

BST Eltromat France SARL	SOLIDE PAK ALGERIA
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Ticket number:	E2615
Customer order:	ISR00465
Machine customer name:	BOBST
AR:	
Tiket type:	INTERVENTION
Assign to:	RelR -> richard.relin@bst.group
Ticket date:	2025/07/04
Material:	VIDEO_IPQ_View
Type:	
SN:WA:	ISO000379_WA0023184
Installation date of material:	2025/07/01
Teamviewer:	669 495 517
PC model:	Bste05
Original Application Version	3.3

4 day(s) of intervention calculation

2025 / 2025	Mon.07/07	Tue.08/07	Wed.09/07	Thu.10/07
Drive time	9	0.5	0.5	9
AM Start	05:00	08:00	08:00	
AM End		12:30	12:30	
PM Start		13:30	13:30	
PM End		17:00	17:00	15:30
Drive time	0.5	0.5	0.5	

Start date of intervention	2025/07/07-05:00
End date of intervention	2025/07/10-15:30
Reason:	Commissioning and training for IPQ View system on Bobst RS6000. Troubleshooting Screen problem.
Actions:	
Solution:	
Remarks:	Problem with the screen installed as it was not original screen it was not accepting extender.DVI to HDMI input then Lan extender output DVI to Hdmi with a HDMI/DP adapter on the end. Conclusion is to many adapters so we installed Hdmi cable with on the PC an adapter DVI/HDMI and on Screen HDMI/DP and it is working. We kept the extender for the USB touchscreen.
Ticket status:	open

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 :


09/07/2025 16:16

BST eltromat FRANCE signature:

Name:

Date :


09/07/2025 16:17