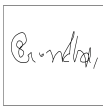
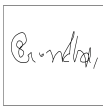
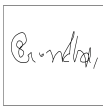


Vallabh Enterprises

Regd. Office : 401,shanti kutir,shivaji road,near thakur international school,kandivali(west) mumbai - 400067
Support : | W : www.vallabhenterprises.com
E : vallabhsecure@yahoo.co.in

Service Status Details : VE2704																														
Priority :	Low																													
Created By :	Admin - Apurva Vajaria																													
Complaint Mob. No. :	9819225311																													
Technician Name :	Mayur Yadav		Technician Mobile :	8411951301																										
Ticket Type :	Complain	Date & Time :	17-02-2021 12:18:54																											
Vendor Details :																														
Company Name/Client Name :	Shoppers Stop Limited - Vashi	Customer's Mobile :	9819225311	Name :	Sajid Khan																									
Address :																														
Mumbai , , , , Maharashtra																														
AMC Details :																														
Expiry Date :	01-01-1970 05:30:00		Type :																											
Product Name :	CCTV																													
Complain :	want to increase recording																													
Technician Comment :	DVR 1 Camera encoding setting done recording on for only 16 channel only frame rate 12 fps bit rate 499 kbps DVR 5 Old 2 TB HDD change with 4 TB HDD provided by client camera encoding setting done frame rate 12 fps and bit rate 512 kbps																													
Complain Operator :	Desktop - Apurva Vajaria																													
Remark :	DVR 1 Camera encoding setting done recording on for only 16 channel only frame rate 12 fps bit rate 499 kbps DVR 5 Old 2 TB HDD change with 4 TB HDD provided by client camera encoding setting done frame rate 12 fps and bit rate 512 kbps																													
Status History :	<table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Status</th><th>Remark</th><th>Sign</th></tr></thead><tbody><tr><td>17-02-2021 06:14:15</td><td>MayurYadav</td><td>Completed</td><td>DVR 1 Camera encoding setting done recording on for only 16 channel only frame rate 12 fps bit rate 499 kbps DVR 5 Old 2 TB HDD change with 4 TB HDD provided by client camera encoding setting done frame rate 12 fps and bit rate 512 kbps</td><td></td></tr><tr><td>17-02-2021 12:51:53</td><td>MayurYadav</td><td>New</td><td></td><td>-</td></tr><tr><td>17-02-2021 12:19:08</td><td>MayurYadav</td><td>New</td><td></td><td>-</td></tr><tr><td>17-02-2021 12:18:54</td><td>MayurYadav</td><td>New</td><td></td><td>-</td></tr></tbody></table>					Date Time	Technician Name	Status	Remark	Sign	17-02-2021 06:14:15	MayurYadav	Completed	DVR 1 Camera encoding setting done recording on for only 16 channel only frame rate 12 fps bit rate 499 kbps DVR 5 Old 2 TB HDD change with 4 TB HDD provided by client camera encoding setting done frame rate 12 fps and bit rate 512 kbps		17-02-2021 12:51:53	MayurYadav	New		-	17-02-2021 12:19:08	MayurYadav	New		-	17-02-2021 12:18:54	MayurYadav	New		-
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17-02-2021 12:18:54	MayurYadav	New		-																										

Previous Complain History :	Date Time	Technician Name	Remark
	28-02-2022 12:08:41	Siddhesh Chavan	2 nd no dvr 4 tb hdd install and old 2 tb hdd handover to Sajid sir
	25-12-2021 10:14:37	Siddhesh Chavan	Frame rate bit rate reduce to 1)dvr no 1 frame rate 12fps and bit rate 499 kbps Dvr no 4 frame rate 12fps Bit rate 572 kbps To increase recoding days 2) because of this video quality reduce 3) dvr no 2 need to increase hdd and 5 camera bit rate setting and after 30 days recoding in dvr 4) dvr no 1 - 24 Days recoding and after setting increase 30 days recoding in dvr dvr no 4- 17 days recoding and after setting increase 30 to 35 days in dvr