

|                                                                                                                                                                                                                                                                                       |                                                                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>BST Eltromat France SARL</b><br>Impasse de la Noisette - CE402<br>F-91374 Verrières le Buisson<br>Tél.: +33 1 69 20 07 41<br>Email: <a href="mailto:bstfrance@bst.group">bstfrance@bst.group</a><br>Web: <a href="https://www.bst.elexis.group/">https://www.bst.elexis.group/</a> | <b>Etik Ouest</b><br>ACU231796<br>Mm Julien AUBRON<br>ZA, Route des Borgnières<br>85300 Soullans<br>France<br>+33 2 51 49 17 27<br>jaubron@etikouest.com |
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|                                |                                    |
|--------------------------------|------------------------------------|
| Ticket number:                 | E2425                              |
| Customer order:                | CDE CLIENT BPA du 18022025         |
| Machine customer name:         | F7                                 |
| Origin BST France order:       | 232320                             |
| AR:                            | AR ASO101247                       |
| Tiket type:                    | INTERVENTION                       |
| Assign to:                     | DarA -> amaud.darcel@bst.group     |
| Ticket date:                   | 2025/02/13                         |
| Material:                      | VIDEO_Tubescan_DS                  |
| Type:                          | TubeScan 430 4000 / M2032aC 0.1111 |
| SN:WA:                         | ASO101247_50.2780                  |
| Installation date of material: | 2023/12/15                         |
| Teamviewer:                    | 854 334 012 / v15                  |
| PC model:                      | OptiPlex 3090                      |
| Original Application Version   | 7.4.57.20297                       |

2 day(s) of intervention calculation

| 2025 / 2025 | Wed.26/03 | Thu.27/03 |
|-------------|-----------|-----------|
| Drive time  | 2         | 0.5       |
| AM Start    | 15:30     | 08:30     |
| AM End      |           |           |
| PM Start    |           |           |
| PM End      | 18:00     | 10:30     |
| Drive time  | 0.5       | 5         |

|                            |                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Start date of intervention | 2025/03/26-15:30                                                                                                                                                                                                                                                                                                                                             |
| End date of intervention   | 2025/03/27-10:30                                                                                                                                                                                                                                                                                                                                             |
| Reason:                    | <p>Unhandled exception has occured in your application. If you click Continue, the application will ignore this error and attempt to continue. If you click Quit, the application will close emmediately.<br/> Failed to open camera 'FF016784'</p> <p>no access to camera FF016784 in ImpactControlCenter</p>                                               |
| Actions:                   | <p>ask to plug camera master on USB plug in front PC</p> <p>make new camera driver installation with deviceConfigure</p> <p>Current on is Balluff version 3.0.3 to uninstall<br/> new installation driver 3.4.0<br/> -&gt;Device configure to update firmware from online firmware package (2.5.4-&gt;F.60.97.0)</p> <p>need to replace defective camera</p> |
| Solution:                  | Remplacement camera 1 (2ELEC468027-AR - TubeScan Spare camera 2K)                                                                                                                                                                                                                                                                                            |
| 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)

Remplacement camera 1 (2ELEC468027-AR - TubeScan Spare camera 2K)

Customer signature:

Name: **M. Julien Aubron**

Date : **27/03/2025**



jeudi 27 mars 2025 10:34:55

BST eltromat FRANCE signature:

Name: **M. Arnaud Darcel**

Date : **27/03/2025**



jeudi 27 mars 2025 10:35:44

**ATTACHED CALL'S FILE(S)**

|                                                                                                                     |                                                                                                                                  |                                                                                                                                             |                                                                                                                        |                                                                                                                                   |
|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">error message</a><br>  | <a href="#">camera initialization error</a><br> | <a href="#">firmware update with last driver 3.4.0</a><br> | <a href="#">Offre_250213-0297</a><br> | <a href="#">CDE CLIENT BPA du 18022025</a><br> |
| <a href="#">View alignment</a><br> | <a href="#">View Touch</a><br>                  | <a href="#">View alignment-zoom</a><br>                    |                                                                                                                        |                                                                                                                                   |