

Remedy HD Tickets Report

*Tickets Created Between 04/01/2004 and 04/30/2004
Closed or Resolved*

		<u>Create</u>	<u>Date</u>	<u>Short Description</u>
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DPET	Total:	39		
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jglove1

Total: **10**

Resolved

Total: **2**

Ticket Number:	0000089623	04/28/2004	Monitor Problem
Ticket Number:	0000089746	04/30/2004	ELC Computers

Closed

Total: **8**

Ticket Number:	0000088501	04/13/2004	dreamweaver MX 2004
Ticket Number:	0000088502	04/13/2004	automatic website response to ISD inquiries
Ticket Number:	0000088049	04/07/2004	Domain Controller Account
Ticket Number:	0000087871	04/05/2004	projector
Ticket Number:	0000087913	04/06/2004	Susan Bresee Netscape Account
Ticket Number:	0000088050	04/07/2004	Computer Too Slow
Ticket Number:	0000088102	04/07/2004	Form for ISD site
Ticket Number:	0000088247	04/09/2004	[Fwd: Fw: University of Maryland, WIM and deadlink]

stevenh1

Total: **27**

Resolved

Total: **2**

Ticket Number:	0000088992	04/20/2004	Lap Top
Ticket Number:	0000088923	04/20/2004	Finalize purchasing

Closed

Total: **25**

Ticket Number:	0000088444	04/13/2004	Look into missing email
Ticket Number:	0000088560	04/14/2004	Palm Problems
Ticket Number:	0000088681	04/15/2004	Website
Ticket Number:	0000088763	04/16/2004	Needs loaner laptop
Ticket Number:	0000088925	04/20/2004	Post documents to web server
Ticket Number:	0000088759	04/16/2004	Inquire about Inventory Tracking System on Campus
Ticket Number:	0000088752	04/16/2004	Web Trends on Summer Site
Ticket Number:	0000088611	04/14/2004	multiple email aliases
Ticket Number:	0000088939	04/20/2004	Needs loaner laptop
Ticket Number:	0000089050	04/21/2004	Post to web server
Ticket Number:	0000089141	04/22/2004	Revise Staff Admin Document
Ticket Number:	0000089313	04/25/2004	Laptop keeps blue screening
Ticket Number:	0000089166	04/22/2004	FTP account problems
Ticket Number:	0000087966	04/06/2004	Wants URLs created
Ticket Number:	0000087993	04/06/2004	Needs a CD Burner installed for machine
Ticket Number:	0000088566	04/14/2004	Email Slow
Ticket Number:	0000087554	04/01/2004	Needs File Uploaded to webserver
Ticket Number:	0000087565	04/01/2004	Upload Files to Web Server
Ticket Number:	0000087649	04/02/2004	printer
Ticket Number:	0000088108	04/07/2004	FW: Biotech Class Notes
Ticket Number:	0000087876	04/05/2004	Create urls for ISD and GIS Marketing Purposes
Ticket Number:	0000087859	04/05/2004	Create an Image of the Loaner Laptop
Ticket Number:	0000087673	04/02/2004	Copy CDs
Ticket Number:	0000087559	04/01/2004	Need files uploaded to web server
Ticket Number:	0000087557	04/01/2004	Needs Files Uploaded to web server

swapna1

Total: **2**

Resolved

Total: **1**

Ticket Number:	0000089054	04/21/2004	Network Jacks in ELC Classrooms
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Closed

Total: **1**

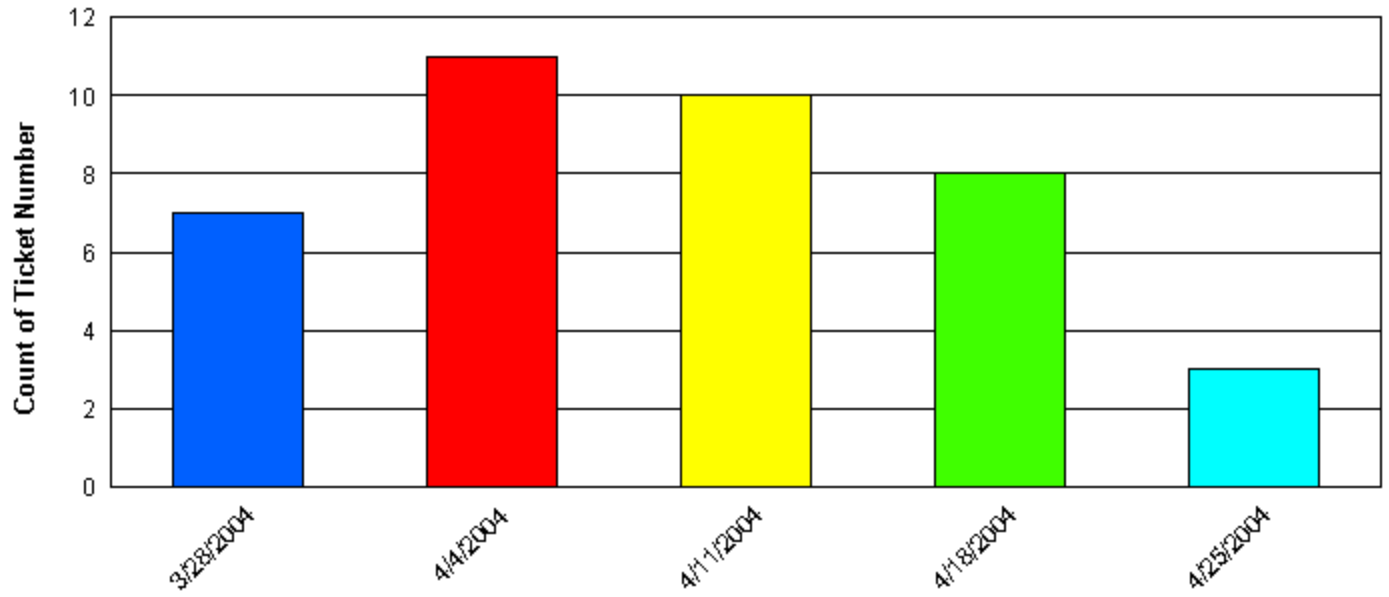
Ticket Number:	0000087639	04/02/2004	Student contact information report
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Create
Date

Short Description

Count of Ticket Number / Create Date

For DPET



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Desktop Support	<u>Total:</u>	215	
Desktop		<u>Total:</u>	3
Closed		<u>Total:</u>	3
Ticket Number:	0000088996	04/20/2004	USB Epson Stylus Color 740 won't print.
Ticket Number:	0000088391	04/12/2004	[Mac s/w] iMac G3 500 locks up
Ticket Number:	0000089628	04/28/2004	setup printing to Dell Laser Printe S2500
afort1		<u>Total:</u>	2
Closed		<u>Total:</u>	2
Ticket Number:	0000088646	04/15/2004	Resnet connection problem.
Ticket Number:	0000088079	04/07/2004	Media state disconnected
chrism		<u>Total:</u>	1
Closed		<u>Total:</u>	1
Ticket Number:	0000088988	04/20/2004	faculty computer upgrade applications?

Create

Date

Short Description

edortiz

Total: **56**

Resolved

Total: **12**

Ticket Number:	0000088977	04/20/2004	Work Order Request
Ticket Number:	0000088565	04/14/2004	Netsky.T Virus. Tech Center reception. x5900
Ticket Number:	0000088964	04/20/2004	PC reboots by itself
Ticket Number:	0000089152	04/22/2004	PC novell log in problem.
Ticket Number:	0000089229	04/22/2004	Outlook error
Ticket Number:	0000089610	04/28/2004	Monitor is randomly flashing black
Ticket Number:	0000089609	04/28/2004	Local Workstation Password Reset
Ticket Number:	0000089205	04/22/2004	Corporate Time Printing timeouts, PHYS 329
Ticket Number:	0000089067	04/21/2004	Public Policy 215 x58467. Needs Mozilla Mail reconfigured or insta
Ticket Number:	0000089045	04/21/2004	Palm Sync Support
Ticket Number:	0000088874	04/19/2004	Fine arts 467. x52917. Netscape Mail no longer works. Netscape cras
Ticket Number:	0000088879	04/19/2004	Central Plant 002. x53990. Needs novell installed on a new machine w

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
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Closed	<u>Total:</u>	44	
Ticket Number: 0000089658	04/29/2004		mail config is corrupted again
Ticket Number: 0000088470	04/13/2004		Work Order Request
Ticket Number: 0000088477	04/13/2004		Need Novell Client Installed
Ticket Number: 0000088835	04/19/2004		ID #87572
Ticket Number: 0000089149	04/22/2004		Virus infected computer.
Ticket Number: 0000088755	04/16/2004		Need SPSS
Ticket Number: 0000089355	04/26/2004		PC WinXP slowing down problem. ACIV 215.
Ticket Number: 0000088722	04/16/2004		IE 6 search problem.
Ticket Number: 0000088683	04/15/2004		New PC Setup
Ticket Number: 0000088579	04/14/2004		Local Workstation Password Reset
Ticket Number: 0000088600	04/14/2004		Virus Netsky.t problem. Fine Arts Bld. 449. x52384
Ticket Number: 0000088555	04/14/2004		Netscape Mail appears to time out when loading email
Ticket Number: 0000088540	04/14/2004		EasyAV.exe crashes
Ticket Number: 0000088483	04/13/2004		PC wont boot up MP 301b
Ticket Number: 0000089060	04/21/2004		Remedy 88683 ad401
Ticket Number: 0000089203	04/22/2004		Computer tries to boot and immediately shuts do.
Ticket Number: 0000089379	04/26/2004		Admin Bld. rm 301. x54558. User has blaster worm but cannot install p
Ticket Number: 0000087955	04/06/2004		easyav.exe and e-mail problem
Ticket Number: 0000088186	04/08/2004		Computer still not right
Ticket Number: 0000088234	04/09/2004		Can't send electronic transcripts due to not having static IP
Ticket Number: 0000088392	04/12/2004		Novell install on labtop (UC 205)
Ticket Number: 0000088284	04/09/2004		Printers needs to be reinstalled through novell.
Ticket Number: 0000088278	04/09/2004		Installed XP on machine that had windows 2000 need novell installed
Ticket Number: 0000088246	04/09/2004		Work Order Request
Ticket Number: 0000088187	04/08/2004		Computer has yet to be fixed
Ticket Number: 0000088090	04/07/2004		Need Corporate Calender Installed
Ticket Number: 0000088240	04/09/2004		MP310b: access errors, email sending issues - weirdness
Ticket Number: 0000087962	04/06/2004		EasyAV.exe error
Ticket Number: 0000087652	04/02/2004		Laptop running WinXP problem.
Ticket Number: 0000087884	04/05/2004		Matlab problems
Ticket Number: 0000087880	04/05/2004		PC reinstall. RAC 322
Ticket Number: 0000087856	04/05/2004		Customer cannot install McAfee (Admin 701)
Ticket Number: 0000087854	04/05/2004		Software install (RAC f210)
Ticket Number: 0000087834	04/05/2004		Dell shutdowns
Ticket Number: 0000087794	04/05/2004		Local Workstation
Ticket Number: 0000087684	04/02/2004		3 Computers Can't Print, MP 301b
Ticket Number: 0000087671	04/02/2004		Work Order Request
Ticket Number: 0000087594	04/01/2004		User needs OS reinstall
Ticket Number: 0000087582	04/01/2004		customer believes that malicious spyware has been installed
Ticket Number: 0000088553	04/14/2004		Easy Av.exe Virus Math/Psyc Rm.006 x53677
Ticket Number: 0000088019	04/06/2004		Windows XP reinstall
Ticket Number: 0000088552	04/14/2004		PC not powering up. ad531
Ticket Number: 0000087693	04/02/2004		Problems with MS Word (MP 201)
Ticket Number: 0000087661	04/02/2004		[Fwd: Re: Networking Gestetner: Attn: Chris Molito]
jhill4	<u>Total:</u>	1	

Closed	<u>Total:</u>	1	
Ticket Number: 0000089515	04/27/2004		User receiving network cable unplugged error

Create
Date Short Description

josh		<u>Total:</u> 47	
Resolved		<u>Total:</u> 4	
Ticket Number:	0000089463	04/27/2004	Can not install Gradebook software
Ticket Number:	0000089689	04/29/2004	no license info for SPSS 12
Ticket Number:	0000089454	04/27/2004	PC Oracle client install.
Ticket Number:	0000088454	04/13/2004	please make me a copy of SMS CD
Closed		<u>Total:</u> 43	
Ticket Number:	0000088456	04/13/2004	Timetrack is not loading.
Ticket Number:	0000088503	04/13/2004	User is not able to use CorporateSync with Phone Palm pilot
Ticket Number:	0000088458	04/13/2004	AD504: Timetrax install
Ticket Number:	0000088881	04/19/2004	PC Setup for Ken Engle in Admin 6th floor
Ticket Number:	0000088877	04/19/2004	Need XP CD
Ticket Number:	0000088869	04/19/2004	OpenAFS client
Ticket Number:	0000089428	04/26/2004	outgoing mail kicking back messages
Ticket Number:	0000088846	04/19/2004	New Computer installed (SS 502)
Ticket Number:	0000088833	04/19/2004	Physics 419. x52545. Hundreds of Virus keep showing up on scan a
Ticket Number:	0000088710	04/16/2004	Computer/Copier RAC 324
Ticket Number:	0000088636	04/15/2004	Needs McAfee reinstalled. Bio 060. x51566.
Ticket Number:	0000088587	04/14/2004	Access to PC in ECS 123 for ramosm1
Ticket Number:	0000089080	04/21/2004	test - ignore me
Ticket Number:	0000089270	04/23/2004	PC Crystal report install.
Ticket Number:	0000089390	04/26/2004	Viruses?
Ticket Number:	0000089367	04/26/2004	Novell client problem. Admin 925
Ticket Number:	0000089366	04/26/2004	University Center rm. 201. x52504 Had oracle installed (#89167) but n
Ticket Number:	0000089287	04/23/2004	Work Order Request
Ticket Number:	0000089269	04/23/2004	Bio Sci. rm. 464. x52238 or x53479. Needs a burning software for CD
Ticket Number:	0000089178	04/22/2004	Femlab 3.0 Copies
Ticket Number:	0000089143	04/22/2004	PC Explorer errors. bs254
Ticket Number:	0000089140	04/22/2004	PC having software problems.
Ticket Number:	0000089214	04/22/2004	Login for Additional User on my PC
Ticket Number:	0000087865	04/05/2004	local workstation account in ECS 123
Ticket Number:	0000087864	04/05/2004	Machines BS156
Ticket Number:	0000087855	04/05/2004	License issue with SPSS
Ticket Number:	0000087848	04/05/2004	Problems with PDA Sync
Ticket Number:	0000087844	04/05/2004	attn OIT Business Systems & Physical Networks - High Priority
Ticket Number:	0000087675	04/02/2004	Work Order Request-Need current doc for VPN 4.03
Ticket Number:	0000087584	04/01/2004	copy of office 2003
Ticket Number:	0000087561	04/01/2004	AD704: Tree or server can't be found
Ticket Number:	0000088054	04/07/2004	Asset Security Alert
Ticket Number:	0000088484	04/13/2004	Mozilla Install rac324a
Ticket Number:	0000087972	04/06/2004	Got Easy AV Virus
Ticket Number:	0000088052	04/07/2004	Asset Security Alert
Ticket Number:	0000088053	04/07/2004	Netscape Messenger Email Problem.
Ticket Number:	0000088405	04/12/2004	Inundated with pop-up ads
Ticket Number:	0000088386	04/12/2004	Configure Spam Folder
Ticket Number:	0000088363	04/12/2004	Virus problem.
Ticket Number:	0000088179	04/08/2004	MP 201 - Suspected Virus infection
Ticket Number:	0000088136	04/08/2004	Oracle time on laptop
Ticket Number:	0000088109	04/07/2004	SPSS license renewal
Ticket Number:	0000088078	04/07/2004	[Fwd: Satisfaction survey]

Create
Date Short Description

lasuk	Resolved	<u>Total:</u> 57	
		<u>Total:</u> 6	
Ticket Number:	0000089090	04/21/2004	Rec Center Field House 211. x51323. Cannot get online anymore.
Ticket Number:	0000089712	04/29/2004	Jack Activation in Admin 4th floor
Ticket Number:	0000089693	04/29/2004	[PC s/w] OIT: ECS/125: MS Office Excel is crashing
Ticket Number:	0000089684	04/29/2004	[PC s/w] OIA: AD/904: Netscape Communicator 4.7 email Client err
Ticket Number:	0000089595	04/28/2004	new Printer to replace old HP 4V
Ticket Number:	0000089209	04/22/2004	[PC s/w] ADMIN519: No longer getting IP from jack

Create

Date

Short Description

Closed

Total:

51

Ticket Number:	0000089450	04/27/2004	[PC s/w] Telecom: UC/110D: Novell client install.
Ticket Number:	0000089513	04/27/2004	[Mac s/w] Chem: BS480: Macs connect to printer
Ticket Number:	0000089520	04/27/2004	[PC s/w] PeopleSoft: UC/116: User cannot login to novell.
Ticket Number:	0000088465	04/13/2004	[Mac s/w] AD714: iMac screen brightness
Ticket Number:	0000088537	04/14/2004	[PC h/w] ECS122: PC05 BSOD
Ticket Number:	0000088687	04/15/2004	[PC s/w] ATHL: RAC322C: Setup PCs to Print to new network print
Ticket Number:	0000088723	04/16/2004	[Site Survey] TRC269: Install Data & Phone ports
Ticket Number:	0000088806	04/19/2004	Chesapeake Hall computer lab
Ticket Number:	0000088864	04/19/2004	Public Policy 341. x58485. Needs Novell or maybe even os reinstall
Ticket Number:	0000088834	04/19/2004	[Mac s/w] create desktop printer on MacOS 9.
Ticket Number:	0000088812	04/19/2004	[PC h/w] ECS/021 : Monitors not working
Ticket Number:	0000088769	04/16/2004	[Mac ppp] has a UMBC used Mac
Ticket Number:	0000088707	04/16/2004	[PC h/w] ECS122PC31: Loud noise coming from power supply fan
Ticket Number:	0000088706	04/16/2004	[PC h/w] ECS021PC25: monitor will not power up.
Ticket Number:	0000088654	04/15/2004	PC Windows 2000 install. BIO 359
Ticket Number:	0000089066	04/21/2004	[PC s/w] ECON: activate jack PUP 340-2 in room PUP341
Ticket Number:	0000088969	04/20/2004	Fine Arts 539. x52103. Comp Crashes when trying to run anything.
Ticket Number:	0000088970	04/20/2004	[Mac s/w] ECS336MAC17: Missing Shared Items directory
Ticket Number:	0000088998	04/20/2004	[PC s/w] ADVI:Theater Bld 103-B: Grad Advisor's computer needs t
Ticket Number:	0000089096	04/21/2004	Jack needs activated
Ticket Number:	0000089421	04/26/2004	[PC s/w] COE: ECS/231: HP LaserJet 5500 printing jibberish
Ticket Number:	0000089403	04/26/2004	[PC s/w] MIPAR: PUP/427: Netscape problem
Ticket Number:	0000089345	04/26/2004	ECS 122 PC05 not working
Ticket Number:	0000089256	04/23/2004	Public Policy 255. x52089. Computer Freezes randomly.
Ticket Number:	0000089289	04/23/2004	[PC s/w] EHS: ACIV/311: McAfee detected Polybot
Ticket Number:	0000089223	04/22/2004	[PC s/w] ECON: Printing problems
Ticket Number:	0000089198	04/22/2004	Problem using VPN on Mac OS X
Ticket Number:	0000089182	04/22/2004	[PC s/w] ECON: Activate Jack in PUP 368-1 (tech closet for seminar r
Ticket Number:	0000089180	04/22/2004	[PC s/w] COE: ITE/351: Office XP install
Ticket Number:	0000089174	04/22/2004	[Mac s/w] CHEM130: Cannot boot into Mac OS 10 for G4.
Ticket Number:	0000089011	04/20/2004	[Site Survey] BS/453: New RJ-45 for printer
Ticket Number:	0000089003	04/20/2004	Need MS Office for Mac OS X
Ticket Number:	0000088003	04/06/2004	Need 3 printers connected
Ticket Number:	0000088047	04/07/2004	ACIV303: SPSS (latest version)
Ticket Number:	0000088671	04/15/2004	[PC S/W] BS/364: remove popup ads
Ticket Number:	0000088087	04/07/2004	[PC s/w] ACIV432: Install McAfee
Ticket Number:	0000088389	04/12/2004	Application error causing programs to crash UC 110D
Ticket Number:	0000088384	04/12/2004	Needs to Borrow the Portable Projector in ECS 125A
Ticket Number:	0000088376	04/12/2004	[PC s/w] COE: ECS/113: Need to install FEMLAB3.0 in our lab
Ticket Number:	0000088279	04/09/2004	Unable to print to Network printer - BIO Xerox 340/265 bs453
Ticket Number:	0000088362	04/12/2004	[Mac s/w] Alum House: Mac G4 with OS X not getting a network co
Ticket Number:	0000088168	04/08/2004	[site survey][follow up] jacks need to be activated
Ticket Number:	0000088135	04/08/2004	[PC s/w] UC 112: Normal.dot in Word is corrupted
Ticket Number:	0000088089	04/07/2004	[Mac s/w] Help Finding Files on a Mac
Ticket Number:	0000088932	04/20/2004	PUP 342; problems after reinstalling McAfee
Ticket Number:	0000087589	04/01/2004	[Mac s/w] FA108b; need mozilla/netscape installed
Ticket Number:	0000087624	04/01/2004	[Site Survey][Follow up] Printer Setup
Ticket Number:	0000087882	04/05/2004	FA002 Printer
Ticket Number:	0000087874	04/05/2004	[Mac s/w] Deleted Messages reappear in the Mac Mail application
Ticket Number:	0000087873	04/05/2004	[PC h/w] Net Printer spewing garbage
Ticket Number:	0000087846	04/05/2004	[Mac h/w] FA434: Install iMac & Powerbook RAM

Create

Date

Short Description

omarn

Total: 48

Resolved

Total: 4

Ticket Number: 0000088375
Ticket Number: 0000088652
Ticket Number: 0000089466
Ticket Number: 0000088938

04/12/2004
04/15/2004
04/27/2004
04/20/2004

Blank Desktop rac222
Network printer problem. Physics 331
Novell file permission error. pup320
Work Order Request Physics 320.

