

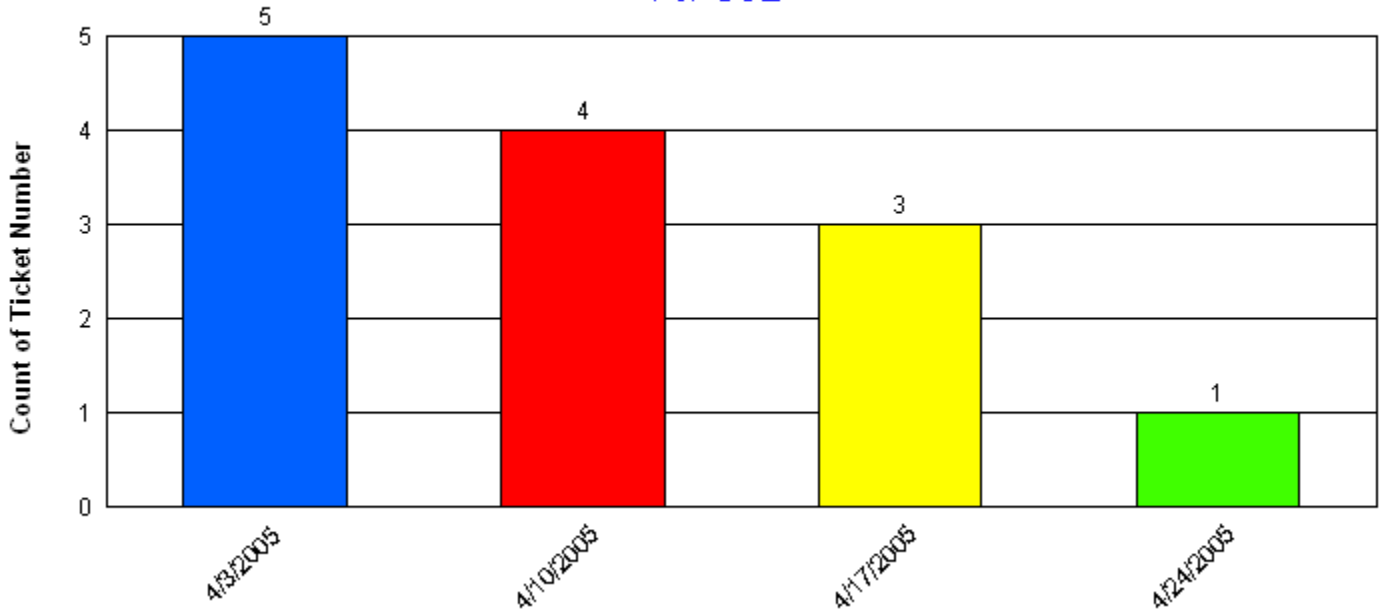
Closed/Resolved Tickets by OIT Section

Tickets Created Between 04/01/2005 and 04/30/2005

COE	Total:	<u>Create Date</u>	<u>Short Description</u>
champ	13		
Closed	Total: 13		
Ticket Number:		<u>Total: 13</u>	
Ticket Number: 0000113901		04/03/2005	Work Order Request-Mail undeliverable
Ticket Number: 0000113918		04/04/2005	Fw: log ins for your computer lab
Ticket Number: 0000114202		04/06/2005	projector & laptop
Ticket Number: 0000114859		04/15/2005	[Fwd: Important Information Regarding ABAQUS Version 6.6]
Ticket Number: 0000114898		04/18/2005	Projector
Ticket Number: 0000115103		04/20/2005	quick question
Ticket Number: 0000115370		04/23/2005	Review and Input on ME Computer Labs
Ticket Number: 0000115551		04/26/2005	jobs on stokes and perigee
Ticket Number: 0000114275		04/07/2005	No subject
Ticket Number: 0000114373		04/08/2005	it support request
Ticket Number: 0000114583		04/12/2005	IT support request
Ticket Number: 0000114610		04/13/2005	stokes
Ticket Number: 0000114675		04/13/2005	No subject

