

On Customer Site

Visit Report

Reference :

Commande BSTe France : 212195 / AQ0004829 M5 PLAN E		Call : E886	
Customer :	Gallus Ferd. Rüesch AG	System :	iPQ View
Customer Contact :	M. Joël Grübel	SN / WA :	ASO076918_WA21541
Customer Order number :	4530269240	Machine Nickname :	Gallus RCS

Visit Purpose :

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

	31/08/2021	01/09/2021				
Travel To	0	0.5				
Start Time	12h30	7h30				
Lunch Time	0	0.5				
End Time	16h30	13h00				
Travel From	0.5	3				

Details	System installation checked. Settings and configuration. Training + Demo for FAT System Backup.
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

On Customer Site

Customer name and place : [Harzbüchelstrasse 34, 9016 St. Gallen - Switzerland](#)

Contact person at customer : [M. Joël Grübel \(Special Solutions\)](#)

Customer Mail & Mobile/Landline : joel.gruebel@heidelberg.com / +41 71 242 8549

System Type : [iPQ View](#)

WA/ASO : [WA21541 / ASO076918](#)

Machine Manufacturer/Model/Nickname : [Gallus/RCS 430r2](#)

Date : [01/09/2021](#)

Name : [Arnaud Darcel](#)

Comments :

Signatures :

Arnaud Darcel 2021-09-01T08:12:29+02:00

BST eltromat FSE



Joël Grübel 2021-09-01T08:12:18+02:00

Customer

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Technical datas

Computer name : [21541iPQ-Center1-1](#)

Computer description : [iPQ-Center, WA21541](#)

Total Physical Memory : [8 GB](#)

Free Space in C Drive (System) : [73.7 GB](#)

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

Free Space in E Drive (Log) : [206 GB](#)

Free Space in F Drive (Protocol) : [413 GB](#)

Screen Resolution : [1920x1080](#)

Camera Type : [wsc_572](#)

Computer Model / Image : [janztec-KD-BSTE-11000](#) Date : [2021](#)

Boot = [F12](#)

Global Version : Current : [2.16.1](#) New :

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

WSX_3xx/WSC_4xx : Current : [1.9.3](#) New :

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

ILI-CTRL : Current : New :

Remote Maintenance (Teamviewer)

IP address :

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 : [246 095 322 / v15](#)

- 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
