

On Customer Site

Visit Report

Reference :

Commande BSTe France :		Commande BSTe : E1006	
Customer :	Laser	System :	iPQ View
Customer Contact :	Dr Hitzler Andreas	SN / WA :	ASO079161-WA0021639
Customer Order number :	212314	Machine Nickname :	ALLPRINTA

Visit Purpose :

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

	15/11/2021	16/11/2021	17/11/2021	23/11/2021	24/11/2021	
Travel To	6h00	0.5	0.5	0.5	0.5	
Start Time	14h30	8h30	8h30	8h30	8h00	
Lunch Time	0.5	0	0.5	0	0	
End Time	19h00	18h30	19h00	19h00	14h30	
Travel From	0.5	0.5	0.5	0.5	6h00	

Details	Mechanical installation, wiring and troubleshoot of synchronization.
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Purpose of the visit completed : Yes ☒ No ☐
 Need a new visit : Yes ☐ No ☒

On Customer Site

Customer name and place : [LÄSER AG Zetzwilerstrasse 786 5728 Gontenschwil Switzerland](#)

Contact person at customer : [Dr Hitzler Andreas / +41 062 767 10 10](#)

Customer Mail & Mobile/Landline : AHitzler@laeser.com

System Type : [iPQ View](#)

WA/ASO : [ASO079161-WA0021639](#)

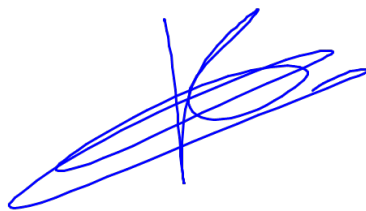
Machine Manufacturer/Model/Nickname : [ALLPRINTA/MULLER MARTINI](#)

Date : [19/11/2021](#)

Name : [Richard Relin + Arnaud Darcel](#)

Comments : Laeser/ Inhalt nicht auf Richtigkeit geprueft

Signatures :

A blue ink signature, appearing to be 'R. Relin', written in a cursive style.

Richard Relin 2021-11-24T13:02:34+01:00

BST eltromat FSE

A blue ink signature, appearing to be 'A. Hitzler', written in a cursive style.

Dr Andreas Hitzler 2021-11-24T13:04:48+01:00

Customer

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Technical datas

Computer name : [21639IPQ-Center1-1](#)

Computer description : [iPQ-Center, WA21639](#)

Total Physical Memory : [8 GB](#)

Free Space in C Drive (System) : [77.8 GB](#)

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

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

Free Space in F Drive (Protocol) : [412 TB](#)

Screen Resolution 1 : [1920x1080](#)

Screen Resolution 2 : [1920x1080](#)

Camera Type : [Hitachi](#)

Computer Model / Image : [janztec-KD-bste-11000](#)

Date : [2021](#)

Boot = [F12](#)

Global Version : Current : [2.17.2](#)

New :

TCU.x : Current : [1.11](#)

New :

WSX_3xx/WSC_4xx : Current : [1.9.4](#)

New :

PPS.3 : Current : [2.2](#)

New :

ILI-CTRL : Current : [1.4.3](#)

New :

Remote Maintenance (Teamviewer)

IP address :

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 : [409546153 /v12](#)

	OK/NOK/NA
- 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
