

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/	DESPESE xxx 67 Rue de la Forêt 26000 Valence France
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Ticket number:	E2626
Customer order:	BPA du 10/07/2025
Machine customer name:	Tubescan DS330
AR:	0659643877
Tiket type:	INTERVENTION
Assign to:	ChaJ -> jean-pierre.charewicz@bst-international.com
Ticket date:	2025/07/08
Material:	VIDEO_Tubescan_DS
Type:	DS 330 / M2032aC-0.1667
SN:WA:	ASO075681 _ 42.1754
Installation date of material:	2021/06/02
Teamviewer:	1 097 410 251
PC model:	OptiPlex 3080
Original Application Version	7.2.5281
Upgraded VERSION application during last intervention	E7.2.81.120 from Ticket E2192

1 day(s) of intervention calculation

2025 / 2025	Wed.16/07
Drive time	1
AM Start	14:00
AM End	
PM Start	
PM End	16:59
Drive time	1

Start date of intervention	2025/07/16-14:00
End date of intervention	2025/07/16-16:59
Reason:	error message on soft startup ERROR at starting up about date and time : in environmentSettings.xml for the SaveTicks value="" take this valeur from backup <SaveTicks value="638876457633965182" />
Actions:	Strange behaviour, impossible to deactivate the auto-windows-update for more than one week. The update is slowing down the computer when the process start and is putting the CPU at 100%, thus making the Tubescan soft cannot startup sometimes or crash the sof randomly. Need to reinstall a clean windows image. ENLEVEMENT DE LA CARTE NVME ET mise en place du disque SSD ERROR at starting up about date and time : in environmentSettings.xml for the SaveTicks value="" take this valeur from backup <SaveTicks value="638876457633965182" />
Solution:	
Remarks:	
Ticket status:	solved

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: **Michael NIERO**

Date : **16/07/25**


16/07/2025 16:10

BST eltromat FRANCE signature:

Name: **Charewicz Jean-Pierre**

Date : **16/07/25**


16/07/2025 16:07

*fin intervention
16^h00 !*

16/07/2025 16:09