

On Customer Site

Visit Report

Reference :

Commande BSTe France : 202305 / ASO070310		Call / PM number : E721	
Customer :	SP Group	System :	iPQ Center
Customer Contact :	M. Guy Lulka	ASO / WA :	ASO025108 / WA19450
Customer Order number :	20A25890 Offre 2040_220PR	Machine Nickname :	H12

Visit Purpose :

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

	25 / 02 / 2021	/ /	/ /	/ /	/ /	/ /
Travel To	4h00					
Start Time	10h30					
Lunch Time	0					
End Time	0h50					
Travel From	0.5					

Details	Remplacement et configuration : - IPC-BG-R7910/BSTE01.0 Rack-Workstation NOK - ILI-CON.1 ILI NOK - Eaton Ellipse ECO 1200 USB IEC USV NOK - TCU.1-5 Trigger Control Unit NOK
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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. Guy Lulka \(Responsable atelier maintenance\)](#)

Customer Mail & Mobile/Landline : guy.lulka@spg-pack.com / +33 6 22 33 11 46

System Type : [iPQ Center](#)

WA/ASO : [ASO025108/WA19450](#)

Machine Manufacturer/Model/Nickname : [W&H / Heliostar SH / H12](#)

Date : [25/02/2021](#)

Name : [Richard Relin](#)

Comments :

Signatures :



Richard Relin 2021-02-26T10:59:40+01:00



Mickael Carincotte 2021-02-26T10:59:24+01:00

BST eltromat FSE

Customer

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Technical datas

Main Power 230V Input : [235.3V](#)

Computer name : [BSTEIPQ-Center1-1](#)

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

Total Physical Memory : [32 GB](#)

Free Space in C Drive (System) : [130 GB](#)

Free Space in D Drive (Data) : [143 GB](#)

Free Space in E Drive (Log) : [381 GB](#)

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

Screen Resolution 1 : [1920x1080](#)

Screen Resolution 2 : [1920x1080](#)

Camera Type : [allPIXA Qty 2](#)

Computer Model / Image : [5V324G2 / dell-R7910-E5-2630](#)

(*)	Global Version :	Current : 2.15.7	New : 2.15.7
	TCU.x :	Current : 1.11	New : 1.12
	WSX_3xx/WSC_4xx :	Current : 1.8.2	New : 1.9.2
	PPS.3 :	Current : 2.2	New : 2.2
	ILI-CTRL :	Current : 1.4.3	New : 1.4.3

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

IP address : [192.168.368.201](#)

Subnet mask : [255.255.255.0](#)

Default gateway : [192.168.68.1](#)

Preferred DNS server : [192.168.66.16](#)

Alternate DNS server : [192.168.66.26](#)

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 : [483 832 652 / 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

Materiel recuperer pour reverifier 2eme visite a programmer .