

On Customer Site

Visit Report

Reference :

Commande BSTe France : SERV230412		Call : E1600	
Customer :	Semoulin Packaging	System :	iPQ Center
Customer Contact :	M. Loris Piscedda	SN / WA :	ASO034236 / WA0019792
Customer Order number :	AGEPA 20226930	Machine Nickname :	Miraflex 1

Visit Purpose :

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

	10/05/2023	11/05/2023				
Travel To	4	0.5				
Start Time	13h00	8h30				
Lunch Time	0	0				
End Time	18h30	11h30				
Travel From	0.5	4				

Details	Carte WSC-MFL.1 et 4 câbles CameraLink remplacés + White fader & Iris. Variation de lumière sur caméra view résolu. Bruit proviens de la carte ILI 2 ou du câble et sensibilité sur ancien câble link (Blindage à nu). A remplacer durant la prochaine visite.
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

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

Contact person at customer : [M. Loris Pisedda \(Service Maintenance\)](#)

Customer Mail & Mobile/Landline : loris.pisedda@semoulinpackaging.com / +32 497 49 26 59

System Type : [iPQ Center](#)

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

Machine Manufacturer/Model/Nickname : [W&H/Miraflex'' CM 8 /Miraflex 1](#)

Date : [11/05/2023](#)

Name : [Arnaud Darcel](#)

Comments :

Signatures :



Arnaud Darcel 2023-05-11T11:38:11+02:00

BST eltromat FSE



Loris Pisedda 2023-05-11T11:37:51+02:00

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) : [27.6 GB](#)

Free Space in D Drive (Data) : [51.8GB](#)

Free Space in E Drive (Log) : [365 GB](#)

Free Space in F Drive (Protocol) : [1.80 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 : [2.17.2](#) New : [2.17.2](#)

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

WSX_3xx/WSC_4xx : Current : [1.9.4](#) New : [1.9.4](#)

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

ILI-CTRL : Current : [1.4.2](#) New : [1.4.2](#)

Remote Maintenance (Teamviewer)

IP address : [DHCP Automatic](#)

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

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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 / 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

☐	☒	☐
☐	☒	☐
☐	☒	☐
☐	☒	☐
☐	☒	☐
☐	☒	☐

Parts replaced during visit :

1 – [4 Câbles N° 2499-10m CameraLink \(3EBKB328762\)](#)

2 – [WSC-PSF 2-1 \(3EBLT241788\) Board](#)

Parts suggested to replace during the next Visit :

1 – [ILI Board 2](#)

2 – [Cable ILI 2](#)

Part need to be replaced as soon as possible :

- | | |
|-----|-----|
| 1 - | 4 - |
| 2 - | 5 - |
| - | |

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Notes
