

Support request

Have you already visited our guide at sius.com/en/advisor? You will find many answers to questions you have already asked.

For a support request with immediate answer we need the following information:

In case of missing information or SIUS visit without advance notice, additional expenses can also be charged in case of warranty

1. General information

Contact person: _____

email: _____

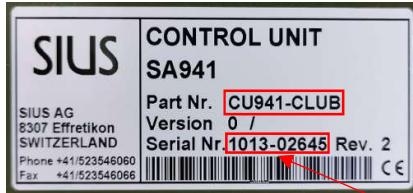
Customer No.: C- _____

Project Nr.: P- _____

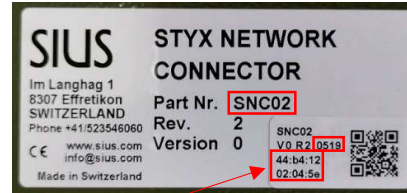
Brief description of the problem:

□ Used devices and serial number

old generation



new generation



min. Part No. and one serial No. each device type

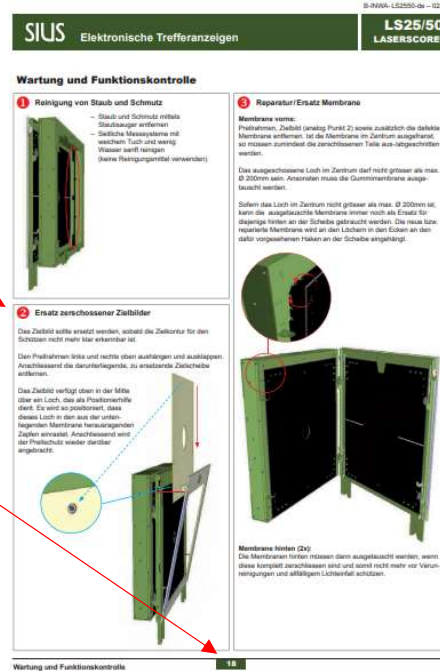
- Typ: _____ Serial No: _____
 Software: _____
- Typ: _____ Serial No: _____
 Software: _____
- Typ: _____ Serial No: _____
 Software: _____
- Typ: _____ Serial No: _____
 Software: _____
- Typ: _____ Serial No: _____
 Software: _____
- Typ: _____ Serial No: _____
 Software: _____

2. Test according manual

- Performing the tests according to the manual, see "Installation, Start-up, Maintenance" at www.sius.com

-> Specification of the maintenance and tests performed with section number and page number

Test:
 page: _____ section: _____
 page: _____ section: _____
 page: _____ section: _____
 page: _____ section: _____
 page: _____ section: _____
 page: _____ section: _____



3. Localization of the issue by swapping device

- Localize the issue by swapping the devices.
 Attention: Do not forget to adjust the lane number of the devices (control unit, target, etc.).

Swapped: device	lane number	issue stays at	
		device	lane
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>

4. Printouts and self tests

- Actual printout, shoot

Insert picture here or attach to email

- Help prinout
 - Key: Help, Touch: System\ ">>" (Next Window) \Help

- Barcode 
9906442003(76)

Insert picture here or attach to email

- Target test printout
 - Key: System\Maintenance\Self Test\ Target test

- Barcode 
99063300(58)

Insert picture here or attach to email

- HexLOG
 - Key: System\Maintenance\Reports\Log\Log Hex

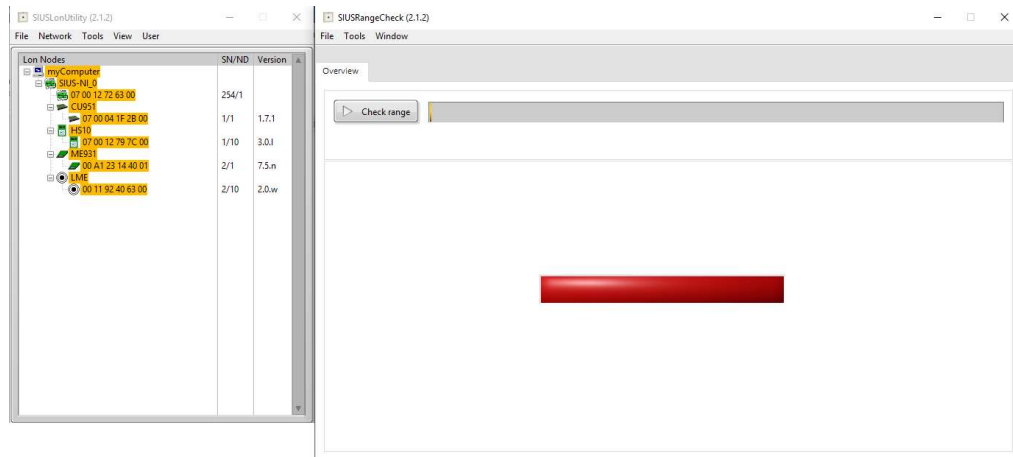
- Barcode 
990559(15)

Insert picture here or attach to email

5. Test of Optical / Hybrid targets

- ❑ LS10 / HS10 / HS2550 RangeChecker Data (excl. LS2550)
-> Download: software.sius.com

After the installation there is a manual available in the installation directory.



