



# Revision Record

Course Code	Category	Category Version	Course Version
Course Code	Category	X.X	X.X

Author/ID	Date	Reviewer/ID	New/ Update
张颢池/59564	2019/07/04	袁单炜/29155	new



# Problem Feedback Specification--NVR

A decorative graphic consisting of three squares stacked vertically: a dark blue square at the top, a red square in the middle, and a dark blue square at the bottom.

# Objectives

- After learning this course, you can:
  - Be familiar with the method of submitting ITR case;
  - Provide necessary information in response to the problem, reducing the waste of time in collecting information back and forth.
  - Form your own judgment about what information might be helpful in problem solving.

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**Case Type**

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On-site TS

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Product Quality Issue

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Product Test & Acceptance

# 【Case Type】

TYPE	SUB TYPE	
Products & Service	Product Consultation	①
Products & Service	Service Consultation	
PK Solution	PK Solution	①
Product/Project Delivery Issue	Financial Issue	
Product/Project Delivery Issue	Local Procurement	
Product/Project Delivery Issue	On-site TS	②
Product/Project Delivery Issue	Outsourcing	
Product/Project Delivery Issue	Project Custom & Clearance	
Product/Project Delivery Issue	Project Local Delivery & Warehouse	
Product/Project Delivery Issue	Trouble Shooting Issue	
Product/Project Delivery Issue	Delivery Schedule	
Product/Project Warranty Issue	Product Quality Issue	③
Product/Project Warranty Issue	Product Test & Acceptance	
Product/Project Warranty Issue	Return and Repair	
Product/Project Warranty Issue	Spare Parts Management	
Solution Support	Bid Support	
Solution Support	Solution	①

## When submitting a question, please select the correct Case Type

- 1. Pre-sales issues: Product consulting, PK solution, solutions
- 2. Technical issues: on-site TS (problem or requirement on-site Technical Support)
- Quality issues: Product Quality Issue, Product Test & Acceptance

Product quality problems: Products can not meet the specifications, including material problems, software and hardware failures, software platform problems, appearance, label problems, configuration problems, water mist or water intake, and other issues, etc.

Product Test & Acceptance: Products Dead on Arrival

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# 【On-site TS】

New Case: On-site TS

Basic Information

* Subject	Case Number
<input type="text" value=""/>	
* Customer Name	Contact Name
<input type="text" value="Search ITRAccounts..."/>	<input type="text" value="Search Contacts..."/>
Type	Sub Type ⓘ
Product/Project Delivery Issue	On-site TS
Case Origin	Industry
Phone	--None--
* Product Model	* Firmware Version
<input type="text" value="VTO2000A-C0"/>	<input type="text" value=""/>

1. Enter case topic

2. Enter customer name

3. Fill in the product model related to the required questions. Provide correct and complete models, if uncertain please offer PN and SN in description.

4. To fill in the firmware version, you need to fill in the detailed version number and version time

## 【On-site TS】



### Firmware Version

1. Firmware version: such as DH\_NVR4XXX-4KS2\_MultiLang\_V3.216.0000002.0.R.190102.zip
2. It is better to provide full name of firmware. You can search in GDP
3. If it involves the problem of docking with other product lines, it is necessary to provide the docking product model and firmware version.

文件编号	文件名称	程序类型	发放日期
2.6.01.02.01850	DH_NVR4XXX-4KS2_MultiLang_V3.216.0000002.0.R.190102.zip	基线	2019-01-12



