

On Customer Site

Visit Report

Reference :

Commande BSTe France : 232128		Intervention. : E1601	
Customer :	ELAG Emballage	System :	ProView + Color Monitoring
Customer Contact :	M. Beat Thill	SN / WA :	ASO097126 / ASO097242
Customer Order number :	BPA du 010523	Machine Nickname :	A52

Visit Purpose :

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

	21/08/2023	22/08/2023	23/08/2023	24/08/2023	25/08/2023	
Travel To	35	0.5	0.5	0.5	0.5	
Start Time	13h00	8h00	8h00	8h00	8h00	
Lunch Time	0	0.75	0.75	0.75	0.5	
End Time	17h45	17h45	17h30	17h30	12h30	
Travel From	0.5	0.5	0.5	0.5	4	

Details	ProView camera installation on press Müller Martini 2104. Start-up and settings. Operators training. Network done for Teamviewer access + remote SnapShot visibility.
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

On Customer Site

Customer name and place : [ELAG Emballages • 12 rue Hilti, 68140 Munster - France](#)

Contact person at customer : [Mr Beat Thill \(Polygraphic Engineer HF Director\)](#)

Customer Mail & Mobile/Landline : b.thill@elaggroup.com / T +41 34 552 08 84 / M +41 76 378 88 80

System Type : [ProView](#)

WA/ASO : [ASO097126_WA0022517](#)

Machine Manufacturer/Model/Nickname : [Müller Martini / 2104 / A52](#)

Date : [25/08/2023](#)

Name : [Arnaud Darcel](#)

Comments :

Signatures :

A handwritten signature in black ink, consisting of a stylized 'A' followed by a vertical line and a horizontal stroke.

Arnaud Darcel 2023-08-25T12:34:45+02:00

BST eltromat FSE

A handwritten signature in black ink, featuring a large, stylized 'B' followed by several vertical strokes.

Beat Thill 2023-08-25T12:34:25+02:00

Customer

On Customer Site

Technical datas

Computer name : [DESKTOP-Q4QQN43](#)

Computer description : [iPQ-Center,WA21320](#)

Total Physical Memory : [8 GB](#)

Free Space in C Drive (System) : [11.1 GB](#)

Free Space in D Drive (Data) : [35.7 GB](#)

Free Space in E Drive (Log) : [33 GB](#)

Screen Resolution 1 : [1920x1080](#)

Camera Type : [wsc_1110](#) – Qty : 1

Computer Model : [3ELEC379193-23009187](#)

Date : [2023W27](#)

Global Version : Current : [1.1](#)

New :

Remote Maintenance (Teamviewer)

IP address : [192.168.1.48](#)

Subnet mask : [255.255.255.0](#)

Default gateway : [192.168.1.1](#)

Preferred DNS server : [192.168.1.22](#)

Alternate DNS server :

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

IP address :

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

On Customer Site

Teamviewer ID : [1 990 078 421 / v15](#)

OK/NOK/NA

- Windows Credentials
- Screenshot from Application settings
- Screenshot from visconfig.py / sysconfig.py

☐ ☒ ☐

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Notes
