

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.elaxis.group/	Adhex Technologies 231128 M. Franck Leborne 44 Rue de Longvic 21300 Chenôve France +33 6 21 31 68 54 f.leborne@adhex.com
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Ticket number:	E1877
Customer order:	
Machine customer name:	M2200
Tiket type:	INTERVENTION
Assign to:	DarA -> amaud.darcel@bst.group
Ticket date:	2023/11/28
Material:	VIDEO_Tubescan_DS
SN:WA:	ASO083905_42.2111
Installation date of material:	2022/03/21
Teamviewer:	917 121 279 / v15
PC model:	Optiplex 7090
Original Application Version	7.4.48.116

1 day(s) of intervention calculation

2023 / 2023	Tue.05/12
Drive time	2
AM Start	10:00
AM End	
PM Start	
PM End	12:00
Drive time	2

Start date of visite	2023/12/05-10:00
End date of visite	2023/12/05-12:00

Reason:	error : camera communication error. Need to terminate 2023-11-28 19:03:14.2577[WARN NyquistSystems.MV.BlueFox.I2C Error sending I2C command, try 0: DMR_EXECUTION_FAILED (-2136), values (0,0)] 2023-11-28 19:03:14.2577[ERROR NyquistSystems.Vision.Services.CameraService Received camera error 'DMR_EXECUTION_FAILED' [-2136] from camera FF009167] 2023-11-28 19:03:14.2577[WARN NyquistSystems.MV.BlueFox.I2C Error sending I2C command, try 1: DMR_EXECUTION_FAILED (-2136), values (0,0)] 2023-11-28 19:03:14.2577[ERROR NyquistSystems.Vision.Services.CameraService Received camera error 'DMR_EXECUTION_FAILED' [-2136] from camera FF009167] 2023-11-28 19:03:14.2577[WARN NyquistSystems.MV.BlueFox.I2C Error sending I2C command, try 2: DMR_EXECUTION_FAILED (-2136), values (0,0)] 2023-11-28 19:03:14.2916[ERROR NyquistSystems.Vision.Services.CameraService Received camera error 'DMR_EXECUTION_FAILED' [-2136] from camera FF009167] 2023-11-28 19:03:14.2916[ERROR NyquistSystems.MV.BlueFox.I2C Error sending I2C command, giving up: DMR_EXECUTION_FAILED (-2136), values (0,0)] 2023-11-28 19:03:14.2916[ERROR NyquistSystems.Vision.Services.CameraService Received camera error 'DMR_EXECUTION_FAILED' [-2136] from camera FF009167] 2023-11-28 19:03:24.3896[ERROR NyquistSystems.ServiceRegistry.CrashDiagnostic Unhandled Exception in UI Thread occurred. Caught it in Application.ThreadExceptionHandler handler. Continue working... NyquistSystems.MV.MVCameraException: I2C communication failed with error 'DMR_EXECUTION_FAILED' ***** Exception Text ***** NyquistSystems.MV.MVCameraException: I2C communication failed with error 'DMR_EXECUTION_FAILED' at NyquistSystems.MV.BlueFox.I2C.DirectWrite(Byte[] data) at NyquistSystems.Vision.DelayedWriter.Write(Byte[] data) at NyquistSystems.Controller.V3.V3FpgaCommunication.Refresh() at NyquistSystems.Controller.V3.V3FpgaCommunication..ctor(IICWriter writer) at NyquistSystems.Controller.ControllerFactory.CreateInstance(IICWriter writer, FPGAVersion version) at NyquistSystems.CameraLogic.ControllerConfigurator..ctor(InqEye traversingCamera, InqEye masterCamera, Boolean vision, Int32 stripeHeight) at TubeHardware.uEyeThreadClass.InitAllCameras(IHardwareSettings hardwareSettings, Dictionary`2 aPortType, Int32 aReconnectTimeout_ms, Int32 aEncoderOffset, Int32 aEncoderStripeHeightCorrected_pulses, UInt32 aStripeCameraShutterMode, nqEyeColorConverter aStripeCameraCcMode, nqEyeColorConverter aTraversingCameraCcMode, UInt32 aMaxPixelClock, Int32 aNoOfStripeBuffers, Boolean aStripeCameraLeftRightMirror, Boolean aStripeCameraUpDownMirror, Int32& aStripeHeightPerCamera, Int32 aGlobalStripeOffset, Int32[] aStripeOffsets, Int32 aHiddenCameraAoiExtensionBottom, Int32 aStripeMaxMemoryHeightPerCamera, UInt32& aCameraPixelClock, Boolean aForceUseRealTraversingCameraDuringSimulation, Boolean
