

On Customer Site

Visit Report

Reference :

Commande BSTe France : 222363		Intervention. : E1463	
Customer :	DS Smith (Contoire-Hamel)	System :	iPQ Center
Customer Contact :	M. Stéphane Ryckebusch	SN / WA :	ASO070985 / WA0021320
Customer Order number :	SERV220113DT	Machine Nickname :	Cobden Chadwick

Visit Purpose :

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

	11/04/2023	12/04/2023	13/04/2023	14/04/2023		
Travel To	3.5	0.5	0.5	0.5		
Start Time	13h30	8h00	8h30	8h45		
Lunch Time	0	0	0.5	0		
End Time	18h30	20h30	20h00	14h00		
Travel From	0.5	0.5	0.5	3.5		

	17/04/2023	18/04/2023	19/04/2023			
Travel To	2	0.5	0.5			
Start Time	11h00	8h00	8h30			
Lunch Time	1	1	1			
End Time	17h30	18h00	17h45			
Travel From	0.5	0.5	2.5			

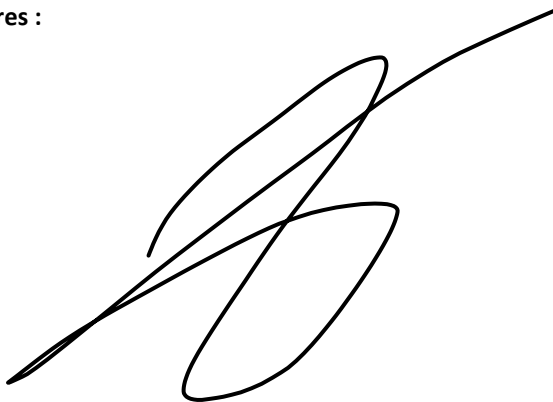
On Customer Site

Details	Installation du système iPQ Check sur presse Corden Chadwick. Configuration, mise en service, testes et backup. Instruction des équipes. Reste la mise en place du quality assistant a faire.
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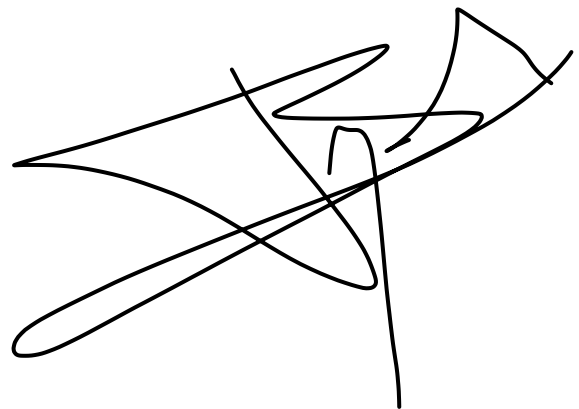
Purpose of the visit completed : Yes ☒ No ☐Need a new visit : Yes ☐ No ☒Customer name and place : [DS Smith • 39 Rue Nationale, 80500 Contoire-Hamel](#)Contact person at customer : [M. Stéphane Ryckebusch \(Responsable Atelier Pré-impression\)](#)Customer Mail & Mobile/Landline : stephane.ryckebusch@dssmith.com / +33 7 88 98 25 49System Type : [iPQ Check Allpixapro](#)WA/ASO : [WA0021320/ASO070985](#)Machine Manufacturer/Model/Nickname : [Cobden Chadwick](#)Date : [19/04/2023](#)Name : [Vivien Coutellier/Richard Relin](#)

Comments :

Signatures :



BST eltromat FSE



Customer

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Technical datas

Computer name : [21320iPQ-Center1-1](#)Computer description : [iPQ-Center,WA21320](#)Total Physical Memory : [8 GB](#)Free Space in C Drive (System) : [74.2 GB](#)Free Space in D Drive (Data) : [205 GB](#)Free Space in E Drive (Log) : [206 GB](#)Free Space in F Drive (Protocol) : [390 GB](#)Screen Resolution 1 : [1920x1080](#)Screen Resolution 2 : [1920x100](#)

Screen Resolution 3 :

Screen Resolution 4 :

Camera Type : [wsc_582](#) – Qty : [1](#)Computer Model : [IPC-BG-KD-BSTE-11000.0](#)Date : [2020](#)Global Version : Current : [2.15.12](#) 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 : New :

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 : [1 649 168 535 / 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

☒☐☐☒☐☐☒☐☐☒☐☐☒☐☐☒☐☐

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Notes