Closed

Total: 44

Ticket Number: 0000088554
Ticket Number: 0000088594
Ticket Number: 0000088604
Ticket Number: 0000088948
Ticket Number: 0000088878
Ticket Number: 0000088850
Ticket Number: 0000089146
Ticket Number: 0000088721
Ticket Number: 0000088670
Ticket Number: 0000088640
Ticket Number: 0000088990
Ticket Number: 0000089089
Ticket Number: 0000089348
Ticket Number: 0000087558
Ticket Number: 0000087571
Ticket Number: 0000087590
Ticket Number: 0000087912
Ticket Number: 0000087628
Ticket Number: 0000087872
Ticket Number: 0000087832
Ticket Number: 0000087792
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Ticket Number: 0000087581
Ticket Number: 0000088069
Ticket Number: 0000087957
Ticket Number: 0000087979
Ticket Number: 0000087961
Ticket Number: 0000087959
Ticket Number: 0000088260
Ticket Number: 0000088185
Ticket Number: 0000088163
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Ticket Number: 0000088104
Ticket Number: 0000088091
Ticket Number: 0000088080
Ticket Number: 0000088071
Ticket Number: 0000088067
Ticket Number: 0000088058
Ticket Number: 0000088478
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Ticket Number: 0000088055
Ticket Number: 0000088064
Ticket Number: 0000087986
Ticket Number: 0000087978

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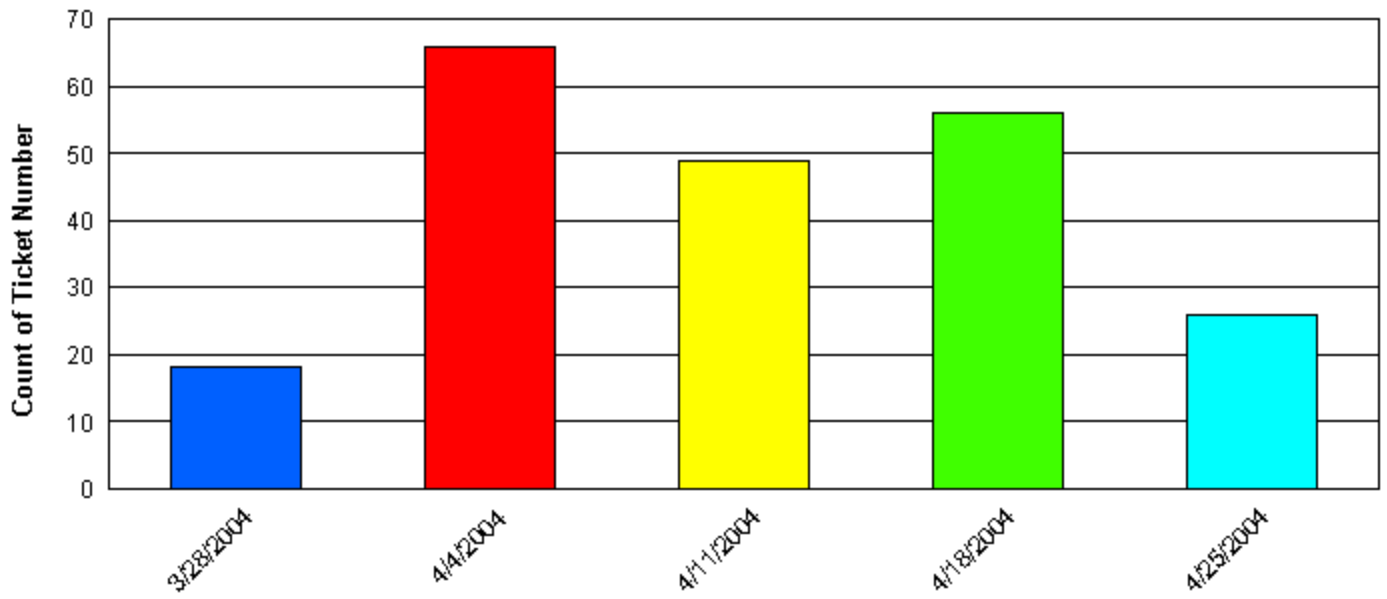
Netscape 7.1 install. pup311
Customer unable to bypass Local workstation prompt Fine arts 111
I drive access 909 Admin
Printing problem... acad307
Driver error (AcV A-wing 308)
Novell Printer driver setup ACIV 419
PC Virus check up.
Fine Arts. Room467C x52179. Needs computer evaluated.
Possible virus or unwanted spam. Physics rm.327. x53351
Computer not booting. FA 467B
Cursor on screen jumps about periodically ACD IV 311
HP printer install (Admin 915)
New Dell notebook software install. Admin 911
Printer problem. MP 201. mon 4/5/04 12-1
Cannot print to network printer
Possible dead jack pup256
WinXP freezing up problem.ACIV 322B
Reinstall Windows XP, PUP 304
PC re-install. Attention Chris and Omarn. Erickson 152
PC Netscape Mail problem. fa439
Jack check. BIO 016.
FW: Infected E-Mail trc230
Email Virus Warning ite 452
letterhead mess ad227
Installation of new computer unit-Admin Room 718
PS software problem. patapsco hall104
Computer Changes-Admin. Room 731
Computer changes-Admin Room 720
Connection dropping, Academic Services 1061
COMMONS 2B10 : Student events board office - PC support request
PUB POLICY: 365 - Lost novell printers
Software problem on Win2K. PP 252
Work Order Request lib06b
Printers need to be reinstalled
Need update on this ticket
only boots to safemode, when normal boot is selected nothing comes u
Turned on comp but nothing comes on monitor in 011 bio science,
Disallowed attachment type found in sent message "Requested documen
Windows auto shutdown ad742a
software problems ss211
Printer keeps printing garbage ECS314
Netscape 7.1 upgrade ADMIN931
computer problem ACIV 303
Work Order Request - No access to my floppy disk Alumni House

Create
Date

Short Description

Count of Ticket Number / Create Date

For Desktop Support



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	

**Financial Services: Peo
tkuonen**

Total: **67**

Total: **9**

Closed

Ticket Number:	0000088110	04/07/2004	tax info
Ticket Number:	0000089005	04/20/2004	Retriever Access
Ticket Number:	0000088184	04/08/2004	Autoreply from SSH
Ticket Number:	0000087829	04/05/2004	Re: Bad Request
Ticket Number:	0000087568	04/01/2004	Peoplesoft problem after log in.
Ticket Number:	0000089065	04/21/2004	security access
Ticket Number:	0000089353	04/26/2004	PS Slowdown
Ticket Number:	0000089377	04/26/2004	Request response
Ticket Number:	0000088416	04/12/2004	run controls

	<u>Create</u>	
	<u>Date</u>	<u>Short Description</u>

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Total: 58

Create

Date

Short Description

Closed

Total:

58

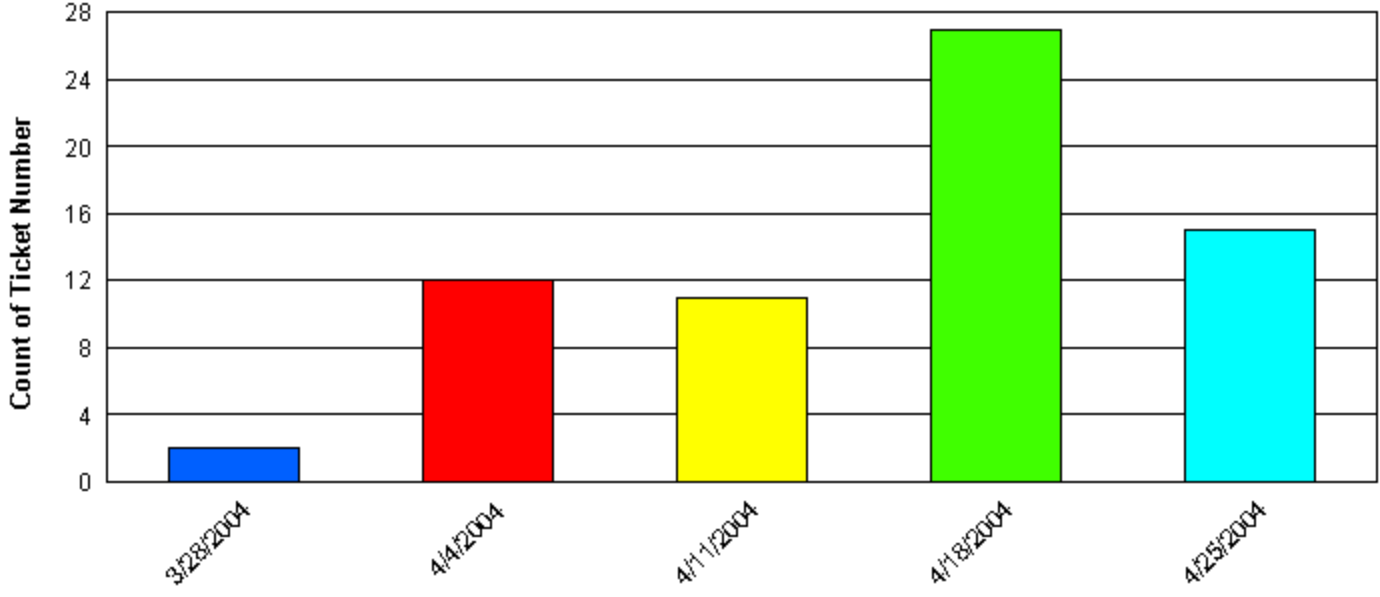
Ticket Number:	0000088419	04/12/2004	Non-grant Project report
Ticket Number:	0000088751	04/16/2004	Retro Question
Ticket Number:	0000088823	04/19/2004	[Fwd: combo error]
Ticket Number:	0000089064	04/21/2004	Cannot Print POs
Ticket Number:	0000088890	04/19/2004	3 Pre-Award Spending not working
Ticket Number:	0000088884	04/19/2004	PS Support Request
Ticket Number:	0000088838	04/19/2004	Retriever
Ticket Number:	0000088830	04/19/2004	Re: [Fwd: combo error]
Ticket Number:	0000088825	04/19/2004	combo error
Ticket Number:	0000088724	04/16/2004	Need to have an AR Payment voided
Ticket Number:	0000089040	04/21/2004	Delivery failure notice (ID-00005AE8)
Ticket Number:	0000088639	04/15/2004	Bookstore's issued Receipt form
Ticket Number:	0000088602	04/14/2004	PS Support Request
Ticket Number:	0000088500	04/13/2004	Question about payment distribution on receivers for P.O. for services
Ticket Number:	0000089475	04/27/2004	JRS cannot approve Reqs despite proper role/prefs.
Ticket Number:	0000089714	04/29/2004	PO Source problem with Vendor ID not carrying fwd
Ticket Number:	0000089724	04/29/2004	PI cannot approve Proposal
Ticket Number:	0000089685	04/29/2004	Query Question
Ticket Number:	0000089498	04/27/2004	Retriever
Ticket Number:	0000089524	04/27/2004	Pre-Encumbrance/Commitment/Actuals problems on Repts
Ticket Number:	0000089660	04/29/2004	Encumbrances
Ticket Number:	0000089624	04/28/2004	JE Form
Ticket Number:	0000088950	04/20/2004	Reconciling Grant Reports
Ticket Number:	0000088995	04/20/2004	PCard Combo Edit Error
Ticket Number:	0000089000	04/20/2004	View JE
Ticket Number:	0000089400	04/26/2004	Upgrade to access
Ticket Number:	0000089365	04/26/2004	Purchasing query need for Fed Flowdown
Ticket Number:	0000089464	04/27/2004	Budget for CV444652 in PeopleSoft
Ticket Number:	0000089169	04/22/2004	subcontracts and how they appear on grant report
Ticket Number:	0000089526	04/27/2004	PO posting
Ticket Number:	0000089158	04/22/2004	Finding Voucher ChartString
Ticket Number:	0000089100	04/21/2004	Changing PI on Awards
Ticket Number:	0000089092	04/21/2004	PS training question
Ticket Number:	0000089619	04/28/2004	Fin Web Access
Ticket Number:	0000089063	04/21/2004	Delivery failure notice (ID-000020D9)
Ticket Number:	0000089061	04/21/2004	Requisition Approval not working for LEISEY
Ticket Number:	0000089059	04/21/2004	system lock-up
Ticket Number:	0000089221	04/22/2004	Combo Errors
Ticket Number:	0000089219	04/22/2004	ARDJ item not in Retriever.
Ticket Number:	0000089208	04/22/2004	1 App Messaging is not Working Between FSPRD and HRCA
Ticket Number:	0000089179	04/22/2004	JE Form Change
Ticket Number:	0000088979	04/20/2004	Changeorder e-mail via MYUMBC
Ticket Number:	0000088987	04/20/2004	Selected Users have limited view of JE data
Ticket Number:	0000087600	04/01/2004	account number
Ticket Number:	0000088010	04/06/2004	Important m\$6h?3p
Ticket Number:	0000087990	04/06/2004	Customer Number
Ticket Number:	0000088004	04/06/2004	Mail Delivery (failure ps-support@umbc.edu)
Ticket Number:	0000088402	04/12/2004	PCard - Reallocation
Ticket Number:	0000088382	04/12/2004	Requisitions Training
Ticket Number:	0000088383	04/12/2004	Fw: Re: Fw: access to non-grant project reports
Ticket Number:	0000089160	04/22/2004	PC Role Request for Rpts.
Ticket Number:	0000088259	04/09/2004	Needs PeopleSoft Account Locked out.
Ticket Number:	0000088360	04/12/2004	Printing of non-grant project reports under Grant reports
Ticket Number:	0000088225	04/09/2004	Pcard Statement won't transfer to excel.

Count of Ticket Number / Create Date

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000088013	04/06/2004	Mail Delivery (failure ps-support@umbc.edu)
Ticket Number:	0000088017	04/06/2004	Access Request
Ticket Number:	0000088005	04/06/2004	hi
Ticket Number:	0000088002	04/06/2004	Budget Difference-Project#00000673

Count of Ticket Number / Create Date

For Financial Services: PeopleSoft



		<u>Create</u>	<u>Short Description</u>
Helpdesk	<u>Total:</u>	<u>Date</u>	
HD:Tape_Changes		<u>Total:</u> 1	
Closed		<u>Total:</u> 1	
Ticket Number: 0000089511		04/27/2004	Tape changes for 4/27/04
HelpDesk		<u>Total:</u> 12	
Closed		<u>Total:</u> 12	
Ticket Number: 0000089497		04/27/2004	Reset Password
Ticket Number: 0000089618		04/28/2004	Password reset request
Ticket Number: 0000088976		04/20/2004	Reset Password
Ticket Number: 0000088934		04/20/2004	quota warning
Ticket Number: 0000089370		04/26/2004	HPUMBC1 Connection Setup
Ticket Number: 0000089405		04/26/2004	Reflection/Connection Setup
Ticket Number: 0000088235		04/09/2004	Reset Password
Ticket Number: 0000088314		04/10/2004	Reset password
Ticket Number: 0000087551		04/01/2004	password reset
Ticket Number: 0000087585		04/01/2004	called to have account cleaned up
Ticket Number: 0000087795		04/05/2004	tera term just brings up a blinking cursor
Ticket Number: 0000087748		04/04/2004	Reset password

Create

Date

Short Description

akhant1

Total: **191**

Resolved

Total: **9**

Ticket Number:	0000089751	04/30/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000089334	04/25/2004	why is off campus computing service so crappy tonight?
Ticket Number:	0000089455	04/27/2004	Help please
Ticket Number:	0000089547	04/27/2004	Coroporate time Account
Ticket Number:	0000089717	04/29/2004	disk usage
Ticket Number:	0000089749	04/30/2004	quota increase
Ticket Number:	0000089707	04/29/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000089531	04/27/2004	webmail quota
Ticket Number:	0000089572	04/28/2004	Fw: Incoming Message

Create

Date

Short Description

Closed

Total: 182

Ticket Number: 0000089451	04/27/2004	Undeliverable message returned to sender
Ticket Number: 0000089545	04/27/2004	Downloading Email and Access to Email After Graduation
Ticket Number: 0000089546	04/27/2004	Phonemail check 7pm 4/27/04
Ticket Number: 0000089573	04/28/2004	virus???
Ticket Number: 0000089550	04/27/2004	lab check 11:00pm 4/27/04
Ticket Number: 0000089544	04/27/2004	lab check 4/27/04 9:00pm
Ticket Number: 0000088411	04/12/2004	Checked out McAfee 4.5.1 SP1
Ticket Number: 0000088428	04/12/2004	Dialup not working
Ticket Number: 0000088816	04/19/2004	04/18 Phone mail 7:15 am
Ticket Number: 0000088815	04/19/2004	Lab opening 04/18 7:00 am
Ticket Number: 0000088811	04/19/2004	Lab check 6:30 am 04/18
Ticket Number: 0000088809	04/19/2004	Lab check 04/18 3:00am
Ticket Number: 0000088807	04/19/2004	lab check 4/19/04 12:00am
Ticket Number: 0000088805	04/18/2004	lab check 4/18/04 11:00pm
Ticket Number: 0000088800	04/18/2004	=?GB2312?B?MjAwNMTqNNTCt93M2Lzbu/rGsQ==?=
Ticket Number: 0000088798	04/18/2004	4/18 Helpdesk opening list.
Ticket Number: 0000088795	04/18/2004	Lab check 4/17/04 12 am
Ticket Number: 0000088794	04/17/2004	Lab check 4/17/04 9 pm
Ticket Number: 0000088793	04/17/2004	Phonemail 4/17 @ 7pm
Ticket Number: 0000088792	04/17/2004	04/17 Lab check 6:30 pm
Ticket Number: 0000088791	04/17/2004	04/17 Phone mail 2:00 pm
Ticket Number: 0000088785	04/17/2004	Tape changes 4/17/04
Ticket Number: 0000088782	04/17/2004	email account
Ticket Number: 0000088781	04/17/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000088778	04/17/2004	Checklist 4-17-04 7.30
Ticket Number: 0000088661	04/15/2004	Tape Changes, Thursday 4/15
Ticket Number: 0000088770	04/16/2004	Labcheck 4-16-03 23.00
Ticket Number: 0000088561	04/14/2004	Quota increase request.
Ticket Number: 0000088551	04/14/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000088550	04/14/2004	Work Order Request
Ticket Number: 0000088532	04/14/2004	Lab check 4.14.04 3:30a
Ticket Number: 0000088928	04/20/2004	quota
Ticket Number: 0000088916	04/20/2004	Disk Usage quota warning
Ticket Number: 0000088911	04/20/2004	lab check 4/19/04 12:00am
Ticket Number: 0000088910	04/19/2004	lab check & lab closing 11:00pm 4/19/04
Ticket Number: 0000088906	04/19/2004	lab check 9:00pm 4/19/04
Ticket Number: 0000088902	04/19/2004	Phonemail check 4.19.04 7pm
Ticket Number: 0000088866	04/19/2004	Phonemail 2/19 2 pm
Ticket Number: 0000088861	04/19/2004	Enrollment conflict problem
Ticket Number: 0000088826	04/19/2004	Account not listed as active.
Ticket Number: 0000088527	04/13/2004	lab check 9:30pm 4/13/04
Ticket Number: 0000088523	04/13/2004	Phone mail check 7pm 4/13/04
Ticket Number: 0000088522	04/13/2004	lab check 7:00pm 4/13/04
Ticket Number: 0000088519	04/13/2004	Phonemail check 5:00pm 4/13/04
Ticket Number: 0000088517	04/13/2004	Account quota increase request
Ticket Number: 0000088504	04/13/2004	Work Order Request
Ticket Number: 0000088493	04/13/2004	Work Order Request (Quota Increase)
Ticket Number: 0000088531	04/14/2004	Lab check 4/14/04 12am
Ticket Number: 0000088768	04/16/2004	Labcheck 4-16-04 21.00
Ticket Number: 0000088750	04/16/2004	Not CD. Lost wallet. in cabinet
Ticket Number: 0000088749	04/16/2004	Not listed as active student /staff
Ticket Number: 0000088765	04/16/2004	labcheck 4/16/04 6 PM
Ticket Number: 0000088741	04/16/2004	4/16 Tape change.
Ticket Number: 0000088743	04/16/2004	4/16 1:30pm phone mail check.

		<u>Create</u>	
		<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000088539	04/14/2004	ADV: Attention All Healthcare Workers: Doctors, Nurses and
Ticket Number:	0000088536	04/14/2004	Lab Check 4.14.2004 6am
Ticket Number:	0000088415	04/12/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000088449	04/13/2004	Work Order Request
Ticket Number:	0000088450	04/13/2004	Not listed as active student/staff
Ticket Number:	0000088443	04/13/2004	4/13 Helpdesk opening list.
Ticket Number:	0000088429	04/12/2004	Phonemail check 4.12.04 - 7pm
Ticket Number:	0000088954	04/20/2004	Webmail disk usage
Ticket Number:	0000088980	04/20/2004	Quota Increase
Ticket Number:	0000089017	04/20/2004	Phonemail check 7pm 4/20/04
Ticket Number:	0000089026	04/21/2004	Lab check 4/20/04 11pm
Ticket Number:	0000089031	04/21/2004	Lab Check 4.21.2004 3am
Ticket Number:	0000089037	04/21/2004	Lab Check 4.21.2004 6am
Ticket Number:	0000089299	04/24/2004	Checklist 2-24-04 7.30
Ticket Number:	0000089297	04/24/2004	Checklist 4-24-04 0.00
Ticket Number:	0000089296	04/23/2004	Labcheck 4-23-04 23.00
Ticket Number:	0000089294	04/23/2004	Labcheck 4-23-04
Ticket Number:	0000089277	04/23/2004	403 Forbidden Error Accessing myUMBC main page
Ticket Number:	0000089254	04/23/2004	Helpdesk PC05 install.
Ticket Number:	0000089248	04/23/2004	4/23 tape change.
Ticket Number:	0000089206	04/22/2004	MS Office XP Pro CDs Loan
Ticket Number:	0000089291	04/23/2004	Labcheck, Friday 4/23, 6:00pm
Ticket Number:	0000089341	04/26/2004	Lab check 04/26 6:00 am
Ticket Number:	0000089339	04/26/2004	04/25 Lab check 3:00 am
Ticket Number:	0000089338	04/26/2004	Labcheck 4-26-04 0.00
Ticket Number:	0000089337	04/25/2004	lab check 11:00pm 4-25-04
Ticket Number:	0000089331	04/25/2004	Labcheck 4-25-04 21.00
Ticket Number:	0000089329	04/25/2004	Labcheck 4-25-04 19.00
Ticket Number:	0000089325	04/25/2004	Tape Chage 4-25
Ticket Number:	0000089322	04/25/2004	Checklist 4-25-04 12.00
Ticket Number:	0000089312	04/24/2004	Warning: webmaster@digitel.com.mx - User unknown!
Ticket Number:	0000089310	04/24/2004	Work Order Request
Ticket Number:	0000089305	04/24/2004	04/24 11:30 Phone mail
Ticket Number:	0000089303	04/24/2004	Tape Change 4-24-04
Ticket Number:	0000089444	04/27/2004	04/27 7:30am Helpdesk check list.
Ticket Number:	0000089439	04/27/2004	lab check 12:00am 4/27/04
Ticket Number:	0000089438	04/26/2004	lab check 4/26/04 11:00pm
Ticket Number:	0000089436	04/26/2004	lab check 9:00pm 4/26/04
Ticket Number:	0000089431	04/26/2004	SPSS cd loan
Ticket Number:	0000089429	04/26/2004	Phonemail 4.26.04 - 7pm
Ticket Number:	0000089333	04/25/2004	Phonemail 4-25-04 21.45
Ticket Number:	0000089027	04/21/2004	Lab check 4/21/04 12am
Ticket Number:	0000089020	04/20/2004	lab check 9:00pm 4/20/04
Ticket Number:	0000089016	04/20/2004	lab check 7:00pm 4/20/04
Ticket Number:	0000088799	04/18/2004	4/18 Tape change.
Ticket Number:	0000087646	04/02/2004	Quota increases
Ticket Number:	0000087685	04/02/2004	Setting up Address Book
Ticket Number:	0000087692	04/02/2004	More problems
Ticket Number:	0000087947	04/06/2004	Re: Your document
Ticket Number:	0000087929	04/06/2004	Re: Hi
Ticket Number:	0000087911	04/06/2004	04/06 Helpdesk opening list.
Ticket Number:	0000087900	04/06/2004	lab check 12:00am 4/6/04
Ticket Number:	0000087899	04/05/2004	lab chech 11:00pm 04/05/05
Ticket Number:	0000087886	04/05/2004	lab check 9:00pm 04/05/04
Ticket Number:	0000087789	04/05/2004	04/05 Lab check 7:00 am

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000087788	04/05/2004	04/05 Lab check 6:00 am
Ticket Number:	0000087785	04/05/2004	04/05 Lab check 3:40 am
Ticket Number:	0000087750	04/04/2004	Phonemail 04-04-04 14.00
Ticket Number:	0000087746	04/04/2004	4/4 12:00pm Helpdesk opening list.
Ticket Number:	0000087742	04/04/2004	Stock headed much higher on major exposure naltxj
Ticket Number:	0000087740	04/04/2004	Lab check 12am 04/04/04
Ticket Number:	0000087739	04/04/2004	Lab check 4/3/04 10pm
Ticket Number:	0000087735	04/03/2004	04/03 Lab check 8:00pm
Ticket Number:	0000087734	04/03/2004	04/03 Phone mail
Ticket Number:	0000087723	04/03/2004	User trying to set-up account
Ticket Number:	0000087701	04/02/2004	accounts for 2 new students
Ticket Number:	0000087885	04/05/2004	phonemail check 7:30pm 4/5/04
Ticket Number:	0000087868	04/05/2004	Phonemail 4/5/04 2 pm
Ticket Number:	0000088528	04/13/2004	lab check 11:00pm 4/13/04
Ticket Number:	0000087770	04/05/2004	Lab check 4/5/04 12am
Ticket Number:	0000087761	04/04/2004	Lab check 04/04/04 11:30pm
Ticket Number:	0000087758	04/04/2004	Lab check 4/4/04 9:00pm
Ticket Number:	0000087756	04/04/2004	4/4 7pm phone mail check.
Ticket Number:	0000087755	04/04/2004	4/4 Tape change.
Ticket Number:	0000087754	04/04/2004	Labcheck 4-4-04 18.00
Ticket Number:	0000087686	04/02/2004	Microsoft FrontPage Webpage
Ticket Number:	0000087660	04/02/2004	Quota increase request.
Ticket Number:	0000088772	04/17/2004	Checklist 4-17-04 0.00
Ticket Number:	0000087597	04/01/2004	Customer requests increase
Ticket Number:	0000087574	04/01/2004	Staff request for quota increase
Ticket Number:	0000087548	04/01/2004	Establish email account for Dr. Seth Messinger
Ticket Number:	0000087953	04/06/2004	Illegal Operation Errors
Ticket Number:	0000088350	04/12/2004	04/12 Phone mail 7:15 am
Ticket Number:	0000087970	04/06/2004	"Disk Problem" Error
Ticket Number:	0000088496	04/13/2004	No subject
Ticket Number:	0000088310	04/10/2004	04/10 Sat 7:00pm
Ticket Number:	0000088313	04/10/2004	Labcheck 4-10-04 21.00
Ticket Number:	0000088302	04/10/2004	phonemail 4-10-04 14.00
Ticket Number:	0000088301	04/10/2004	Tape Change 4-10-04
Ticket Number:	0000088300	04/10/2004	Phonemail 4-10-04 11.00
Ticket Number:	0000088298	04/10/2004	Problem logging in
Ticket Number:	0000088297	04/10/2004	Checklist 4-10-04 7.30
Ticket Number:	0000088296	04/10/2004	Checklist 4-10-04 0.00
Ticket Number:	0000088292	04/09/2004	Labcheck 4-9-04 23.00
Ticket Number:	0000088406	04/12/2004	Work Order Request
Ticket Number:	0000088395	04/12/2004	Tape changes 4/12/04
Ticket Number:	0000088393	04/12/2004	Disk Space
Ticket Number:	0000088529	04/13/2004	User needs more disk space
Ticket Number:	0000088345	04/12/2004	lab check 12:00 am 4/12/02
Ticket Number:	0000088344	04/11/2004	lab check 4/11/04 11pm
Ticket Number:	0000088342	04/11/2004	labcheck (look)4-11-04 22.30
Ticket Number:	0000088340	04/11/2004	lab check 4/11/04 9:00pm
Ticket Number:	0000088333	04/11/2004	Phonemail 4-11-04 19.00
Ticket Number:	0000088332	04/11/2004	Labcheck 4-11-04 18.00
Ticket Number:	0000088330	04/11/2004	phonemail 4-11-04 14.00
Ticket Number:	0000088329	04/11/2004	4/11 tape change.
Ticket Number:	0000088328	04/11/2004	Checklist 4-11-04 12.00
Ticket Number:	0000088325	04/11/2004	Campus wide network problems.
Ticket Number:	0000088324	04/11/2004	Heard on the street-news and profits set record highs nrsdeinw dy
Ticket Number:	0000088820	04/19/2004	Workstation password reset. MP 213