Count of Ticket Number / Create Date

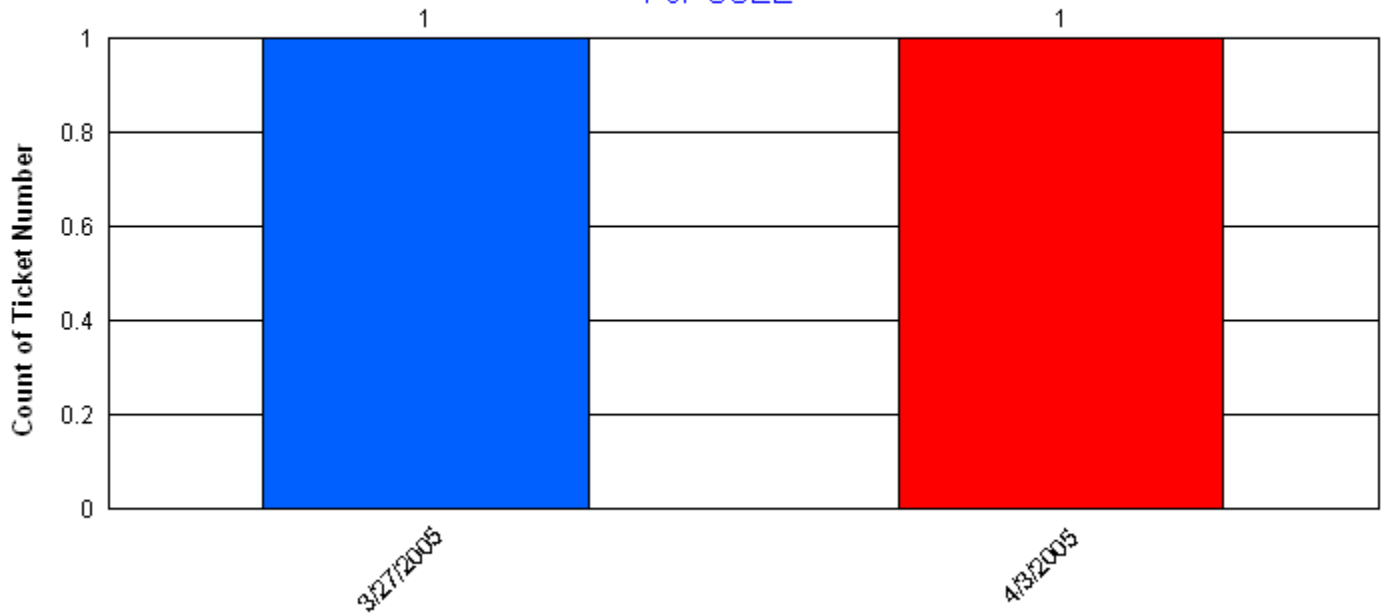
For COE



CSEE	Total:	2	Create Date	Short Description
bhowell1				
	Closed			
Ticket Number:	0000114299		04/07/2005	Work Order Request-can not use acreoad
Ticket Number:	0000113846		04/01/2005	Quota

Count of Ticket Number / Create Date

For CSEE



DPET	Total:	<u>Create</u> <u>Date</u>	<u>Short Description</u>
	68		
gluo1		<u>Total:</u> 3	
Closed		<u>Total:</u> 3	
Ticket Number: 0000114971		04/18/2005	Fax Machine Toner
Ticket Number: 0000115158		04/20/2005	Dry Ink is low on ACIV B Wing Xerox Copier
Ticket Number: 0000114370		04/08/2005	Unable to update the viruses definitions on the computer
jpglove1		<u>Total:</u> 32	
Resolved		<u>Total:</u> 1	
Ticket Number: 0000115702		04/27/2005	Winter Session 2006 Website - Date correction needed
Closed		<u>Total:</u> 31	
Ticket Number: 0000114250		04/07/2005	Install Dreamweaver
Ticket Number: 0000114468		04/11/2005	DPET Drive
Ticket Number: 0000114469		04/11/2005	Never Mind
Ticket Number: 0000114485		04/11/2005	cable cords
Ticket Number: 0000114481		04/11/2005	PAC web change
Ticket Number: 0000114508		04/12/2005	DPET HELP
Ticket Number: 0000114500		04/11/2005	Replace staples in UC Xerox Copier
Ticket Number: 0000114432		04/11/2005	Replacement Remote
Ticket Number: 0000114297		04/07/2005	Paper Jam
Ticket Number: 0000114727		04/14/2005	Summer Web Site Correction
Ticket Number: 0000114766		04/15/2005	Josie's Printer
Ticket Number: 0000114818		04/15/2005	ISD Loaner Laptop
Ticket Number: 0000114769		04/15/2005	Josie's printer works now
Ticket Number: 0000114820		04/15/2005	Need Survey Form Created
Ticket Number: 0000113931		04/04/2005	[Fwd: SE web page]
Ticket Number: 0000114055		04/05/2005	AP Physics Webpage Updates
Ticket Number: 0000114075		04/05/2005	Computer Lab
Ticket Number: 0000113963		04/04/2005	Web site correction
Ticket Number: 0000114027		04/05/2005	Xerox Copier in ACIV-B not printing
Ticket Number: 0000114029		04/05/2005	New SE Website Updates
Ticket Number: 0000114148		04/06/2005	Machine not connecting to Active Directory
Ticket Number: 0000114123		04/05/2005	Summer Application PDFs
Ticket Number: 0000114061		04/05/2005	Beth's Firewall
Ticket Number: 0000114051		04/05/2005	Virus Updates
Ticket Number: 0000114032		04/05/2005	Remove old SE website
Ticket Number: 0000114030		04/05/2005	New SE Website Updates
Ticket Number: 0000114028		04/05/2005	AP Website - Updates
Ticket Number: 0000114016		04/05/2005	Fix ISD Form Reply
Ticket Number: 0000114206		04/06/2005	PAC Web change
Ticket Number: 0000114197		04/06/2005	PAC Web change
Ticket Number: 0000113961		04/04/2005	SS Faculty Web Site Update

