

On Customer Site

Visit Report

Reference :

Commande BSTe France : 232306		Commande BSTe : E1778	
Customer :	Elopak (Morocco)	System :	iPQ View
Customer Contact :	M. Abdelmajid.ihyaoui@elopak.com	SN / WA :	ASO038993 / WA19990
Customer Order number :	# 55105243	Machine Nickname :	Ligne 2

Visit Purpose :

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

	19/12/2023	20/12/2023	21/12/2023			
Travel To	7.5	0.5				
Start Time		9h00				
Lunch Time		0.5				
End Time		16h30				
Travel From		1.5	7.5			

Details	Installation from scratch from v2.10.3 to v2.17.9 using base imag XE2 5.6. Optic Head wsc 502 installed and calibrated. System setup + backup + Acronis. Short instruction.
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

On Customer Site

Customer name and place : [Elopak, 783 Parc Industriel Sapino – 27182 Nouaceur, Casablanca - Morocco](#)

Contact person at customer : [Mr Abdelmajid Ihyaoui \(Maintenance supervisor\)](#)

Customer Mail & Mobile/Landline : abdelmajid.ihaoui@elopak.com / +212 661 925 683

System Type : [iPQ View](#)

WA/ASO : [WA0019990 / ASO038993](#)

Machine Manufacturer/Model/Nickname : [Heidelberg / INTRO 720 / Ligne 2](#)

Date : [20/12/2023](#)

Name : [Arnaud Darcel](#)

Comments :

Signatures :



Arnaud Darcel 2023-12-20T16:00:10+01:00

BST eltromat FSE



Abdelmajid IHYAOUI 2023-12-20T15:59:54+01:00

Customer

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Technical datas

Computer name : [19990iPQ-Center1-1](#)Computer description : [iPQ-Center, WA19990](#)Total Physical Memory : [8 GB](#)Free Space in C Drive (System) : [22.7 GB](#)Free Space in D Drive (Data) : [98.6 GB](#)Free Space in E Drive (Log) : [99.8 GB](#)Free Space in F Drive (Protocol) : [202 GB](#)Screen Resolution 1 : [1920x1080](#)

Screen Resolution 2 :

Camera Type : [wsc_502](#)Computer Model / Image : [XE2-i5-4570S](#)Date : [2023](#)Boot = [F12](#)Global Version : Current : [2.10.3](#)New : [2.17.9](#)TCU.x : Current : [1.8.8](#)New : [1.12](#)WSX_3xx/WSC_4xx : Current : [1.6.3](#)New : [1.9.6](#)PPS.3 : Current : [2.2](#)New : [2.2](#)

ILI-CTRL : Current :

New :

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

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 : [301 896 208](tel:301896208) / v15

- 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)

