of the screen [Upcoming].** The live connection to the server is down; what you see may be old. Press Refresh or reload the page (F5). The triangle disappears by itself when the connection is back.

7. Outside the panel – who does what

- **Runner** (warehouse): gets *Runner Load Cart*. Scans the cart, loads each box into the slot shown on the screen, brings the cart to the pick-up point, scans the station and confirms. Then the robot leaves.
- **Operator** (station): gets the prompt **Accept AGV Delivery** with a countdown and the buttons **Accept** and **Decline**. After accepting, takes the boxes off the cart and confirms them.
- **Runner** again, at the end: if items failed, gets *Escalate Cart* and brings the boxes back to the wall.

8. Words and statuses

Mission (one cart trip):

Status	Meaning
New	Being prepared (part 5)
Waiting for material	Runner is loading
In progress	Robot is driving the stops
Returning	All stops done, cart coming back
Partially delivered	Cart back, some items failed
Closed	Finished

Delivery item (one work order item on a trip):

Status	Meaning
New	Planned, waiting
Assigned	On a mission that has not started
In progress / In transit	Robot is driving to its station
Delivered	Robot arrived, waiting for Accept
Confirmed	Operator accepted, unloading
Completed / Closed	Done, material booked
Failed	Not delivered; needs Return to wall or Manually deliver

Other words: **box** = one container of material (serial number `OPFB-...`); **cart** = trolley with 8 slots; **station** = the workplace of one person; **node** = the point on the robot's map that belongs to a station; **planner** = the automatic process that plans and groups deliveries.

9. Asking for help

When you contact support, send this information, and the problem is usually solved in one go:

1. Which part of the panel (1 to 6) and which button you pressed.
 2. The mission number (`AGV-...`) and the work order item number (`DNS-...`).
 3. The box number (`OPFB-...`) and the cart number, if boxes are involved.
 4. The exact text of the message on the screen (a screenshot is best).
 5. What you expected to happen and what happened instead.
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