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Relations bancaires

BNP PARIBAS Verrières le Buisson

Agence 01326
Cpte 2701563733

BIC : BNPA FR PP MAS

IBAN : FR76 3000 4013 2600 0270 1563 733

RAPPORT DE REMOTE (PRISE DE CONTROLE A DISTANCE)

CLIENT/CUSTOMER: ALMAPACK

TYPE DE MATERIEL/MATERIEL : IPQ View

ASO/WA: **ASO058479_WA0020786**

NOM MACHINE: **W&H Gravure**

CALL : E696

DATE : 08/02/2021

PERSONNE EN CHARGE : JB NGUYEN

INFORMATION CLIENT SUR LA PANNE / CUSTOMER INFORMATION ON BREAKDOWN :

Zoom is not working – touch monitor as well

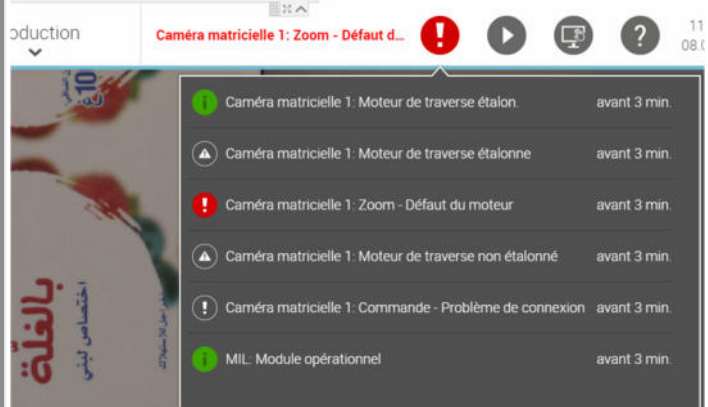
DATE	08/02/2021
TEMPS/TIME	15h00->17h00
Total	2h

Call **E696** of **COGITEL** on **W&H Gravure (IPQ View)**. SN/ASO: **ASO058479_WA0020786**

customer	COGITEL
system name	W&H Gravure
Reference	E696
CallType	REMOTE
Datecall	08/02/2021 10:56
Reason	error message on zoom (default motor)
Datevisite	08/02/2021 10:56
Remark	force manually on zoom ring (middle ring) reset on camera board. reboot. touch monitor do not work, the zoom by mouse scroll do not work->upgrade to released 2.15.3 upgrade to use the scrolls of mouse 2.15.3
Createdat	08/02/2021 10:57
Updatedat	08/02/2021 17:06
STATUT	open

