

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/	Etigraph ACU531001 Loïc VESTIDELLO 60 chemin du Corès 73420 Drumettaz-Clarafond France 0479880289 lvestidello@etigraph.fr
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Ticket number:	E2031
Customer order:	
Machine customer name:	Offset 2
Tiket type:	REPAIR
Assign to:	NguJ -> jean-baptiste.nguyen@bst.group
Ticket date:	2024/03/27
Material:	VIDEO_Tubescan_DS
Type:	DS 330 325X-0.2222
SN:WA:	38.1106
Installation date of material:	2019/07/01
Teamviewer:	1 693 504 999
PC model:	Optiplex 3060 i5-8500 CPU 3.00GHz
Original Application Version	6.3.9.50
Upgraded VERSION application during intervention	6.3.22.74

1 day(s) of intervention calculation

2024 / 2024	Wed.03/04
Drive time	
AM Start	08:00
AM End	
PM Start	
PM End	13:30
Drive time	

Start date of visite	2024/04/03-08:00
End date of visite	2024/04/03-13:30
Reason:	Exception: Application μ ThreadException TubeHardware.CameraInitializationException: An error with code 1 is occurred during camera initialisation. Message is Reunmerating camera with handle number 0x8001 failed with return code1. DEFECTIVE CAMERA -> NEED TO REPLACE CAMERA
Actions:	27/03/2024: reinstallation driver 4.90.5 unplug and replug the usb camera connector 03/05/2024: - BIOS battery replacement - LED bar 160mm replacement - camera replacement (SN: 4108672511) - calibration camera - upgrade to last version 6 (6.3.22.74) - backup + acronis
Remarks:	

Comment(s)

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

Customer signature:

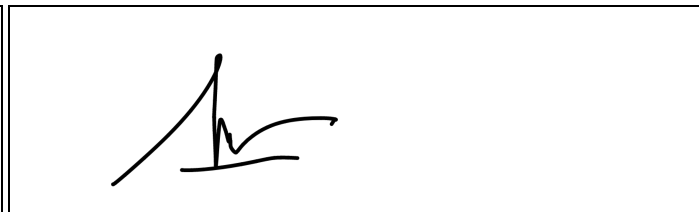
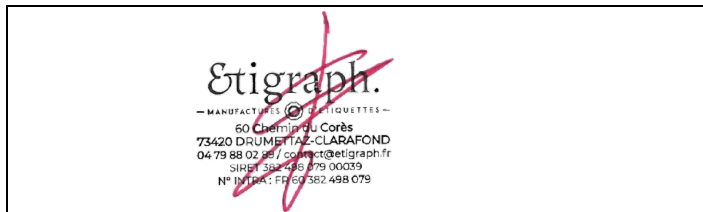
Name:

Date :

BST eltromat FRANCE signature:

Name:

Date :



ATTACHED CALL'S FILE(S)

