


Vallabh Enterprises

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

Service Status Details : VE4468					
Priority :	Low				
Created By :	Admin - Apurva Vajaria				
Complaint Mob. No. :	9819225311				
Technician Name :	Siddhesh Chavan		Technician Mobile :	8080922985	
Ticket Type :	Complain	Date & Time :	25-12-2021 10:14:37		
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 :	DVR Recording need to extend				
Technician Comment :	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				
Complain Operator :	Desktop - Apurva Vajaria				
Remark :	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				

Status History :	Date Time	Technician Name	Status	Remark	Sign
	25-12-2021 02:30:47	Siddhesh Chavan	Completed	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 satting and after 30 days recoding in dvr 4) dvr no 1 - 24 Days recoding and after satting increase 30 days recoding in dvr dvr no 4- 17 days recoding and after satting increase 30 to 35 days in dvr	
	25-12-2021 10:14:51	Siddhesh Chavan	New		-
	25-12-2021 10:14:37	Siddhesh Chavan	New		-
Previous Complain History :	Date Time	Technician Name	Remark		
	22-10-2021 12:14:40	Neeraj Chauhan			
	17-02-2021 12:18:54	MayurYadav	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		