

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/	MCC Ablis ACU302970 M. Tanguy SAVOURE 18 Rue de la Fontaine Chaude 78660 Ablis France +33 1 30 46 03 56 tanguy.savoure@mcclabel.com
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Ticket number:	E2616
Customer order:	
Machine customer name:	8NGV
AR:	
Tiket type:	REMOTE
Assign to:	CouV -> vivien.Coutellier@bst.group
Ticket date:	2025/07/07
Material:	REGISTER_R20
Type:	Registar_20
SN:WA:	WA17661
Installation date of material:	
Teamviewer:	
PC model:	C6920-1010-0000
Original Application Version	2.4.0

1 day(s) of intervention calculation

2025 / 2025	Mon.07/07
AM Start	11:40
AM End	
PM Start	
PM End	12:40

Start date of intervention	2025/07/07-11:40
End date of intervention	2025/07/07-12:40
Reason:	error message: Le démarrage de la production a échoué en raison d'une erreur interne. Details: de.eltromat.register.business.proxy.impl.incrementalencoder.api.IncrementalEncoderException: SDOparametrizing failed: encoder index 6: de.eltromat.register.business.proxy.impl.util.box.BoxcommunicationException
Actions:	Check in maintenance ethercat 4 connection. Ethercatv card 70k5 was dead, OK after replacement of the card.
Solution:	
Remarks:	
Ticket status:	open

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

Customer signature:

Name: Savoure Tanguv

Date :

BST eltromat FRANCE signature:

Name: Coutellier Vivien

Date : 

07/07/2025 12:41

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