

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/	Amcor Sélestat ACU300506 M. Philippe Knoepfli Rue Frederic Meyer 67600 Sélestat France +33 3 88 58 32 08 philippe.knoepfli@amcor.com
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Ticket number:	E2460
Customer order:	
Machine customer name:	362
AR:	AR_ASO022948
Tiket type:	REMOTE
Assign to:	NguJ -> jean-baptiste.nguyen@bst.group
Ticket date:	2025/03/10
Material:	REGISTER_R20
Type:	REGISTAR 20
SN.WA:	ASO022948_WA19379
Installation date of material:	
Teamviewer:	184 601 142 v.12
PC model:	C6920-1039-0030
Original Application Version	3.5.0 built on 2015-12-09

1 day(s) of intervention calculation

2025 / 2025	Mon.10/03
AM Start	13:50
AM End	
PM Start	
PM End	17:08

Start date of intervention	2025/03/10-13:50
End date of intervention	2025/03/10-17:08
Reason:	Bonjour, Nous avons une URGENCE sur notre machine N°362. Le Registre BST de la machine ne fonctionne plus. Le pc démarre, on voit défiler le bios et puis tout de suite une page « BST Eltromat » s'affiche et plus rien. Pouvez-vous nous aider.... C'est URGENT (ci-joint quelques photos) CFAST card looks defective
Actions:	Customer had spare IPC with Cfast not configured. Cfast card using from spare IPC. Using backup from 2024_05_16_HMI3.5.0_WA19379_Jbn.zip With new CFAST must do a manipulation in properties->PLC->unchecked runtime system ->apply stop twincat restart twincat checked back
Solution:	3 hours remote
Remarks:	
Ticket status:	solved

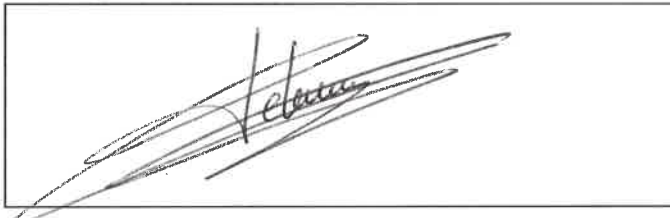
Comment(s)

(If fields are not visible please open PDF file with Google chrome or Microsoft edge navigator or update your navigator)

Customer signature:

Name:

Date :



BST eltromat FRANCE signature:

Name:

Date :



ATTACHED CALL'S FILE(S)

[Email exchange 10/03/2025](#)

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