

On Customer Site

Visit Report

Reference :

Commande BSTe France : 222281 / SERV220113DT		Commande BSTe : E1667	
Customer :	DS Smith Bretagne	System :	iPQ Center
Customer Contact :	M. David Dagois	SN / WA :	ASO090731_WA0022231
Customer Order number :	I3 1020035 / I3 1020036	Machine Nickname :	Kobden & Chadwick

Visit Purpose :

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

	19/06/2023	20/06/2023	21/06/2023			
Travel To	7.0	0.5	0.5			
Start Time	15h00	8h30	8h30			
Lunch Time	0.75	0.75	0			
End Time	18h30	17h30	12h00			
Travel From	0.5	0.5	7.0			

Details	Training de 3 équipes pour utilisation de IPQ Center, et du Quality Assitant. Calibration des blancs.
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

On Customer Site

Customer name and place : [DS Smith, ZI Kervoasdou – 29270 Carhaix Plouguer - France](#)

Contact person at customer : [M. David Dagois \(Responsable Preprint\)](#)

Customer Mail & Mobile/Landline : david.dagois@dssmith.com / +33 2 98 93 13 68

System Type : [iPQ Center](#)

WA/ASO : [WA0022231](#) / [ASO090731](#)

Machine Manufacturer/Model/Nickname : [Cobden Chadwick](#) / [PI087](#) / [Cobden](#)

Date : [21/06/2023](#)

Name : [Richard Relin](#)

Comments :

Signatures :

Richard Relin 2023-06-21T11:50:22+02:00



Sebastien moysan 2023-06-21T11:50:09+02:00

BST eltromat FSE

Customer

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Technical datas

Computer name : [22231iPQ-Center1-1](#)Computer description : [iPQ-Center, WA22231](#)Total Physical Memory : [96 GB](#)Free Space in C Drive (System) : [31.0 GB](#)Free Space in D Drive (Data) : [84 GB](#)Free Space in E Drive (Log) : [43.0 GB](#)Free Space in F Drive (Protocol) : [7.24 TB](#)Screen Resolution 1 : [1920x1080](#)Screen Resolution 2 : [1920x1080](#)Camera Type : [allPIXA-Pro – Qty : 4](#)Computer Model / Image : [beg-BKA-BSTE04](#)Date : [2022](#)Boot = [F12](#)Global Version : Current : [2.17.9](#)

New :

TCU.x : Current : [1.12](#)

New :

WSX_3xx/WSC_4xx : Current : [1.9.6](#)

New :

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

New :

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

New :

Remote Maintenance

IP address : [192.168.1.21](#) (Via Citrix)Subnet mask : [255.255.255.0](#)

Default gateway :

Preferred DNS server :

Alternate DNS server :

On Customer Site

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

IP address : [192.168.1.21](#)

Subnet mask : [255.255.255.0](#)

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer : [1 285 328 030 / v15](#)

	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
