







# 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

| <b>Service Status Details : VE2703</b> |  |                            |   |   |             |           |                 |        |        |      |                        |            |           |   |   |                        |            |     |  |   |                        |            |              |  |   |                        |            |     |  |   |                        |            |     |  |   |
|--|--|----------------------------|---|---|-------------|-----------|-----------------|--------|--------|------|------------------------|------------|-----------|---|---|------------------------|------------|-----|--|---|------------------------|------------|--------------|--|---|------------------------|------------|-----|--|---|------------------------|------------|-----|--|---|
| <b>Priority :</b>                      | Low  |                            |   |   |             |           |                 |        |        |      |                        |            |           |   |   |                        |            |     |  |   |                        |            |              |  |   |                        |            |     |  |   |                        |            |     |  |   |
| <b>Created By :</b>                    | Admin - Apurva Vajaria   |                            |   |   |             |           |                 |        |        |      |                        |            |           |   |   |                        |            |     |  |   |                        |            |              |  |   |                        |            |     |  |   |                        |            |     |  |   |
| <b>Complaint Mob. No. :</b>            | 9920211430   |                            |   |   |             |           |                 |        |        |      |                        |            |           |   |   |                        |            |     |  |   |                        |            |              |  |   |                        |            |     |  |   |                        |            |     |  |   |
| <b>Technician Name :</b>               | Mayur Yadav  |                            | <b>Technician Mobile :</b>  | 8411951301  |             |           |                 |        |        |      |                        |            |           |   |   |                        |            |     |  |   |                        |            |              |  |   |                        |            |     |  |   |                        |            |     |  |   |
| <b>Ticket Type :</b>                   | Call Basis   | <b>Date &amp; Time :</b>   | 17-02-2021 12:08:17   |   |             |           |                 |        |        |      |                        |            |           |   |   |                        |            |     |  |   |                        |            |              |  |   |                        |            |     |  |   |                        |            |     |  |   |
| <b>Vendor Details :</b>                |  |                            |   |   |             |           |                 |        |        |      |                        |            |           |   |   |                        |            |     |  |   |                        |            |              |  |   |                        |            |     |  |   |                        |            |     |  |   |
| <b>Company Name/Client Name :</b>      | Shoppers Stop Ltd - Viviana Mall   | <b>Customer's Mobile :</b> | 9920211430  | <b>Name :</b>   | Santosh Sir |           |                 |        |        |      |                        |            |           |   |   |                        |            |     |  |   |                        |            |              |  |   |                        |            |     |  |   |                        |            |     |  |   |
| <b>Address :</b>                       |  |                            |   |   |             |           |                 |        |        |      |                        |            |           |   |   |                        |            |     |  |   |                        |            |              |  |   |                        |            |     |  |   |                        |            |     |  |   |
| Mumbai , , , , Maharashtra             |  |                            |   |   |             |           |                 |        |        |      |                        |            |           |   |   |                        |            |     |  |   |                        |            |              |  |   |                        |            |     |  |   |                        |            |     |  |   |
| <b>AMC Details :</b>                   |  |                            |   |   |             |           |                 |        |        |      |                        |            |           |   |   |                        |            |     |  |   |                        |            |              |  |   |                        |            |     |  |   |                        |            |     |  |   |
| <b>Expiry Date :</b>                   | 01-01-1970 05:30:00  |                            | <b>Type :</b>   |   |             |           |                 |        |        |      |                        |            |           |   |   |                        |            |     |  |   |                        |            |              |  |   |                        |            |     |  |   |                        |            |     |  |   |
| <b>Product Name :</b>                  | CCTV   |                            |   |   |             |           |                 |        |        |      |                        |            |           |   |   |                        |            |     |  |   |                        |            |              |  |   |                        |            |     |  |   |                        |            |     |  |   |
