

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/	Haas Etiquettes (inessens) 231547 M. Dominique Da Costa 20 Rue des 20 Arpents 77210 Samoreau France +33 1 64 23 71 49 / + 33 1 64 23 99 61 prod-haas@inessens.fr
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Ticket number:	E1894
Customer order:	BPA 231214 mail
Machine customer name:	Claire - Saturn
Tiket type:	INTERVENTION
Assign to:	RelR -> richard.relin@bst.group
Ticket date:	2023/12/13
Material:	VIDEO_Tubescan_DS
SN:WA:	36.845
Installation date of material:	2023/02/13
Teamviewer:	1 562 303 646 / v12
PC model:	Optiplex 3050
Original Application Version	7.2.50.79
Upgraded VERSION application during intervention	7.2.81.120

1 day(s) of intervention calculation

2023 / 2023	Fri.15/12
Drive time	1.5
AM Start	12:00
AM End	
PM Start	
PM End	18:18
Drive time	1.5

Start date of visite	2023/12/15-12:00
End date of visite	2023/12/15-18:18
Reason:	freezing application during production (happening suddently) in log I2C error: 2023-12-13 09:33:36.9669 ERROR TubeHardware.uEyeThreadClass StripeCameraThreadFunction error TubeHardware.CameraOperationException: An error with code -1 is occured during camera operation. Message is nqEye.StopLiveVideo at TubeHardware.uEyeThreadClass.PauseStripeCameras(Int32[] previousImageIDs, IntPtr[] lastStripes, Boolean prohibitConfigureGPIOForI2C) at TubeHardware.uEyeThreadClass.StripeCameraThreadFunctionOld(Int32 aThreadId) 2023-12-13 09:35:44.9500 ERROR TubeHardware.nqEye I2C ERROR '17': Byte0 = 33, Byte1 = 28
Actions:	camera was not visible in ids camera manager, unplug then replug increase pixel clock to maximum in ids manager->only help he suspecting bad connection on camera communication change usb Port on PC reinstall ids driver 4.90.5 put pixel clock to minimum Still have problem after all differents action intervention on site to exchange camera IDS CP HR1 we do not succeed to find the reason of non communication on site
Remarks:	

Customer_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 :


Richard Relin 2023-12-19T12:11:31+01:00

BS

el

tromat FRANCE signature:

Name:

Date :


2023-12-15T18:27:59+01:00

ATTACHED CALL'S FILE(S)

error on application	BPA mail du 14/12/2023	BPA du 15/12/2023
		