

On Customer Site

Visit Report

Reference :

Commande BSTe France : 212587		Call : E1092	
Customer :	Semoulin Packaging	System :	iPQ View SIS
Customer Contact :	M.Jean-Marie Gentric	SN / WA :	ASO084224/WA0018888
Customer Order number :	K2111029/serv211116DT	Machine Nickname :	Flexotecnica EVO

Visit Purpose :

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

	28/02/2022	01/03/2022	02/03/2022	03/03/2022	04/03/2022
Travel To	6.5	0.5	0.5	0.5	0.5
Start Time	15h30	8h30	8h30	8h30	8h30
Lunch Time	0.5	0.5	0.5	0.5	0.5
End Time	16h30	18h30	20h30	18h30	12h30
Travel From	0.5	0.5	0.5	0.5	6.5

Details	Upgrade de Système WV vers IPQ View.
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

On Customer Site

Customer name and place : [Ouest Pack 20 Rue Gustave Eiffel, 22700 Perros-Guirec](#)

Contact person at customer : [M. Jean-marie Gentric 06.40.12.62.27 /02 96 49 00 49](#)

Customer Mail & Mobile/Landline : Maintenance@ouest-pack.fr

System Type : [iPQ VIEW](#)

WA/ASO : [ASO084224/WA0018888](#)

Machine Manufacturer/Model/Nickname : [Flexotecnica EVO](#)

Date : [04/03/2022](#)

Name : [Richard Relin](#)

Comments :

Signatures :



Richard Relin 2022-03-04T12:44:49+01:00



Jean-Marie Gentric 2022-03-04T12:44:36+01:00

BST eltromat FSE

Customer

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Technical datas

Computer name : [18888iPQ-Center1-1](#)Computer description : [iPQ-Center, WA18888](#)Total Physical Memory : [16 GB](#)Free Space in C Drive (System) : [73.8 GB](#)Free Space in D Drive (Data) : [199GB](#)Free Space in E Drive (Log) : [199 GB](#)Free Space in F Drive (Protocol) : [391 GB](#)Screen Resolution 1 : [1920X1080](#)Screen Resolution 2 : [1920x1080](#)Camera Type : [IPQ VIEW](#)Computer Model / Image : [Windows 10](#)Date : [2022](#)Global Version : Current : [2.17.6](#) New :TCU.x : Current : [1.12](#) New :WSX_3xx/WSC_4xx : Current : [1.9.4](#) New :PPS.3 : Current : [2.2](#) New :ILI-CTRL : Current : [1.4.2](#) New :**Remote Maintenance (Teamviewer)**IP address : [10.10.10.75](#)Subnet mask : [255.255.255.0](#)Default gateway : [10.10.10.10](#)Preferred DNS server : [10.10.10.10](#)

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 : [853 304 567 / v12](#)

	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)	☒ ☐ ☐

Parts replaced :

1 – [Flash Bulbs](#)

On Customer Site

Notes

- Mercredi et Jeudi de nombreux dysfonctionnement Machine
Ont empêcher le bon déroulement de l'instruction
Suite à des travers cylindres.**
- Probleme aleatoire du système de regitre en Longitudinal
Coté BST comme télécommande Fléxotecnica.**
- Manque dongle Barcode qui sera envoyer sous peu
Une connexion a distance sera prevu pour l'activer des
Reception.**