

On Customer Site

Visit Report

Reference :

Commande BSTe France :		Intervention. : E1620/E1448	
Customer :	El Alamein (Egypt)	System :	iPQ View
Customer Contact :	Ms MARWA	SN / WA :	ASO057641_WA0020745
Customer Order number :		Machine Nickname :	ROTOMECS RS4003 MP (8colors)

Visit Purpose :

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

	30/05/2023	31/05/2023	01/06/2023	02/06/2023		
Travel To	Alexandria	0.5	0.5	Paris		
Start Time		9h00	9H00			
Lunch Time		0.25	0.25			
End Time		18h30	18h20			
Travel From		0.5	0.5			

Details	Service instruction
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

On Customer Site

Customer name and place : [El Alamein \(Egypte\)](#)

Contact person at customer : [Ms MARWA](#)

Customer Mail & Mobile/Landline :

System Type : [iPQ View](#)

WA/ASO : [ASO057641_WA0020745](#)

Machine Manufacturer/Model/Nickname : [ROTOMEK RS4003 MP\(8colors\)](#)

Date : [01/06/2023](#)

Name : [JB NGUYEN](#)

Comments :

Signatures :

BST eltromat FSE

Customer

On Customer Site

Technical datas

Computer name : [20745iPQ-Center1-1](#)

Computer description : [iPQ-Center, WA20745](#)

Total Physical Memory : [8 GB](#)

Free Space in C Drive (System) : [39.1 GB](#)

Free Space in D Drive (Data) : [205 GB](#)

Free Space in E Drive (Log) : [194 GB](#)

Free Space in F Drive (Protocol) : [410 GB](#)

Screen Resolution 1 : [1920x1080](#)

Screen Resolution 2 : -

Screen Resolution 3 :

Screen Resolution 4 :

Camera Type : [wsc_570](#)— Qty : [2](#)

Computer Model : [IPC-BG-KD-BSTE-11000.0](#)

Date : [2020](#)

Global Version : Current : [2.17.9](#)

New :

TCU.x : Current : [1.12](#)

New :

WSX_3xx/WSC_4xx : Current : [1.9.6](#)

New :

PPS.3 : Current : [2.2](#)

New :

ILI-CTRL : Current : -

New :

Remote Maintenance (Teamviewer)

IP address : [DHCP Automatic](#)

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

On Customer Site

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

IP address :

Subnet mask :

Default gateway :

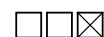
Preferred DNS server :

Alternate DNS server :

Teamviewer ID : [1 524 385 101](#)

- 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)

OK/NOK/NA



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Notes

- Need to clean PPS backing bar frequently (I recommend once per month)
- Camera calibration done (white-iris-zoom OK)
- Set encoder pulse from 2040 to 2048
- Service instruction
- Set STANDARD sensitivity to be less sensitive but still detecting defects.