

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.elxis.group/	GRAVIC HUNGARY Domokos VASS HONGARY +36302463892 d.vass@gravicgroup.com
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Ticket number:	E2237
Customer order:	
Machine customer name:	VEGA
AR:	
Tiket type:	REMOTE
Assign to:	NguJ -> jean-baptiste.nguyen@bst.group
Ticket date:	2024/10/01
Material:	VIDEO_Tubescan_DS
Type:	DS220
SN:WA:	42.2314
Installation date of material:	2022/09/30
Teamviewer:	1 017 764 202
PC model:	OptiPlex 3080
Original Application Version	7.4.57.20297

16 day(s) of intervention calculation

2024 / 2024	Tue.01/10	Wed.02/10	Thu.03/10	Fri.04/10	Sat.05/10	Sun.06/10	Mon.07/10
AM Start	16:39						
AM End							
PM Start							
PM End							

2024 / 2024	Tue.08/10	Wed.09/10	Thu.10/10	Fri.11/10	Sat.12/10	Sun.13/10	Mon.14/10
Drive time							
AM Start							
AM End							
PM Start							
PM End							
Drive time							

2024 / 2024	Tue.15/10	Wed.16/10
Drive time		
AM Start		
AM End		
PM Start		
PM End		14:59
Drive time		

Start date of intervention	2024/10/01-16:39
End date of intervention	2024/10/16-14:59
Reason:	blue screen, your device ran into a problem and needs to restart
Actions:	HDD looks defective. Stéphane mariette (SRAMAG) is on site, will bring PC to france, to repair PC DELL technician changed motherbaord
Solution:	
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 :


16/10/2024 15:01

ATTACHED CALL'S FILE(S)

[dell service report](#)

