





Vallabh Enterprises

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

Service Status Details : VE12713					
Priority :	Low				
Created By :	Admin - Apurva Vajaria				
Complaint Mob. No. :	9819049156				
Technician Name :	Mayur Yadav		Technician Mobile :	8411951301	
Ticket Type :	Complain	Date & Time :	16-09-2024 01:02:30		
Vendor Details :					
Company Name/Client Name :	Sotex India Pvt Ltd - Goregaon	Customer's Mobile :	9819049156	Name :	Shreeram Sir
Address :					
Mumbai , , , , Maharashtra					
AMC Details :					
Expiry Date :	01-01-1970 05:30:00		Type :		
Product Name :	Access				
Complain :	device unable to connect and door also not getting open				
Technician Comment :	User data and fingerprint update in software and device				
Complain Operator :	Desktop - Apurva Vajaria				
Remark :	User data and fingerprint update in software and device				

Status History :

Date Time	Technician Name	Status	Remark	Sign
14-10-2024 04:15:20	MayurYadav	Completed	User data and fingerprint update in software and device	
14-10-2024 04:09:00	MayurYadav	New		-
11-10-2024 06:32:11	MayurYadav	Work Pending	Access work pending only 8poe port switch install	
11-10-2024 04:48:56	MayurYadav	New		-
11-10-2024 12:29:16	MayurYadav	New		-
03-10-2024 03:29:22	MayurYadav	Work Pending	Biomtric machin software dives online issue resoved 8port non switch issue need to Change	
03-10-2024 01:44:54	MayurYadav	New		-
03-10-2024 01:43:53	MayurYadav	New		-
16-09-2024 05:21:30	MayurYadav	Client Side	Device unable to reach Device IP reply not getting IT team checking same Once device reply start Ashok sir will confirm	
16-09-2024 01:02:37	MayurYadav	New		-

Previous Complain History :

Date Time	Technician Name	Remark
08-11-2024 10:50:15	ChandanYadav	CCTV PPM Done but access pending need to send mayur for the same.
04-11-2024 12:03:08	Ravi Rajbhar	New biometric attendance divice install with user finger print with face add total 15 parson add to divice and data download in smart office attendance software with demo and old data save to ashok sir leptop And old divice remove and hondover to ashok sir with adapter