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000088322	04/11/2004	One or More Floors Reported Down in Admin
Ticket Number:	0000088319	04/11/2004	The 2004 edition of The American Medical Directory medical, pedia
Ticket Number:	0000088318	04/11/2004	Lab check 4/11/04 12am
Ticket Number:	0000088317	04/11/2004	Lab check 4/10/04 11pm
Ticket Number:	0000088309	04/10/2004	Labcheck 4-10-04 18.00
Ticket Number:	0000088290	04/09/2004	Labcheck 4-9-04 21.00
Ticket Number:	0000088288	04/09/2004	Labcheck, Friday 4/9, 6:00pm
Ticket Number:	0000088271	04/09/2004	UMBC Account Password Reset for saoresp
Ticket Number:	0000088359	04/12/2004	Outlook Express setup problem.
Ticket Number:	0000088244	04/09/2004	Create UMBC Account for PS Training Consultants
Ticket Number:	0000088238	04/09/2004	quota increase request.
Ticket Number:	0000088223	04/09/2004	4/8 Tape change.
Ticket Number:	0000088169	04/08/2004	Tape Changes, Thursday 4/8
Ticket Number:	0000089047	04/21/2004	4/21 Helpdesk opening list.
Ticket Number:	0000088077	04/07/2004	Website
Ticket Number:	0000088073	04/07/2004	SPSS cd loan
Ticket Number:	0000088918	04/20/2004	4/20 Helpdesk opening check list.
Ticket Number:	0000087974	04/06/2004	E-mail quota

Create
Date Short Description

anna

Resolved

Total: **163**
Total: **4**

Ticket Number:	0000089476	04/27/2004	is this a virus?
Ticket Number:	0000089662	04/29/2004	spam...
Ticket Number:	0000089375	04/26/2004	system shutdown msgs
Ticket Number:	0000089631	04/28/2004	Space Quota

Create

Date

Short Description

Closed

Total:

159

Ticket Number: 0000089459	04/27/2004	Update UMBC account
Ticket Number: 0000089499	04/27/2004	Returned Mail - Error During Delivery
Ticket Number: 0000089701	04/29/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000089657	04/29/2004	Re-fi-nance your home today as low as 3.25% etude
Ticket Number: 0000089656	04/29/2004	Work Order Request
Ticket Number: 0000089622	04/28/2004	Email Account
Ticket Number: 0000089604	04/28/2004	Visit our Internet pharmacy, buy Víaagra and many other meds.
Ticket Number: 0000089575	04/28/2004	Re, Your Pharmacy order # 8452
Ticket Number: 0000089543	04/27/2004	resnet lock-out due to virus. unlock
Ticket Number: 0000089491	04/27/2004	User needs account activated in order to create myUMBC account
Ticket Number: 0000089495	04/27/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000088412	04/12/2004	Mcafee 4.5.1 SP1
Ticket Number: 0000088421	04/12/2004	problems with email
Ticket Number: 0000088432	04/12/2004	Joelle Price
Ticket Number: 0000088921	04/20/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000088903	04/19/2004	Quota Warning
Ticket Number: 0000088889	04/19/2004	Work Order Request-Over quota in mail
Ticket Number: 0000088885	04/19/2004	Fw: (Spam question)
Ticket Number: 0000088862	04/19/2004	Enrollment conflict problem
Ticket Number: 0000088855	04/19/2004	Hello:
Ticket Number: 0000088801	04/18/2004	Summer registration
Ticket Number: 0000088756	04/16/2004	Activate for account creation
Ticket Number: 0000088762	04/16/2004	Account deactivated in error
Ticket Number: 0000088746	04/16/2004	Newsletter results in major market support for big gains qn izcd e nd
Ticket Number: 0000088734	04/16/2004	4/16 Borrowed Office XP 2 CDs.
Ticket Number: 0000088736	04/16/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000088709	04/16/2004	Checklist 4-16-04 7.30
Ticket Number: 0000088703	04/16/2004	Labcheck 4-16-04 2.30
Ticket Number: 0000088700	04/16/2004	Lab Check 4.15.2004 12a
Ticket Number: 0000088699	04/15/2004	Lab check 4.15.2004 10:30pm
Ticket Number: 0000088647	04/15/2004	Disk Quota
Ticket Number: 0000088771	04/17/2004	disk quota help
Ticket Number: 0000088645	04/15/2004	Antivirus
Ticket Number: 0000088610	04/14/2004	Work Order Request
Ticket Number: 0000088576	04/14/2004	Disk Usage
Ticket Number: 0000088556	04/14/2004	Disk Quota
Ticket Number: 0000088546	04/14/2004	email trouble/disk quota alert
Ticket Number: 0000088542	04/14/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000088508	04/13/2004	User is not able to activate account
Ticket Number: 0000088498	04/13/2004	Drop Blackboard Courses
Ticket Number: 0000088607	04/14/2004	don't miss out on that great job - get your university degree now!
Ticket Number: 0000088469	04/13/2004	We give this recommendation a significant upgrade q m hpi
Ticket Number: 0000088451	04/13/2004	email quote increase, topolski
Ticket Number: 0000088448	04/13/2004	No subject
Ticket Number: 0000088959	04/20/2004	No subject
Ticket Number: 0000089681	04/29/2004	terra term
Ticket Number: 0000089110	04/21/2004	Quota Help
Ticket Number: 0000089122	04/21/2004	Work Order Request-FTP fail
Ticket Number: 0000089306	04/24/2004	quota
Ticket Number: 0000089189	04/22/2004	Tape Changes, Thursday 4/22
Ticket Number: 0000089181	04/22/2004	your opinion = cash
Ticket Number: 0000089171	04/22/2004	Remedy Reports
Ticket Number: 0000089157	04/22/2004	Inventory Tracking Software Inquiry
Ticket Number: 0000089155	04/22/2004	Help cleaning Disk

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000089148	04/22/2004	No subject
Ticket Number:	0000089145	04/22/2004	Work Order Request
Ticket Number:	0000089175	04/22/2004	Work Order Request
Ticket Number:	0000089137	04/22/2004	pin number -- irwinl
Ticket Number:	0000089295	04/23/2004	Broken link on the website for VPN client
Ticket Number:	0000089263	04/23/2004	Mail Full problem
Ticket Number:	0000089268	04/23/2004	Hello:
Ticket Number:	0000089249	04/23/2004	No subject
Ticket Number:	0000089245	04/23/2004	Not listed as active.
Ticket Number:	0000089237	04/23/2004	Checklist 4-23-04 6.30
Ticket Number:	0000089234	04/23/2004	labcheck 4-23-04 2.30
Ticket Number:	0000089231	04/23/2004	Lab Check 4.23.2004 12a
Ticket Number:	0000089230	04/22/2004	Lab Check 4.22.04 11:00p
Ticket Number:	0000089215	04/22/2004	Request to be removed from an old course
Ticket Number:	0000089192	04/22/2004	disk full
Ticket Number:	0000089457	04/27/2004	RE: QUOTA WARNING for your myUMBC account
Ticket Number:	0000089418	04/26/2004	help!
Ticket Number:	0000089118	04/21/2004	about Disk quota
Ticket Number:	0000089088	04/21/2004	Access to Departments I drive
Ticket Number:	0000089086	04/21/2004	Customer is nearing quota limit
Ticket Number:	0000089049	04/21/2004	update contact info.
Ticket Number:	0000089034	04/21/2004	No subject
Ticket Number:	0000088991	04/20/2004	quota
Ticket Number:	0000088966	04/20/2004	[Fwd: [-VIRUS-] Please keep one of our COS members in prayer]
Ticket Number:	0000087964	04/06/2004	Increase Quota
Ticket Number:	0000087971	04/06/2004	Approved
Ticket Number:	0000088039	04/07/2004	Work Order Request
Ticket Number:	0000088219	04/09/2004	Checklist 4-9-04 7.30
Ticket Number:	0000088694	04/15/2004	Phonemail, Thursday 4/15, 7:00pm
Ticket Number:	0000088192	04/08/2004	Quota Increase for staff
Ticket Number:	0000088190	04/08/2004	Autoreply from SSH
Ticket Number:	0000088188	04/08/2004	Xwin32
Ticket Number:	0000088180	04/08/2004	UMBC Blackboard Student Course Deletion Request
Ticket Number:	0000088174	04/08/2004	unsubscribe
Ticket Number:	0000088233	04/09/2004	help?
Ticket Number:	0000088124	04/07/2004	No subject
Ticket Number:	0000088116	04/07/2004	Help, junk mail
Ticket Number:	0000088423	04/12/2004	Office XP cd loan
Ticket Number:	0000088403	04/12/2004	mailbox problem
Ticket Number:	0000088378	04/12/2004	Maple 9, SAS 9 loan
Ticket Number:	0000088343	04/11/2004	Autoreply from SSH
Ticket Number:	0000088339	04/11/2004	Content violation
Ticket Number:	0000088336	04/11/2004	Autoreply from SSH
Ticket Number:	0000088218	04/09/2004	Market watch undervalued report aqr nnatu okt ar
Ticket Number:	0000088216	04/09/2004	Turn your opinion into money
Ticket Number:	0000088215	04/09/2004	Labcheck 4-9-04 3.00
Ticket Number:	0000088214	04/09/2004	vpn changes?
Ticket Number:	0000088211	04/09/2004	Lab Check 4.9.2004 12a
Ticket Number:	0000088209	04/08/2004	Lab Check 4.8.2004 11pm
Ticket Number:	0000088208	04/08/2004	Removing Old Courses From Blackboard
Ticket Number:	0000088207	04/08/2004	Lab Check 4.8.2004 10pm
Ticket Number:	0000088203	04/08/2004	Phonemail, Thursday 4/8, 7:00pm
Ticket Number:	0000088708	04/16/2004	Labcheck 4-16-04 6.30
Ticket Number:	0000088305	04/10/2004	Norton AntiVirus detected and quarantined a virus in a message yo
Ticket Number:	0000088299	04/10/2004	Question on gl

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000089307	04/24/2004	exceed disk quota
Ticket Number:	0000088262	04/09/2004	=?GB2312?B?1tC5+tDuteez2M34?=-
Ticket Number:	0000088093	04/07/2004	Equipment/Instrumentation Specials!
Ticket Number:	0000088063	04/07/2004	tape change for 4/7/2004
Ticket Number:	0000088043	04/07/2004	(no subject)
Ticket Number:	0000088001	04/06/2004	can't delete
Ticket Number:	0000087992	04/06/2004	deleting is not permitted??
Ticket Number:	0000088020	04/06/2004	error warning causee
Ticket Number:	0000087927	04/06/2004	Approved
Ticket Number:	0000089469	04/27/2004	Hidden message
Ticket Number:	0000087782	04/05/2004	Deleting webmail when quota is full
Ticket Number:	0000087781	04/05/2004	email account
Ticket Number:	0000087780	04/05/2004	Can't log on
Ticket Number:	0000087777	04/05/2004	delet course from blackboard site
Ticket Number:	0000088081	04/07/2004	disk usage warning
Ticket Number:	0000087595	04/01/2004	Cannot scan document on OIT Xerox DocuCentre
Ticket Number:	0000087556	04/01/2004	Excel, grid lines disappearing
Ticket Number:	0000087552	04/01/2004	Expand mailbox quot
Ticket Number:	0000087937	04/06/2004	Hello
Ticket Number:	0000087604	04/01/2004	Removal from Blackboard Course
Ticket Number:	0000088096	04/07/2004	Quota limit increase
Ticket Number:	0000087640	04/02/2004	=?GB2312?B?MjAwNMTqNNTCt93M2Lzbu/rGsQ==?=-
Ticket Number:	0000087996	04/06/2004	Virus Email
Ticket Number:	0000087995	04/06/2004	CD Check Out
Ticket Number:	0000087945	04/06/2004	Content violation
Ticket Number:	0000087944	04/06/2004	Info
Ticket Number:	0000087939	04/06/2004	βdo0Bi4grjj40j09gjjgpüdé
Ticket Number:	0000087936	04/06/2004	Request
Ticket Number:	0000087935	04/06/2004	Re: Report
Ticket Number:	0000087934	04/06/2004	Re: Summary
Ticket Number:	0000087933	04/06/2004	Re: Requested document
Ticket Number:	0000087932	04/06/2004	Word document
Ticket Number:	0000087931	04/06/2004	Hello
Ticket Number:	0000087930	04/06/2004	Re: Number list
Ticket Number:	0000087928	04/06/2004	Re: Text
Ticket Number:	0000087926	04/06/2004	Re: Movie document
Ticket Number:	0000087925	04/06/2004	Re: Hi
Ticket Number:	0000087901	04/06/2004	question
Ticket Number:	0000087889	04/05/2004	Re: Account
Ticket Number:	0000087940	04/06/2004	Mail Delivery (failure ps-support@umbc.edu)
Ticket Number:	0000087866	04/05/2004	Confusion about SSN for story1
Ticket Number:	0000087830	04/05/2004	Mail Delivery (failure ps-support@umbc.edu)
Ticket Number:	0000087784	04/05/2004	How can I download a file using SSH from my Linux OS?
Ticket Number:	0000088217	04/09/2004	Labcheck 4-9-04 6.30
Ticket Number:	0000087726	04/03/2004	webmail full but i can't delete things
Ticket Number:	0000087666	04/02/2004	RE: QUOTA WARNING for your myUMBC account
Ticket Number:	0000087648	04/02/2004	Question in pine
Ticket Number:	0000087638	04/02/2004	regarding your website
Ticket Number:	0000088459	04/13/2004	GREETINGS FROM GHANA
Ticket Number:	0000088848	04/19/2004	Not listed as active student

Create

Date

Short Description

ha2

Total: 34

Closed

Total: 34

Ticket Number: 0000087722	04/03/2004	Kathleen is here for a convention.
Ticket Number: 0000088024	04/06/2004	Infected System
Ticket Number: 0000088985	04/20/2004	Tape changes for 4/20/04
Ticket Number: 0000087769	04/05/2004	OEM Software 243282
Ticket Number: 0000087968	04/06/2004	print error
Ticket Number: 0000088006	04/06/2004	Cutomer borrowing 005 cabinet key
Ticket Number: 0000088263	04/09/2004	: wireless connectivity - no IP (no 169 or 130) PUP314
Ticket Number: 0000088149	04/08/2004	Cannot log in to Windows.
Ticket Number: 0000088128	04/07/2004	=?gb2312?B?wM/F89PRo6zV4sO0s6TKsbzk0rKyu8Gqz7XO0qOsz
Ticket Number: 0000088127	04/07/2004	=?gb2312?B?wM/F89PRo6zV4sO0s6TKsbzk0rKyu8Gqz7XO0qOsz
Ticket Number: 0000088044	04/07/2004	Account Reactivation
Ticket Number: 0000088018	04/06/2004	Financial advice that makes a difference fuc
Ticket Number: 0000088014	04/06/2004	REFRIGERATOR BLOWOUT - WAREHOUSE SPRING SALE!!
Ticket Number: 0000088028	04/06/2004	TAPE CHANGE!
Ticket Number: 0000087989	04/06/2004	Tape changes for 4/6/04
Ticket Number: 0000088937	04/20/2004	Potapsco rm.005. x0050. No Longer getting IP, needs jack checked.
Ticket Number: 0000089387	04/26/2004	office xp cd loan
Ticket Number: 0000089022	04/20/2004	Pipettes Sale!!!!
Ticket Number: 0000088978	04/20/2004	005 Video Deck Key checkout
Ticket Number: 0000088956	04/20/2004	CGI Script Failure
Ticket Number: 0000088489	04/13/2004	Tape changes for 4/13/04
Ticket Number: 0000088912	04/20/2004	No subject
Ticket Number: 0000088623	04/14/2004	Hello:
Ticket Number: 0000088505	04/13/2004	Visual Studio.Net Checkout
Ticket Number: 0000088512	04/13/2004	User is not able to create account
Ticket Number: 0000088526	04/13/2004	Service Repair and Calibration Specials!
Ticket Number: 0000089500	04/27/2004	on:line ;meds s;toe.
Ticket Number: 0000089539	04/27/2004	our unique report brings stock plays to the next level jxdhg rbqfcz
Ticket Number: 0000089548	04/27/2004	Service Repair and Calibration Specials!
Ticket Number: 0000089519	04/27/2004	Companies will pay you for participating in online focus groups
Ticket Number: 0000089549	04/27/2004	Fw: shed while you sleep..
Ticket Number: 0000089654	04/29/2004	The 2004 edition of The American Medical Directory geriatrics, anae
Ticket Number: 0000089634	04/28/2004	Frontpage question
Ticket Number: 0000089632	04/28/2004	:Grow a ,di:ck bigger than Shaq's!

Create
Date Short Description

jperron1	<u>Total:</u> 32	
Closed	<u>Total:</u> 32	
Ticket Number: 0000089552	04/28/2004	Visit our Internet pharmacy, buy VÍagra and many other meds.
Ticket Number: 0000089553	04/28/2004	The 2004 edition of The American Medical Directory doctors, physic
Ticket Number: 0000089554	04/28/2004	unbeli.eva.ble medi.ca.ti.ons
Ticket Number: 0000089557	04/28/2004	Get those inches waldo conspicuous tack
Ticket Number: 0000089562	04/28/2004	Password Reset: nmoore2
Ticket Number: 0000089560	04/28/2004	Buy Vicodin at Unbelievable Prices ' bbystlcefyvfx
Ticket Number: 0000089728	04/29/2004	release the man in you algeria hiroshi respite
Ticket Number: 0000089555	04/28/2004	Get three loan offers with one easy form
Ticket Number: 0000088530	04/13/2004	Don't Pay For Name Brand Drugs
Ticket Number: 0000088535	04/14/2004	ÖÜÜÜÜÜÜÜÜÜÜÜÜÜÜÜÜÜÜÜÜÜÜÜÑæÑí
Ticket Number: 0000088525	04/13/2004	Set Up
Ticket Number: 0000088698	04/15/2004	Fw: receipt of payment..
Ticket Number: 0000088534	04/14/2004	icon
Ticket Number: 0000089021	04/20/2004	Chris Bowen
Ticket Number: 0000089024	04/20/2004	new blind dating club
Ticket Number: 0000089023	04/20/2004	invitation
Ticket Number: 0000089025	04/21/2004	easy / safe and 100% proven br
Ticket Number: 0000089030	04/21/2004	the most undervalued stock we have ever featured b
Ticket Number: 0000089036	04/21/2004	Home Loans and Refinancing
Ticket Number: 0000089035	04/21/2004	welcome to the dating club
Ticket Number: 0000089033	04/21/2004	All the software is in the English language for PC.
Ticket Number: 0000089032	04/21/2004	essential info for consistent market performance ttm yne
Ticket Number: 0000089029	04/21/2004	work smart
Ticket Number: 0000088027	04/06/2004	Re: managerial
Ticket Number: 0000088212	04/09/2004	=?GB2312?B?1tC7qs73sr+0tNK1zFjW+sT6s8m5pqOh?=-
Ticket Number: 0000088201	04/08/2004	URGENT PROPOSAL
Ticket Number: 0000088197	04/08/2004	Autoreply from SSH
Ticket Number: 0000088038	04/07/2004	=?GB2312?B?16Ky4cPAufq5q8u+IC0tw8C5+s3+wda5+rzK16i+q8
Ticket Number: 0000088032	04/07/2004	Medication for you.
Ticket Number: 0000088035	04/07/2004	No subject
Ticket Number: 0000088036	04/07/2004	Protect Your data
Ticket Number: 0000088031	04/07/2004	GREAT African Kings and Queens

	<u>Create</u>	
	<u>Date</u>	<u>Short Description</u>

kherna1

Total: **78**

Create

Date

Short Description

Closed

Total:

78

Ticket Number:	0000088068	04/07/2004	Friend get together
Ticket Number:	0000088261	04/09/2004	concerning my account and email
Ticket Number:	0000088327	04/11/2004	Work Order Request
Ticket Number:	0000088347	04/12/2004	04/12 Lab check 3:30 am
Ticket Number:	0000088353	04/12/2004	=?ISO-8859-1?B?tLqu8KZetWTFbw==?=
Ticket Number:	0000088373	04/12/2004	disk usage
Ticket Number:	0000088397	04/12/2004	RESNET: Down. All routers except for a few core servers
Ticket Number:	0000088354	04/12/2004	Hello:
Ticket Number:	0000088351	04/12/2004	We're looking for online survey takers
Ticket Number:	0000088356	04/12/2004	Increasing the quota
Ticket Number:	0000088204	04/08/2004	Can't create account, not listed as active student
Ticket Number:	0000088131	04/08/2004	=?ISO-8859-1?B?tLqu8KZetWTFbw==?=
Ticket Number:	0000087807	04/05/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000087560	04/01/2004	Need to list as active student
Ticket Number:	0000087721	04/03/2004	Problem Dialing in
Ticket Number:	0000088349	04/12/2004	04/12 Lab opening 7:00 am
Ticket Number:	0000088348	04/12/2004	04/12 Lab check 6:00 am
Ticket Number:	0000087819	04/05/2004	X11 forwarding
Ticket Number:	0000087817	04/05/2004	disk usage
Ticket Number:	0000087804	04/05/2004	Not listed as active student.
Ticket Number:	0000087801	04/05/2004	email help
Ticket Number:	0000087793	04/05/2004	Email Quota
Ticket Number:	0000087776	04/05/2004	Work Order Request
Ticket Number:	0000087774	04/05/2004	Playing Playstation 2 Online using Resnet service
Ticket Number:	0000087751	04/04/2004	Not listed as active student/staff.
Ticket Number:	0000087745	04/04/2004	Working from home question
Ticket Number:	0000087902	04/06/2004	Borrowed ecs005 dv cabinet key
Ticket Number:	0000087888	04/05/2004	Personal message
Ticket Number:	0000087887	04/05/2004	Quota exceeded when deleting mail
Ticket Number:	0000087883	04/05/2004	Re: Movie document
Ticket Number:	0000087877	04/05/2004	quota
Ticket Number:	0000087875	04/05/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000087870	04/05/2004	Not listed as active student
Ticket Number:	0000087863	04/05/2004	ID#0000087691
Ticket Number:	0000087862	04/05/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000087824	04/05/2004	X11 forwarding
Ticket Number:	0000087823	04/05/2004	X11 forwarding
Ticket Number:	0000087822	04/05/2004	X11 forwarding
Ticket Number:	0000087821	04/05/2004	X11 forwarding
Ticket Number:	0000087820	04/05/2004	X11 forwarding
Ticket Number:	0000087710	04/02/2004	Quota
Ticket Number:	0000087634	04/01/2004	User Profile
Ticket Number:	0000087636	04/01/2004	No subject
Ticket Number:	0000087566	04/01/2004	Work Order Request
Ticket Number:	0000087831	04/05/2004	ID#0000087572
Ticket Number:	0000087818	04/05/2004	X11 forwarding
Ticket Number:	0000088358	04/12/2004	Quota Increase
Ticket Number:	0000088968	04/20/2004	Work Order Request
Ticket Number:	0000089381	04/26/2004	SSH
Ticket Number:	0000089388	04/26/2004	our returns on profiled companies are unmatched mjy in
Ticket Number:	0000089435	04/26/2004	UMBC account
Ticket Number:	0000089434	04/26/2004	Work Order Request
Ticket Number:	0000089432	04/26/2004	quota warning question
Ticket Number:	0000089427	04/26/2004	Fwd: Unzustellbar: Re: Your text

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	

Ticket Number:	0000089399	04/26/2004	Email is down
Ticket Number:	0000089420	04/26/2004	Disk Usage increase
Ticket Number:	0000089389	04/26/2004	conquer the markets one pick at a time jefcc
Ticket Number:	0000089386	04/26/2004	Departmental Website for The Resource Center for Language and
Ticket Number:	0000089376	04/26/2004	Undeliverable message returned to sender
Ticket Number:	0000089200	04/22/2004	No subject
Ticket Number:	0000089364	04/26/2004	Quota increase for 'h12'
Ticket Number:	0000089347	04/26/2004	Quota Increase
Ticket Number:	0000089332	04/25/2004	Wierd words pop up in word
Ticket Number:	0000089039	04/21/2004	Delivery failure notice (ID-000031D6)
Ticket Number:	0000088424	04/12/2004	labcheck 4/12/04 6:30pm
Ticket Number:	0000088731	04/16/2004	question
Ticket Number:	0000088735	04/16/2004	[Fwd: my webpage]
Ticket Number:	0000088716	04/16/2004	Email restore.
Ticket Number:	0000088702	04/16/2004	A rather full email account.
Ticket Number:	0000088624	04/14/2004	tape change for 4/14/2004
Ticket Number:	0000088435	04/13/2004	lab chech 12:00am 4/13/04
Ticket Number:	0000088439	04/13/2004	I NEED HELP
Ticket Number:	0000088430	04/12/2004	lab chech 4/12/04 9:00pm
Ticket Number:	0000088920	04/20/2004	trouble
Ticket Number:	0000088821	04/19/2004	Work Order Request
Ticket Number:	0000088818	04/19/2004	RE: QUOTA WARNING for your myUMBC account
Ticket Number:	0000088803	04/18/2004	File Recovery
Ticket Number:	0000088790	04/17/2004	Work Order Request

kincaid

Total: 25

Closed

Total: 25

Ticket Number:	0000088422	04/12/2004	Undeliverable message returned to sender
Ticket Number:	0000088632	04/15/2004	=?GB2312?B?1+66w7XE1MbEz8LD087N+NW+LS3X39TGxM8tL
Ticket Number:	0000088436	04/13/2004	RE:Important
Ticket Number:	0000088891	04/19/2004	Norton AntiVirus failed to scan an attachment in a message you se
Ticket Number:	0000088909	04/19/2004	stock to climb on unprecedented run of profitability ggo l
Ticket Number:	0000088900	04/19/2004	Work from your Home...Start Today
Ticket Number:	0000088629	04/15/2004	Do you work/study/need academic quality Spanish & LATAM books ?
Ticket Number:	0000089486	04/27/2004	new umbc e-mail account
Ticket Number:	0000089566	04/28/2004	I'm a sad girl...
Ticket Number:	0000089567	04/28/2004	I'm a sad girl...
Ticket Number:	0000089735	04/30/2004	Verify ps-support@umbc.edu for dduncan@hexi.com
Ticket Number:	0000089565	04/28/2004	GOLDEN LOTTERIA WINNER
Ticket Number:	0000089683	04/29/2004	Returned mail: Possible Virus Infection
Ticket Number:	0000089170	04/22/2004	Major recommendation poised for dramatic success cj
Ticket Number:	0000089167	04/22/2004	Need oracle installed on Rottman's pc in chem tutorial
Ticket Number:	0000089150	04/22/2004	New Oracle install in chemistry for Gradebook use
Ticket Number:	0000089120	04/21/2004	Celebrate National Medical Laboratory Week!
Ticket Number:	0000089101	04/21/2004	Delivery failure notice (ID-00001210)
Ticket Number:	0000088667	04/15/2004	Mail System (ps-support@umbc.edu)
Ticket Number:	0000087657	04/02/2004	Mail Delivery (failure ps-support@umbc.edu)
Ticket Number:	0000087654	04/02/2004	important letter
Ticket Number:	0000087596	04/01/2004	Oi09u5rug08r89589gjrg
Ticket Number:	0000089062	04/21/2004	Delivery failure notice (ID-0000714E)
Ticket Number:	0000087960	04/06/2004	Undeliverable Email
Ticket Number:	0000088160	04/08/2004	ALERT - GroupShield ticket number OB254_1081442771_DORW01_