| <b>Complain :</b>                      | need to check cctv system  |                            |   |   |             |           |                 |        |        |      |                        |            |           |   |   |                        |            |     |  |   |                        |            |              |  |   |                        |            |     |  |   |                        |            |     |  |   |
| <b>Technician Comment :</b>            | cctv system check enter dvr not support 4tb HDD 2TB HDD install in one DVR one dvr taken to office for check with 2TB HDD Frame rate and bit rate setting done in all dvr  |                            |   |   |             |           |                 |        |        |      |                        |            |           |   |   |                        |            |     |  |   |                        |            |              |  |   |                        |            |     |  |   |                        |            |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Apurva Vajaria   |                            |   |   |             |           |                 |        |        |      |                        |            |           |   |   |                        |            |     |  |   |                        |            |              |  |   |                        |            |     |  |   |                        |            |     |  |   |
| <b>Remark :</b>                        | cctv system check enter dvr not support 4tb HDD 2TB HDD install in one DVR one dvr taken to office for check with 2TB HDD Frame rate and bit rate setting done in all dvr  |                            |   |   |             |           |                 |        |        |      |                        |            |           |   |   |                        |            |     |  |   |                        |            |              |  |   |                        |            |     |  |   |                        |            |     |  |   |
| <b>Status History :</b>                | <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>03-03-2021<br/>03:21:07</td><td>MayurYadav</td><td>Completed</td><td>cctv system check enter dvr not support 4tb HDD 2TB HDD install in one DVR one dvr taken to office for check with 2TB HDD Frame rate and bit rate setting done in all dvr</td><td></td></tr><tr><td>02-03-2021<br/>07:02:02</td><td>MayurYadav</td><td>New</td><td></td><td>-</td></tr><tr><td>17-02-2021<br/>04:59:56</td><td>MayurYadav</td><td>Work Pending</td><td>2 hdd fulty and 2 camera blur and one camera issue resolved and one dvr to be check to know the issue in hdd or dvr 2) 2 tb HDD going to office for checking</td><td></td></tr><tr><td>17-02-2021<br/>12:08:33</td><td>MayurYadav</td><td>New</td><td></td><td>-</td></tr><tr><td>17-02-2021<br/>12:08:18</td><td>MayurYadav</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                            |   |   |             | Date Time | Technician Name | Status | Remark | Sign | 03-03-2021<br>03:21:07 | MayurYadav | Completed | cctv system check enter dvr not support 4tb HDD 2TB HDD install in one DVR one dvr taken to office for check with 2TB HDD Frame rate and bit rate setting done in all dvr |  | 02-03-2021<br>07:02:02 | MayurYadav | New |  | - | 17-02-2021<br>04:59:56 | MayurYadav | Work Pending | 2 hdd fulty and 2 camera blur and one camera issue resolved and one dvr to be check to know the issue in hdd or dvr 2) 2 tb HDD going to office for checking |  | 17-02-2021<br>12:08:33 | MayurYadav | New |  | - | 17-02-2021<br>12:08:18 | MayurYadav | New |  | - |
| Date Time                              | Technician Name  | Status                     | Remark  | Sign  |             |           |                 |        |        |      |                        |            |           |   |   |                        |            |     |  |   |                        |            |              |  |   |                        |            |     |  |   |                        |            |     |  |   |
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| 02-03-2021<br>07:02:02                 | MayurYadav   | New                        |   | -   |             |           |                 |        |        |      |                        |            |           |   |   |                        |            |     |  |   |                        |            |              |  |   |                        |            |     |  |   |                        |            |     |  |   |
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| 17-02-2021<br>12:08:33                 | MayurYadav   | New                        |   | -   |             |           |                 |        |        |      |                        |            |           |   |   |                        |            |     |  |   |                        |            |              |  |   |                        |            |     |  |   |                        |            |     |  |   |
| 17-02-2021<br>12:08:18                 | MayurYadav   | New                        |   | -   |             |           |                 |        |        |      |                        |            |           |   |   |                        |            |     |  |   |                        |            |              |  |   |                        |            |     |  |   |                        |            |     |  |   |

|                                   |                     |                 |   |
|-----------------------------------|---------------------|-----------------|---|
| Previous<br>Complain<br>History : |                     |                 |   |
|                                   | Date Time           | Technician Name | Remark  |
|                                   | 19-07-2023 03:41:11 | Ravi Rajbhar    | dvr no.7 main custmor entry 3 camera ok working also<br>recoding goining on in dvr done date and time ok dvr ip reply<br>proper check IT PARSON SIDE DVR logs chevk dvr login user<br>admin- pass- admin@123 proprly login done |
|                                   | 21-04-2023 10:55:38 | Shiva Meena     | Fen installed done Wark complete  |