

On Customer Site

Visit Report

Reference :

Commande BSTe France :		Call / PM number : E1317	
Customer :	SP Group	System :	iPQ Check Eco
Customer Contact :	M. Mickael Carincotte	ASO / WA :	ASO040662 / WA20041
Customer Order number :		Machine Nickname :	H11

Visit Purpose :

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

	26 / 09 / 2022					
Travel To	4					
Start Time	13h30					
Lunch Time	0.5					
End Time	17h00					
Travel From	0.5					

Details	Câble deleyCON 15m amplifieur + 0.5 m USB type B installés (Voir Note). Ecran tactile fonctionne correctement.
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

On Customer Site

Customer Details for iPQ systems

Customer name and place : [SP Group / 1 rue Claude Bernard, 62000 Arras](#)

Contact person at customer / Title : [M. Mickael Carincotte \(Responsable des Services Techniques\)](#)

Customer Mail & Mobile/Landline : mcarincotte@spg-pack.com/ +33 3 21 23 68 11 - +33 6 84 64 10 45

System Type : [iPQ Check Eco](#)

WA/ASO : [ASO040662/WA20041](#)

Machine Manufacturer/Model/Nickname : [Rotomec / 4004 / H11](#)

Date : [26/09/2022](#)

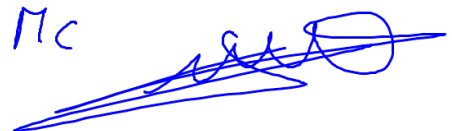
Name : [Arnaud Darcel](#)

Comments :

Signatures :



Arnaud Darcel 2022-09-26T16:50:18+02:00



Michael Carincotte 2022-09-26T16:49:40+02:00

BST eltromat FSE

Customer

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Technical datas

Computer name : [20041iPQ-Center1-1](#)

Computer description : [iPQ Center, WA20041](#)

Total Physical Memory : [16 GB](#)

Free Space in C Drive (System) : [75.4 GB](#)

Free Space in D Drive (Data) : [96 GB](#)

Free Space in E Drive (Log) : [90.9 GB](#)

Free Space in F Drive (Protocol) : [467 GB](#)

Screen Resolution 1 : [1920x1080](#)

Camera Type : [allPIXA - Qty 2](#)

Computer Model / Image : [dell-T5810-E5-1660](#)

(*)	Global Version :	Current : 2.17.8	New :
	TCU.x :	Current : 1.12	New :
	WSX_3xx/WSC_4xx :	Current :	New :
	PPS.3 :	Current :	New :
	ILI-CTRL :	Current : 1.4.3	New :

(**) **Remote Maintenance (Teamviewer)**

IP address : [192.168.69.71](#)

Subnet mask : [255.255.255.0](#)

Default gateway : [192.168.69.1](#)

Preferred DNS server : [8.8.8.8](#)

Alternate DNS server : [8.8.4.4](#)

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 : [1 030 573 402 / 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

☐ ☒ ☐☐ ☒ ☐☐ ☒ ☐☐ ☒ ☐☐ ☒ ☐☐ ☒ ☐

On Customer Site

Notes

- deleyCON 0,5m Câble de Données Câble D'imprimante Câble de Scanner - USB A Mâle à USB B Mâle à Imprimante Scanner Printer – Noir
- deleyCON 15m Câble Actif USB 3.0 Rallonge Active avec 2 Amplificateur de Signal Câble Répéteur USB3.0 Câble de Rallonge PC Ordinateur Imprimante Scanner