Vallabh Enterprises

Service Status Details : VE9325					
Priority :	Low				
Created By :	Admin - Apurva Vajaria				
Complaint Mob. No. :	9920211430				
Technician Name :	Ravi Rajbhar		**Technician Mobile :**	8080922965	
Ticket Type :	Complain	**Date & Time :**	28-08-2023 04:02:03		
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 :	DVR no 1, 2 & 5 recording there is some issue with DVR and cameras on screen blur issue				
Technician Comment :	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)				
Complain Operator :	Desktop - Apurva Vajaria				
Remark :	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)				

Status History :	Date Time	Technician Name	Status	Remark	Sign
	29-08-2023 01:26:03	Ravi Rajbhar	Completed	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)	
	29-08-2023 10:01:37	Ravi Rajbhar	New		-
	28-08-2023 05:59:30	Ravi Rajbhar	New		-

Previous Complain 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 recoding goining 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
	21-04-2023 10:55:38	Shiva Meena	Fen installed done Wark complete