


Vallabh Enterprises

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

Service Status Details : VE2481					
Priority :	High				
Created By :	Admin - Apurva Vajaria				
Complaint Mob. No. :	9833373329				
Technician Name :	Rishi Desai		Technician Mobile :	8369234074	
Ticket Type :	Complain	Date & Time :	24-12-2020 02:39:05		
Vendor Details :					
Company Name/Client Name :	Shoppers Stop Ltd - Bandra	Customer's Mobile :	9833373329	Name :	Vishnu Shinde
Address :					
Mumbai , , , 400050 , Maharashtra					
AMC Details :					
Expiry Date :	01-01-1970 05:30:00		Type :		
Product Name :	CCTV				
Complain :	show how to take bACKUP				
Technician Comment :	In Ssl bandra, They wanted backup of 2 months but we have selected 1 camera and the camera was showing 10hrs for backup time so have told to vishnu sir it is a long procedure for each camera and adviced them to increase number of HDD if they want to increase recording (in months) , The 1st Dvr of 32 ch 4 sata (connected 16 camera) HDD of 2Tb installed recording was from 24.11.2020 to current date. 2nd Dvr was 1sata 16 ch dvr and recording was from 3.12 2020 to current date (2TB HDD installed) Have Explained how to get back up in dvr in detail and how to check recording to Mr. Samar Ali.				
Complain Operator :	Desktop - Apurva Vajaria				
Remark :	In Ssl bandra, They wanted backup of 2 months but we have selected 1 camera and the camera was showing 10hrs for backup time so have told to vishnu sir it is a long procedure for each camera and adviced them to increase number of HDD if they want to increase recording (in months) , The 1st Dvr of 32 ch 4 sata (connected 16 camera) HDD of 2Tb installed recording was from 24.11.2020 to current date. 2nd Dvr was 1sata 16 ch dvr and recording was from 3.12 2020 to current date (2TB HDD installed) Have Explained how to get back up in dvr in detail and how to check recording to Mr. Samar Ali.				

Status History :	Date Time	Technician Name	Status	Remark	Sign
	30-12-2020 02:09:31	RishiDesai	Completed	In Ssl bandra, They wanted backup of 2 months but we have selected 1 camera and the camera was showing 10hrs for backup time so have told to vishnu sir it is a long procedure for each camera and adviced them to increase number of HDD if they want to increase recording (in months) , The 1st Dvr of 32 ch 4 sata (connected 16 camera) HDD of 2Tb installed recording was from 24.11.2020 to current date. 2nd Dvr was 1sata 16 ch dvr and recording was from 3.12 2020 to current date (2TB HDD installed) Have Explained how to get back up in dvr in detail and how to check recording to Mr. Samar Ali.	
	24-12-2020 02:39:29	RishiDesai	New		-
	24-12-2020 02:39:05	RishiDesai	New		-
Previous Complain History :	Date Time	Technician Name	Remark		
	20-04-2022 11:09:54	Shiva Meena	hard disk error parobalam 1 hard disk ok 2 tb		
	01-02-2022 12:31:02	AnilYadav			