

On Customer Site

Visit Report

Reference :

Commande BSTe France : 202346 / SERV200814DT		Intervention. : E1030	
Customer :	DS Smith (Contoire-Hamel)	System :	iPQ View
Customer Contact :	M. Leroy Kévin	SN / WA :	ASO070985 / WA0021320
Customer Order number :	I3 2003354	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				

	06/12/2021					
Travel To	3.5					
Start Time	13h30					
Lunch Time	0					
End Time	18h15					
Travel From	0.5					

Details	Last day instruction from system installation.
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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 • 39 Rue Nationale, 80500 Contoire-Hamel](#)

Contact person at customer : [M. Leroy Kévin \(Responsable Atelier Pré-impression\)](#)

Customer Mail & Mobile/Landline : kevin.leroy@dssmith.com / +33 6 86 15 54 16

System Type : [iPQ View](#)

WA/ASO : [WA0021320/ASO070985](#)

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

Date : [06/12/2021](#)

Name : [Arnaud Darcel](#)

Comments :

Signatures :



Arnaud Darcel 2021-12-07T17:39:26+01:00

BST eltromat FSE



Kévin Leroy 2021-12-07T17:39:10+01:00

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) : [74.9 GB](#)

Free Space in D Drive (Data) : [205 GB](#)

Free Space in E Drive (Log) : [206 GB](#)

Free Space in F Drive (Protocol) : [408 GB](#)

Screen Resolution 1 : [1920x1080](#)

Screen Resolution 2 : [1920x1080](#)

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 :

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 : [671 388 904 / v15](#)

	OK/NA
- 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)	☒ ☐

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Notes
