

On Customer Site

Visit Report

Reference :

Commande BSTe France : 202305 / ASO070310		Call / PM number : E721	
Customer :	SP Group	System :	iPQ Center
Customer Contact :	M. Mickael Carincotte	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				

	1 FSE	2 FSE	3 FSE	3 FSE	1 FSE	1 FSE
	25 / 02 / 2021	25 / 02 / 2021	26 / 02 / 2021	26 / 02 / 2021	09 / 08 / 2021	10 / 08 / 2021
Travel To	4	4	0	0.5	4	0.5
Start Time	14h00	23h00	0h00	8h30	13h30	8h00
Lunch Time	0	0	0	0	0	0
End Time	0h00	0h00	1h00	11h00	18h00	16h00
Travel From	0	0	0.5	4h	0.5	0

Details	Remplacement et configuration :				
	- IPC-BG-R7910/BSTE01.0 Rack-Workstation				OK
	- ILI-CON.1 ILI				OK
	- Eaton Ellipse ECO 1200 USB IEC USV				OK
	- TCU.1-5 Trigger Control Unit				OK

Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

On Customer Site

Customer name and place : [SP Group / 1 rue Claude Bernard, 62000 Arras](#)

Contact person at customer / Title : [M. Mickael Carincotte \(Responsable des Services Techniques\)](#)

Customer Mail & Mobile/Landline : mcarincotte@spg-pack.com/ +33 6 84 64 45

System Type : [iPQ Center](#)

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

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

Date : [11/08/2021](#)

Name : [Arnaud Darcel](#)

Comments :

Signatures :

A handwritten signature in blue ink, appearing to be 'A. Darcel'.

Arnaud Darcel 2021-08-11T11:52:22+02:00

BST eltromat FSE

A handwritten signature in blue ink, appearing to be 'M. Carincotte'.

Mickael Carincotte 2021-08-11T11:52:10+02:00

Customer

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Technical datas

Main Power 230V Input : [234.6V](#)

Computer name : [19450iPQ-Center1-1](#)

Computer description : [iPQ-Center, WA19450](#)

Total Physical Memory : [32 GB](#)

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

Free Space in D Drive (Data) : [154 GB](#)

Free Space in E Drive (Log) : [387 GB](#)

Free Space in F Drive (Protocol) : [1.76 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 : 2.16.2
	TCU.x :	Current : 1.11	New : 1.12
	WSX_3xx/WSC_4xx :	Current : 1.8.2	New : 1.9.4
	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 : [879 943 981 / v12](#)

(***) - 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

☐ ☒ ☐

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Parts replaced during the visit

1 – [UPS Eaton Ellipse ECO 1200 USB](#)

2 - [IPC-BG-R7910/BSTE01.0 Rack-Workstation](#)

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Notes