# 【On-site TS】

VTO2000A-C0

×

Product Line

Sub Product Line

\* Urgency ①  
--None--

\* Project Name ②  
Search ITROpportunity

SyncStatus

SyncMessage

LastSyncTime

\* Status ③  
Draft

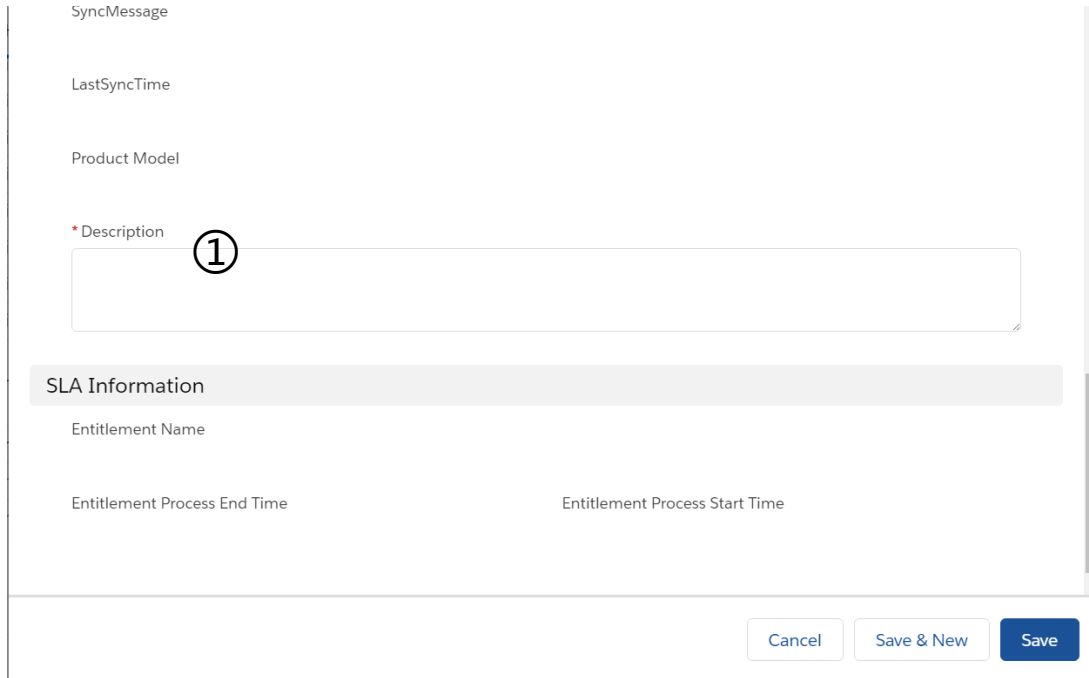
Case Owner  
li jiaqian

Region

Cancel Save & New Save

Fill in the required fields with \* according to the actual situation

# 【On-site TS】



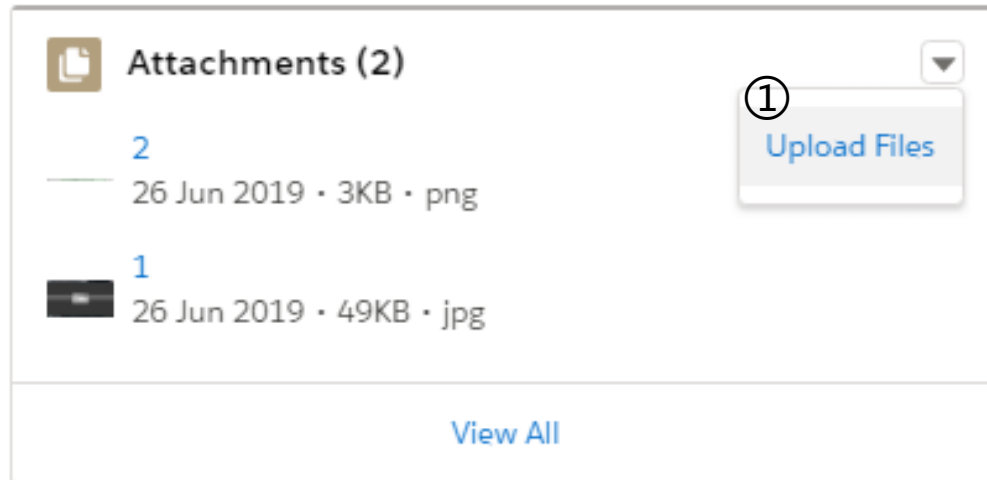
The screenshot shows a web form for 'On-site TS'. It includes fields for 'SyncMessage', 'LastSyncTime', and 'Product Model'. A required field for 'Description' is highlighted with a red asterisk and a circled '1'. Below this is a section titled 'SLA Information' containing 'Entitlement Name', 'Entitlement Process End Time', and 'Entitlement Process Start Time'. At the bottom are 'Cancel', 'Save & New', and 'Save' buttons.

