




# 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 : VE6859</b>					
<b>Priority :</b>	Low				
<b>Created By :</b>	Admin - Apurva Vajaria				
<b>Complaint Mob. No. :</b>	9819990297				
<b>Technician Name :</b>	Mayur Yadav		<b>Technician Mobile :</b>	8411951301	
<b>Ticket Type :</b>	Complain	<b>Date &amp; Time :</b>	17-11-2022 11:18:26		
<b>Vendor Details :</b>					
Company Name/Client Name :	Bhoomi Ganga Enclave A Wing	Customer's Mobile :	9819990297	Name :	Vipul Bhai
<b>Address :</b>					
Mumbai , , , , Maharashtra					
<b>AMC Details :</b>					
Expiry Date :	31-12-2020 12:00:00		Type :	Non-Comprehensive	
<b>Product Name :</b>	CCTV				
<b>Complain :</b>	naming setting need to do				
<b>Technician Comment :</b>	faulty DVR remove taking to office standby DVR install HDD from faulty DVR remove and install in standby DVR working normal all camera working ok naming done in standby dvr				
<b>Complain Operator :</b>	Desktop - Apurva Vajaria				
<b>Remark :</b>	faulty DVR remove taking to office standby DVR install HDD from faulty DVR remove and install in standby DVR working normal all camera working ok naming done in standby dvr				

Status History :	<b>Date Time</b>	<b>Technician Name</b>	<b>Status</b>	<b>Remark</b>	<b>Sign</b>
	24-11-2022 02:32:50	MayurYadav	Work Pending	faulty DVR remove taking to office standby DVR install HDD from faulty DVR remove and install in standby DVR working normal all camera working ok naming done in standby dvr	
	24-11-2022 02:16:58	MayurYadav	New		-
	22-11-2022 11:27:49	MayurYadav	Work Pending	Firmware update but not upgraded and issue remain same 2nd floor cctv camera not working no power at camera location	
	22-11-2022 10:27:49	MayurYadav	New		-
	21-11-2022 11:15:46	MayurYadav	New		-
	19-11-2022 05:13:32	MayurYadav	New		-
	18-11-2022 11:13:41	MayurYadav	Work Pending	DVR doesn't reset to factory default settings Any update/change in settings done in DVR (add user, date time, OSD settings, resolution settings, live view, recording) after restart/reboot DVR it will go default old settings Need to update firmware	
	18-11-2022 10:22:12	MayurYadav	New		-
	17-11-2022 11:18:43	MayurYadav	New		-
Previous Complain History :	<b>Date Time</b>	<b>Technician Name</b>	<b>Remark</b>		
	05-07-2023 10:14:16	Ravi Rajbhar	a wing 301 video door phone cantinue ringing issue resloved and ok working done lobby view ok also and out door view ok		
	16-06-2023 06:09:54	ChandanYadav			