

On Customer Site

Visit Report

Reference :

Commande BSTe France : SERV210914DT		Call / PM number : E970	
Customer :	Amcor (Mohammedia)	System :	Web_video Star
Customer Contact :	M. Youness Ljouad	ASO / WA :	WA18674
Customer Order number :	4530568093	Machine Nickname :	BRIO

Visit Purpose :

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

	13 / 10 / 2021	/ /	/ /	/ /	/ /	/ /
Travel To	0.25					
Start Time	8 :45					
Lunch Time	1					
End Time	13 :30					
Travel From	0					

Details	Maintenance du système webvideo_star. Disque de sauvegarde SSD. Remplacement des lampes Top. Acronis et backup
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

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Customer details for web_video Star Systems

Customer name and place : [Amcors Flexibles Mohammedia – Rue Fatima Zahra, BP 96, Mohammedia](#)

Contact person at customer / Title : [M. Youness Ljouad \(Operation Manager\)](#)

Customer Mail & Mobile/Landline : youness.ljouad@amcor.com / +212 5 23 28 94 94

System Type : [web_video Star](#)

WA/ASO : [WA18674](#)

Machine Manufacturer/Model/Nickname : [Rotomec / BRIO / BRIO](#)

Date : [14/10/2021](#)

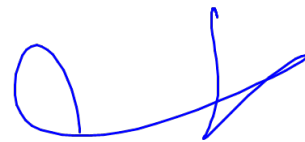
Name : [Arnaud Darcel](#)

Comments :

Signatures :



Arnaud Darcel 2021-10-14T14:57:21+02:00



Youness Ljouad 2021-10-14T14:57:05+02:00

BST eltromat FSE

Customer

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Technical datas

Computer name : [18674wvstar2-1](#)Computer description : [webvideo_star 2000, WA18674](#)Total Physical Memory : [4 GB](#)Free Space in C Drive (System) : [27.6 GB](#)Free Space in D Drive (Data) : [98.9 GB](#)Free Space in E Drive (Log) : [99.8 GB](#)Free Space in F Drive (Protocol) : [206 GB](#)OS : [Windows 7 Professional SP1](#)Screen Resolution 1 : [1280x1024](#)Screen Resolution 2 : [1280x1024](#)Camera Type : [Cam 1 \(wsc_520\)](#) / [Cam 2 \(wsc_542\)](#)Computer Model / Image : [XE2-i5-4570S](#) / [Boot HDD = F12](#)

(*)	Global Version :	Current : 43	New : 43
	TCU.x :	Current : 1.8.3	New : 1.8.3
	WSX_3xx/WSC_4xx :	Current : 1.4.13	New : 1.4.13
	PPS.3 :	Current :	New :
	ILI-CTRL :	Current :	New :

() Remote Maintenance (Teamviewer)**IP address : [DHCP Automatic](#)

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

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Remote Access (Snapshot gallery, pdf upload, WF applications)

IP address :

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer ID : 607 165 099 / v7

- (***)
- 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
