




Vallabh Enterprises

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

Service Status Details : VE8910																									
Priority :	Low																								
Created By :	Admin - Apurva Vajaria																								
Complaint Mob. No. :	9920211430																								
Technician Name :	Ravi Rajbhar		Technician Mobile :	8080922965																					
Ticket Type :	Complain	Date & Time :	19-07-2023 03:41:11																						
Vendor Details :																									
Company Name/Client Name :	Shoppers Stop Ltd - Viviana Mall	Customer's Mobile :	9920211430	Name :	Santosh Sir																				
Address :																									
Mumbai , , , , Maharashtra																									
AMC Details :																									
Expiry Date :	01-01-1970 05:30:00		Type :																						
Product Name :	CCTV																								
Complain :	issue with the DVR login, as it failed the data was not updated																								
Technician Comment :	dvr no.7 main custmor entry 3 camera ok working also recoding going on in dvr done date and time ok dvr ip reply proper check IT PARSON SIDE DVR logs chevk dvr login user admin- pass-admin@123 proprly login done																								
Complain Operator :	Desktop - Apurva Vajaria																								
Remark :	dvr no.7 main custmor entry 3 camera ok working also recoding going on in dvr done date and time ok dvr ip reply proper check IT PARSON SIDE DVR logs chevk dvr login user admin- pass-admin@123 proprly login done																								
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>20-07-2023 03:14:04</td><td>Ravi Rajbhar</td><td>Completed</td><td>dvr no.7 main custmor entry 3 camera ok working also recoding going on in dvr done date and time ok dvr ip reply proper check IT PARSON SIDE DVR logs chevk dvr login user admin- pass-admin@123 proprly login done</td><td></td></tr><tr><td>20-07-2023 11:00:39</td><td>Ravi Rajbhar</td><td>New</td><td></td><td>-</td></tr><tr><td>19-07-2023 03:44:28</td><td>Ravi Rajbhar</td><td>New</td><td></td><td>-</td></tr></tbody></table>					Date Time	Technician Name	Status	Remark	Sign	20-07-2023 03:14:04	Ravi Rajbhar	Completed	dvr no.7 main custmor entry 3 camera ok working also recoding going on in dvr done date and time ok dvr ip reply proper check IT PARSON SIDE DVR logs chevk dvr login user admin- pass-admin@123 proprly login done		20-07-2023 11:00:39	Ravi Rajbhar	New		-	19-07-2023 03:44:28	Ravi Rajbhar	New		-
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19-07-2023 03:44:28	Ravi Rajbhar	New		-																					

Previous Complain History :			
	Date Time	Technician Name	Remark
	28-08-2023 04:02:03	Ravi Rajbhar	dvr 1 - recoding check one month going on in dvr and 21 camera ok working but all camera clearty not proper (blaur) dvr 2 - recoding check 23 day going on in dvr our side frame rate bit rate set 15/512 and one camera change main entry point old remove and hondover to client dvr 5 - recoding check 24 day going on in dvr but our side change frame rate bit rate 15/512 and one camera buler issue resloved change bnc pin dvr side (video volun)
	21-04-2023 10:55:38	Shiva Meena	Fen installed done Wark complete