## Fill in Description

1. Briefly describe the field problem
  2. The operation of how to reproduce the problem
- The problem frequency (if it happens random, how is the frequency). Whether it is a common or individual problem.
3. Initial trouble-shooting on-site
  4. If the client provides a remote environment, you can synchronize it by email to prevent the problem from being stuck in the process.

# 【On-site TS】

Accessories less than 20M can be synchronized



## Upload attachment

Collect the relevant information, include snapshot, video, capture package files and so on.

If you upload attachment, please rename the file name or indicate the content of each attachment. For example, Attachment 1 is the normal video, Attachment 2 is the abnormal video. Attachment 3 is the capture package of the problem recurring, device IP, platform IP.

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**Product Quality Issue**

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Product Test & Acceptance

# 【Product Quality Issue】

New Case: Product Quality Issue

Basic Information

* Subject	Case Number
<input type="text" value=""/>	
* Customer Name	Contact Name
<input type="text" value="Search ITRAccounts..."/>	<input type="text" value="Search Contacts..."/>
Type	Sub Type ⓘ
Product/Project Warranty Issue	Product Quality Issue
Case Origin	Industry
Phone	--None--
* Product Model	* Status ⓘ
<input type="text" value="VTO6541F"/>	<input type="text" value="Draft"/>

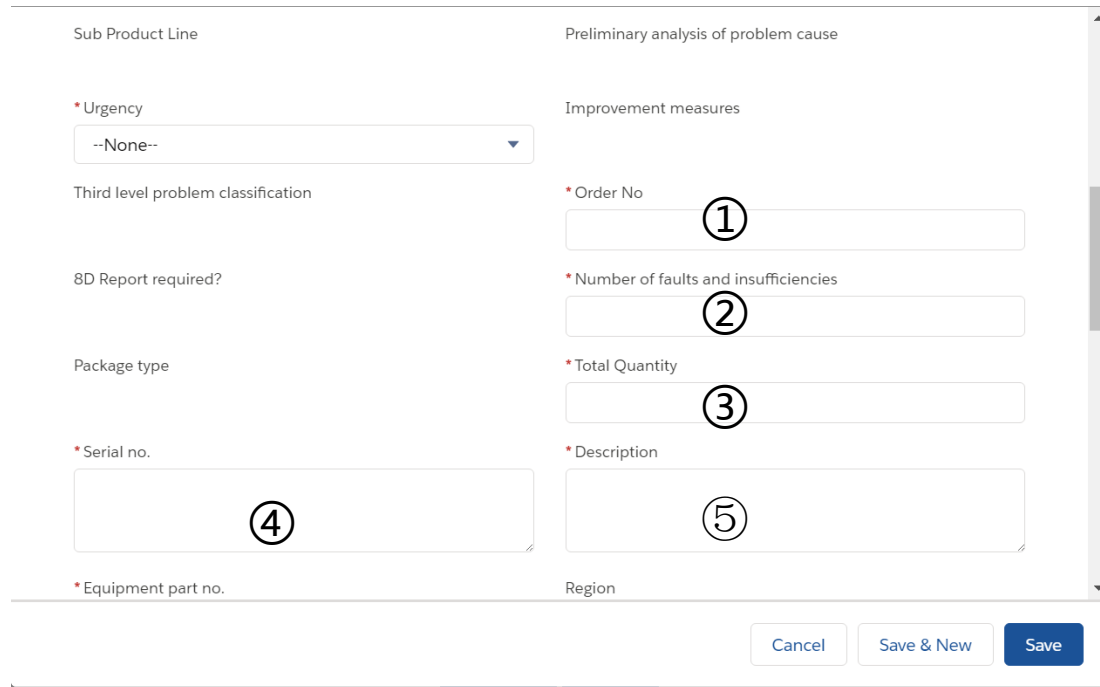
1. Enter case topic

2. Enter customer name

3. Fill in the product model related to the required questions

4. To fill in the status

# 【Product Quality Issue】



The form is divided into two main columns. The left column contains fields for 'Sub Product Line', 'Urgency' (a dropdown menu currently showing '--None--'), 'Third level problem classification', '8D Report required?', 'Package type', '\* Serial no.' (a text box with a circled 4), and '\* Equipment part no.'. The right column contains fields for 'Preliminary analysis of problem cause', 'Improvement measures', '\* Order No' (a text box with a circled 1), '\* Number of faults and insufficiencies' (a text box with a circled 2), '\* Total Quantity' (a text box with a circled 3), '\* Description' (a text box with a circled 5), and 'Region'. At the bottom right, there are three buttons: 'Cancel', 'Save & New', and 'Save'.

1. Fill in the order number of the defective products
2. Enter the number of failed products
