


Vallabh Enterprises

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Support : | W : www.vallabhenterprises.com
E : vallabhsecure@yahoo.co.in

Service Status Details : VE8175					
Priority :	Low				
Created By :	Admin - Apurva Vajaria				
Complaint Mob. No. :	7021671156				
Technician Name :	Ravi Rajbhar		Technician Mobile :	8080922965	
Ticket Type :	Complain	Date & Time :	21-04-2023 10:56:38		
Vendor Details :					
Company Name/Client Name :	Lokhandwala Foundation	Customer's Mobile :	7021671156	Name :	Rauf Sir
Address :					
Mumbai , , , , Maharashtra					
AMC Details :					
Expiry Date :	01-01-1970 05:30:00		Type :		
Product Name :	CCTV				
Complain :	All DVR date and time issue they are not getting any recording nor any beep alert				
Technician Comment :	Lokhandwala school Dvr no.1 12 camera ok working done and date and time set 4 camera off g5/g3/g9 Hdd normal 1 tb Recoding going on Dvr no.2 16 camera ok working done Date and time ok Hdd normal 1tb Recoding going on Dvr no.3 Dvr check 5 bnc connected No hdd in dvr or no camera viewing in dvr Dvr no.4 15 camera ok working done 1 camera off Date and time set Hdd normal 1tb Recoding going on Dvr no.5 16 camera ok working timing set Hdd normal 1tb Recoding going on Dvr no.6 15 camera ok working 1 camera off also missing camera Hdd normal 1tb Recoding going on Time set Dvr no.7 14 camera ok working 2 camera off Date and time set Hdd normal 1tb Recoding going on				
Complain Operator :	Desktop - Apurva Vajaria				
Remark :	Lokhandwala school Dvr no.1 12 camera ok working done and date and time set 4 camera off g5/g3/g9 Hdd normal 1 tb Recoding going on Dvr no.2 16 camera ok working done Date and time ok Hdd normal 1tb Recoding going on Dvr no.3 Dvr check 5 bnc connected No hdd in dvr or no camera viewing in dvr Dvr no.4 15 camera ok working done 1 camera off Date and time set Hdd normal 1tb Recoding going on Dvr no.5 16 camera ok working timing set Hdd normal 1tb Recoding going on Dvr no.6 15 camera ok working 1 camera off also missing camera Hdd normal 1tb Recoding going on Time set Dvr no.7 14 camera ok working 2 camera off Date and time set Hdd normal 1tb Recoding going on				

Status History :	Date Time	Technician Name	Status	Remark	Sign
	21-04-2023 02:40:30	Ravi Rajbhar	Completed	Lokhandwala school Dvr no.1 12 camera ok working done and date and time set 4 camera off g5/g3/g9 Hdd normal 1 tb Recoding going on Dvr no.2 16 camera ok working done Date and time ok Hdd normal 1tb Recoding going on Dvr no.3 Dvr check 5 bnc connected No hdd in dvr or no camera viewing in dvr Dvr no.4 15 camera ok working done 1 camera off Date and time set Hdd normal 1tb Recoding going on Dvr no.5 16 camera ok working timing set Hdd normal 1tb Recoding going on Dvr no.6 15 camera ok working 1 camera off also missing camera Hdd normal 1tb Recoding going on Time set Dvr no.7 14 camera ok working 2 camera off Date and time set Hdd normal 1tb Recoding going on	
	21-04-2023 10:56:45	Ravi Rajbhar	New		-
Previous Complain History :	Date Time	Technician Name	Remark		
	21-02-2023 10:07:07	Ravi Rajbhar	Ppm done of cctv system PA system all ok working done Epbax system check but system issue need to change system co line jack port issue Intercom system check all ok working done Confirm to Rauf sir Dvr no. 3 hdd and same camera also switch to dvr no. 4 bcz dvr no. 3 issue Faulty dvr hondover to Rauf sir Dvr no. 1 G 01- camera missing G 06 - camera missing only hosing install 14 camera ok working done Dvr no.2 16 camera ok working done 1 tb hdd normal Recoding going on in dvr Dvr no. 3 Dvr issue 16 camera other dvr in check all ok working done only dvr viewing issue 1 tb hdd normal Dvr no.4 Total 11 bnc pin conecat but 10 camera ok working done (one camera luctoin missing) No hdd install in dvr Dvr no. 5 16 camera ok working done 1 tb hdd normal Recoding going on in dvr Dvr no.6 Total 16 camera connected 15 ok working done done 1 tb hdd normal Recoding going on in dvr Dvr no.7 16 camera ok working done 1 tb hdd normal Recoding going on in dvr		
	16-02-2023 10:50:42	Atique Salmani			