

On Customer Site

Visit Report

Reference :

Commande BSTe France :		Call : E778	
Customer :	Semoulin Packaging	System :	iPQ Center
Customer Contact :	M.Mathieu Dehon	SN / WA :	ASO034236 / WA0019792
Customer Order number :		Machine Nickname :	Miraflex

Visit Purpose :

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

	10/05/2021	11/05/2021	12/05/2021			
Travel To	4h00	0.5	0.5			
Start Time	13h30	8h30	7h45			
Lunch Time	0	0.5	0.5			
End Time	17h30	17h30	12h30			
Travel From	0.5	0.5	4			

Details	Instruction partielle des opérateurs (2 équipes). Mise à jour du logiciel sur nouvelle base image. Remplacement des deux caméras Dalsa. Sauvegarde, Acronis
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Purpose of the visit completed : Yes ☐ No ☒

Need a new visit : Yes ☒ No ☐

On Customer Site

Customer name and place : [Semoulin Packaging / rue du Couvent 44, 7350 Hensies · Belgique](#)

Contact person at customer : [M. Mathieu Dehon / +32 479 99 17 16](#)

Customer Mail & Mobile/Landline : Mathieu.dehon@semoulinpackaging.com

System Type : [iPQ Center](#)

WA/ASO : [WA0019792 / ASO034236](#)

Machine Manufacturer/Model/Nickname : [W&H/Miraflex C](#)

Date : [12/05/2021](#)

Name : [Arnaud Darcel](#)

Comments :

Signatures :

A blue ink signature of Arnaud Darcel, consisting of a stylized 'A' followed by a vertical line and a small dot.

Arnaud Darcel 2021-05-12T12:51:53+02:00

A blue ink signature of Mathieu Dehon, featuring a large, flowing 'M' and 'D'.

Mathieu Dehon 2021-05-12T12:51:40+02:00

BST eltromat FSE

Customer

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Technical datas

Computer name : [19792IPQ-CENTER](#)Computer description : [iPQ-Center, WA19792](#)Total Physical Memory : [32 GB](#)Free Space in C Drive (System) : [78.2 GB](#)Free Space in D Drive (Data) : [101GB](#)Free Space in E Drive (Log) : [258 GB](#)Free Space in F Drive (Protocol) : [1.79 TB](#)Screen Resolution 1 : [1920X1080](#)Screen Resolution 2 : [1920x1200](#)Screen Resolution 3 : [1920x1080](#)Camera Type : [DALSA P4 70Hz – Qty :2](#)Computer Model / Image : [R7910-E5-2680 \(BST02\)](#)Date : [2017](#)Global Version : Current : [2.10.3](#) New : [2.15.12](#)TCU.x : Current : [1.8.8](#) New : [1.12](#)WSX_3xx/WSC_4xx : Current : [1.6.3](#) New : [1.9.2](#)PPS.3 : Current : [2.2](#) New : [2.2](#)ILI-CTRL : Current : [1.4.2](#) New : [1.4.3](#)**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 : [310 684 454 / v12](#)

- 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
