

On Customer Site

Visit Report

Reference :

Commande BSTe France : 212494 / SERV211005DT		Call / PM number : E1065	
Customer :	SP Group	System :	iPQ Check Eco
Customer Contact :	M. Mickael Carincotte	ASO / WA :	ASO040662 / WA20041
Customer Order number :	21A27313	Machine Nickname :	H11

Visit Purpose :

Mechanical Preparation	☐	Installation	☒	Start-up	☒
Maintenance	☐	Under Contract	☐	Out of Contract	☐
Troubleshoot	☐	Under Warranty	☐	Out of Warranty	☐
Instruction	☐ Yes				
	☒ No				

	24 / 08 / 2022	25 / 08 / 2022	26 / 08 / 2022	30 / 08 / 2022	31 / 08 / 2022	01 / 09 / 2022
Travel To	3.75	0.25	0.25	3.75	0.25	0.25
Start Time	10h00	7h30	7h30	12h00	8h30	8h30
Lunch Time	1	1	1	1	1	1
End Time	17h00	17h00	14h00	18h00	18h00	15h00
Travel From	0	0.25	3.75	0.25	0.25	3.75

Details	Mise à niveau de l'ensemble caméra/illumination pour laize 1240 mm. Réinstallation sur presse H11. Remplacement de l'UPS
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

On Customer Site

Customer Details for iPQ systems

Customer name and place : [SP Group / 1 rue Claude Bernard, 62000 Arras](#)

Contact person at customer / Title : [M. Mickael Carincotte \(Responsable des Services Techniques\)](#)

Customer Mail & Mobile/Landline : mcarincotte@spg-pack.com/ +33 3 21 23 68 11 - +33 6 84 64 10 45

System Type : [iPQ Check Eco](#)

WA/ASO : [ASO040662/WA20041](#)

Machine Manufacturer/Model/Nickname : [Rotomec / 4004 / H11](#)

Date : [01/09/2022](#)

Name : [Arnaud Darcel](#)

Comments :

Signatures :



Arnaud Darcel 2022-09-01T14:47:18+02:00

BST eltromat FSE



Michael Carincotte 2022-09-01T14:47:00+02:00

Customer

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Technical datas

Computer name : [20041iPQ-Center1-1](#)

Computer description : [iPQ Center, WA20041](#)

Total Physical Memory : [16 GB](#)

Free Space in C Drive (System) : [75.4 GB](#)

Free Space in D Drive (Data) : [95.9 GB](#)

Free Space in E Drive (Log) : [97.0 GB](#)

Free Space in F Drive (Protocol) : [616 GB](#)

Screen Resolution 1 : [1920x1080](#)

Camera Type : [allPIXA - Qty 2](#)

Computer Model / Image : [dell-T5810-E5-1660](#)

(*)	Global Version :	Current : 2.11.1	New : 2.17.8
	TCU.x :	Current : 1.8.8	New : 1.12
	WSX_3xx/WSC_4xx :	Current :	New :
	PPS.3 :	Current :	New :
	ILI-CTRL :	Current : 1.4.2	New : 1.4.3

(**) **Remote Maintenance (Teamviewer)**

IP address : [192.168.69.71](#)

Subnet mask : [255.255.255.0](#)

Default gateway : [192.168.69.1](#)

Preferred DNS server : [8.8.8.8](#)

Alternate DNS server : [8.8.4.4](#)

On Customer Site

Remote Access (Snapshot gallery, pdf upload, WF applications)

IP address :

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer ID : [1 030 573 402 / v15](#)

	OK/NOK/NA
(***) - Dcf and pdfx folder	☐ ☒ ☐
- Windows Credentials	☐ ☒ ☐
- iPQ-xxxxxx_bak_date_time.zip file generated from sysconfig.py	☒ ☐ ☐
- MmxlpmMap file in mmx folder for Check systems (Overlapping)	☒ ☐ ☐
- Screenshot from Application settings	☒ ☐ ☐
- Screenshot from visconfig.py (Mmx + Srb + Image)	☒ ☐ ☐

Parts replaced during Preventive Maintenance :

1 -

2 -

Parts suggested to replace during the next Maintenance :

1 -

2 -

Part need to be replaced as soon as possible :

1 -

2 -

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Notes
