

*On Customer Site*

## Visit Report

**Reference :**

|                         |                   |                      |                      |
|-------------------------|-------------------|----------------------|----------------------|
| Commande BSTe France :  |                   | Commande BSTe Int. : |                      |
| Customer :              | Imprimerie Billet | System :             | TubeScan DS 430 4000 |
| Customer Contact :      | M. Jérôme Nivart  | SN :                 | 52.2420              |
| Customer Order number : |                   | Machine Nickname     | SIRIUS 2             |

**Visit Purpose :**

|                        |                                         |                |                                     |                 |                                     |
|------------------------|-----------------------------------------|----------------|-------------------------------------|-----------------|-------------------------------------|
| Mechanical Preparation | <input checked="" type="checkbox"/>     | Installation   | <input checked="" type="checkbox"/> | Start-up        | <input checked="" type="checkbox"/> |
| Maintenance            | <input type="checkbox"/>                | Under Contract | <input type="checkbox"/>            | Out of Contract | <input type="checkbox"/>            |
| Troubleshoot           | <input type="checkbox"/>                | Under Warranty | <input type="checkbox"/>            | Out of Warranty | <input type="checkbox"/>            |
| Instruction            | <input checked="" type="checkbox"/> Yes |                |                                     |                 |                                     |
|                        | <input type="checkbox"/> No             |                |                                     |                 |                                     |

|             | 09/01/2023 | 10/01/2023 |  |  |  |  |
|-------------|------------|------------|--|--|--|--|
| Travel To   | 2.5        | 2          |  |  |  |  |
| Start Time  | 13h30      | 9h00       |  |  |  |  |
| Lunch Time  | 1          | 1          |  |  |  |  |
| End Time    | 17h45      | 18h00      |  |  |  |  |
| Travel From | 2          |            |  |  |  |  |

|         |                                                                                           |
|---------|-------------------------------------------------------------------------------------------|
| Details | Un crash du soft Tubescan arrive de manières aléatoire, celui-ci est en étude par Nyquist |
|---------|-------------------------------------------------------------------------------------------|

Purpose of the visit completed :

 Yes ☒

 No ☐

Need a new visit :

 Yes ☒

 No ☐

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## Customer details for NYQUIST Systems

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Customer name and place : Imprimerie Billet / 6 route de Romery. 51480 Damery

Contact person at customer : M. Jérôme Nivart

Customer Mail & Mobile/Landline : [jerome.nivart@imprimerie-billet.fr](mailto:jerome.nivart@imprimerie-billet.fr) / +33 3 26 58 40 11

System Type : TubeScan DS 430 4000 / X104iC-0.1111

SN : 50.2420

Machine Manufacturer/Model/Nickname : Smag / SIRIUS / SIRIUS 2

Date : 16/01/2023

Name : M. Vivien Coutellier

Comments :

**Signatures :**

BST eltromat FSE



Customer

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## Technical datas

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Computer name : TubeScan 52.2420

Total Physical Memory : 16 GB

Free Space in C Drive (System) : 203 GB

OS : Windows 10 Pro

Screen Resolution Touch : 1024x768 (Touch)

Screen Resolution Full View : 1920x1080

Computer Model : Optiplex

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

IP address : DHCP

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

**Teamviewer ID / Version :** 1 285 589 669 / v15

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Notes

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