

BST Eltromat France SARL Impasse de la Noisette - CE402 F-91374 Verrières le Buisson Tél.: +33 1 69 20 07 41 Email: bstfrance@bst.group Web: https://www.bst.elaxis.group/	TAGEOS XXX 515 Rue Alfred Nobel 34000 Montpellier France
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Ticket number:	E1847
Customer order:	
Machine customer name:	IConnect_2022-053
Tiket type:	REMOTE
Assign to:	RelR -> richard.relin@bst.group
Ticket date:	2023/11/07
Material:	VIDEO_Tubescan_DS
SN:WA:	42.2088_ASO083679
Installation date of material:	2022/03/25
Teamviewer:	926 777 949 / v15
PC model:	
Original Application Version	7.4.8.23

Start date of visite	2023/10/27-13:10
End date of visite	2023/11/07-08:11
Reason:	All 4 systems were running slow after stop for defect even though there were no more defects. The letter S visible was visible on graphical queue.
Actions:	Reloaded backups, and told operators to not use old jobs, if they do and this happens they are to create new job.
Remarks:	
Status:	open --> Need to close the ticket
Billing:	no_charge

Customer_comment(s)

Customer signature:

BST eltromat FRANCE signature: