# Vallabh Enterprises

| Service Status Details : VE1189 | | | | | |
|---|---|---|---|---|---|
| **Priority :** | High | | | | |
| **Created By :** | Admin - Apurva Vajaria | | | | |
| **Complaint Mob. No. :** | 9930943918 | | | | |
| **Technician Name :** | Sachin Pawar | | **Technician Mobile :** | 8080922981 | |
| **Ticket Type :** | Complain | **Date & Time :** | 20-02-2020 02:19:30 | | |
| **Vendor Details :** | | | | | |
| Company Name/Client Name : | St Joseph | Customer's Mobile : | 9930943918 | Name : | Levon |
| **Address :** | | | | | |
| Mumbai , , , , Maharashtra | | | | | |
| **AMC Details :** | | | | | |
| Expiry Date : | 31-03-2020 12:00:00 | | Type : | Non-Comprehensive | |
| **Product Name :** | CCTV | | | | |
| **Complain :** | PPM for all busses for the month of Jan 2020 | | | | |
| **Technician Comment :** | *At st. Joseph school.* * 3 new bus wiring done. * 50 mtr wiring used. * One bus having 3 camera Other Two bus having 2 camera wiring done. * Bus no 6 earting issue resolved by new cabling done from client side. * Bus no 13 new power cabling done from client side and issue resolved. DONE. | | | | |
| **Complain Operator :** | Desktop - Apurva Vajaria | | | | |
| **Remark :** | *At st. Joseph school.* * 3 new bus wiring done. * 50 mtr wiring used. * One bus having 3 camera Other Two bus having 2 camera wiring done. * Bus no 6 earting issue resolved by new cabling done from client side. * Bus no 13 new power cabling done from client side and issue resolved. DONE. | | | | |

| Status History : | Date Time | Technician Name | Status | Remark | Sign |
|---|---|---|---|---|---|
| | 24-02-2020 10:00:15 | SachinPawar | Completed | *At st. Joseph school.* * 3 new bus wiring done. * 50 mtr wiring used. * One bus having 3 camera Other Two bus having 2 camera wiring done. * Bus no 6 earting issue resolved by new cabling done from client side. * Bus no 13 new power cabling done from client side and issue resolved. DONE. | |
| | 20-02-2020 03:03:55 | SachinPawar | In Progress | *Update about Bus no 1 2 4 5 8 10 11 13 14* *Alarm setting done as below for mention mdvr* Video loss. Camera cover. Notify surveillance center. Overspeed limit above 50 kmhr. Dvr restart. Illigal login. Mention mdvr recording is found above 30 days. Recording parameter check. Hdd parameter check. Camera angle set and realign. Mdvr mobile app online status check. *Requirement* 1.need a outlook account for configuration email alerts in mdvr. 2. Bus no 8 required 1 tb hdd because 4 camera installed and recording is found below 30 days. *Pending* Bus 6 7 3 9 12 need to check. Bus no 13 and 14 device name changed in server. | |
| | 20-02-2020 02:19:38 | SachinPawar | New | | - |
| | 20-02-2020 02:19:31 | SachinPawar | New | | - |

| Previous Complain History : | Date Time | Technician Name | Remark |
|---|---|---|---|
| | 04-07-2020 11:17:07 | AnilYadav | 1) 10 dvr and 5 IP camera again and again offline issue solved. 2) 2 IP cameras not working complain solve also. 3) 1 IP camera IP find out after 8ch NVR in added. 4) one IP camera password reset after add in NVR. |
| | 05-06-2020 02:45:49 | Siddhesh Chavan | Remove fisheye camera and nvr..... |