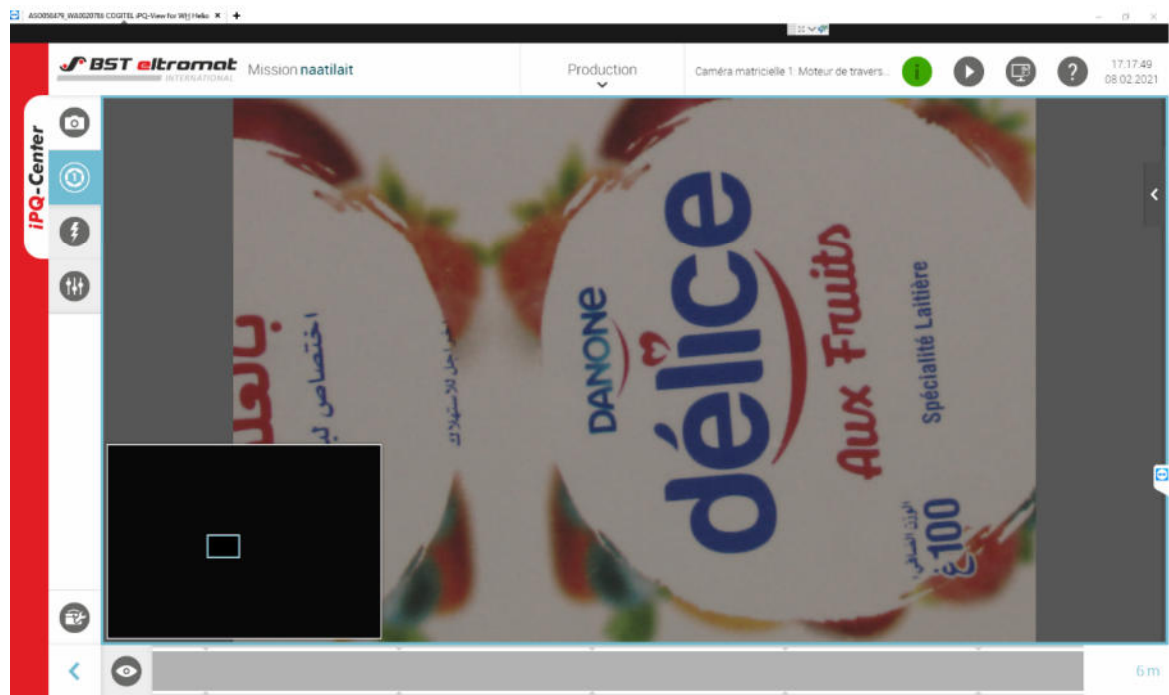
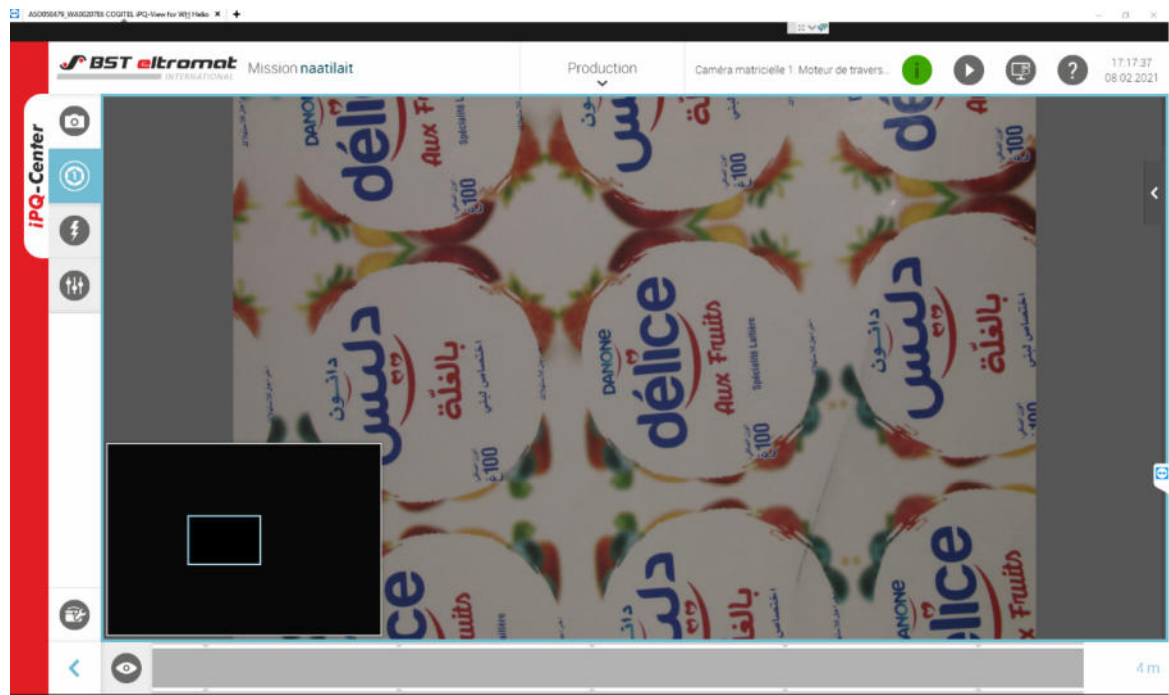
pictures

error message



Email exchange

Global Version	Release Date	Image KD-BSTE-11000	system	lib	srb	iface	comp	tools	application	qa	hmi	hmijs	help	TCU.x	WSC_3xx/WSC_4xx
2.14.2	23/05/2019	1.2	7.2	7.4.3	3.4	6.3.1	4.6.1	4.6.3	8.6	1.2.1	5.4.5		5.5	1.9.2	1.8
2.14.3	10/07/2019	1.2	7.2	7.4.4	3.4	6.3.1	4.6.2	4.6.4	8.6.1	1.2.1	5.4.5		5.5	1.9.2	1.8
2.15.1	16/07/2019	1.2.1	7.4	7.5	3.4.1	6.3.2	4.7	4.6.5	8.7	1.2.3	5.4.6		5.6	1.10	1.8
2.15.2	01/08/2019	1.2.1	7.4.1	7.5	3.4.1	6.3.2	4.7.1	4.6.5	8.7.1	1.2.3	5.4.6		5.6	1.10	1.8
2.15.3	13/09/2019	1.2.1	7.4.1	7.6	3.4.1	6.3.2	4.8	4.6.5	8.8	1.2.3	5.5		5.6	1.10	1.8



Date :

Signature :