Create		
Date	Short Description	

mnolan1		Date	Short Description
Resolved		<u>Total:</u>	20
Ticket Number:	0000089713	04/29/2004	Office XP Pro cd checkout
Closed		<u>Total:</u>	19
Ticket Number:	0000089731	04/29/2004	005 Tape Deck Key
Ticket Number:	0000089725	04/29/2004	[Fwd: Re: remedy ticket no response]
Ticket Number:	0000088471	04/13/2004	Quota increase
Ticket Number:	0000088774	04/17/2004	=?GB2312?B?1+66w7XE1MbEz8LD087N+NW+LS3X39TGxM8tL
Ticket Number:	0000088775	04/17/2004	=?gb2312?B?yPy3yU9BtLTiq7n61+61zbzbLMj8t8IPQc/uxL+w51Yz
Ticket Number:	0000088777	04/17/2004	we know over 300 companies who will pay for your opinion
Ticket Number:	0000088473	04/13/2004	Homeowners - Get more money in your pocket. Here is how!
Ticket Number:	0000089081	04/21/2004	Customer unable to access network (Erickson 407B)
Ticket Number:	0000089336	04/25/2004	=?GB2312?B?u9i4tKOsyOe6zsq2sfDN+MLnlanGraOh?= dont laugh you need it console thymus
Ticket Number:	0000089293	04/23/2004	we profile companies that fit your investment criteria fbsx vmvce
Ticket Number:	0000089316	04/25/2004	lack of university degree means you miss out on good jobs - we can fi
Ticket Number:	0000089335	04/25/2004	=?GB2312?B?MjAwNMTqNNTCt93M2Lzbu/rGsQ==?= ?úÆ·±íÃæ²ÊÓ;Í¼° ,`òÑù!4Ó!qđöÄúÍÆ¼4öĐÁÎP°æ¶Í»È@×ªÓ;£·ÇúÃ
Ticket Number:	0000089320	04/25/2004	start your own real estate foreclosure company
Ticket Number:	0000087965	04/06/2004	Protect you and your family
Ticket Number:	0000088295	04/17/2004	Novell Client Install
Ticket Number:	0000088773	04/17/2004	Bonus pick with important earnings update zjmcwhmjcsb
Ticket Number:	0000088575	04/14/2004	=?gb2312?B?venJ3LrDtcS9u9PRzfvvrj4xOM=?=
Ticket Number:	0000087716	04/03/2004	
Ticket Number:	0000087744	04/04/2004	

	<u>Create</u>	
	<u>Date</u>	<u>Short Description</u>

moneill

Total: **74**

Create

Date

Short Description

Closed

Total:

74

Ticket Number: 0000087625	04/01/2004	ECS 019 Diebold Machine appears full
Ticket Number: 0000088120	04/07/2004	Phonemail, Wednesday 4/7, 7:00pm
Ticket Number: 0000087631	04/01/2004	Pipettes Sale!!!! - Best Lab Deals
Ticket Number: 0000087627	04/01/2004	RE: ID#87180 MCAfee
Ticket Number: 0000087602	04/01/2004	Student not listed as active
Ticket Number: 0000087610	04/01/2004	(no subject)
Ticket Number: 0000088016	04/06/2004	Need to Activate Account, not listed as active student
Ticket Number: 0000088023	04/06/2004	Lab Check 04/06/04 7:00pm
Ticket Number: 0000088025	04/06/2004	Phone mail check 4/6/04 6.00pm
Ticket Number: 0000088026	04/06/2004	lab check 4/6/04 9:00pm
Ticket Number: 0000088030	04/07/2004	Lab check 12am 4/7/04
Ticket Number: 0000088037	04/07/2004	Lab Check 4.7.2004 6am
Ticket Number: 0000088205	04/08/2004	Problems
Ticket Number: 0000088202	04/08/2004	Cusomer can't create account
Ticket Number: 0000088200	04/08/2004	Disk Usage
Ticket Number: 0000088181	04/08/2004	Phone mail check 4.8.04 3pm
Ticket Number: 0000088164	04/08/2004	New student needs to have account activated
Ticket Number: 0000088153	04/08/2004	Work Order Request
Ticket Number: 0000088133	04/08/2004	4/8 7:30am Helpdesk opening list.
Ticket Number: 0000088129	04/08/2004	Lab check 11pm 4/7/04
Ticket Number: 0000088130	04/08/2004	Lab check 12am 4/8/04
Ticket Number: 0000088689	04/15/2004	Due diligence completed for featured profile with winning results uej
Ticket Number: 0000088326	04/11/2004	No subject
Ticket Number: 0000088622	04/14/2004	Phonemail, Wednesday 4/14, 7:00pm
Ticket Number: 0000088267	04/09/2004	UMBC Account Password Reset for jmulaa1
Ticket Number: 0000088118	04/07/2004	Phonemail check - 7pm -4/7/04
Ticket Number: 0000088113	04/07/2004	Mathematica 4.2 CD Loan
Ticket Number: 0000088686	04/15/2004	Online pharmacy, V I A G R A and other meds.
Ticket Number: 0000088084	04/07/2004	Work Order Request-Random chunks of text missing
Ticket Number: 0000088033	04/07/2004	Lab Check 4.7.2004 3am
Ticket Number: 0000088029	04/07/2004	Lab check 4/6/04 11pm
Ticket Number: 0000089085	04/21/2004	Phonemail 4/21/04 2 pm
Ticket Number: 0000089126	04/22/2004	Lab check 4/21/04 11pm
Ticket Number: 0000089426	04/26/2004	UMBC Account Password Reset for jhethel
Ticket Number: 0000089228	04/22/2004	Test our Internet pharmacy, buy Víaagra and other meds.
Ticket Number: 0000089227	04/22/2004	Na.me Bra.nd S.oftware whol.esal.e pri.ces Fre.e Shipp.ing tehran mi
Ticket Number: 0000089224	04/22/2004	Phonemail, Thursday 4/22, 7:00pm
Ticket Number: 0000089601	04/28/2004	Phonemail 4/28/03 11 am
Ticket Number: 0000089202	04/22/2004	Phonemail check 4.22.04 2pm
Ticket Number: 0000089193	04/22/2004	UMBC Account Password Reset for kfloyd1
Ticket Number: 0000089132	04/22/2004	labcheck 4.22.04 7:30am
Ticket Number: 0000089127	04/22/2004	Lab check 12am 4/22/04
Ticket Number: 0000089123	04/21/2004	filtering preference
Ticket Number: 0000089116	04/21/2004	labcheck 4.21.04 - 7pm
Ticket Number: 0000089115	04/21/2004	Phonemail check 7pm 4/21/04
Ticket Number: 0000088420	04/12/2004	UMBC Account Password Reset for patel1
Ticket Number: 0000088684	04/15/2004	we know over 300 companies who will pay for your opinion
Ticket Number: 0000088678	04/15/2004	AFS client not starting
Ticket Number: 0000088641	04/15/2004	4/15 Helpdesk check.
Ticket Number: 0000088628	04/15/2004	Lab check 12am 4/15/04
Ticket Number: 0000088627	04/15/2004	Lab check 4/14/04 11pm
Ticket Number: 0000088619	04/14/2004	labcheck 4.14.04
Ticket Number: 0000088588	04/14/2004	wireless access in MP building
Ticket Number: 0000088479	04/13/2004	spam folder gone

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000088455	04/13/2004	email account
Ticket Number:	0000088589	04/14/2004	SAS CD loan 6 CDS
Ticket Number:	0000088894	04/19/2004	I NEED YOUR HELP
Ticket Number:	0000088972	04/20/2004	disk quota
Ticket Number:	0000088788	04/17/2004	SAS CD Loan
Ticket Number:	0000089645	04/28/2004	Phonemail, Wednesday 4/28, 7:00pm
Ticket Number:	0000089558	04/28/2004	Lab Check 4.28.2004 6a
Ticket Number:	0000089715	04/29/2004	phonemail 4.29.04 - 3:30pm
Ticket Number:	0000089703	04/29/2004	UMBC Account Password Reset for tmcroy1
Ticket Number:	0000089700	04/29/2004	Borrowed Office XP 2CDs.
Ticket Number:	0000089675	04/29/2004	Admin Bld. 302H. x51287. Needs Novell reinstalled on Windows XP
Ticket Number:	0000089653	04/29/2004	Lab check 12am 4/29/04
Ticket Number:	0000089652	04/29/2004	Lab check 9pm 4/28/04
Ticket Number:	0000089672	04/29/2004	ticket # 089162]
Ticket Number:	0000089642	04/28/2004	labcheck 4.28.04 - 7pm
Ticket Number:	0000089635	04/28/2004	Customer is not in blackboard database
Ticket Number:	0000089582	04/28/2004	4/28 7:30am Helpdesk check list.
Ticket Number:	0000089659	04/29/2004	4/29 7:30am Helpdesk Check List.
Ticket Number:	0000089556	04/28/2004	Lab Check 4.28.2004 3:15a
Ticket Number:	0000089551	04/28/2004	Lab check 12am 4/28/04
myers		<u>Total:</u>	6
Closed		<u>Total:</u>	6
Ticket Number:	0000089177	04/22/2004	Printer isn't working in HP/Reflections.
Ticket Number:	0000088254	04/09/2004	Need HP account deleted.
Ticket Number:	0000088372	04/12/2004	Reset Reflection Password for user
Ticket Number:	0000087672	04/02/2004	HPLJ8150 Printer/Backup for HP Reports
Ticket Number:	0000087942	04/06/2004	Email Account for Akif Gunes Koru
Ticket Number:	0000087946	04/06/2004	myUMBC Account for Ms. Vicki Sipe

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
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myo

Total: 27

Resolved

Total: 7

Ticket Number:	0000089732	04/29/2004	User requests increased Quota
Ticket Number:	0000089738	04/30/2004	Checklist 4-30-04 7.30
Ticket Number:	0000089734	04/30/2004	Labcheck 4-30-04 2.30
Ticket Number:	0000089649	04/28/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000089716	04/29/2004	Tape Changes, Thursday 4/29
Ticket Number:	0000089733	04/30/2004	Lab Check 4.30.2004 12a
Ticket Number:	0000089727	04/29/2004	Phonemail, Thursday 4/29, 7:00pm

Closed

Total: 20

Ticket Number:	0000089449	04/27/2004	Fac. Request more space
Ticket Number:	0000089521	04/27/2004	SAS cd checkout
Ticket Number:	0000089709	04/29/2004	Quota increase for finaid
Ticket Number:	0000089587	04/28/2004	Erickson Hall rm 346. x27620. Jack check and internet setup check.
Ticket Number:	0000089527	04/27/2004	Borrowed MATLAB release 13
Ticket Number:	0000089522	04/27/2004	request
Ticket Number:	0000088492	04/13/2004	Hillside rm. 412. x27362. Needs internet setup.
Ticket Number:	0000088660	04/15/2004	MATLAB loan
Ticket Number:	0000088863	04/19/2004	Office XP CD loan (2 CDS)
Ticket Number:	0000088851	04/19/2004	Customer has a black screen (Public policy 341)
Ticket Number:	0000088740	04/16/2004	SPSS 12
Ticket Number:	0000088730	04/16/2004	Urgent: deleting an email
Ticket Number:	0000088941	04/20/2004	Quota Increase needed for faculty member.
Ticket Number:	0000088983	04/20/2004	Mac Office 2000 checkout
Ticket Number:	0000089211	04/22/2004	SPSS cd loan
Ticket Number:	0000089121	04/21/2004	Account quota increase request
Ticket Number:	0000087771	04/05/2004	Quota Increase
Ticket Number:	0000087816	04/05/2004	04/05 Tape change.
Ticket Number:	0000088199	04/08/2004	MS Visual Studio .NET CD Loan
Ticket Number:	0000088380	04/12/2004	PC Windows reinstall. Public Policy 365 monday 4/19/03

nevans1

Total: 3

Closed

Total: 3

Ticket Number:	0000088112	04/07/2004	[PC lab] IMC: PC05 won't read any disks
Ticket Number:	0000088155	04/08/2004	[PC h/w] IMC: PC21 defective monitor
Ticket Number:	0000088679	04/15/2004	Work Order Request

CreateDateShort Description**nitinr1**Total: 33**Closed**

Ticket Number:	0000088521	04/13/2004	Work Order Request
Ticket Number:	0000088789	04/17/2004	Work Order Request
Ticket Number:	0000088810	04/19/2004	seaboard
Ticket Number:	0000088813	04/19/2004	best potential play at this price level will soar f pzuir rr wkl rddq
Ticket Number:	0000088817	04/19/2004	Refi Now while 3.95% is still an Option.! beujfg
Ticket Number:	0000088808	04/19/2004	Its true, Re-fi-nace your home at 3.25%
Ticket Number:	0000088787	04/17/2004	Cash out your equity
Ticket Number:	0000089217	04/22/2004	MATLAB for Windows
Ticket Number:	0000089285	04/23/2004	Work Order Request
Ticket Number:	0000089298	04/24/2004	winning pick on every financial site and running out of control kh
Ticket Number:	0000089301	04/24/2004	School Crisis Response
Ticket Number:	0000089340	04/26/2004	Visit our Internet pharmacy, buy VÍagra and many other meds.
Ticket Number:	0000089302	04/24/2004	School Crisis Response
Ticket Number:	0000089300	04/24/2004	Test our Internet pharmacy, buy VÍagra and other meds.
Ticket Number:	0000088306	04/10/2004	Get meds online and save!
Ticket Number:	0000088307	04/10/2004	Discount on V I A G R A and other meds.
Ticket Number:	0000088311	04/10/2004	Password Reset
Ticket Number:	0000088346	04/12/2004	advise
Ticket Number:	0000088308	04/10/2004	help erectile disfunction with cialis
Ticket Number:	0000087705	04/02/2004	Hello:
Ticket Number:	0000087786	04/05/2004	Affordable-Prescription-Meds
Ticket Number:	0000087783	04/05/2004	Interested in an invitation? aqi m n bfadun
Ticket Number:	0000087779	04/05/2004	Discount Code 243287
Ticket Number:	0000087778	04/05/2004	Get your medication here
Ticket Number:	0000087787	04/05/2004	Cheap Prescriptions Cheap Levitr a
Ticket Number:	0000087773	04/05/2004	OS-Aodbe-Marcmodeia etc All under \$15-\$99 sshs.. get low cost sfo
Ticket Number:	0000087736	04/03/2004	Password reset request
Ticket Number:	0000087729	04/03/2004	Smart 90% discounted software for selling! jwxb o
Ticket Number:	0000087727	04/03/2004	Using VPN
Ticket Number:	0000087720	04/03/2004	severn
Ticket Number:	0000088242	04/09/2004	IMAP Out box
Ticket Number:	0000087677	04/02/2004	How to delete a big file(5.5M)
Ticket Number:	0000087696	04/02/2004	Do you get the feeling your job is going nowhere? zsjh hhf rtolacpqx c

pzeafolTotal: 12**Closed**

Ticket Number:	0000087622	04/01/2004	Password reset
Ticket Number:	0000087976	04/06/2004	borrowing SAS
Ticket Number:	0000089677	04/29/2004	Fine Arts Bld 433. x52919. Cannot browse web. Not getting ping fro
Ticket Number:	0000088156	04/08/2004	Customer password reset
Ticket Number:	0000089013	04/20/2004	McAfee CD checkout
Ticket Number:	0000089425	04/26/2004	jhaske1 password reset
Ticket Number:	0000089196	04/22/2004	Can't get out of OS9
Ticket Number:	0000088625	04/14/2004	SAS 9 software loan
Ticket Number:	0000088898	04/19/2004	password reset
Ticket Number:	0000089612	04/28/2004	SAS CD loan
Ticket Number:	0000089633	04/28/2004	jdixon1 password change
Ticket Number:	0000089620	04/28/2004	Elk rm. 542. x27384. Getting 130 IP but resnet page wont' load

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
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ramosm1

Total: 27

Resolved

Total: 4

Ticket Number:	0000089113	04/21/2004	User wants to get UMBC newsgroups on cable line
Ticket Number:	0000089574	04/28/2004	Email
Ticket Number:	0000089197	04/22/2004	profile space exceeded
Ticket Number:	0000089324	04/25/2004	Re: QUOTA WARNING for your myUMBC account

Closed

Total: 23

Ticket Number:	0000088766	04/16/2004	Corel Draw and Corel Ventura 243519
Ticket Number:	0000088870	04/19/2004	Tape changes 2/19/04
Ticket Number:	0000088779	04/17/2004	lasts for 36 hours . tpbxozbsac
Ticket Number:	0000088780	04/17/2004	`Inc.rease; " D^ICK L"ENGT-H vkdzgsdhsqux
Ticket Number:	0000089393	04/26/2004	Visit our Internet pharmacy, buy Viagra and many other meds.
Ticket Number:	0000089394	04/26/2004	I just need a friend
Ticket Number:	0000088321	04/11/2004	problem with e-mail
Ticket Number:	0000088341	04/11/2004	disk space
Ticket Number:	0000087658	04/02/2004	Not listed as active student or staff.
Ticket Number:	0000087616	04/01/2004	Tape Changes, Thursday 4/1
Ticket Number:	0000087632	04/01/2004	Phonemail, Thursday 4/1, 7:00pm
Ticket Number:	0000087680	04/02/2004	Tape changes
Ticket Number:	0000087709	04/02/2004	Labcheck 4-2-04 23.00
Ticket Number:	0000087852	04/05/2004	how to use FTP in web
Ticket Number:	0000087725	04/03/2004	Tape Change 4-3-04
Ticket Number:	0000087724	04/03/2004	Phonemail 4-3-04 11.00
Ticket Number:	0000087719	04/03/2004	Checklist 4-3-04 7.30
Ticket Number:	0000087717	04/03/2004	Checklist 4-3-04 0.00
Ticket Number:	0000087637	04/02/2004	Labcheck 4-2-04 2.30
Ticket Number:	0000087642	04/02/2004	Checklist 4-2-04 7.30
Ticket Number:	0000087641	04/02/2004	Labcheck 4-2-04 6.30
Ticket Number:	0000087555	04/01/2004	unknown large files
Ticket Number:	0000087707	04/02/2004	Labcheck 4-2-04 21.00

talder1

Total: 20

Resolved

Total: 7

Ticket Number:	0000088842	04/19/2004	Customer unable to save word docuemnts pup325
Ticket Number:	0000088725	04/16/2004	Alumni: Javascript runtime error only in IE Alumni Basement
Ticket Number:	0000089671	04/29/2004	Erickson Hall 106. x27411. Can't print in internet explorer.
Ticket Number:	0000089586	04/28/2004	walker ave 215; getting 169
Ticket Number:	0000089470	04/27/2004	Potomac 187. x20804. User is actually a student, locked out of resnet d
Ticket Number:	0000089257	04/23/2004	Please refer 83343. PC log in problem.
Ticket Number:	0000088642	04/15/2004	Possible Virus causing all kinds of pop-ups. Public Policy 421. x5652

Closed

Total: 13

Ticket Number:	0000089477	04/27/2004	can't update virus def
Ticket Number:	0000089472	04/27/2004	can't update virus def
Ticket Number:	0000088840	04/19/2004	Resnet connection problem.
Ticket Number:	0000088758	04/16/2004	MS Office 2001 for Mac CD Loan
Ticket Number:	0000088655	04/15/2004	realplayer audio malfunction ad909
Ticket Number:	0000089074	04/21/2004	Unwanted Pop ups appearing (Ac4 Awing 205)
Ticket Number:	0000089252	04/23/2004	Jeck check. Right across from bookstore.
Ticket Number:	0000087728	04/03/2004	Cannot connect to internet using Resnet
Ticket Number:	0000087843	04/05/2004	Customer is dropped from resnet (Potomac 155)
Ticket Number:	0000087733	04/03/2004	Resnet Jack problems
Ticket Number:	0000088045	04/07/2004	Can't get internet connection
Ticket Number:	0000088401	04/12/2004	Machine brings up desktop, but no icons
Ticket Number:	0000088105	04/07/2004	Help!

tmcrcray1

Total: **1**

Closed

Total: **1**

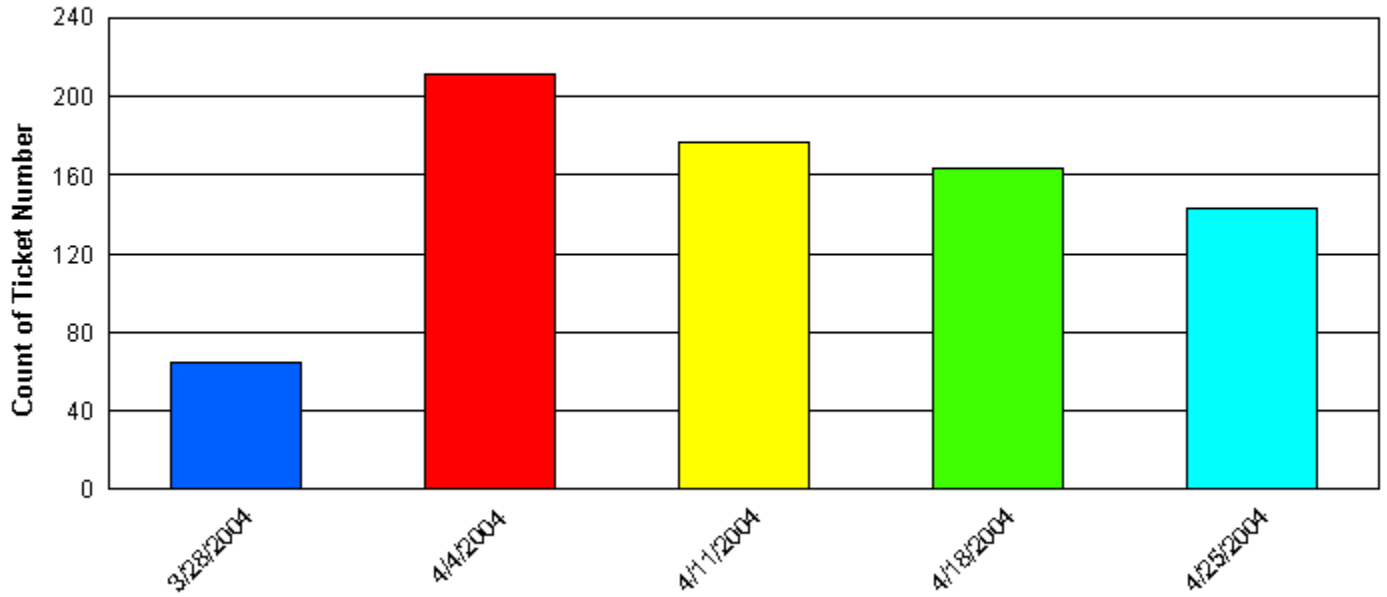
Ticket Number: 0000088895

04/19/2004

Office X for Mac CD Loan

Count of Ticket Number / Create Date

For Helpdesk

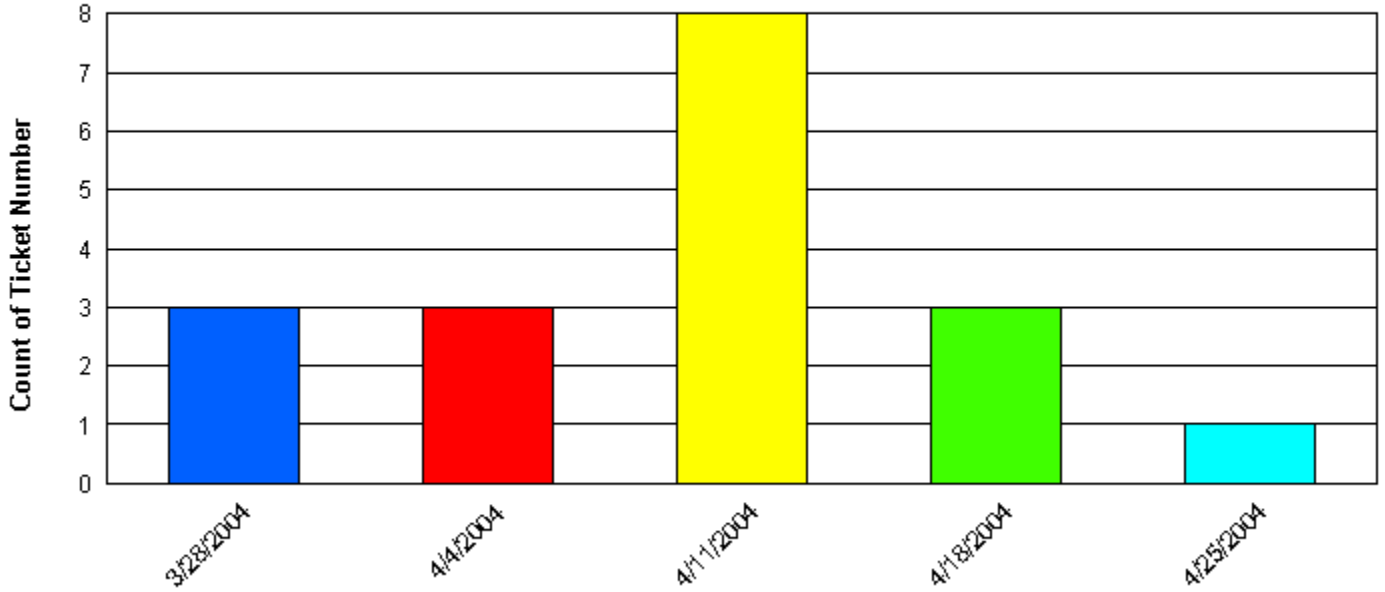


Human Resources		<u>Create Date</u>	<u>Short Description</u>
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mcnamara		<u>Total:</u>	<u>8</u>
Closed		<u>Total:</u>	8
Ticket Number:	0000088573	04/14/2004	Employees Not Appearing
Ticket Number:	0000088577	04/14/2004	time entry report problem
Ticket Number:	0000088867	04/19/2004	Printing TS for PP23
Ticket Number:	0000089082	04/21/2004	Rate of Pay in TST2
Ticket Number:	0000087700	04/02/2004	Security Issue
Ticket Number:	0000087689	04/02/2004	New Employee Time Sheet
Ticket Number:	0000087800	04/05/2004	Time Sheets
Ticket Number:	0000087799	04/05/2004	Time Sheets

rsanders		<u>Total:</u>	<u>10</u>
Closed		<u>Total:</u>	10
Ticket Number:	0000087549	04/01/2004	Time Entry
Ticket Number:	0000087826	04/05/2004	Department Budget Table
Ticket Number:	0000089222	04/22/2004	Graduate Student Timesheets
Ticket Number:	0000088482	04/13/2004	Payroll Entries
Ticket Number:	0000088509	04/13/2004	Question Regarding "Termination of Employment..." alerts
Ticket Number:	0000088513	04/13/2004	Account Code Table?
Ticket Number:	0000088592	04/14/2004	Payroll Issues
Ticket Number:	0000088612	04/14/2004	Time Entry Screen
Ticket Number:	0000088586	04/14/2004	approval
Ticket Number:	0000089461	04/27/2004	Payroll Advances