3. Fill in the total product quantity
4. Enter the fault product serial number
5. Describe the product failure phenomenon, describe the product failure environment, it is best to take a video or photo to show the problem

# 【Product Quality Issue】

\* Equipment part no.

①

Region

\* On-site environment (power supply, etc.)

②

Product Model

SyncStatus

SyncMessage

LastSyncTime

Cancel

Save & New

Save

1. Input equipment part number

2. Fill in the site environment, including power supply voltage, etc.

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**Product Test & Acceptance**



# 【Product Test & Acceptance】

New Case: Product Test & Acceptance

Basic Information

\* Subject

\* Customer Name

Search ITRAccounts... Q


Type

Product/Project Warranty Issue

Case Origin

Phone

\* Product Model

 DH-VTH2020A ×

Case Number

Sub Product Line

Preliminary analysis of problem cause

\* Urgency

--None-- ▼

Third level problem classification

--None-- ▼

8D Report required?

Improvement measures

\* Serial no.

\* Total Quantity

Region

Package type

\* Order No

\* Number of faults and insufficiencies

\* Equipment part no.

\* Description

\* Serial no.

\* Description

\* Total Quantity

Region

\* On-site environment (power supply, etc.)

Product Model

SyncStatus

SyncMessage

Cancel

Save & New

Save

Cancel

Save & New

Save



Fill in the same way as the Product Quality Issue


## 【Good example】


### Description

客户最初使用V3.216.0000003.0.R.20190429程序，设置IVS，画好拌线点击apply后设备就卡死了。以为是这个程序有问题，回退到V3.215.0000011.0 30-01-2019，清配置，仍旧有同样问题。客户收集的串口见附件，视频数据平台给L2

- With detail and clear description.
- The initial trouble-shooting on-site and the test firmware version.
- Offer the serial port printing and problem video.

 **Attachments (2)** 

 **DH-NVR5X-如何拷贝出core.docx**  
27 May 2019 • 90KB • docx

 **putty**  
24 May 2019 • 995KB • log

[View All](#)

## 【Bad example】

问题描述:

XVR5108-4KL-X (209-04-02)  
AM4L0827APAZ00179  
Username/password: admin/nimda123

- No detail description. Just some Remote information.

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# Summary

- Understand the submission specifications for different types of ITR cases.
- How do we describe the product problem we're having and how do we let second-line technicians know about the problem you're having.
- Please try your best to fill in complete and comprehensive information, so as to better judge and solve problems and meet customer needs.

THANK YOU