

On Customer Site

Visit Report

Reference :

Commande BSTe France : SERV220817		Call : E1281	
Customer :	Semoulin Packaging	System :	iPQ View
Customer Contact :	M. Loïc Pisedda	SN / WA :	ASO034221_WA0019791
Customer Order number :	AGEPA 20226275	Machine Nickname :	Comexi 1

Visit Purpose :

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

	18/08/2022					
Travel To	3					
Start Time	10h30					
Lunch Time	0					
End Time	14h30					
Travel From	4					

Details	« Blue Screen » on start-up after win logo. After checked all configuration, new base image... MB Battery CR2032 replaced + BIOS Configuration. SATA Operation on ATA mode. Acronis + backup
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

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Customer name and place : [Semoulin Packaging / rue du Couvent 44, 7350 Hensies · Belgique](#)

Contact person at customer : [M. Loïc Pisedda \(Service Maintenance\)](#)

Customer Mail & Mobile/Landline : loic.pisedda@semoulinpackaging.com / +32 497 49 26 59

System Type : [iPQ View](#)

WA/ASO : [ASO034221_WA0019791](#)

Machine Manufacturer/Model/Nickname : [Comexi / FJ2108 / Comexi 1](#)

Date : [18/08/2022](#)

Name : [Arnaud Darcel](#)

Comments :

Signatures :



2022-08-18T14:36:52+02:00



Samuel Honorez 2022-08-18T14:36:27+02:00

BST eltromat FSE

Customer

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Technical datas

Computer name : [12345iPQ-Center1-1](#)Computer description : [iPQ-Center, WA12345](#)Total Physical Memory : [8.0 GB](#)Free Space in C Drive (System) : [21.3 GB](#)Free Space in D Drive (Data) : [98.6GB](#)Free Space in E Drive (Log) : [99.6 GB](#)Free Space in F Drive (Protocol) : [216 GB](#)Screen Resolution 1 : [1920X1080](#)Screen Resolution 2 : [1920x1200](#)Camera Type : [wsc_522](#)Computer Model / Image : [dell-XE2-i5-4570S](#)Date : [2017](#)

Global Version :	Current : 2.8.1	New :
TCU.x :	Current : 1.8.7	New :
WSX_3xx/WSC_4xx :	Current : 1.6.2	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 : [880 960 901 / v15](#)

	OK/NOK/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
