

On Customer Site

Visit Report

Reference :

Commande BSTe France : (Call E642)		Commande BSTe it. : BS20.405	
Customer :	Wipak (Bousbecque)	System :	iPQ Center
Customer Contact :	M. DESHALLE GUY	SN / WA :	ASO071462 / WA0021340
Customer Order number :	AC/3.953/RT1414.220	Machine Nickname :	Flexotecnica

Visit Purpose :

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

	07/12/2020	08/12/2020	09/12/2020	10/12/2020	11/12/2020	
Travel To	5h30	0.5	0.2	0.2	0.2	
Start Time	14h00	8h30	8h30	8h30	8h45	
Lunch Time	0.5	0.5		0.5		
End Time	18h00	18h00	18h00	19h00	14h00	
Travel From	0.5	0.2	0.2	0.2	5h30	

Details	Mise en service de l'IPQ Center. Modification et remise en service du webvideo star 2000. Instruction des équipes du matin et après-midi. Tout fonction correctement mise apart le signal format de machine qui doit être fournie par KBA (signal INDRAMAT) Solution trouver par Jean-Baptiste Ngyuen.
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On Customer Site

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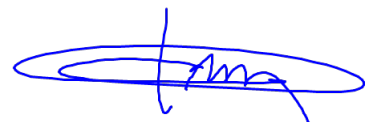
Purpose of the visit completed : Yes ☒ No ☐Need a new visit : Yes ☐ No ☒Customer name and place : [Wipak • Drèce des Bois, 59166 Bousbecque](#)Contact person at customer : [M.DELSALLE Guy Responsable de production](#)Customer Mail & Mobile/Landline : guy.delsalle@wipak.com/ +33 6 07 87 46 47System Type : [iPQ Center](#)WA/ASO : [WA0021340/ASO071462](#)Machine Manufacturer/Model/Nickname : [Flexotecnica/M1414](#)Date : [11/12/2020](#)Name : [Richard Relin & David Tondou](#)

Comments :

Signatures :



Richard Relin 2020-12-11T13:53:51+01:00



DESALLE GUY 2020-12-11T13:55:30+01:00

On Customer Site

BST eltromat FSE

Customer

Technical datas

Computer name : 21340iPQ-Center1-1

Computer description : iPQ-Center,WA21340

Total Physical Memory : 32 GB

Free Space in C Drive (System) : 46.6 GB

Free Space in D Drive (Data) : 97.5GB

Free Space in E Drive (Log) : 47.7GB

Free Space in F Drive (Protocol) : 1.81TB

Screen Resolution 1 :1920X1080

Screen Resolution 2 :1920X1080

Screen Resolution 3 :

Screen Resolution 4 :

Camera Type : DALSA P4 40Hz – Qty :2

Computer Model / Image :

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 : 1.4.3 New :

Remote Maintenance (Teamviewer)

IP address :

Subnet mask :

On Customer Site

Default gateway :

Preferred DNS server :

Alternate DNS server :

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

IP address :

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer ID : 686 526 293/ [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