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	aGD_StartParams_TcGuiSimulation, Int32[] aCameraMasterGains, Boolean[] aCameraGainBoosts, Int32 aNumberOfCameraDriverImageBuffersForTraversingCamera, Int32 aStripeCameraColorSaturationU, Int32 aStripeCameraColorSaturationV, Boolean aSoftwareTriggerForTraversingCameraEnabled, Boolean aTraversingCameraLeftRightMirror, Boolean aTraversingCameraUpDownMirror, Int32 aTraversingCameraCameraMasterGainFactor, Int32 aStripeCameraHShift, Int32 aStripeCameraVShift, Int32 correctionOffset, Int32 correctionExpansion) at TubeHardware.uEyeThreadClass.InitCameras(Dictionary`2 aPortType, Int32 aReconnectTimeout_ms, ICameraSettings cameraSettings, IHardwareSettings hardwareSettings, Int32 aEncoderOffset, Int32 aEncoderStripeHeightCorrected_pulses, UInt32 aStripeCameraShutterMode, nqEyeColorConverter aStripeCameraCcMode, nqEyeColorConverter aTraversingCameraCcMode, UInt32 aMaxPixelClock, Int32 aNoOfStripeBuffers, Boolean aStripeCameraLeftRightMirror, Boolean aStripeCameraUpDownMirror, Int32 aStripeHeightPerCamera, Int32 aGlobalStripeOffset, Int32[] aStripeOffsets, Int32 aHiddenCameraAoiExtensionBottom, Int32 aStripeMaxMemoryHeightPerCamera, UInt32& aCameraPixelClock, Boolean aForceUseRealTraversingCameraDuringSimulation, Boolean aGD_StartParams_TcGuiSimulation, Int32[] aCameraMasterGains, Boolean[] aCameraGainBoosts, Int32 aNumberOfCameraDriverImageBuffersForTraversingCamera, Int32 aStripeCameraColorSaturationU, Int32 aStripeCameraColorSaturationV, Boolean aSoftwareTriggerForTraversingCameraEnabled, Boolean aTraversingCameraLeftRightMirror, Boolean aTraversingCameraUpDownMirror, Int32 aTraversingCameraMasterGainFactor, Int32 aStripeCameraHShift, Int32 aStripeCameraVShift, Int32 correctionOffset, Int32 correctionExpansion) at TubeScan.TubeScanMain.InitializeAfterGDLoad() at TubeScan.TubeScanMain.TubeScanMain_Load(Object sender, EventArgs e) at System.Windows.Forms.Form.OnLoad(EventArgs e) at System.Windows.Forms.Form.OnCreateControl() at System.Windows.Forms.Control.CreateControl(Boolean fIgnoreVisible) at System.Windows.Forms.Control.CreateControl() at System.Windows.Forms.Control.WmShowWindow(Message& m) at System.Windows.Forms.Control.WndProc(Message& m) at System.Windows.Forms.Form.WmShowWindow(Message& m) at System.Windows.Forms.Form.WndProc(Message& m) at System.Windows.Forms.NativeWindow.Callback(IntPtr hWnd, Int32 msg, IntPtr wparam, IntPtr lparam)
Actions:	need to exchange parts one by one to determinate which is defective: * Controller board TSDS, with cable extension - 1ELLT249771 * Ribbon cable single - 1ELKB251498 * adapter board usb3 mv camera - 1ELEC457265 --> Camera board defective need to quote the part 1ELEC457265
Remarks:	Camera board defective (1ELEC457265)... part replaced

Customer_comment(s)

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

Customer signature:

Name:

Date :

BST eltromat FRANCE signature:

Name:

Date :

CORTOT CLEMENT
13/12/2023



ATTACHED CALL'S FILE(S)

log file	DMR EXECUTION FAILED	error message I2C with camera 4k	CDE CLIENT 20232703
			