

On Customer Site

Visit Report

Reference :

Commande BSTe France : 212174 / 2008_220		Commande BSTe : Call E879	
Customer :	Socoplan (Arcade Beauty)	System :	iPQ Center
Customer Contact :	M. Franck Bourdon	SN / WA :	ASO076651 / WA0021547
Customer Order number :	3237 / 3262	Machine Nickname :	DCM 3 – CI12284

Visit Purpose :

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

	17/08/2021	18/08/2021	19/08/2021	20/08/2021	23/08/2021	24/08/2021
Travel To	4	0.5	0.5	0.5	4	0.5
Start Time	13h30	6h30	6h30	6h30	12h30	8h30
Lunch Time	0	0	0	0	0	0
End Time	16h30	14h00	13h30	12h30	18h00	18h00
Travel From	0.5	0.5	0.5	4	0.5	0.5

	25/08/2021	26/08/2021				
Travel To	0.5	0.5				
Start Time	8h30	8h30				
Lunch Time	0	0				
End Time	17h45	14h00				
Travel From	0.5	4				

On Customer Site

Details	Installation, mise en service et réglage du système iPQ Center sur presse DCM. Instruction de deux équipes opérateur. Installation PDF Plate Auditor + Report Generator sur PC RVO-WS-013. Backup et Acronis.
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

Customer name and place : [Socoplan \(Arcade Beauty\), 12 All. De Dissé - 79600, Airvault – France](#)

Contact person at customer : [M. Franck Bourdon](#)

Customer Mail & Mobile/Landline : f.bourdon@arcadebeauty.com / +33 6 07 48 31 95 / +33 5 49 64 95 01

System Type : [iPQ Center](#)

WA/ASO : [WA0021547 / ASO076651](#)

Machine Manufacturer/Model/Nickname : [DCM / BIVA 2–680-9C / DCM 3](#)

Date : [26/08/2021](#)

Name : [Arnaud Darcel](#)

Comments :

Signatures :



Arnaud Darcel 2021-08-26T14:27:34+02:00

BST eltromat FSE



Franck Bourdon 2021-08-26T14:27:21+02:00

Customer

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Technical datas

Computer name : [21547IPQ-Center1-1](#)Computer description : [iPQ-Center, WA21547](#)Total Physical Memory : [64 GB](#)Free Space in C Drive (System) : [41.1 GB](#)Free Space in D Drive (Data) : [96.6 GB](#)Free Space in E Drive (Log) : [50.1 GB](#)Free Space in F Drive (Protocol) : [7.27 TB](#)Screen Resolution 1 : [1920x1080](#)Screen Resolution 2 : [1920x1080](#)Camera Type : [DALSA P4 40Hz – Qty : 1](#)Computer Model / Image : [beg-BKA-BSTE03](#)Date : [2021](#)Boot = [F12](#)Global Version : Current : [2.16.2](#)

New :

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

New :

WSX_3xx/WSC_4xx : Current : [1.9.2](#)

New :

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

New :

ILI-CTRL : Current : [1.4.3](#)

New :

Remote Maintenance (Teamviewer)IP address : [172.20.11.50](#)Subnet mask : [255.255.255.0](#)Default gateway : [172.20.11.254](#)Preferred DNS server : [172.20.20.10](#)Alternate DNS server : [10.217.3.10](#)

On Customer Site

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

IP address :

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer : [280 278 141](#) / v15

- 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)

OK/NOK/NA



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Notes

- Report Generator + PDF Plate Auditor via Callas software installé et configure sur PC RVO-WS-013 (Login : BST – Pass : (#m2vRQv2\$5P
Teamviewer via version portable ID 285 798 172