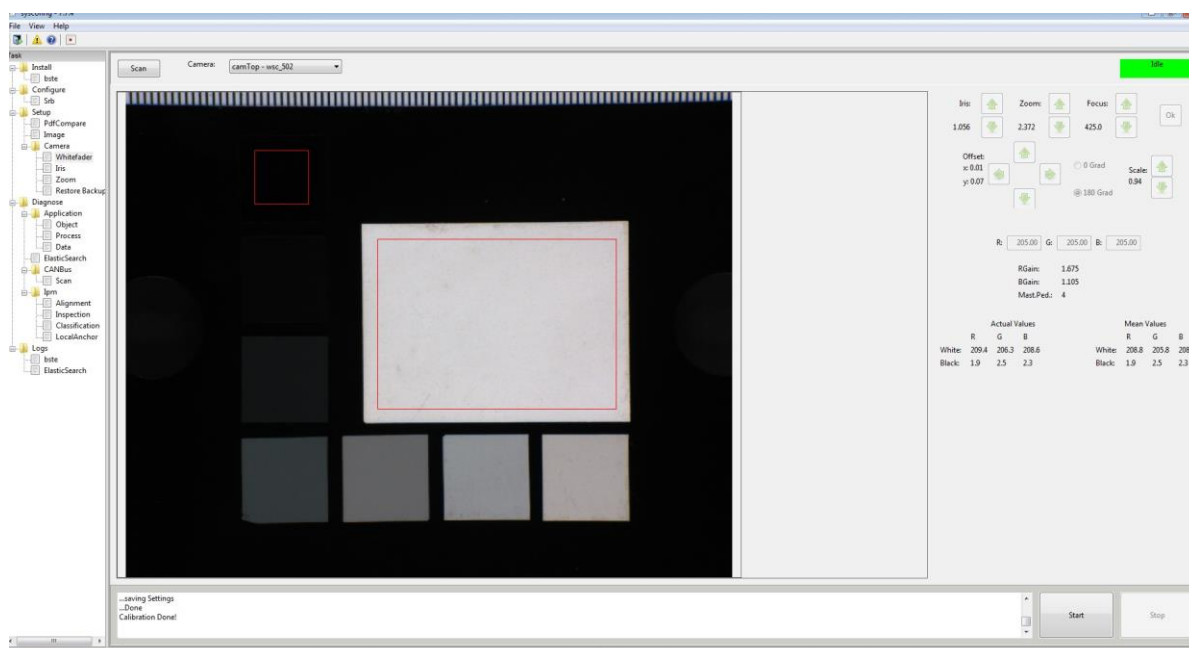
OK/NOK/NA



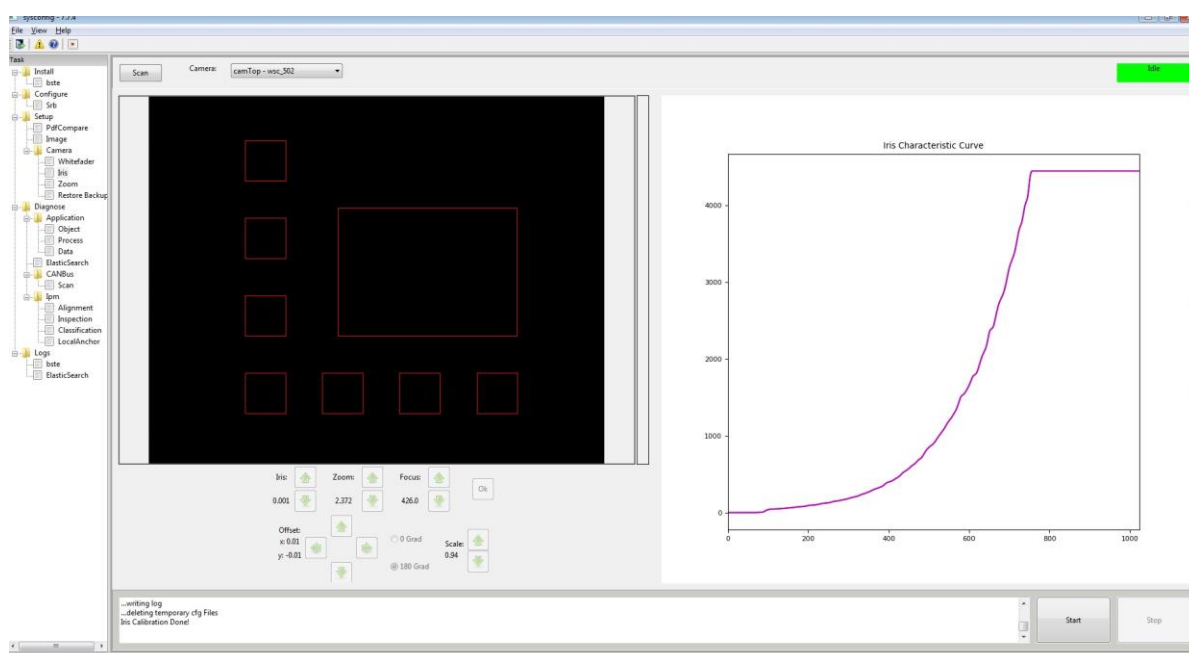
On Customer Site

Notes

○ Whitefader Calibration



○ Iris Calibration



On Customer Site

○ Zoom Calibration

