

On Customer Site

Visit Report

Reference :

Commande BSTe France : SERV230531		Call / PM number : E1653	
Customer :	MCC (Sautron)	System :	iPQ Twin Check + WV Verso
Customer Contact :	M. Mathieu Cabelguen	ASO / WA :	WA17653
Customer Order number :	20230531cm02	Machine Nickname :	DCM 9 NGV

Visit Purpose :

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

	01/06/2023	02/06/2023	/ /	/ /	/ /	/ /
Travel To	5	0.5				
Start Time	14h00	8h30				
Lunch Time	0.5	0.5				
End Time	19h00	10h30				
Travel From	0.5	5				

Details	Vérification des éléments du système. Nettoyage des cartes RAM, Graphic...) Remplacement batterie MB CR2032 + configuration BIOS. Screenshot & Backup Config wv_star + Mmx + Acronis Disk 1
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

On Customer Site

Customer name and place : [MCC / Zi de Tournebride, R.D. 65 F, 44880 Sautron](#)

Contact person at customer / Title : [M. Mathieu Cabelguen \(Contremaître\)](#)

Customer Mail & Mobile/Landline : mathieu.cabelguen@mcclabel.com / +33 2 28 07 03 06

System Type : [iPQ Twin Check2](#)

ASO/WA : [WA17653](#)

Machine Manufacturer/Model/Nickname : [DCM / / 9 NGV](#)

Date : [02/06/2023](#)

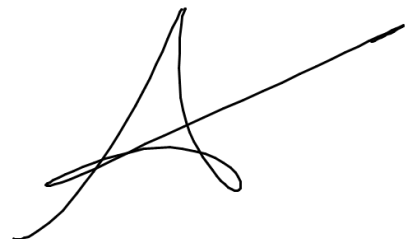
Name : [Arnaud Darcel](#)

Comments :

Signatures :

Arnaud Darcel 2023-06-02T10:27:04+02:00

BST eltromat FSE



Mathieu Cabelguen 2023-06-02T10:26:47+02:00

Customer

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Technical datas

Computer name : [12345WVSTAR-1](#) Computer description : [webvideo_Star 2000, WA12345](#)Total Physical Memory : [4 GB](#)Free Space in C Drive (System) : [33.7 GB](#)Free Space in D Drive (Data) : [39.2 GB](#)Free Space in E Drive (Log) : [217 GB](#)OS : [Microsoft Windows XP Professional SP2](#)Screen Resolution 1 : [1280X1024](#)Screen Resolution 2 : [1280X1024](#)

Screen Resolution 3 :

Camera Type : [Dalsa Sprint 340_2k / wsc_401 Qty 2](#)Computer Model / Image : [Beckhoff / X6240-1050-0030](#)

(*)	Global Version :	Current :	New :
	Srb	Current : 1.0	New :
	iface	Current : 1.5	New :
	help	Current : 3.4.1	New :
	lib	Current : 4.0.6	New :
	image	Current : 3.1.1	New :
	system	Current : 3.0.2	New :
	application	Current : 3.10.1	New :
	hmi	Current : 1.1.1	New :
	tools	Current : 1.3.3	New :
	TCU.x :	Current : 1.8.4	New :

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

IP address : [DHCP Automatic \(Internet not active\)](#)

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

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

IP address :

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer ID :

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

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Notes