Count of Ticket Number / Create Date
For Human Resources



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	

LAN	Total:	64	
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jesse	Total:	27
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Closed	Total:	27
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Ticket Number:	0000089456	04/27/2004	Novell Access
Ticket Number:	0000089480	04/27/2004	User lcaldwel in Financial Aid needs her accounted restored. Account
Ticket Number:	0000089493	04/27/2004	User mbogus1. Deans Department. Needs i:/ drive access.
Ticket Number:	0000088547	04/14/2004	Novell Password Reset
Ticket Number:	0000088892	04/19/2004	Novell user Neely space increase
Ticket Number:	0000088676	04/15/2004	Work Order Request
Ticket Number:	0000089186	04/22/2004	Novell pwd Problem
Ticket Number:	0000089502	04/27/2004	New Novell Account creation
Ticket Number:	0000089397	04/26/2004	Cannot log into novell on web. novell.umbc.edu. However, local nov
Ticket Number:	0000087618	04/01/2004	New library staff member
Ticket Number:	0000087564	04/01/2004	Novell Account
Ticket Number:	0000087577	04/01/2004	Staff quota increase request
Ticket Number:	0000087668	04/02/2004	Work Order Request
Ticket Number:	0000087698	04/02/2004	add new printer to ndps
Ticket Number:	0000089523	04/27/2004	User is receiving an expired or disabled account
Ticket Number:	0000087858	04/05/2004	new Novell Account
Ticket Number:	0000087697	04/02/2004	create new novell account for new staff at Shriver Center
Ticket Number:	0000087656	04/02/2004	Novell Account
Ticket Number:	0000087609	04/01/2004	Multiple Users Can't Access Novell
Ticket Number:	0000088070	04/07/2004	[Fwd: [Fwd: H-Drive]]
Ticket Number:	0000088365	04/12/2004	User Needs Novell Quota Increased.
Ticket Number:	0000088381	04/12/2004	Too many concurrent logins
Ticket Number:	0000088374	04/12/2004	Access Rights for folder on I: drive
Ticket Number:	0000088819	04/19/2004	Novell Password reset.
Ticket Number:	0000088226	04/09/2004	FW: student announcements
Ticket Number:	0000088265	04/09/2004	increase I drive for SAO
Ticket Number:	0000088452	04/13/2004	Work Order Request

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
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ostrove

Total: 31

Resolved

Total: 3

Ticket Number:	0000089706	04/29/2004	2k Profile won't map network drives
Ticket Number:	0000089718	04/29/2004	Chemistry rm 475. x52553. Xerox Printer no longer works. Gets ip b
Ticket Number:	0000089730	04/29/2004	Work Order Request

Closed

Total: 28

Ticket Number:	0000089585	04/28/2004	Can't log in to novell
Ticket Number:	0000089688	04/29/2004	restore H: drive
Ticket Number:	0000089590	04/28/2004	Customer profile is corrupted.
Ticket Number:	0000088557	04/14/2004	Please add Kincaid to group for print access
Ticket Number:	0000088442	04/13/2004	Please add access to Helpdesk Printer -
Ticket Number:	0000088896	04/19/2004	PUP360: OIT Lab image needs print queue
Ticket Number:	0000088643	04/15/2004	name change
Ticket Number:	0000088637	04/15/2004	Novell password reset.
Ticket Number:	0000088614	04/14/2004	[PC s/w] FA001/002: Moving old HP printer from room 001 to 002
Ticket Number:	0000088993	04/20/2004	profile exceeded
Ticket Number:	0000088581	04/14/2004	User need profile restored. She has files in My Documents as well as d
Ticket Number:	0000088494	04/13/2004	Windows Profile reset requested
Ticket Number:	0000088488	04/13/2004	MP322; not scanning documents
Ticket Number:	0000088994	04/20/2004	Create new print queue for Econ Dept.
Ticket Number:	0000089093	04/21/2004	User ay2 needs access to I drive.
Ticket Number:	0000089173	04/22/2004	AD Profile Issues
Ticket Number:	0000089076	04/21/2004	User needs profile restored.
Ticket Number:	0000089185	04/22/2004	Add bio printer access to Ion Sever
Ticket Number:	0000087956	04/06/2004	Windows Profile gone
Ticket Number:	0000087999	04/06/2004	User needs password changes for shared accounts
Ticket Number:	0000088331	04/11/2004	Bad profile
Ticket Number:	0000088255	04/09/2004	Need Novell Account Deleted.
Ticket Number:	0000088251	04/09/2004	Can no longer print to printer
Ticket Number:	0000088107	04/07/2004	Novell Permissions
Ticket Number:	0000088095	04/07/2004	Novell Password needs to be reset
Ticket Number:	0000088506	04/13/2004	Novell Access
Ticket Number:	0000087775	04/05/2004	change users access to priner hp4600
Ticket Number:	0000087706	04/02/2004	Restore H: drive files

vladimir

Total: 6

Closed

Total: 6

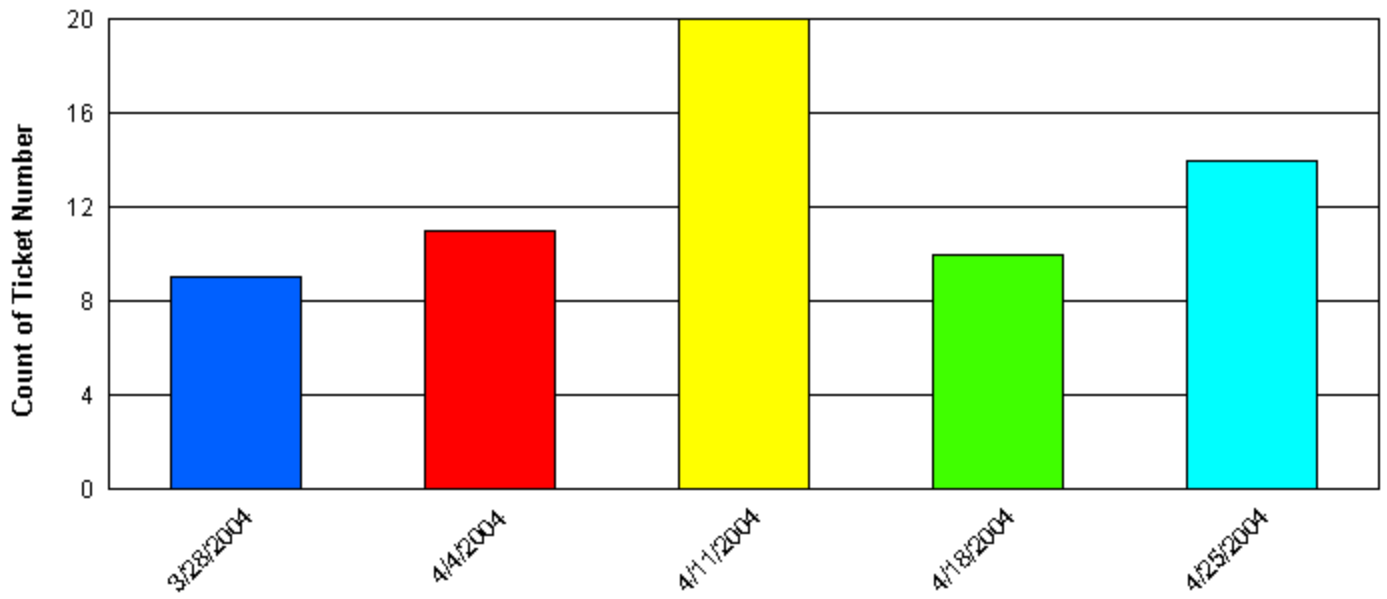
Ticket Number:	0000089668	04/29/2004	NOVELL ACCESS
Ticket Number:	0000088693	04/15/2004	Win2k Profile corrupted
Ticket Number:	0000088675	04/15/2004	Profile might have gone corrupt. Wants old profile restored.
Ticket Number:	0000088732	04/16/2004	Setup user to scan to Psychology xerox
Ticket Number:	0000088727	04/16/2004	Setup Xerox for Psychology department
Ticket Number:	0000089479	04/27/2004	Need LAN Assistance ATTN: Vladimir

Create
Date

Short Description

Count of Ticket Number / Create Date

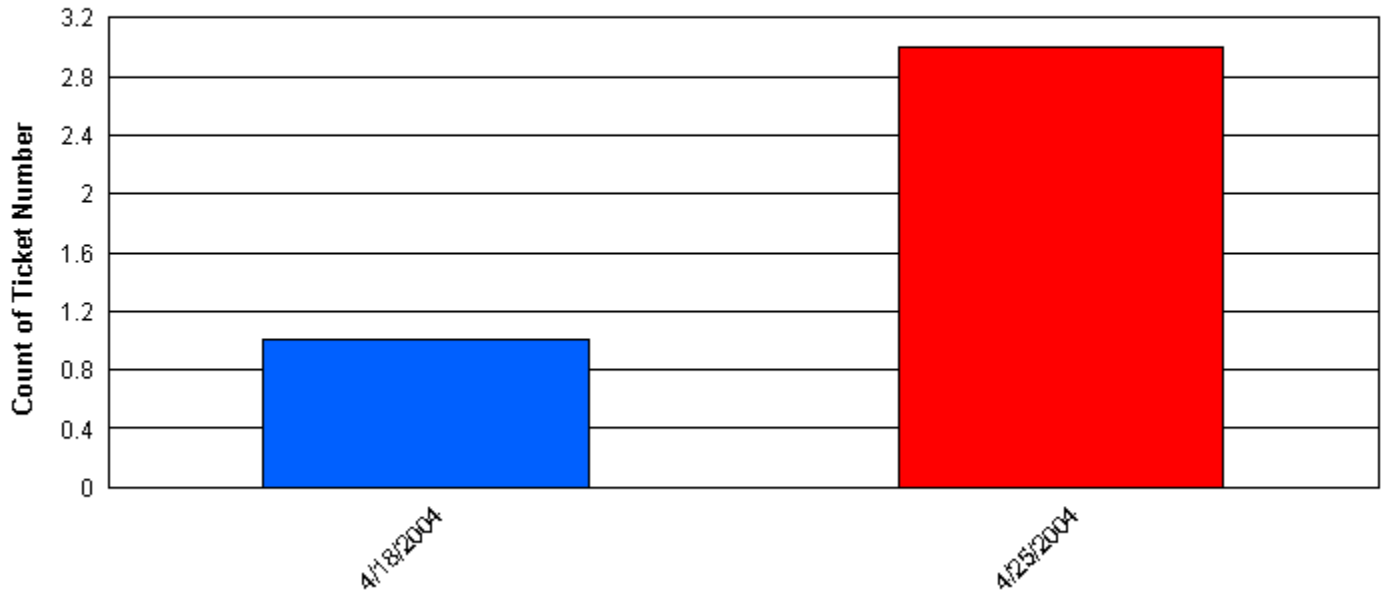
For LAN



Library Computing Ser		<u>Create</u>	<u>Short Description</u>
stjones		<u>Date</u>	
Total:		4	
Resolved		Total: 4	
Ticket Number:	0000089357	04/26/2004	Outlook Won't Stop Crashing
Ticket Number:	0000089396	04/26/2004	Scanning Slides
Closed		Total: 2	
Ticket Number:	0000089356	04/26/2004	No subject
Ticket Number:	0000089001	04/20/2004	Big problem

Count of Ticket Number / Create Date

For Library Computing Services



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
New Media	<u>Total:</u>	59	
darnold		<u>Total:</u>	1
Closed		<u>Total:</u>	1
Ticket Number:	0000088227	04/09/2004	correct Peoplesoft listing
ebenson1		<u>Total:</u>	9
Closed		<u>Total:</u>	9
Ticket Number:	0000089473	04/27/2004	Site changes
Ticket Number:	0000089012	04/20/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000089112	04/21/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000089114	04/21/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000089190	04/22/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000089416	04/26/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000088418	04/12/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000088433	04/12/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000088832	04/19/2004	Blackboard NEW Course: Assign to New Media: Blackboard

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
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rarmstro

Total: 45

Resolved

Total: 6

Ticket Number:	0000089691	04/29/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000089605	04/28/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000089695	04/29/2004	(no subject)
Ticket Number:	0000089692	04/29/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000089648	04/28/2004	Re: Course 'IFSM613C_0101_SU2004' quota exceeded
Ticket Number:	0000089606	04/28/2004	Blackboard NEW Course: Assign to New Media: Blackboard

Closed

Total: 39

Ticket Number:	0000089446	04/27/2004	Course 'IFSM613C_0101_SU2004' quota exceeded
Ticket Number:	0000089541	04/27/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000089447	04/27/2004	Course 'IFSM613C_0101_SU2004' quota exceeded
Ticket Number:	0000089460	04/27/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000089518	04/27/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000089471	04/27/2004	ENME 204 has exceeded its quota
Ticket Number:	0000088648	04/15/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000088908	04/19/2004	Bb 6 issue
Ticket Number:	0000088585	04/14/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000088847	04/19/2004	Course continuation
Ticket Number:	0000088802	04/18/2004	[Fwd: Course 'ENES110_0101_SP2004' quota exceeded] (fwd)
Ticket Number:	0000088963	04/20/2004	No subject
Ticket Number:	0000088973	04/20/2004	Work Order Request
Ticket Number:	0000089188	04/22/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000089342	04/26/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000089453	04/27/2004	Course 'IFSM613C_0101_SU2004' quota exceeded
Ticket Number:	0000089413	04/26/2004	Course 'IFSM613C_0101_SU2004' quota exceeded
Ticket Number:	0000089412	04/26/2004	Course 'IFSM613C_0101_SU2004' quota exceeded
Ticket Number:	0000089411	04/26/2004	Course 'IFSM613C_6060_SU2004' quota exceeded
Ticket Number:	0000089410	04/26/2004	Course 'IFSM613C_6060_SU2004' quota exceeded
Ticket Number:	0000089409	04/26/2004	Course 'IFSM613C_6060_SU2004' quota exceeded
Ticket Number:	0000089408	04/26/2004	Course 'IFSM613C_6060_SU2004' quota exceeded
Ticket Number:	0000089407	04/26/2004	Course 'IFSM613C_6060_SU2004' quota exceeded
Ticket Number:	0000089406	04/26/2004	Course 'IFSM613C_6060_SU2004' quota exceeded
Ticket Number:	0000088967	04/20/2004	Inability to Vote on the Black board
Ticket Number:	0000089007	04/20/2004	User cannot add student to blackboard class
Ticket Number:	0000087633	04/01/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000087593	04/01/2004	website setup for SGA elections
Ticket Number:	0000087576	04/01/2004	User need to be added to site manger User list
Ticket Number:	0000087839	04/05/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000087840	04/05/2004	Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number:	0000087922	04/06/2004	Work Order Request
Ticket Number:	0000087738	04/03/2004	bb6
Ticket Number:	0000087691	04/02/2004	No subject
Ticket Number:	0000088117	04/07/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000088337	04/11/2004	Request For Course
Ticket Number:	0000088338	04/11/2004	Request For Course
Ticket Number:	0000088161	04/08/2004	Re: Course 'HIST306_0101_SP2004' quota exceeded
Ticket Number:	0000088170	04/08/2004	Update on Bb6 article

vergil

Total: 4

Closed

Total: 4

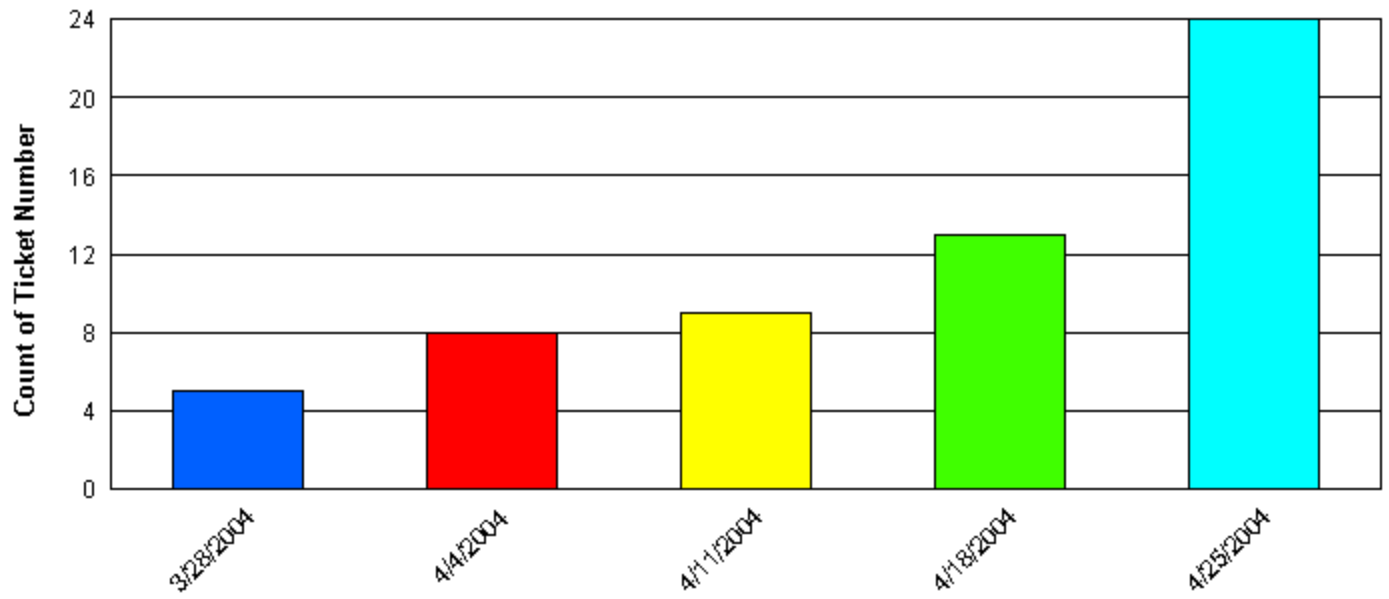
Ticket Number:	0000088249	04/09/2004	broken link OIR
Ticket Number:	0000088672	04/15/2004	UMBC English Department Site
Ticket Number:	0000088480	04/13/2004	Re: UMBC's website
Ticket Number:	0000088761	04/16/2004	Javascript error on home page

Create
Date

Short Description

Count of Ticket Number / Create Date

For New Media



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	

OIT BSG Non People Total: **136**

BSG:Operational_Support Total: **9**

Closed Total: **9**

Ticket Number:	0000089044	04/21/2004	Process Motor Vehicle Tape #500 MVBM4009
Ticket Number:	0000089372	04/26/2004	Security Password Reset/Diane Butler
Ticket Number:	0000089246	04/23/2004	MVBM4023 Flagging Return Tape
Ticket Number:	0000088142	04/08/2004	Create tape for MVBR4024
Ticket Number:	0000087919	04/06/2004	Motor Vehicle Tape Creation: MVBR4008/MVBR4025
Ticket Number:	0000087587	04/01/2004	Abort session Aid0623,usr0623
Ticket Number:	0000087918	04/06/2004	Security Password/Reset
Ticket Number:	0000088060	04/07/2004	Reset security password
Ticket Number:	0000088385	04/12/2004	USR0071,FAS Security Password

	<u>Create</u>	
	<u>Date</u>	<u>Short Description</u>

BSG:Web_Infrastructure Total: **74**

Create

Date

Short Description

Closed

Total:

74

Ticket Number: 0000087977	04/06/2004	EHS477 Dwight Polk - 2 exams
Ticket Number: 0000088040	04/07/2004	biol252 - fleischmann
Ticket Number: 0000088042	04/07/2004	biol275 - sandoz
Ticket Number: 0000088145	04/08/2004	BIOL 233/Payne
Ticket Number: 0000088277	04/09/2004	PSYC 210 201
Ticket Number: 0000088276	04/09/2004	PSYC 210 Dr. Catania
Ticket Number: 0000088275	04/09/2004	POLI 100/101 and 201
Ticket Number: 0000088274	04/09/2004	PSYC 380
Ticket Number: 0000088273	04/09/2004	PSYC 360 Exam 2 Dr. Rabin
Ticket Number: 0000088272	04/09/2004	PSYC 370 Dr. Provine
Ticket Number: 0000088270	04/09/2004	BIOL 106 Exam 2 Rescore
Ticket Number: 0000088269	04/09/2004	PSYC 200
Ticket Number: 0000088268	04/09/2004	SOCY 333 Nancy Servaitus
Ticket Number: 0000088144	04/08/2004	IFSM 310/Green
Ticket Number: 0000088059	04/07/2004	PSYC 210/201
Ticket Number: 0000088057	04/07/2004	PSYC 210/101 Exam
Ticket Number: 0000088041	04/07/2004	socy - servaitus
Ticket Number: 0000088917	04/20/2004	ehs345 - smith / version a
Ticket Number: 0000089696	04/29/2004	phys105 - dymski
Ticket Number: 0000087908	04/06/2004	Psyc306 - freiberg
Ticket Number: 0000087921	04/06/2004	PSYC 385 McGuire
Ticket Number: 0000087920	04/06/2004	PSYC 335 McGuire
Ticket Number: 0000087791	04/05/2004	chem124 - rottman
Ticket Number: 0000087790	04/05/2004	biol275 - sandoz
Ticket Number: 0000087645	04/02/2004	biol100/100H - sokolove
Ticket Number: 0000087644	04/02/2004	geog110 - dubois
Ticket Number: 0000088143	04/08/2004	PHYS105 Dr. Dymski
Ticket Number: 0000087909	04/06/2004	psyc200 - schultz
Ticket Number: 0000089051	04/21/2004	CHEM 101 Dr. Perks
Ticket Number: 0000088919	04/20/2004	ehs345 - smith / version b
Ticket Number: 0000088945	04/20/2004	PSYC 382 Cindy Schaeffer
Ticket Number: 0000088946	04/20/2004	IFSM 310/201 Frank Green
Ticket Number: 0000088949	04/20/2004	PSYC 385
Ticket Number: 0000089244	04/23/2004	psyc 307/101 dr. freiberg
Ticket Number: 0000089243	04/23/2004	GEOG 110
Ticket Number: 0000089363	04/26/2004	CMSC 100/101 Katz
Ticket Number: 0000089136	04/22/2004	biol301 - leips
Ticket Number: 0000089135	04/22/2004	econ102 - palmateer
Ticket Number: 0000089134	04/22/2004	phys111 - dymski
Ticket Number: 0000089078	04/21/2004	PSYC 100/101 Freiberg
Ticket Number: 0000089077	04/21/2004	PSYC 100/301 Eileen O'Brien
Ticket Number: 0000089075	04/21/2004	Minor wording changes to PlacePro site on myUMBC
Ticket Number: 0000089415	04/26/2004	PSYC 306/freiberg
Ticket Number: 0000089414	04/26/2004	psyc 285
Ticket Number: 0000089362	04/26/2004	CHEM 102L Brothers
Ticket Number: 0000089361	04/26/2004	BIOL 252 Esther Fleischman
Ticket Number: 0000089052	04/21/2004	CHEM 351 Dr. Perks
Ticket Number: 0000089043	04/21/2004	econ360 - cohen
Ticket Number: 0000089042	04/21/2004	econ102 - goldfarb
Ticket Number: 0000089041	04/21/2004	socy101 - trela
Ticket Number: 0000088947	04/20/2004	psyc 335 Lynanne McGuire
Ticket Number: 0000088461	04/13/2004	SOWK 260 Exam
Ticket Number: 0000088462	04/13/2004	psyc200 - schulz
Ticket Number: 0000088872	04/19/2004	socy101 - rothstein

