

On Customer Site

Visit Report

Reference :

Commande BSTe France :		Commande BSTe : E1619	
Customer :	DS Smith Velin	System :	iPQ Center
Customer Contact :	M. Florent Leclere	SN / WA :	ASO090729_WA0022230
Customer Order number :		Machine Nickname :	Kobden & Chadwick

Visit Purpose :

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

	20/11/2023	21/11/2023	22/11/2023			
Travel To	3.5	0.5	0.5			
Start Time	13h30	8h30	8h20			
Lunch Time	0	0.75	4.5			
End Time	17h50	17h40	12h30			
Travel From	0.5	0.5	7			

Details	System was adjusted to be able to run faster than 380m/min trouble. Grabber Board was checked and cleaned. Camera link cable shield connected to the ground. Camera balancing + Black/White aligned.
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

On Customer Site

Customer name and place : [DS Smith, ZI de la plaine – 88510 Eloyes - France](#)

Contact person at customer : [M. Florent Leclère \(Responsable Preprint\)](#)

Customer Mail & Mobile/Landline : florent.leclere@dssmith.com / +33 6 26 54 71 85

System Type : [iPQ Center](#)

WA/ASO : [WA0022230 / ASO090729](#)

Machine Manufacturer/Model/Nickname : [Cobden Chadwick / Cobden](#)

Date : [22/11/2023](#)

Name : [Arnaud Darcel](#)

Comments :

Signatures :

A handwritten signature in black ink, appearing to be "Arnaud Darcel".

Arnaud Darcel 2023-11-22T12:35:08+01:00

BST eltromat FSE

A handwritten signature in black ink, appearing to be "Florent Leclère".

Florent Leclère 2023-11-22T12:34:02+01:00

Customer

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Technical datas

Computer name : [22230iPQ-Center1-1](#)

Computer description : [iPQ-Center, WA22230](#)

Total Physical Memory : [96 GB](#)

Free Space in C Drive (System) : [31.6 GB](#)

Free Space in D Drive (Data) : [84.5 GB](#)

Free Space in E Drive (Log) : [40.9 GB](#)

Free Space in F Drive (Protocol) : [6.98 TB](#)

Screen Resolution 1 : [1920x1080](#)

Screen Resolution 2 : [1920x1080](#)

Camera Type : [allPIXA-Pro – Qty : 4](#)

Computer Model / Image : [beg-BKA-BSTE04](#)

Date : [2022](#)

Boot = [F12](#)

Global Version : Current : [2.17.9](#)

New :

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

New :

WSX_3xx/WSC_4xx : Current : [1.9.6](#)

New :

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

New :

ILI-CTRL : Current : [1.4.3](#)

New :

Remote Maintenance

IP address : [192.168.1.21](#) (Via Citrix)

Subnet mask : [255.255.255.0](#)

Default gateway :

Preferred DNS server :

Alternate DNS server :

On Customer Site

Remote Access (Snapshot gallery, pdf upload, WF applications)

IP address : [192.168.1.21](#)

Subnet mask : [255.255.255.0](#)

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer : [1 285 328 030 / v15](#)

	OK/NOK/NA
- 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)	☒ ☐ ☐

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Notes