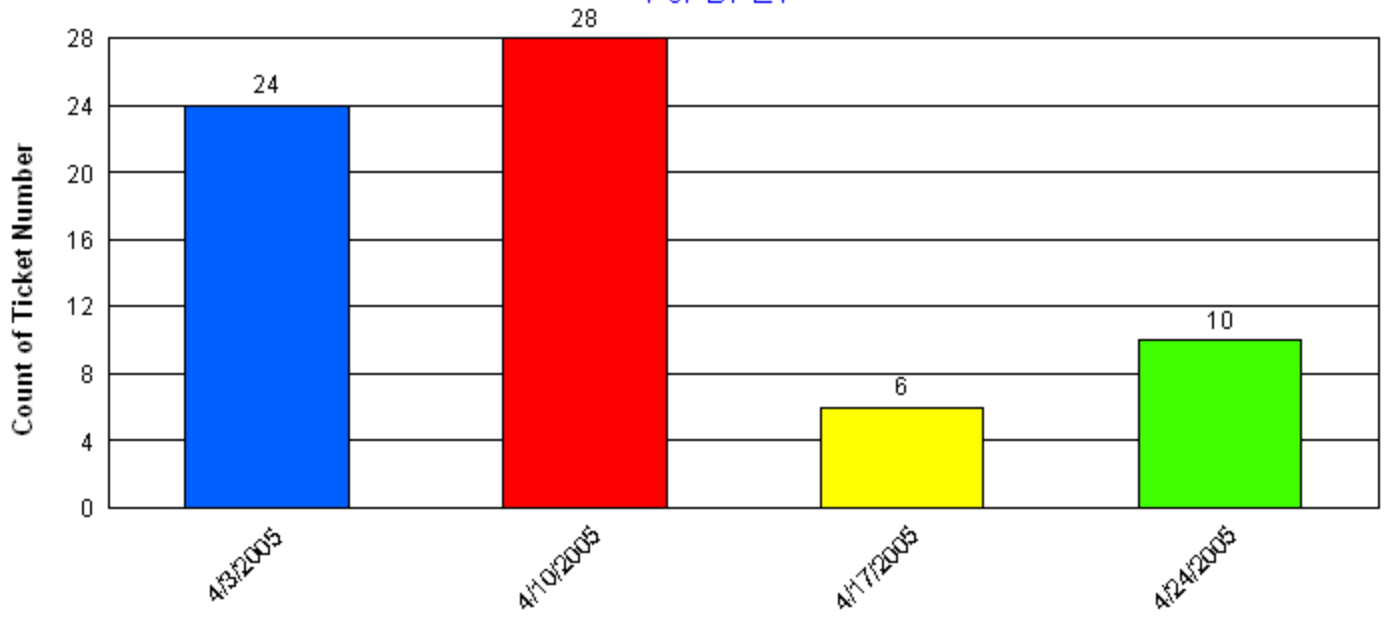
	<u>Create</u>		<u>Short Description</u>
	<u>Date</u>		
stevenh1	<u>Total:</u>	27	
Resolved	<u>Total:</u>	5	
Ticket Number: 0000115683	04/27/2005		Downtime for DPET web server - Friday, April 29, 2005 from 8:00
Ticket Number: 0000115774	04/28/2005		Make sure Ginny has power cord for ISD laptop and replace mouse in
Ticket Number: 0000115689	04/27/2005		Purchase a Hub
Ticket Number: 0000114808	04/15/2005		Projector setup for 4/26/2005
Ticket Number: 0000115603	04/26/2005		URGENT-Kay I need your advise and help
Closed	<u>Total:</u>	22	
Ticket Number: 0000115335	04/22/2005		Install Dreamweaver on PC
Ticket Number: 0000115526	04/25/2005		UC Copier not printing
Ticket Number: 0000115535	04/25/2005		Cannot log into ISD-2F
Ticket Number: 0000115536	04/25/2005		Work on imaging a machine from the UC
Ticket Number: 0000115534	04/25/2005		Cannot Open Excel Spreadsheet
Ticket Number: 0000115533	04/25/2005		mac?
Ticket Number: 0000114807	04/15/2005		Keyboard needed for computer station
Ticket Number: 0000113932	04/04/2005		Configure and inventory Diane's home pc
Ticket Number: 0000114159	04/06/2005		Projector setup
Ticket Number: 0000114081	04/05/2005		Cannot Send Email
Ticket Number: 0000114217	04/07/2005		Email quota increase
Ticket Number: 0000114796	04/15/2005		Needs a blank CD
Ticket Number: 0000114798	04/15/2005		Dee needs a new mouse
Ticket Number: 0000114801	04/15/2005		Cannot log into Novell
Ticket Number: 0000114804	04/15/2005		Projector setup for 4/21/2005
Ticket Number: 0000114816	04/15/2005		Remove Greg's email address from inquiries forms on web site
Ticket Number: 0000115004	04/19/2005		ISD Web Page
Ticket Number: 0000114852	04/15/2005		1,000 thank yous
Ticket Number: 0000114819	04/15/2005		color printer
Ticket Number: 0000114817	04/15/2005		Give Access to Greg's ISD newsletter email
Ticket Number: 0000114815	04/15/2005		Remove Greg from isd-td@umbc.edu address/alias
Ticket Number: 0000114746	04/14/2005		test
swapna1	<u>Total:</u>	6	
Resolved	<u>Total:</u>	1	
Ticket Number: 0000115131	04/20/2005		2 Computer Workstation Setups
Closed	<u>Total:</u>	5	
Ticket Number: 0000114493	04/11/2005		copier not printing jobs from computer
Ticket Number: 0000114495	04/11/2005		UC copier/printer stopped
Ticket Number: 0000114679	04/14/2005		Printer at Josie's desk making noises
Ticket Number: 0000114812	04/15/2005		UC data projector
Ticket Number: 0000114956	04/18/2005		Problems sending email