Attach file to email

❑ LS2550 Range Board data



Start SIUS Cockpit

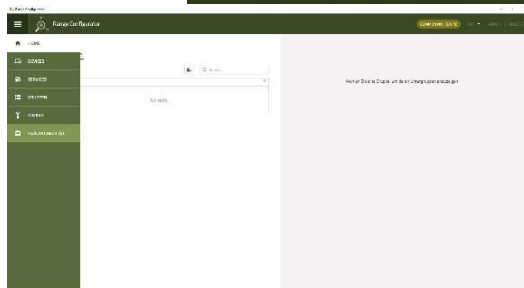
Login with
 User Name: admin
 Password: 282806



Select Range Configurator



HEALTH CHECK



Screen copy



We need the screen copy of the states of the components

	Service	Main Groups	IP	MAC	Service Warnungen	Einstellu...
	Q		Q	Q		
🟡 ⚠️	ls2550.application		172.20.10.112	44:b4:12:03:0c:37	• 138: RangeConfigurator has no configuration at 17-05-19 12:52	🟡 ⓘ
🟡 ⚠️	rangeboard		172.20.1.33	00:0d:b9:49:d4:0e	• 149: Error registering at StyxNetworkMediator at 21-06-19 08:17	🟡 ⓘ
🟡 ⚠️	ls2550.application		172.20.10.101	50:2d:f4:07:cd:4d	• 138: RangeConfigurator has no configuration at 21-06-19 08:21 • 109: Failure with Persistence at 21-06-19 08:24	🟡 ⓘ
🟡 ⚠️	ls2550.application		172.20.10.102	50:2d:f4:07:cd:63	• 138: RangeConfigurator has no configuration at 21-06-19 08:21 • 109: Failure with Persistence at 21-06-19 08:24	🟡 ⓘ
🟡 ⚠️	ls2550.application		172.20.10.103	44:b4:12:03:05:08	• 138: RangeConfigurator has no configuration at 21-06-19 08:22 • 109: Failure with Persistence at 21-06-19 08:24	🟡 ⓘ
🟡 ⚠️	ls2550.application		172.20.10.104	44:b4:12:03:0b:65	• 138: RangeConfigurator has no configuration at 21-06-19 08:23 • 134: STYX to LON Converter connection error at 21-06-19 08:24 • 109: Failure with Persistence at 21-06-19 08:24	🟡 ⓘ

6. Data of Programs

- SIUSRank
 - Copy of the database

7. LED blinking code

- LED blinking code of the faulty device as video

Attach Video file to email or insert here as «drive-link»

8. Range tour

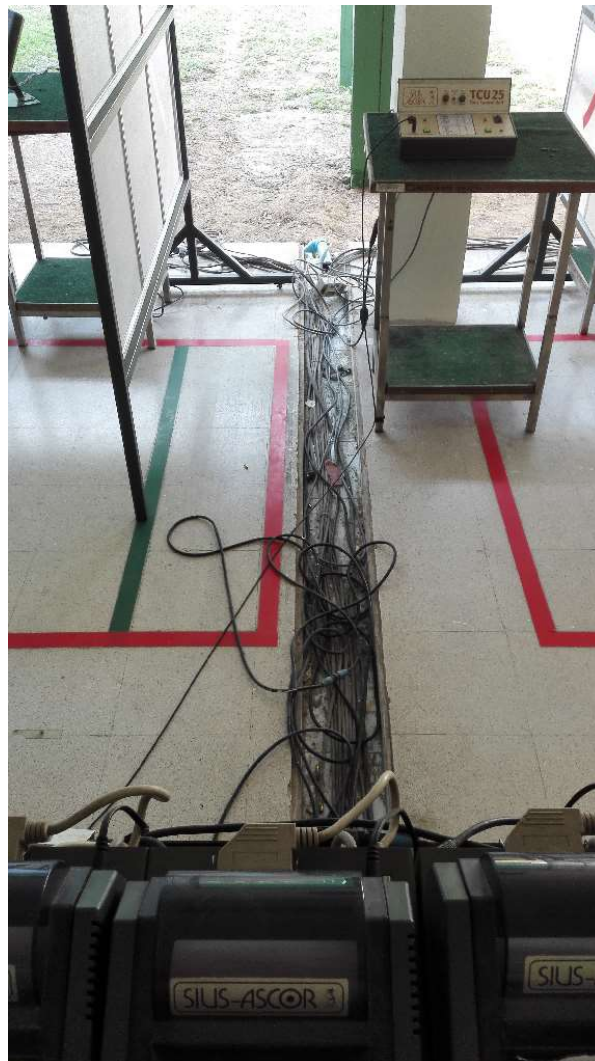
- Range tour as video

Attach Video file to email or insert here as «drive-link»

9. Photos

- Photos of the range and the cabling

What would we like to see? -> Replace these sample pictures with your own or attach them to email



- ❑ Overview photos of the targets

What would we like to see? -> Replace these sample pictures with your own or attach them to email



- Photos of the targets in detail

What would we like to see? -> Replace these sample pictures with your own or attach them to email