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
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Ticket Number:	0000088871	04/19/2004	chem1021 - brothers
Ticket Number:	0000088712	04/16/2004	biol302 - lovett
Ticket Number:	0000088711	04/16/2004	psyc200 - sonnenschein
Ticket Number:	0000088664	04/15/2004	poli250 - fletcher
Ticket Number:	0000088665	04/15/2004	poli250 - fletcher
Ticket Number:	0000088873	04/19/2004	socy101 - rothstein / gb exam 1 corrections
Ticket Number:	0000088656	04/15/2004	Corrections to Biol303/601 - kloetzel
Ticket Number:	0000088567	04/14/2004	EHS 474 Polk
Ticket Number:	0000088563	04/14/2004	psyc 100/101 freiberg
Ticket Number:	0000088562	04/14/2004	psyc 393b dr. provine
Ticket Number:	0000088714	04/16/2004	biol 303/601 - kloetzel
Ticket Number:	0000088713	04/16/2004	psyc285 - murphy
Ticket Number:	0000088472	04/13/2004	ANTH211
Ticket Number:	0000088466	04/13/2004	PSYC 200/201 Dave Schultz
Ticket Number:	0000089569	04/28/2004	psyc370/370H - Provine
Ticket Number:	0000089741	04/30/2004	socy201 - ohatnick
Ticket Number:	0000089570	04/28/2004	socy300 - sivla
Ticket Number:	0000089616	04/28/2004	psyc100 - freiberg
Ticket Number:	0000089697	04/29/2004	psyc306 - freiberg
Ticket Number:	0000089571	04/28/2004	psyc200 - sonnenschein

blanchet

Total: 8

Closed

Total: 8

Ticket Number:	0000088663	04/15/2004	1 SARGL to PS interface abended
Ticket Number:	0000088930	04/20/2004	Missing Sallie Mae file from 4/12
Ticket Number:	0000088962	04/20/2004	Misc calls and requests - week of 4/19
Ticket Number:	0000089599	04/28/2004	Misc calls and requests for the week of 4/26
Ticket Number:	0000088357	04/12/2004	Misc. calls and requests for the week of 4/12
Ticket Number:	0000087814	04/05/2004	Misc calls and requests - Week of 4/5
Ticket Number:	0000087812	04/05/2004	Session still active
Ticket Number:	0000088280	04/09/2004	Change printer designation for the SAFERS report from ARBM4440

dina

Total: 19

Closed

Total: 19

Ticket Number:	0000088139	04/08/2004	TCBR2203 job stopped
Ticket Number:	0000088140	04/08/2004	TCBR2203 Abort
Ticket Number:	0000087905	04/06/2004	ABORT: UABR1638
Ticket Number:	0000087917	04/06/2004	Misc calls and requests week ending 4/9/04
Ticket Number:	0000087570	04/01/2004	Questions about SSN changes
Ticket Number:	0000089038	04/21/2004	TCBR2205 ABORTED JMS#4500 - JOB#8001
Ticket Number:	0000089238	04/23/2004	Student drop research
Ticket Number:	0000089468	04/27/2004	Verify NSLC submission dates
Ticket Number:	0000089204	04/22/2004	Help with OIA and alumni comparison
Ticket Number:	0000089131	04/22/2004	ABORT: UABR1668
Ticket Number:	0000089130	04/22/2004	ABORT: TCBR2203
Ticket Number:	0000088695	04/15/2004	Research student drop claims
Ticket Number:	0000088828	04/19/2004	Misc calls and requests week of 4/19/04 - 4/23/04
Ticket Number:	0000088583	04/14/2004	Verification of logging in to myUMBC
Ticket Number:	0000088814	04/19/2004	TCBR2203 abort
Ticket Number:	0000088475	04/13/2004	Problem deleting transfer credits
Ticket Number:	0000089490	04/27/2004	Student getting academic action code in error?
Ticket Number:	0000089563	04/28/2004	ABORT: TCBR2211 jms#5380/job#441
Ticket Number:	0000089509	04/27/2004	Misc calls and requests 4/26/04 - 4/30/04

jason12

Total: 1

Closed

Total: 1

Ticket Number:	0000088514	04/13/2004	user needs help with R25 login error
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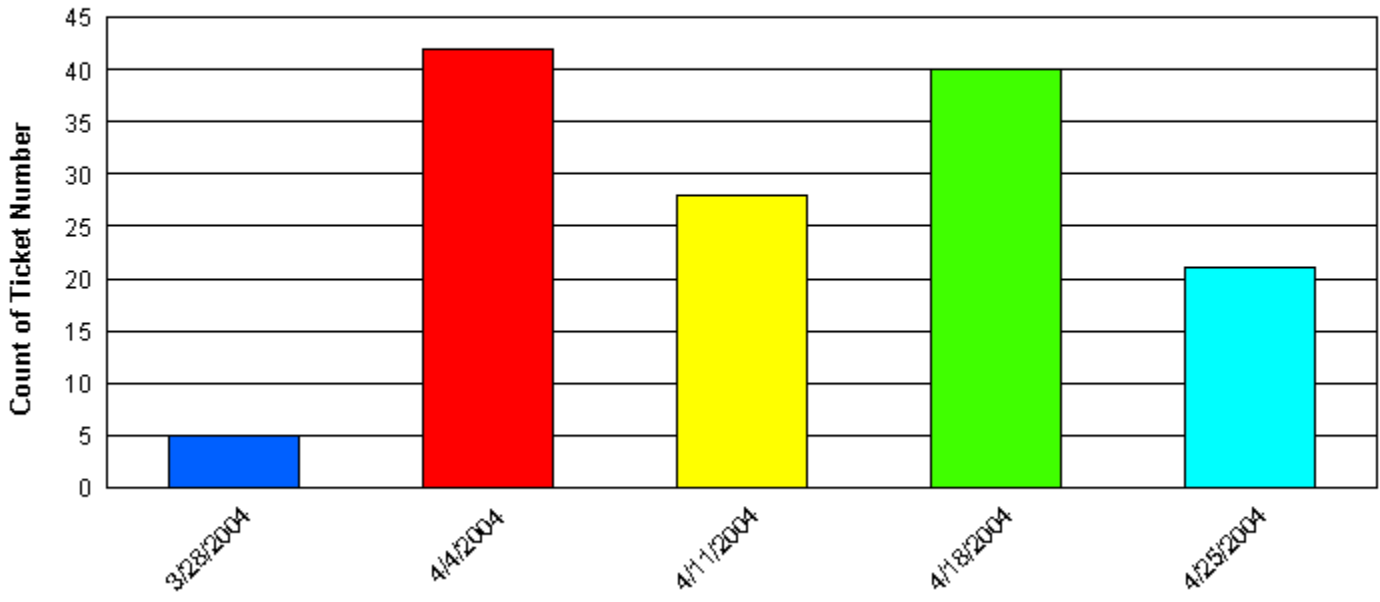
Create
Date Short Description

paulr		<u>Total:</u> 7	
Closed		<u>Total:</u> 7	
Ticket Number:	0000088481	04/13/2004	no FAC report on myumbc account
Ticket Number:	0000088548	04/14/2004	New Links on MyUMBC
Ticket Number:	0000088487	04/13/2004	provide administrator access to Kevin Joseph (kjoseph) to myUMBC
Ticket Number:	0000088549	04/14/2004	Changing sort on courses on myUMBC
Ticket Number:	0000087553	04/01/2004	More links on myUMBC Schedule of Classes
Ticket Number:	0000087994	04/06/2004	Faculty Options
Ticket Number:	0000088366	04/12/2004	directory access for Jason Minnis

putro		<u>Total:</u> 18	
Closed		<u>Total:</u> 18	
Ticket Number:	0000088099	04/07/2004	Work Order Request
Ticket Number:	0000088114	04/07/2004	Data for BRECS.TRNS-CRS-DTL not being properly shadowed
Ticket Number:	0000088171	04/08/2004	Problems with SSN change due to errors by Reg Office
Ticket Number:	0000088175	04/08/2004	Need information on HEGIS / CIP problems
Ticket Number:	0000087847	04/05/2004	Needs Faculty Options
Ticket Number:	0000087916	04/06/2004	Misc support issues 4/5 - 4/9
Ticket Number:	0000088463	04/13/2004	Need a report for 2003 books published by Faculty
Ticket Number:	0000088829	04/19/2004	Misc Support tasks 4/19 - 4/23
Ticket Number:	0000088499	04/13/2004	Misc Support Issues 4/12 - 4/15
Ticket Number:	0000089611	04/28/2004	Create Suspended Student report and full auths report.
Ticket Number:	0000089722	04/29/2004	Refresh BSPACE on test machine
Ticket Number:	0000089264	04/23/2004	Add new Grad and Ugrad Certificates and new PYSG major
Ticket Number:	0000089380	04/26/2004	Misc support issues 4/26 - 5/1
Ticket Number:	0000089282	04/23/2004	ENCH not populated to web properly
Ticket Number:	0000089262	04/23/2004	Why are authorization going up for IFSM
Ticket Number:	0000089073	04/21/2004	MyUMBC class schedule problem
Ticket Number:	0000089102	04/21/2004	Class Schedule for Fall not updating
Ticket Number:	0000089261	04/23/2004	Research student academic probation issues

Count of Ticket Number / Create Date

For OIT BSG Non PeopleSoft



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
OIT Business Systems: P	Total:	206	
PS:HR	Total:	1	
Closed	Total:	1	
Ticket Number: 0000088837		04/19/2004	Grant 'Include History' access on PAR Change function to Payroll Pre
chriss	Total:	29	
Closed	Total:	29	
Ticket Number: 0000088467		04/13/2004	Delete user who is not supposed to be in the system (FSPRD)
Ticket Number: 0000089670		04/29/2004	Create PSBUILD file
Ticket Number: 0000089673		04/29/2004	Create PSBUILD file
Ticket Number: 0000089674		04/29/2004	Create PSBUILD file
Ticket Number: 0000088951		04/20/2004	Create PS build file
Ticket Number: 0000088975		04/20/2004	Script for HRCNV
Ticket Number: 0000089144		04/22/2004	Run script to fix duplicate data on pro-card (FSPRD)
Ticket Number: 0000089351		04/26/2004	Clone FSPRD
Ticket Number: 0000089207		04/22/2004	run script
Ticket Number: 0000088986		04/20/2004	script for HRCNV
Ticket Number: 0000088971		04/20/2004	run script
Ticket Number: 0000089094		04/21/2004	Restore HRPRO instance from backup of HRPRO that was set aside a
Ticket Number: 0000088544		04/14/2004	Export Tables
Ticket Number: 0000087796		04/05/2004	Create PS Tables
Ticket Number: 0000088574		04/14/2004	Backup HRPRD Instance and Refresh HRCNV Instance with this bac
Ticket Number: 0000087907		04/06/2004	Refresh HRUAT instance from Backup of HRPRD taken night of 4/5
Ticket Number: 0000087578		04/01/2004	FSUAT build script
Ticket Number: 0000087997		04/06/2004	Install ByRequest for Mary Hilton/Josh GLOver
Ticket Number: 0000088151		04/08/2004	Drop PS Table
Ticket Number: 0000088182		04/08/2004	LIBRARY 106 : Shared database problem
Ticket Number: 0000088220		04/09/2004	Sql script
Ticket Number: 0000088468		04/13/2004	Sql Script
Ticket Number: 0000088597		04/14/2004	Refresh CNV Database
Ticket Number: 0000088361		04/12/2004	clear pending R25 events
Ticket Number: 0000088198		04/08/2004	Backup HRPRD instance and use to refresh HRCNV instance
Ticket Number: 0000088173		04/08/2004	Reset password - for gradebook user - Catania
Ticket Number: 0000088165		04/08/2004	attn: OIT Oracle staff - reset oracle password
Ticket Number: 0000088152		04/08/2004	Create PS Tables
Ticket Number: 0000088134		04/08/2004	Sql script
enoch	Total:	5	
Closed	Total:	5	
Ticket Number: 0000088507		04/13/2004	addition
Ticket Number: 0000087605		04/01/2004	Need netsaint changes
Ticket Number: 0000088720		04/16/2004	new host
Ticket Number: 0000087833		04/05/2004	ip address change
Ticket Number: 0000087836		04/05/2004	hfs5 change

CreateDateShort Description**haddaway**Total: 30**Closed**Total: 30

Ticket Number:	0000088849	04/19/2004	script file
Ticket Number:	0000087910	04/06/2004	Oracle acct for Gradebook/Testbook use
Ticket Number:	0000087869	04/05/2004	run script
Ticket Number:	0000087835	04/05/2004	Create PS HR View
Ticket Number:	0000087757	04/04/2004	Research / Backup HRPRO / Clone HRPRD to HRPRO
Ticket Number:	0000087699	04/02/2004	Create PS HR Tables
Ticket Number:	0000087688	04/02/2004	move people off ONAMES and stop services
Ticket Number:	0000087676	04/02/2004	request oracle access
Ticket Number:	0000087967	04/06/2004	Table alters
Ticket Number:	0000087687	04/02/2004	Table Creates
Ticket Number:	0000088011	04/06/2004	Set Aside Backup of HRPRO Instance from Evening of 4/5/2004 until
Ticket Number:	0000088369	04/12/2004	Please refresh HRCNV instance from last night's backup of HRPRD i
Ticket Number:	0000088236	04/09/2004	Reload BRECS table TRNS_CRS_DTL
Ticket Number:	0000088137	04/08/2004	Review the ability to clean out the 50,000 plus records which were in
Ticket Number:	0000089343	04/26/2004	Add Steve Harris for Oracle Shadow access
Ticket Number:	0000089218	04/22/2004	Create PS build file
Ticket Number:	0000089239	04/23/2004	script
Ticket Number:	0000089448	04/27/2004	Sql script hruat
Ticket Number:	0000089360	04/26/2004	Mine Oracle logs for deletes on PS_PAY_XXX_DIST tables
Ticket Number:	0000089281	04/23/2004	Delete Rows in HRPRD
Ticket Number:	0000089516	04/27/2004	Auth Codes not shadowed properly in Assign-Stu-Auth
Ticket Number:	0000088538	04/14/2004	Backup HRCNV instance (long desc) and then refresh HRCNV inst
Ticket Number:	0000088674	04/15/2004	add users to umbc (prod) instance
Ticket Number:	0000088651	04/15/2004	App Message Solution for Payroll
Ticket Number:	0000088668	04/15/2004	please clear pending event locks in the R25 database
Ticket Number:	0000088680	04/15/2004	Employee Can Not Access Database In Novell.
Ticket Number:	0000088754	04/16/2004	Alter script
Ticket Number:	0000088929	04/20/2004	SQL Help
Ticket Number:	0000088922	04/20/2004	Refresh HRCNV instance from backup of HRPRD from evening of 4
Ticket Number:	0000088859	04/19/2004	script file

jeremyTotal: 13**Closed**Total: 13

Ticket Number:	0000088658	04/15/2004	Create PS View
Ticket Number:	0000089568	04/28/2004	Retriever being restored because of Filer problems
Ticket Number:	0000089578	04/28/2004	Retriever
Ticket Number:	0000089682	04/29/2004	Create PSBUILD File
Ticket Number:	0000089445	04/27/2004	Partial retriever load last night
Ticket Number:	0000088007	04/06/2004	Build script
Ticket Number:	0000088075	04/07/2004	Create PD View
Ticket Number:	0000088085	04/07/2004	run script
Ticket Number:	0000088009	04/06/2004	Retriever update in EPM
Ticket Number:	0000088072	04/07/2004	Create PS Table
Ticket Number:	0000087607	04/01/2004	UW_Jobs maps
Ticket Number:	0000087985	04/06/2004	scheduling LOCATION_TBL
Ticket Number:	0000087612	04/01/2004	OIR grants

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
jgood	<u>Total:</u>	10	
Closed	<u>Total:</u>	10	
Ticket Number: 0000087550	04/01/2004		FW: Email notification
Ticket Number: 0000087664	04/02/2004		HX Download
Ticket Number: 0000088083	04/07/2004		Manual re-run of a process
Ticket Number: 0000089255	04/23/2004		Retriever down
Ticket Number: 0000089153	04/22/2004		Finance App Designer
Ticket Number: 0000089321	04/25/2004		Netsaint Down.
Ticket Number: 0000089482	04/27/2004		access to Netsaint
Ticket Number: 0000089594	04/28/2004		some changes
Ticket Number: 0000089702	04/29/2004		IP changes
Ticket Number: 0000089626	04/28/2004		Change netsaint configuration regarding ion.ad.umbc.edu
jking	<u>Total:</u>	9	
Closed	<u>Total:</u>	9	
Ticket Number: 0000089564	04/28/2004		App Servers Down on Finance and HR
Ticket Number: 0000088635	04/15/2004		Workstation Locked Error
Ticket Number: 0000088745	04/16/2004		Job not running in FSPRD
Ticket Number: 0000088543	04/14/2004		Update a sqlnet.ora file in cfengine
Ticket Number: 0000089359	04/26/2004		Restore Back-Up of HRPRD from Tuesday Night 4-20-04 / Wednesday
Ticket Number: 0000089382	04/26/2004		Enable HRCNV Instance for COBOL Trace Generation
Ticket Number: 0000089433	04/26/2004		WAIT !!! - Unable to login to FSTST & FSDEV for backup
Ticket Number: 0000088748	04/16/2004		FS Combo Build is Stuck in the Queued Run Status
Ticket Number: 0000088398	04/12/2004		FW: PS on Terminal Services
king4	<u>Total:</u>	11	
Closed	<u>Total:</u>	11	
Ticket Number: 0000087952	04/06/2004		1 [Fwd: Distribution Load - Pay 19]
Ticket Number: 0000087954	04/06/2004		1 Move sqrs to assist Curt Ferguson
Ticket Number: 0000088126	04/07/2004		1 Implement Oracle Hint in BUD003
Ticket Number: 0000088106	04/07/2004		Turn off PSPPYRUN tracing in HRPRO
Ticket Number: 0000089055	04/21/2004		2 Adding to XLAT table
Ticket Number: 0000087811	04/05/2004		App Msg Problem: DeptSync subscription in HRPRD
Ticket Number: 0000087753	04/04/2004		Revise timesheet sqr in PRD to allow timesheet view for all employee
Ticket Number: 0000087891	04/05/2004		2 Develop Payroll Conv. extract program to load data from payroll ta
Ticket Number: 0000087893	04/05/2004		2. Create Payroll Conv. staging table
Ticket Number: 0000087892	04/05/2004		2 Extract data from Payroll Conv. staging table and create CSV file to
Ticket Number: 0000089395	04/26/2004		EBD PROCESS
jpatna1	<u>Total:</u>	4	
Closed	<u>Total:</u>	4	
Ticket Number: 0000089272	04/23/2004		2 - Leave Benefit Plan Library
Ticket Number: 0000089275	04/23/2004		2 - Leave Benefit Plan CNV Enrollment
Ticket Number: 0000088157	04/08/2004		Custom Leave Program Modification
Ticket Number: 0000089280	04/23/2004		2 - UMBC Adjusted Service Date
kirby	<u>Total:</u>	5	
Closed	<u>Total:</u>	5	
Ticket Number: 0000088323	04/11/2004		HP backup running long 4/11/2004
Ticket Number: 0000089260	04/23/2004		Retriever
Ticket Number: 0000088638	04/15/2004		Approver Access
Ticket Number: 0000088705	04/16/2004		Upgrade Adager on all 3 HP's for license codes
Ticket Number: 0000089483	04/27/2004		Security Revisions

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
--	---------------	-------------	--------------------------

kjoseph

Total: 8

Closed

Total: 8

Ticket Number:	0000088410	04/12/2004	problem w/ Ginny Story myUMBC access
Ticket Number:	0000088427	04/12/2004	Problem with degree navigation system
Ticket Number:	0000089154	04/22/2004	Misc support for 4/19 to 4/23
Ticket Number:	0000089247	04/23/2004	pssadmo unavailable
Ticket Number:	0000088191	04/08/2004	Please clear pending/locked events in R25
Ticket Number:	0000088367	04/12/2004	Misc support for 4/12 to 4/16
Ticket Number:	0000087573	04/01/2004	Misc Support for 3/29 to 4/2
Ticket Number:	0000087808	04/05/2004	Misc Support for 4/5 to 4/9

lrand

Total: 8

Closed

Total: 8

Ticket Number:	0000087615	04/01/2004	Security Revisions
Ticket Number:	0000087803	04/05/2004	Establish permission list to grant access to converted leave balance ma
Ticket Number:	0000087617	04/01/2004	Security Revision
Ticket Number:	0000087629	04/01/2004	Summarize and document issues with BUD003 and Time Entry for Cr
Ticket Number:	0000087763	04/04/2004	2 Document development needs for Time Entry Process
Ticket Number:	0000088936	04/20/2004	1 Modify Time Entry Component/Page to Disallow Entry Of Comp Ti
Ticket Number:	0000089236	04/23/2004	1 Departmental Salaries Report in Excel Format
Ticket Number:	0000088568	04/14/2004	Grant Username NICO access to DEPTID's 10033 and 10103

preston

Total: 4

Closed

Total: 4

Ticket Number:	0000088662	04/15/2004	Retriever Dept Loot up
Ticket Number:	0000088880	04/19/2004	1 Voucher Budget Check Failing
Ticket Number:	0000088857	04/19/2004	1 Budget Check problem
Ticket Number:	0000087805	04/05/2004	project migrastion

psimon

Total: 3

Closed

Total: 3

Ticket Number:	0000087667	04/02/2004	1 staged pcard charges
Ticket Number:	0000088541	04/14/2004	No Records in Staging Table
Ticket Number:	0000089138	04/22/2004	No Success

Create
Date Short Description

slong	Closed	<u>Total:</u>	30	
		<u>Total:</u>	30	
Ticket Number:	0000089004	04/20/2004		Retriever Access
Ticket Number:	0000089006	04/20/2004		Retriever Access - New User
Ticket Number:	0000089103	04/21/2004		Effort Reporting Performance in FSTST
Ticket Number:	0000089172	04/22/2004		Retriever Access - New User
Ticket Number:	0000089201	04/22/2004		Retriever Access - New User
Ticket Number:	0000089212	04/22/2004		Retriever Access - New User
Ticket Number:	0000089358	04/26/2004		FW: Sarah's ASM Access
Ticket Number:	0000089251	04/23/2004		Retriever Access - New User
Ticket Number:	0000089253	04/23/2004		Retriever Access - New User
Ticket Number:	0000089213	04/22/2004		Retriever Access - New User
Ticket Number:	0000089354	04/26/2004		UPDATE Retriever trees
Ticket Number:	0000089195	04/22/2004		Retriever Access - New User
Ticket Number:	0000088545	04/14/2004		Reverse Payroll 18
Ticket Number:	0000088739	04/16/2004		effort report process unsuccessful
Ticket Number:	0000088644	04/15/2004		technical help
Ticket Number:	0000088876	04/19/2004		Effort Reporting
Ticket Number:	0000089517	04/27/2004		Retriever Access - Account Clean-up
Ticket Number:	0000089581	04/28/2004		would like a extract of department and location tables
Ticket Number:	0000087694	04/02/2004		2 Need row deleted from voucher tables
Ticket Number:	0000088744	04/16/2004		BIJOB03 not running
Ticket Number:	0000087845	04/05/2004		3 Remove UMMJB01 as Universal PCard Proxy/Remedy User/FMIS
Ticket Number:	0000087586	04/01/2004		FW: Request
Ticket Number:	0000088000	04/06/2004		FW: Rumba
Ticket Number:	0000088021	04/06/2004		Tom Taylor User Pref
Ticket Number:	0000088066	04/07/2004		FW: RUMBC/FMIS questions
Ticket Number:	0000088012	04/06/2004		Retriever Access
Ticket Number:	0000088147	04/08/2004		FW: [Fwd: ADC Firewall password expired]
Ticket Number:	0000088400	04/12/2004		FW: FW: GM_GMFACS Update
Ticket Number:	0000088399	04/12/2004		App Designer not Working
Ticket Number:	0000088092	04/07/2004		Locked JE's

