

# 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 : VE3440</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                          |                                                                                                                                                  |                                                                                       |           |           |                 |        |                     |                  |                                                          |                     |                  |                                                                                                                                                  |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-----------|-----------|-----------------|--------|---------------------|------------------|----------------------------------------------------------|---------------------|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|----------------|-----|--|---|---------------------|----------------|-----|--|---|
| <b>Priority :</b>                      | Low                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                          |                                                                                                                                                  |                                                                                       |           |           |                 |        |                     |                  |                                                          |                     |                  |                                                                                                                                                  |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Created By :</b>                    | Admin - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                          |                                                                                                                                                  |                                                                                       |           |           |                 |        |                     |                  |                                                          |                     |                  |                                                                                                                                                  |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complaint Mob. No. :</b>            | 9324374664                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                          |                                                                                                                                                  |                                                                                       |           |           |                 |        |                     |                  |                                                          |                     |                  |                                                                                                                                                  |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Name :</b>               | Atique Salmani                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                          | <b>Technician Mobile :</b>                                                                                                                       | 8080922984                                                                            |           |           |                 |        |                     |                  |                                                          |                     |                  |                                                                                                                                                  |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Ticket Type :</b>                   | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Date &amp; Time :</b>                                 | 15-07-2021 11:48:09                                                                                                                              |                                                                                       |           |           |                 |        |                     |                  |                                                          |                     |                  |                                                                                                                                                  |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Vendor Details :</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                          |                                                                                                                                                  |                                                                                       |           |           |                 |        |                     |                  |                                                          |                     |                  |                                                                                                                                                  |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Company Name/Client Name :</b>      | Miscot Systems Pvt Ltd                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Customer's Mobile :</b>                               | 9324374664                                                                                                                                       | <b>Name :</b>                                                                         | Viral 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>                  | Access                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                          |                                                                                                                                                  |                                                                                       |           |           |                 |        |                     |                  |                                                          |                     |                  |                                                                                                                                                  |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain :</b>                      | F12 Reader issue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                          |                                                                                                                                                  |                                                                                       |           |           |                 |        |                     |                  |                                                          |                     |                  |                                                                                                                                                  |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Comment :</b>            | changed SMPS and also settings from serial settings there are 2 option Disable and AB when use f12 then require keep ab so keep this working ok.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                          |                                                                                                                                                  |                                                                                       |           |           |                 |        |                     |                  |                                                          |                     |                  |                                                                                                                                                  |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                          |                                                                                                                                                  |                                                                                       |           |           |                 |        |                     |                  |                                                          |                     |                  |                                                                                                                                                  |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Remark :</b>                        | changed SMPS and also settings from serial settings there are 2 option Disable and AB when use f12 then require keep ab so keep this working ok.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                          |                                                                                                                                                  |                                                                                       |           |           |                 |        |                     |                  |                                                          |                     |                  |                                                                                                                                                  |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <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>15-07-2021 01:00:05</td><td>Atique Salmani</td><td>Completed</td><td>changed SMPS and also settings from serial settings there are 2 option Disable and AB when use f12 then require keep ab so keep this working ok.</td><td></td></tr><tr><td>15-07-2021 11:48:21</td><td>Atique Salmani</td><td>New</td><td></td><td>-</td></tr><tr><td>15-07-2021 11:48:09</td><td>Atique Salmani</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                                                          |                                                                                                                                                  |                                                                                       |           | Date Time | Technician Name | Status | Remark              | Sign             | 15-07-2021 01:00:05                                      | Atique Salmani      | Completed        | changed SMPS and also settings from serial settings there are 2 option Disable and AB when use f12 then require keep ab so keep this working ok. |  | 15-07-2021 11:48:21 | Atique Salmani | New |  | - | 15-07-2021 11:48:09 | Atique Salmani | New |  | - |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Status                                                   | Remark                                                                                                                                           | Sign                                                                                  |           |           |                 |        |                     |                  |                                                          |                     |                  |                                                                                                                                                  |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 15-07-2021 01:00:05                    | Atique Salmani                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Completed                                                | changed SMPS and also settings from serial settings there are 2 option Disable and AB when use f12 then require keep ab so keep this working ok. |  |           |           |                 |        |                     |                  |                                                          |                     |                  |                                                                                                                                                  |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 15-07-2021 11:48:21                    | Atique Salmani                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | New                                                      |                                                                                                                                                  | -                                                                                     |           |           |                 |        |                     |                  |                                                          |                     |                  |                                                                                                                                                  |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 15-07-2021 11:48:09                    | Atique Salmani                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | New                                                      |                                                                                                                                                  | -                                                                                     |           |           |                 |        |                     |                  |                                                          |                     |                  |                                                                                                                                                  |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Previous Complain History :</b>     | <table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Remark</th></tr></thead><tbody><tr><td>15-03-2023 11:20:01</td><td>Prashant Nikalje</td><td>Biomax device time setting done 2 employee user face add</td></tr><tr><td>09-02-2023 11:29:43</td><td>Prashant Nikalje</td><td></td></tr></tbody></table>                                                                                                                                                                                                                                                                                                                                                  |                                                          |                                                                                                                                                  |                                                                                       |           | Date Time | Technician Name | Remark | 15-03-2023 11:20:01 | Prashant Nikalje | Biomax device time setting done 2 employee user face add | 09-02-2023 11:29:43 | Prashant Nikalje |                                                                                                                                                  |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Remark                                                   |                                                                                                                                                  |                                                                                       |           |           |                 |        |                     |                  |                                                          |                     |                  |                                                                                                                                                  |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 15-03-2023 11:20:01                    | Prashant Nikalje                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Biomax device time setting done 2 employee user face add |                                                                                                                                                  |                                                                                       |           |           |                 |        |                     |                  |                                                          |                     |                  |                                                                                                                                                  |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 09-02-2023 11:29:43                    | Prashant Nikalje                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                          |                                                                                                                                                  |                                                                                       |           |           |                 |        |                     |                  |                                                          |                     |                  |                                                                                                                                                  |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |