

On Customer Site

Visit Report

Reference :

Commande BSTe France : 222074 / SERV240124DT		Intervention. : E1509	
Customer :	RKW Saint Frères Emballage	System :	iPQ Center
Customer Contact :	M. Stéphane Szczypa	SN / WA :	ASO086208_WA0021968
Customer Order number :	4500467517 / 4500522853	Machine Nickname :	135

Visit Purpose :

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

	26/02/2024	27/02/2024	28/02/2024	29/02/2024	01/03/2024	
Travel To	4	0.5	0.5	0.5	0.5	
Start Time	14h00	8h30	8h30	8h30	8h30	
Lunch Time	1	0.5	0.5	0.5	0	
End Time	18h0	18h00	18h00	18h00	13h30	
Travel From	0.5	0.5	0.5	0.5	4	

	13/03/2024	14/03/2024	15/03/2024			
Travel To	0	0.5	0.5			
Start Time	13h00	8h30	8h30			
Lunch Time	0	0.5	0			
End Time	14h00	17h00	13h00			
Travel From	0.5	0.5	4			

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Details	Installations IPQ-Center sur presse W&H + Instruction opérateurs.
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Purpose of the visit completed : Yes ☒ No ☐Need a new visit : Yes ☐ No ☒Customer name and place : [RKW Saint Frère Emballage S.A.S / Rue Marius Sire, 80420 Ville-le-Marclet](#)Contact person at customer / Title : [M. Stéphane Szczypa \(Chef de Production\)](#)Customer Mail & Mobile/Landline : stephane.szczypa@rkw-group.com / +33 6 71 04 20 23System Type : [iPQ Center](#)ASO/WA : [ASO086208_WA0021968](#)Machine Manufacturer/Model/Nickname : [W&H/Novoflex CM \(51585\)/135](#)Date : [15/03/2024](#)Name : [Arnaud Darcel](#)

Comments :

Signatures :



Arnaud Darcel 2024-03-15T12:04:26+01:00

BST eltromat FSE



stephane szczypa2024-03-15T12:04:11+01:00

Customer

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Technical datas

Computer name : [21968iPQ-Center1-1](#)

Computer description : [iPQ-Center, WA21968](#)

Total Physical Memory : [96 GB](#)

Free Space in C Drive (System) : [37.2/75.0 GB](#)

Free Space in D Drive (Data) : [95.6/97.5 GB](#)

Free Space in E Drive (Log) : [44.0/50.7 GB](#)

Free Space in F Drive (Protocol) : [7.18/7.27 TB](#)

Windows OS : [Windows 10 Entreprise LTSC / 2018](#)

Screen Resolution 1 : [1920x1080](#)

Screen Resolution 2 : [1920x100](#)

Screen Resolution 3 :

Screen Resolution 4 :

Camera Type : [DALSA-P4-40KHz / wsc_573](#)

Computer Model : [Beg-BKA-BSTE03](#)

Date : [2022](#)

Global Version : Current : [2.17.7](#)

New :

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

New :

WSX_3xx/WSC_4xx : Current : [1.9.5](#)

New :

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

New :

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

New :

Remote Maintenance (Teamviewer)

IP address : [Automatic IP \(Aucun Réseau\)](#)

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 : [619 529 961 / v15](#)

- Dcf and pdfx folder
- Windows Credentials
- iPQ-xxxxxx_bak_date_time.zip file generated from sysconfig.py
- MmxlpMap 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