Create
Date Short Description

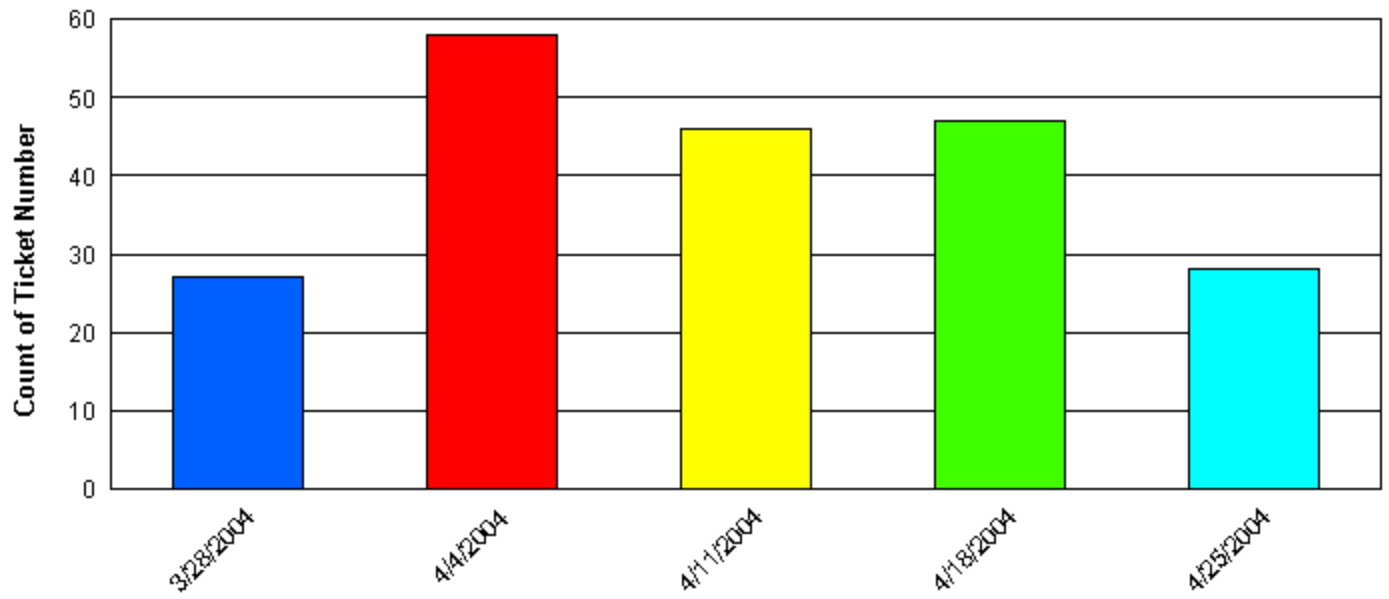
stephen		<u>Total:</u> 36	
Resolved		<u>Total:</u> 3	
Ticket Number:	0000089613	04/28/2004	Timesheet Revision
Ticket Number:	0000089279	04/23/2004	2 - Timesheet Leave Earn Rate
Ticket Number:	0000089163	04/22/2004	2 - Revision to Timesheet in PRD
Closed		<u>Total:</u> 33	
Ticket Number:	0000088447	04/13/2004	Security Access for dept 10252
Ticket Number:	0000088845	04/19/2004	Page 2 of PS Timesheets
Ticket Number:	0000088926	04/20/2004	Migrate all SQR's and Crystal Reports procedures from HRPRD to H
Ticket Number:	0000088609	04/14/2004	Approver Security Access
Ticket Number:	0000088844	04/19/2004	Security Confirmation for Yvette Mozie-Ross
Ticket Number:	0000088617	04/14/2004	Approver Access for Visual Arts
Ticket Number:	0000088615	04/14/2004	Approver Access for Continuing Education
Ticket Number:	0000088608	04/14/2004	Approver Access
Ticket Number:	0000088591	04/14/2004	1 Rate of Pay on Department Time Entry
Ticket Number:	0000088965	04/20/2004	Security Revision
Ticket Number:	0000089058	04/21/2004	Adding Code to Paper Timesheets
Ticket Number:	0000088082	04/07/2004	Security for Dr. Plotkin for dept 10338
Ticket Number:	0000088103	04/07/2004	SECURITY FOR LISA WHITTLE
Ticket Number:	0000088394	04/12/2004	Security Revision
Ticket Number:	0000088355	04/12/2004	Security Setup
Ticket Number:	0000088595	04/14/2004	1 Security Revision
Ticket Number:	0000087983	04/06/2004	[Fwd: Su's Access]
Ticket Number:	0000088596	04/14/2004	1 Security Revision
Ticket Number:	0000087620	04/01/2004	IMMEDIATE Security Modification
Ticket Number:	0000087601	04/01/2004	Bookstore security access
Ticket Number:	0000087613	04/01/2004	Security Revision
Ticket Number:	0000087619	04/01/2004	IMMEDIATE Security Modification
Ticket Number:	0000087810	04/05/2004	Security for Management Advisory Services (10344)
Ticket Number:	0000087809	04/05/2004	Security for Financial Aid (10242)
Ticket Number:	0000087802	04/05/2004	Row-Level Security for Dept Time Entry Report
Ticket Number:	0000087752	04/04/2004	Grant Joe Kirby (User Name = 'KIRBY') Security to Maintain User A
Ticket Number:	0000087969	04/06/2004	1 Timesheet Revision
Ticket Number:	0000087614	04/01/2004	Department Time Entry Report Modification
Ticket Number:	0000087611	04/01/2004	IMMEDIATE Security Revisions
Ticket Number:	0000087599	04/01/2004	Graduate school security request
Ticket Number:	0000087580	04/01/2004	SECURITY ISSUE FOR COMMUNICATIONS
Ticket Number:	0000087621	04/01/2004	IMMEDIATE Security Modification
Ticket Number:	0000087579	04/01/2004	SECURITY ISSUE AND TIME ENTRY COMPENSATION RATE

Create
Date

Short Description

Count of Ticket Number / Create Date

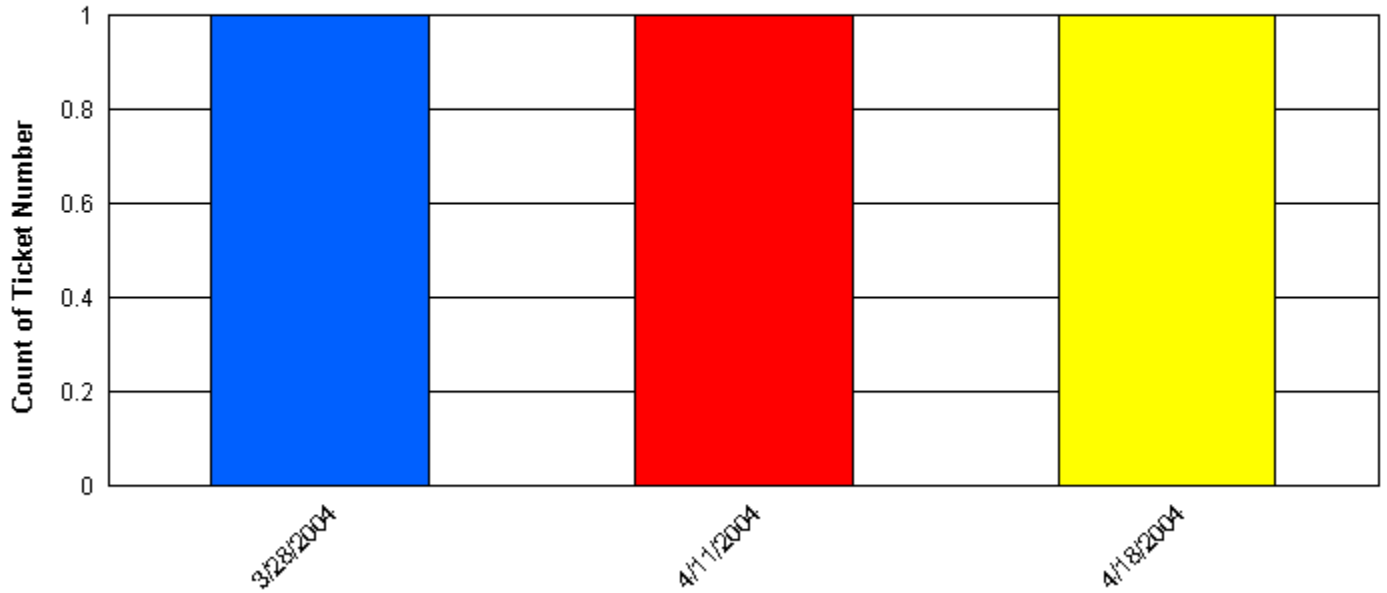
For OIT Business Systems: PeopleSoft



PC Labs		<u>Create</u> <u>Date</u>	<u>Short Description</u>
skille1	Total:	3	
Closed		Total:	3
Ticket Number:	0000087562	04/01/2004	PHP Include Folder Request
Ticket Number:	0000089106	04/21/2004	Problem using EMT Java
Ticket Number:	0000088440	04/13/2004	Netscape 6.0 built for depot (predominantly irix, and linux)

Count of Ticket Number / Create Date

For PC Labs



		<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Physical Networks	Total:	77		
Telcom		Total:	1	
Closed		Total:	1	
Ticket Number:	0000088286	04/09/2004		326A Harbor Hall x27878: Problems with Jack
beakja1		Total:	20	
Resolved		Total:	1	
Ticket Number:	0000089588	04/28/2004		Jack 233E 2 dead this morning, worked since activated last wk till tod
Closed		Total:	19	
Ticket Number:	0000088476	04/13/2004		Internet connection down in Lecture Hall 5
Ticket Number:	0000088875	04/19/2004		bunches of network/console lines
Ticket Number:	0000088584	04/14/2004		Jack activation. Public Policy 256
Ticket Number:	0000088518	04/13/2004		Faculty reports MP 104 is not able to get internet connection
Ticket Number:	0000088516	04/13/2004		User is not able to get UMBC IP on computer
Ticket Number:	0000088961	04/20/2004		Please active 2nd jack in ECS233E and ECS233F
Ticket Number:	0000089095	04/21/2004		[PC h/w] ELC: UC/201: 2nd Floor Network Jacks
Ticket Number:	0000089176	04/22/2004		off campus link down
Ticket Number:	0000089019	04/20/2004		User not able to get 130.85 IP
Ticket Number:	0000088074	04/07/2004		Need redundant/load balanced lines
Ticket Number:	0000088256	04/09/2004		vlan changes
Ticket Number:	0000088076	04/07/2004		Can't access resnet
Ticket Number:	0000088206	04/08/2004		request to fix jack FA 207
Ticket Number:	0000088237	04/09/2004		need cables
Ticket Number:	0000087651	04/02/2004		AC IV room 150
Ticket Number:	0000087881	04/05/2004		Jack check in Public policy building
Ticket Number:	0000087853	04/05/2004		Jack activation
Ticket Number:	0000087837	04/05/2004		Survry for 2nd network line
Ticket Number:	0000087772	04/05/2004		Work Order Request, fixing internet connection
cmekin1		Total:	10	
Resolved		Total:	2	
Ticket Number:	0000087861	04/05/2004		Wireless in ITE
Ticket Number:	0000089593	04/28/2004		Network is down South Campus 2.023, 2.025
Closed		Total:	8	
Ticket Number:	0000089330	04/25/2004		Resnet is still lagging
Ticket Number:	0000087653	04/02/2004		Novell kicks out here and there
Ticket Number:	0000087842	04/05/2004		No net access
Ticket Number:	0000087659	04/02/2004		Bad print jack
Ticket Number:	0000088193	04/08/2004		ITE 3rd floor wireless problem
Ticket Number:	0000088248	04/09/2004		ITE 376-02tc3: no data traffic
Ticket Number:	0000088407	04/12/2004		[Jack] TRC262: Media state disconnected
Ticket Number:	0000088258	04/09/2004		wirelss access problem
damian		Total:	10	
Resolved		Total:	1	
Ticket Number:	0000089740	04/30/2004		User needs to be unblocked
Closed		Total:	9	
Ticket Number:	0000088572	04/14/2004		Restrict Network Access to 130.85.139.100
Ticket Number:	0000089107	04/21/2004		Harbor Hall 5th floor, not getting IPs
Ticket Number:	0000089284	04/23/2004		Resnet Jack reactivate, SUS 276
Ticket Number:	0000089290	04/23/2004		Resnet Jack reactivate, SUS 168
Ticket Number:	0000089368	04/26/2004		Register in DHCP
Ticket Number:	0000088598	04/14/2004		new vlan, load balancer
Ticket Number:	0000087665	04/02/2004		3 Core resnet servers down.
Ticket Number:	0000087879	04/05/2004		Wireless on 6th floor library
Ticket Number:	0000087851	04/05/2004		AD coffee shop; showing connection but not getting valid IP

Create
Date Short Description

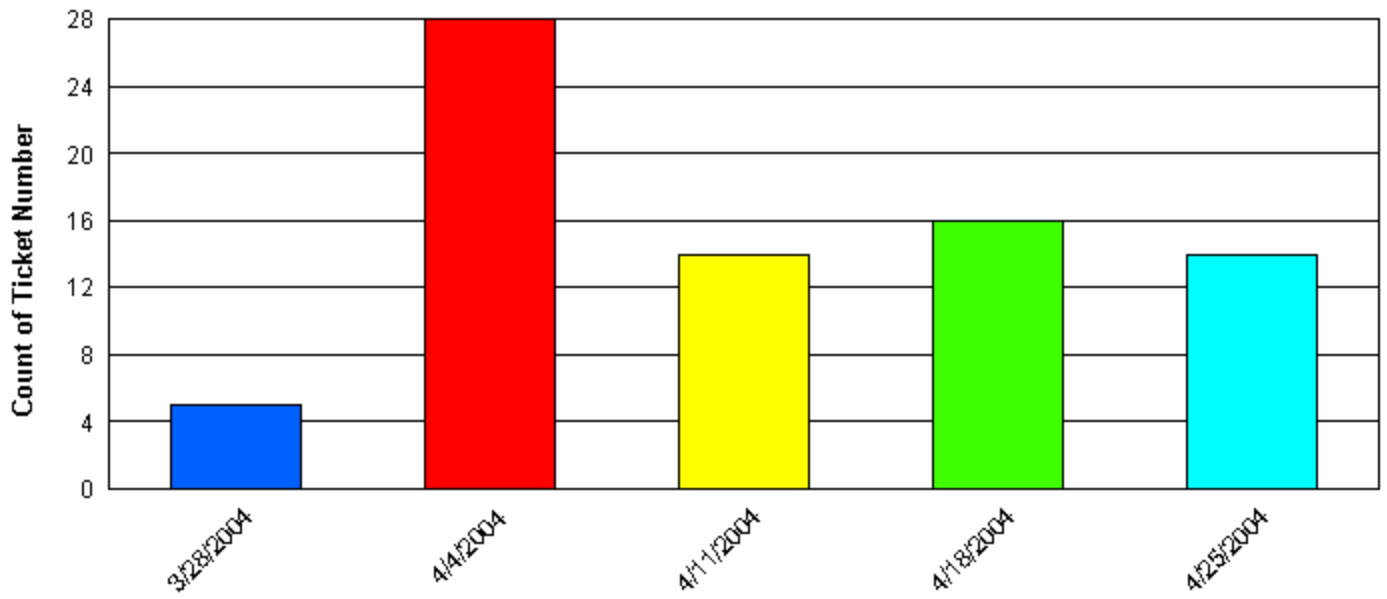
markc	<u>Total:</u>	1	
Closed	<u>Total:</u>	1	
Ticket Number: 0000088633	04/15/2004		UC, Basement: Delta : Network Connectivity Problems
rays1	<u>Total:</u>	8	
Resolved	<u>Total:</u>	1	
Ticket Number: 0000089607	04/28/2004		customer unable to use webcam
Closed	<u>Total:</u>	7	
Ticket Number: 0000088901	04/19/2004		lab alarm
Ticket Number: 0000088974	04/20/2004		Need Jacks Activated
Ticket Number: 0000089072	04/21/2004		Admin Bld. 224. x52624. Can no longer get online.
Ticket Number: 0000087798	04/05/2004		Jack Check
Ticket Number: 0000087860	04/05/2004		Jack check Ac IV B wing 426
Ticket Number: 0000087850	04/05/2004		AD coffee shop; showing connection but not getting valid IP
Ticket Number: 0000087849	04/05/2004		AD coffee shop; showing connection but not getting valid IP
vicki	<u>Total:</u>	2	
Resolved	<u>Total:</u>	1	
Ticket Number: 0000088250	04/09/2004		Dial up connection check.
Closed	<u>Total:</u>	1	
Ticket Number: 0000089528	04/27/2004		CHPDM circuit is down
zicka	<u>Total:</u>	25	
Resolved	<u>Total:</u>	5	
Ticket Number: 0000089676	04/29/2004		Please register these two
Ticket Number: 0000089617	04/28/2004		Work Order Request
Ticket Number: 0000089600	04/28/2004		dhcp entry change request
Ticket Number: 0000089644	04/28/2004		dhcp request for HP LaserJet 4000 TN printer
Ticket Number: 0000089465	04/27/2004		New printer need IP. ALumni House.
Closed	<u>Total:</u>	20	
Ticket Number: 0000089580	04/28/2004		IP request
Ticket Number: 0000088426	04/12/2004		Ticket N: 88282
Ticket Number: 0000088688	04/15/2004		activate jack PUP 370-3A in rm PUP 364
Ticket Number: 0000088997	04/20/2004		Work Order Request
Ticket Number: 0000088691	04/15/2004		PUP360: Activate Jack #360-8-A for a printer
Ticket Number: 0000088690	04/15/2004		IP request for an Econ printer
Ticket Number: 0000088692	04/15/2004		IP Request for printer in PUP 360
Ticket Number: 0000088935	04/20/2004		Nameserver entry needed
Ticket Number: 0000088957	04/20/2004		Work Order Request
Ticket Number: 0000089385	04/26/2004		IP number request
Ticket Number: 0000089226	04/22/2004		younis04.cs.umbc.edu new MAC Addr
Ticket Number: 0000089105	04/21/2004		need IP
Ticket Number: 0000088729	04/16/2004		Request for DNS change
Ticket Number: 0000088100	04/07/2004		Ip renames... new etc
Ticket Number: 0000087704	04/02/2004		IP Request ECS025PC13
Ticket Number: 0000088015	04/06/2004		DNS change
Ticket Number: 0000088097	04/07/2004		static IP
Ticket Number: 0000088138	04/08/2004		Need two things registered
Ticket Number: 0000088282	04/09/2004		Need new IP, machine cannot get on net. Due to motherboard change
Ticket Number: 0000088086	04/07/2004		Change DHCP entry for Physics printer

Create
Date

Short Description

Count of Ticket Number / Create Date

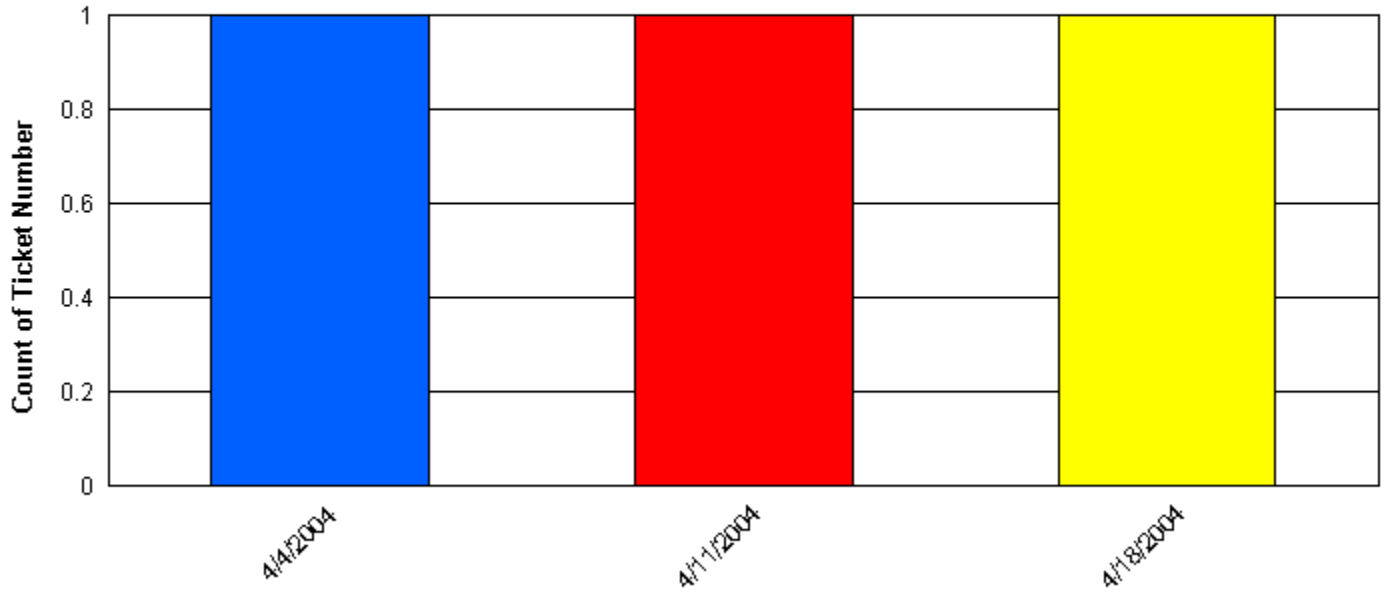
For Physical Networks



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Security	Total:	3	
andy		Total:	2
	Closed	Total:	2
Ticket Number:	0000088119	04/07/2004	Junk emails from comcast
Ticket Number:	0000088831	04/19/2004	[Fwd: Computer Violation (Library Resources)]
robin		Total:	1
	Closed	Total:	1
Ticket Number:	0000088590	04/14/2004	Work Order Request

Count of Ticket Number / Create Date

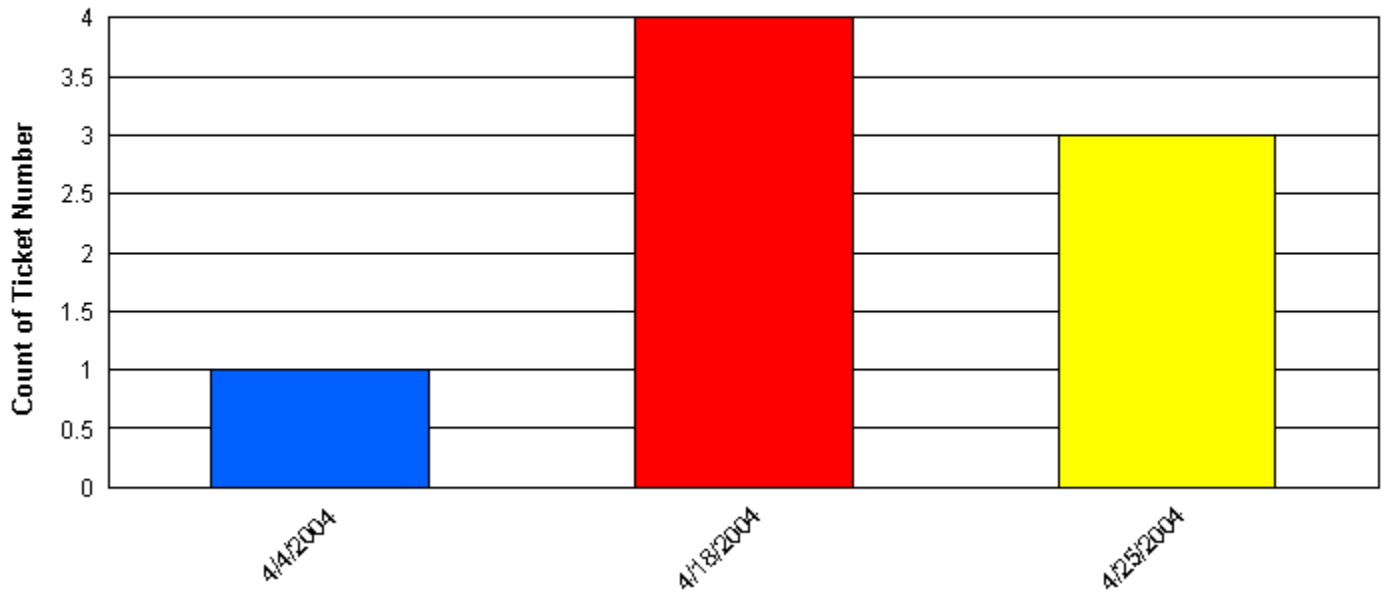
For Security



Shriver Center		<u>Create Date</u>	<u>Short Description</u>
pscott		Total: 8	
Resolved		Total: 2	
Ticket Number:	0000089467	04/27/2004	Need longer Network Cable - Choice NE
Ticket Number:	0000089535	04/27/2004	printer problem - Choice NE
Closed		Total: 6	
Ticket Number:	0000088984	04/20/2004	Install Wireless LAN - Choice MC
Ticket Number:	0000088982	04/20/2004	Photo ID printer not working - Cherry Hill
Ticket Number:	0000089328	04/25/2004	Deliver & Install printer - Choice MC
Ticket Number:	0000089265	04/23/2004	Cherry Hill admin computer
Ticket Number:	0000088989	04/20/2004	Virus detected - Choice SMC
Ticket Number:	0000087813	04/05/2004	Judith's computer

Count of Ticket Number / Create Date

For Shriver Center



		<u>Create</u>	<u>Short Description</u>
<u>SysCore</u>	<u>Total:</u>	<u>Date</u>	
SysCore:myUMBC		<u>Total:</u> 1	
Closed		<u>Total:</u> 1	
Ticket Number: 0000089369		04/26/2004	Fix myumbc/webmail login for pschangereports
banz		<u>Total:</u> 8	
Resolved		<u>Total:</u> 1	
Ticket Number: 0000089233		04/23/2004	advanced php settings on campus web server
Closed		<u>Total:</u> 7	
Ticket Number: 0000089151		04/22/2004	Cannot Open My Email in Pine or WebMail
Ticket Number: 0000089210		04/22/2004	setup_ideas on titan
Ticket Number: 0000089401		04/26/2004	Multiple users not able to check mail
Ticket Number: 0000087998		04/06/2004	Change request for Virex/McAfee download page
Ticket Number: 0000087603		04/01/2004	FYI:Odd (Old) Message Logging into gl.umbc.edu with ssh
Ticket Number: 0000088264		04/09/2004	Software request: MySQL
Ticket Number: 0000088312		04/10/2004	Reactivate account
dave		<u>Total:</u> 1	
Closed		<u>Total:</u> 1	
Ticket Number: 0000089156		04/22/2004	Error in SGAELECT community
jcgriego		<u>Total:</u> 22	
Closed		<u>Total:</u> 22	
Ticket Number: 0000089070		04/21/2004	Add to the UMBC Batch Enroll Form
Ticket Number: 0000089443		04/27/2004	#89398 crashes Remedy
Ticket Number: 0000089474		04/27/2004	lamb
Ticket Number: 0000089384		04/26/2004	Calendar Account Creation
Ticket Number: 0000089139		04/22/2004	Work Order Request
Ticket Number: 0000089240		04/23/2004	Need "TGARBER" account restored.
Ticket Number: 0000089481		04/27/2004	Work Order Request
Ticket Number: 0000088677		04/15/2004	Employee Needs Corporate Time Account.
Ticket Number: 0000088924		04/20/2004	same account, 2 diff guids
Ticket Number: 0000088841		04/19/2004	Create a UMBC account for Ken Engle (Oakland Consulting)
Ticket Number: 0000088886		04/19/2004	Create Calendar Account for User Susan Dawson (sdawson)
Ticket Number: 0000087963		04/06/2004	Corp. Time account
Ticket Number: 0000088196		04/08/2004	New calendar account for staff
Ticket Number: 0000088195		04/08/2004	Faculty Options Needed
Ticket Number: 0000088257		04/09/2004	Need Corp Time Account Deleted.
Ticket Number: 0000088046		04/07/2004	Batch enroll current active undergraduate students into "sgaelect" com
Ticket Number: 0000088183		04/08/2004	New Employee
Ticket Number: 0000089484		04/27/2004	NEW CORPORATE CALENDAR ACCOUNT
Ticket Number: 0000088742		04/16/2004	Work Order Request
Ticket Number: 0000087695		04/02/2004	Create a calendar account for new staff at Shriver Center
Ticket Number: 0000087563		04/01/2004	Summer students needs access
Ticket Number: 0000089614		04/28/2004	Request to remove user from remedy

Create
Date Short Description

sbrown7

Resolved

Total: **193**
Total: **2**

Ticket Number: 0000088726
Ticket Number: 0000088486

04/16/2004
04/13/2004

Website Account Customization
User wants English Department web error log

Create

Date

Short Description

Closed

Total:

191

Ticket Number:	0000088669	04/15/2004	Alias not redirecting as it is supposed to
Ticket Number:	0000088434	04/12/2004	Cash Out Second M.ortgage L0an for 3.25%
Ticket Number:	0000088558	04/14/2004	mephistopheles
Ticket Number:	0000088437	04/13/2004	Interest Rates just fell again!
Ticket Number:	0000088491	04/13/2004	User reports connection dropped by IMAP server
Ticket Number:	0000089537	04/27/2004	(amnesty)Web List Request
Ticket Number:	0000088888	04/19/2004	(grandumbcweekend)Web List Request
Ticket Number:	0000088887	04/19/2004	(dpcareteam)Web List Request
Ticket Number:	0000088822	04/19/2004	Re: Hi
Ticket Number:	0000088804	04/18/2004	Needs files restores
Ticket Number:	0000088797	04/18/2004	healthier, happier, harder! dater michaelangelo other
Ticket Number:	0000088796	04/18/2004	Online pharmacy, V I A G R A and other meds.
Ticket Number:	0000088784	04/17/2004	enme815 folder missing from AFS space
Ticket Number:	0000088783	04/17/2004	Restore File
Ticket Number:	0000088776	04/17/2004	Online pharmacy, V I A G R A and other meds.
Ticket Number:	0000088738	04/16/2004	User needs to have account activated in order to creat my umbc accou
Ticket Number:	0000088737	04/16/2004	Top Quality Software at the Lowest Possible Price from Sanchez's So
Ticket Number:	0000088868	04/19/2004	No subject
Ticket Number:	0000088865	04/19/2004	Customer not listed as active student
Ticket Number:	0000088897	04/19/2004	Customer has a problem creating the account
Ticket Number:	0000088899	04/19/2004	Customer getting dropped connection in webmail/PINE
Ticket Number:	0000088852	04/19/2004	Customer not listed as activte student
Ticket Number:	0000088827	04/19/2004	Surprise Invitation.
Ticket Number:	0000088717	04/16/2004	Not listed as active student / staff.
Ticket Number:	0000088697	04/15/2004	Email running slowly, dropping connecton.
Ticket Number:	0000088682	04/15/2004	(searching)Web List Request
Ticket Number:	0000088657	04/15/2004	Best Prices on Quality Meds
Ticket Number:	0000088653	04/15/2004	Would you like to save on pre script ions?
Ticket Number:	0000088649	04/15/2004	Delete home page.
Ticket Number:	0000088631	04/15/2004	doorstep me.dicat.ion overnight
Ticket Number:	0000088630	04/15/2004	Online pharmacy, V I A G R A and other meds.
Ticket Number:	0000088626	04/14/2004	User having problems with Linux lab image
Ticket Number:	0000088620	04/14/2004	(fyc)Web List Request
Ticket Number:	0000088606	04/14/2004	(egr)Web List Request
Ticket Number:	0000088605	04/14/2004	(cmaniavol)Web List Request
Ticket Number:	0000088524	04/13/2004	OS-Adobe-Mcaoremdia etc All udner \$15-\$99 sshs.. get low cost sot
Ticket Number:	0000088603	04/14/2004	(cmaniareg)Web List Request
Ticket Number:	0000088511	04/13/2004	INC-REASE YOUR D`IC*K WEIGHT " abibdesxo
Ticket Number:	0000088474	04/13/2004	ask for help
Ticket Number:	0000088438	04/13/2004	Re; why get Vi:agra when you can get ;super Vi:agra _ pn
Ticket Number:	0000088999	04/20/2004	egr list
Ticket Number:	0000089018	04/20/2004	account activation
Ticket Number:	0000089083	04/21/2004	Question about maximum file size attachment
Ticket Number:	0000089015	04/20/2004	ENI@RGE YORU P ENS purest darted
Ticket Number:	0000089014	04/20/2004	Test our Internet pharmacy, buy Víagra and other meds.
Ticket Number:	0000089091	04/21/2004	connect@umbc.edu
Ticket Number:	0000089440	04/27/2004	We sell only the best selling meds on the internet!
Ticket Number:	0000089441	04/27/2004	Cut Pounds Rapidly
Ticket Number:	0000089437	04/26/2004	mail loop?
Ticket Number:	0000089501	04/27/2004	Recover File
Ticket Number:	0000089424	04/26/2004	more pleasure for you and her bowstring cremate terpsichore
Ticket Number:	0000089423	04/26/2004	Titles from XP and MS 2003 up to 90% off from Feidelberg Electronic
Ticket Number:	0000089422	04/26/2004	Re:Your document
Ticket Number:	0000089419	04/26/2004	Dump Kgs Promptly

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000089404	04/26/2004	(runningclub)Web List Request
Ticket Number:	0000089392	04/26/2004	Request for departmental website space and re-direct
Ticket Number:	0000089625	04/28/2004	Economy is finally getting better
Ticket Number:	0000089350	04/26/2004	Fwd: Web Submission: Meyerhoff Graduate Fellowship Program Info
Ticket Number:	0000089349	04/26/2004	Important software at 95% discounts from Humphrey's SoftShop
Ticket Number:	0000089235	04/23/2004	reply
Ticket Number:	0000089288	04/23/2004	This is better
Ticket Number:	0000089220	04/22/2004	I had no idea this could be done
Ticket Number:	0000089199	04/22/2004	bigger better proud balfour coralberry digestive
Ticket Number:	0000089194	04/22/2004	instant degree
Ticket Number:	0000089191	04/22/2004	Fwd: Website posting
Ticket Number:	0000089184	04/22/2004	Request to create /public/www/shadygrove AFS web volume for upco
Ticket Number:	0000089142	04/22/2004	Test our Internet pharmacy, buy VÍagra and other meds.
Ticket Number:	0000089129	04/22/2004	gain full cup sizes in as little as 30 days courtiers ministers
Ticket Number:	0000089128	04/22/2004	Get-Ambien Proven Sleep Aid For Good Night Sleep, Thu, 22 Apr 2
Ticket Number:	0000089125	04/21/2004	User needs processes killed
Ticket Number:	0000089124	04/21/2004	(mdscan)Web List Request
Ticket Number:	0000089119	04/21/2004	ftp1 disconnecting users
Ticket Number:	0000089117	04/21/2004	broil
Ticket Number:	0000089111	04/21/2004	[Fwd: Re: [Fwd: FW: Important!! SUS Security Settings to Be
Ticket Number:	0000089346	04/26/2004	No subject
Ticket Number:	0000089318	04/25/2004	stratify
Ticket Number:	0000089317	04/25/2004	She'll want more of you. ft
Ticket Number:	0000089315	04/25/2004	goodbye vi@kgr@... alleles inexorable
Ticket Number:	0000089314	04/25/2004	Re Billing info needed for order
Ticket Number:	0000089311	04/24/2004	Test our Internet pharmacy, buy VÍagra and other meds.
Ticket Number:	0000089309	04/24/2004	Cut Kilograms In No Time
Ticket Number:	0000089308	04/24/2004	(airsoft)Web List Request
Ticket Number:	0000089267	04/23/2004	Activate "/public/www/shadygrove/" AFS Volume
Ticket Number:	0000089504	04/27/2004	(2016comm)Web List Request
Ticket Number:	0000089506	04/27/2004	(2016devel)Web List Request
Ticket Number:	0000089510	04/27/2004	(2016extcom)Web List Request
Ticket Number:	0000089739	04/30/2004	Try some of the best selling drugs on the internet!
Ticket Number:	0000089650	04/28/2004	User does not receive prompt in Linux or GL
Ticket Number:	0000089641	04/28/2004	size matters recurred lipscomb francine
Ticket Number:	0000089640	04/28/2004	(bso2k5)Web List Request
Ticket Number:	0000089639	04/28/2004	(bso2k5)Web List Request
Ticket Number:	0000089627	04/28/2004	healthier, happier, harder! penelope trachea repentant
Ticket Number:	0000089621	04/28/2004	Vicodin available for next 100 customers
Ticket Number:	0000089603	04/28/2004	Ballroom Dance Club Mailing list password reset
Ticket Number:	0000089602	04/28/2004	Email problem.
Ticket Number:	0000089561	04/28/2004	(pepband)Web List Request
Ticket Number:	0000089538	04/27/2004	auction selling, web based auctions, how to sell things on ebay,
Ticket Number:	0000089508	04/27/2004	(2016young)Web List Request
Ticket Number:	0000089507	04/27/2004	(2016involv)Web List Request
Ticket Number:	0000089505	04/27/2004	(2016comm)Web List Request
Ticket Number:	0000089737	04/30/2004	Visit our Internet pharmacy, buy VÍagra and many other meds.
Ticket Number:	0000089708	04/29/2004	C++ libraries
Ticket Number:	0000089687	04/29/2004	list serve
Ticket Number:	0000089680	04/29/2004	fwd: v.icodin here ztrh
Ticket Number:	0000089679	04/29/2004	Lortab & Vicodin
Ticket Number:	0000089665	04/29/2004	ftp.gl timing out.
Ticket Number:	0000089663	04/29/2004	Embarrassed? Not any more! hewlett graybeard cedric
Ticket Number:	0000089661	04/29/2004	problem with unsubscribe
Ticket Number:	0000089655	04/29/2004	Yahoo Games: Allow players worldwide to play as dealer extrema

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000089494	04/27/2004	Employee needs email restored.
Ticket Number:	0000089485	04/27/2004	question
Ticket Number:	0000089478	04/27/2004	user name gs1 on gl home directory /home/engl393/philosophy.doc
Ticket Number:	0000089458	04/27/2004	ftp.gl.umbc.edu 421 service not available error.
Ticket Number:	0000088599	04/14/2004	(marylandryanwhitealltitles)Web List Request
Ticket Number:	0000087598	04/01/2004	New Website/AFS Volume Creation Request
Ticket Number:	0000087903	04/06/2004	remove Webadmin privs
Ticket Number:	0000088520	04/13/2004	pirde cmoes bfeore a fall
Ticket Number:	0000087948	04/06/2004	(isjobs)Web List Request
Ticket Number:	0000087923	04/06/2004	Re: Letter
Ticket Number:	0000087867	04/05/2004	Regarding VSA Website
Ticket Number:	0000087857	04/05/2004	FW: ISD website link broken
Ticket Number:	0000087828	04/05/2004	Try an online pharmacy
Ticket Number:	0000087825	04/05/2004	X11 forwarding
Ticket Number:	0000087743	04/04/2004	Get your medication here
Ticket Number:	0000087737	04/03/2004	buy orignal looking rolex watches
Ticket Number:	0000087741	04/04/2004	Friends get together. ec u
Ticket Number:	0000087718	04/03/2004	fibrin
Ticket Number:	0000087715	04/02/2004	Your Soul Mate. uptu
Ticket Number:	0000088283	04/09/2004	[Fwd: SGA web Requests]
Ticket Number:	0000087988	04/06/2004	Lost items in sent folder
Ticket Number:	0000087878	04/05/2004	Alpha Nu Omega alias lookup
Ticket Number:	0000087714	04/02/2004	Get Paid To Play - 8
Ticket Number:	0000087713	04/02/2004	9 Winning Code
Ticket Number:	0000087712	04/02/2004	[2] You Are A Winner
Ticket Number:	0000087711	04/02/2004	Get Paid To Play - 5
Ticket Number:	0000087731	04/03/2004	Server Log files
Ticket Number:	0000087703	04/02/2004	Inbox restore from tues 3/30
Ticket Number:	0000087682	04/02/2004	mossy
Ticket Number:	0000087662	04/02/2004	Internet Pharmacy - Smart Prices
Ticket Number:	0000087747	04/04/2004	needs access to CS104_0301 submit file
Ticket Number:	0000087630	04/01/2004	Setting up Submit Utility
Ticket Number:	0000087626	04/01/2004	Additional ownership
Ticket Number:	0000087708	04/02/2004	Internet Pharmacy - Smart Prices
Ticket Number:	0000087588	04/01/2004	web space quota
Ticket Number:	0000087567	04/01/2004	emptying a UMBC2 mailbox
Ticket Number:	0000088457	04/13/2004	Sending delay
Ticket Number:	0000087904	04/06/2004	new OIT Help Desk staff needs privs
Ticket Number:	0000087678	04/02/2004	Titan account requesst (fwd)
Ticket Number:	0000088293	04/09/2004	Pharmacy with smart prices.
Ticket Number:	0000088228	04/09/2004	need access to philosophy web
Ticket Number:	0000088618	04/14/2004	(paramedic2006)Web List Request
Ticket Number:	0000087838	04/05/2004	wow your friends with a rolex for only 160 sequestration defendant s
Ticket Number:	0000087951	04/06/2004	(isadvisor)Web List Request
Ticket Number:	0000087973	04/06/2004	Shriver Center WebSite
Ticket Number:	0000088098	04/07/2004	New E-mail Account
Ticket Number:	0000088194	04/08/2004	Work Order Request
Ticket Number:	0000088172	04/08/2004	User intermittenly getting kicked out of Pine
Ticket Number:	0000088167	04/08/2004	Symantec AVF detected an unrepairable virus in a message you sent
Ticket Number:	0000088510	04/13/2004	User needs AFS access to Philosophy webspace
Ticket Number:	0000088177	04/08/2004	Rejected posting to dirag@LISTS.PRINCETON.EDU
Ticket Number:	0000088158	04/08/2004	Customer unable to login to account
Ticket Number:	0000088154	04/08/2004	Work Order Request
Ticket Number:	0000088148	04/08/2004	Permissions
Ticket Number:	0000088146	04/08/2004	Probem with FTP site

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
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Ticket Number:	000088132	04/08/2004	descreet m.edic.ations
Ticket Number:	000088123	04/07/2004	Work Order Request - Email account deletion
Ticket Number:	000088115	04/07/2004	Webadmin rights
Ticket Number:	000088320	04/11/2004	IJMS - This stock is on the MOVE Monday! laepsy
Ticket Number:	000088316	04/10/2004	Life insurance - why pay more ?
Ticket Number:	000088315	04/10/2004	willow
Ticket Number:	000088304	04/10/2004	(sisia)Web List Request
Ticket Number:	000088303	04/10/2004	(sisia)Web List Request
Ticket Number:	000088291	04/09/2004	dun
Ticket Number:	000088289	04/09/2004	Quality Meds, Shipped Fast!
Ticket Number:	000088287	04/09/2004	RE: Add User evanreal to History Dept. Web Site & Change Owners
Ticket Number:	000088285	04/09/2004	Add User evanreal to History Dept. Web Site & Change Ownership
Ticket Number:	000088404	04/12/2004	Core dumps occuring when user opens file browser
Ticket Number:	000088388	04/12/2004	SPAN 304 course needs space for class project
Ticket Number:	000088387	04/12/2004	[Fwd: Web domain request for UMBC chapter of Phi Beta Kappa]
Ticket Number:	000088377	04/12/2004	"Advance" Website Permissions
Ticket Number:	000088364	04/12/2004	Take your chance and get 95% discounted OEM software from Power
Ticket Number:	000088352	04/12/2004	Online pharmacy, V I A G R A and other meds.
Ticket Number:	000088335	04/11/2004	Online pharmacy, V I A G R A and other meds.
Ticket Number:	000088334	04/11/2004	m0re size masonic oncology goldman
Ticket Number:	000088253	04/09/2004	Jean Bunche needs email forwarded and account deleted.
Ticket Number:	000088252	04/09/2004	access to ESOL web
Ticket Number:	000088088	04/07/2004	Username change
Ticket Number:	000087984	04/06/2004	Medication for you.
Ticket Number:	000088034	04/07/2004	Vali um at wholesale prices
Ticket Number:	000087987	04/06/2004	(ap)Web List Request
Ticket Number:	000087975	04/06/2004	Error messages regarding OIT-ALL Listserve

tim

Total: 20

Closed

Total: 20

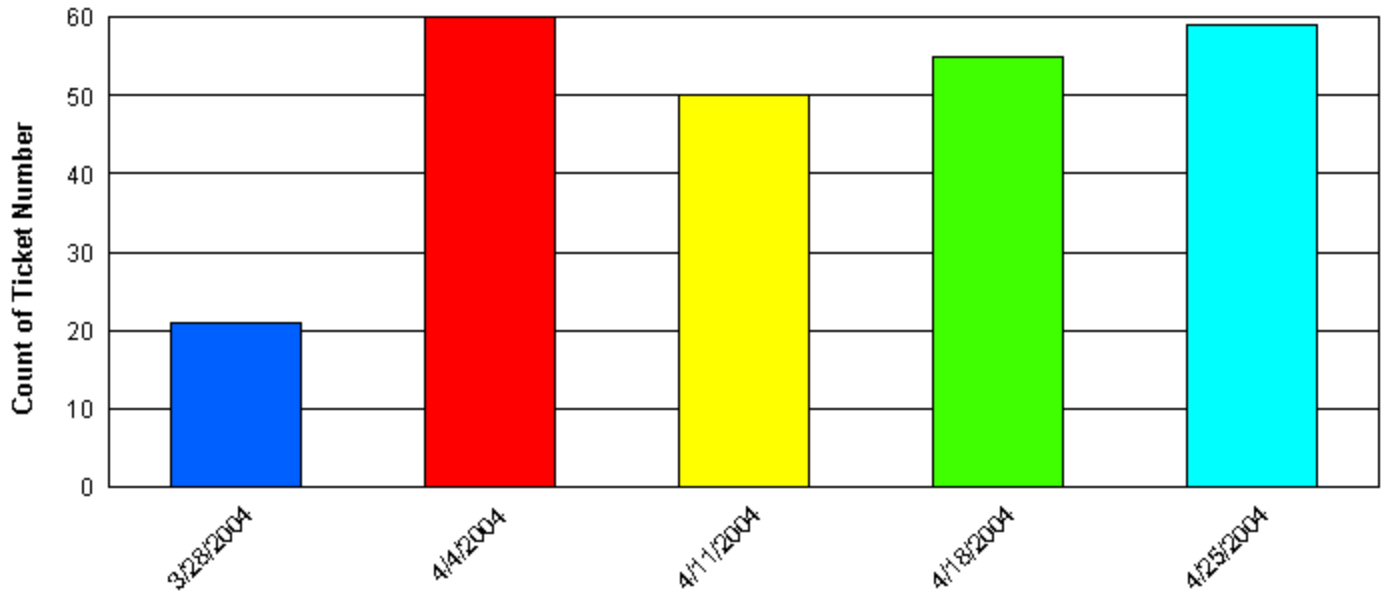
Ticket Number:	000088178	04/08/2004	Cannot Access Her Oracle Account
Ticket Number:	000088408	04/12/2004	[Fwd: FEMLAB License Information Floating license]
Ticket Number:	000088893	04/19/2004	Get V.icodin Fast and Easy
Ticket Number:	000088245	04/09/2004	When at http://aok.lib.umbc.edu/spring04/pub150h.html none of the l
Ticket Number:	000088266	04/09/2004	Oracle Password reset for student
Ticket Number:	000088222	04/09/2004	Toner Supplies Vendor
Ticket Number:	000087749	04/04/2004	Guest accounts at the Library
Ticket Number:	000089591	04/28/2004	IP change
Ticket Number:	000088409	04/12/2004	[Fwd: FEMLAB License Information Classkit license]
Ticket Number:	000088728	04/16/2004	service change.
Ticket Number:	000088913	04/20/2004	Test our Internet pharmacy, buy VÍagra and other meds.
Ticket Number:	000088907	04/19/2004	Important question
Ticket Number:	000088704	04/16/2004	Win XP, MS Office, Adobe and much more at 95% discounts from W
Ticket Number:	000088701	04/16/2004	Work Order Request
Ticket Number:	000088915	04/20/2004	Re-fi-nance now as low as 3.25%
Ticket Number:	000089008	04/20/2004	CMSC 461 and Oracle
Ticket Number:	000088981	04/20/2004	xmgrace for depot
Ticket Number:	000089068	04/21/2004	Delivery failure notice (ID-00006868)
Ticket Number:	000089442	04/27/2004	difficulty ssh'ing into gl.umbc.edu
Ticket Number:	000088953	04/20/2004	Mail Delivery (failure jeremy.jones@s1now.com)

Create
Date

Short Description

Count of Ticket Number / Create Date

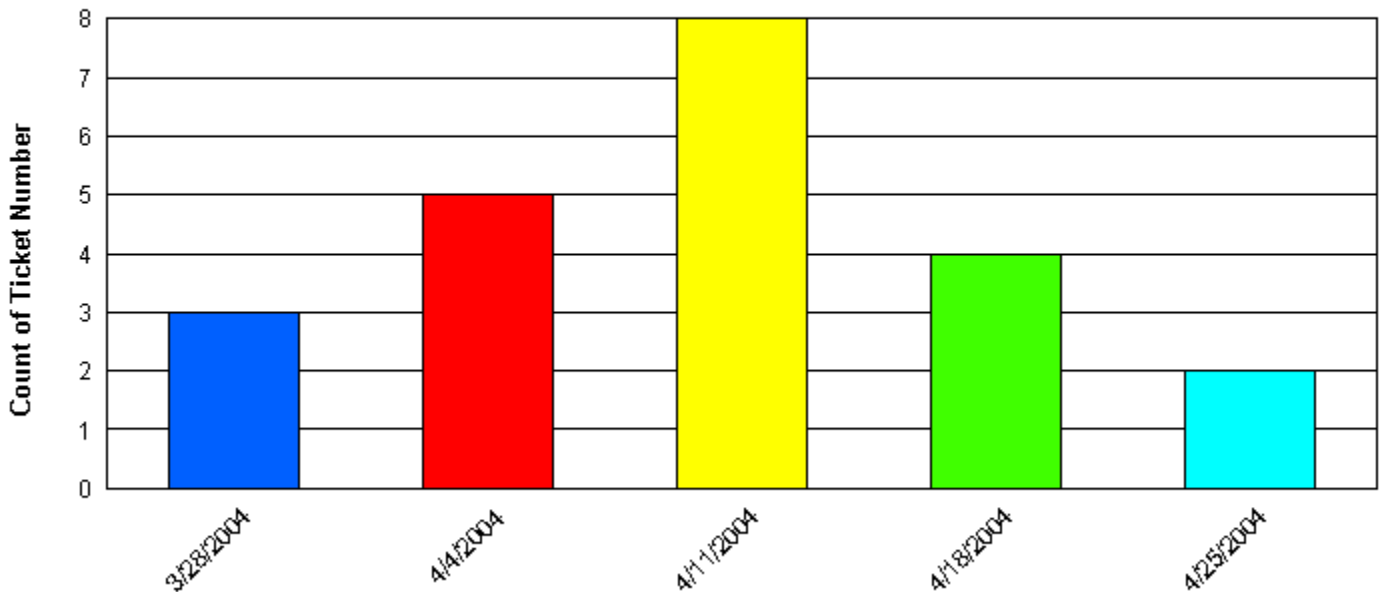
For SysCore



SysDept	Total:	Create Date	Short Description
champ	Total: 22		
Closed	Total: 16		
Ticket Number: 0000089010	04/20/2004	Computer Prob	
Ticket Number: 0000089533	04/27/2004	[Fwd: ABAQUS Version 6.5 Platform Support Letter]	
Ticket Number: 0000089559	04/28/2004	ECS114 4 systems unplugged	
Ticket Number: 0000088927	04/20/2004	Can't login to cadit at ECS 231.	
Ticket Number: 0000087575	04/01/2004	User cant access ENGR	
Ticket Number: 0000087797	04/05/2004	upload speed	
Ticket Number: 0000087941	04/06/2004	Re: Hi	
Ticket Number: 0000087702	04/02/2004	computer at 110	
Ticket Number: 0000088666	04/15/2004	Room 114, Program Ansys has licensing issues when user tries to run i	
Ticket Number: 0000089098	04/21/2004	SAE webpage	
Ticket Number: 0000088221	04/09/2004	Crazy emails	
Ticket Number: 0000088210	04/08/2004	Re: ENGR servers back online	
Ticket Number: 0000088294	04/09/2004	Pro/ENGINEER Annual Renewal Forms (fwd)	
Ticket Number: 0000088760	04/16/2004	Engineering account request for 'soliman1'	
Ticket Number: 0000088431	04/12/2004	CSEE timing out	
Ticket Number: 0000088533	04/14/2004	ECS114 breaker tripped?	
laura	Total: 5		
Closed	Total: 5		
Ticket Number: 0000088425	04/12/2004	upgrade netscape?	
Ticket Number: 0000088634	04/15/2004	Lancair license issues	
Ticket Number: 0000088578	04/14/2004	mice issues, oban (covered), and others (not covered)	
Ticket Number: 0000087569	04/01/2004	(sparling/phys) printing issue on suse systems	
Ticket Number: 0000089069	04/21/2004	account on model.chem	
randy	Total: 1		
Resolved	Total: 1		
Ticket Number: 0000088569	04/14/2004	Suspicious Network Activity to HHMI ATA-RAID	

Count of Ticket Number / Create Date

For SysDept



Create
Date

Short Description

Total Remedy Tickets Closed or Resolved between

04/01/2004 and 04/30/2004 : 1925

Count of Ticket Number / Create Date & HD Department Section

