

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.elexis.group/	Wipak 231056 M. Eric Ghesquier Drèce des Bois 59166 Bousbecque France +33 6 07 01 64 56 eric.ghesquier@wipak.com
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Ticket number:	E2602
Customer order:	
Machine customer name:	W&H
AR:	
Tiket type:	REMOTE
Assign to:	NguJ -> jean-baptiste.nguyen@bst.group
Ticket date:	2025/06/25
Material:	VIDEO_IPQ_Center
Type:	iPQ center
SN:WA:	ASO084823_WA0021887
Installation date of material:	2022/12/05
Teamviewer:	948 990 832 / v12
PC model:	IPC-BG-BKA-BSTE03.0-3-A
Original Application Version	2.17.9

3 day(s) of intervention calculation

2025 / 2025	Wed.25/06	Thu.26/06	Fri.27/06
AM Start	08:29		
AM End			
PM Start			
PM End			15:02

Start date of intervention	2025/06/25-08:29
End date of intervention	2025/06/27-15:02
Reason:	visualisation on camera 100% black. in sysconfig, only 1 camera is visible, camera 2 not visible
Actions:	- Checked illi motor OK - unpower only camera 2 do not help - unpower full system - when we invert camera cable camera 1 is not visible anymore - it is marathon framegrabber, in MicroDisplay" (Start / Programs / Silicon Software) --> Open the menu "Tools" and start "microDiagnostics" only 1 frame grabber is visible on framegrabber itself framegrabber1->2LED active, framegrabber2->1LED active. I am suspecting defective frame grabber marathon After replacement and configuration, camera is working back
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 :


27/06/2025 15:03

ATTACHED CALL'S FILE(S)

[camera 2 not visible in sysconfig](#) [framegrabber marathon not visible](#)