Create
Date

Short Description

Count of Ticket Number / Create Date

For DPET



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Desktop Support	Total:	229	
Desktop		Total: 8	
Closed		Total: 8	
Ticket Number:	0000115208	04/21/2005	Claudia - in add/remove programs can i delete wild tangent drivers
Ticket Number:	0000113822	04/01/2005	Library - are we having server issues....
Ticket Number:	0000114153	04/06/2005	Student-offcampus/do i need to zip the file for macafee downloading
Ticket Number:	0000114141	04/06/2005	Student/offcampus-where can i get internet software service software
Ticket Number:	0000114611	04/13/2005	Peggy - Have lost access to H & I drive
Ticket Number:	0000113824	04/01/2005	MaryPat - pw for locked workstation not working
Ticket Number:	0000114235	04/07/2005	Student-off campus/installed macafee yesterday/states out of date
Ticket Number:	0000114598	04/13/2005	Alumni House - AD window coming up pw not working
chrism		Total: 5	
Closed		Total: 5	
Ticket Number:	0000115264	04/21/2005	Internal Server error when trying to access UMBC Calendar (WebEvent
Ticket Number:	0000115436	04/25/2005	In PS I can not open any PDF reports
Ticket Number:	0000114012	04/05/2005	someone is sending viruses
Ticket Number:	0000114082	04/05/2005	Inbox with many viruses
Ticket Number:	0000114829	04/15/2005	User believes they have downloaded spyware

<u>edortiz</u>		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
		<u>Total:</u>	<u>47</u>
Resolved		<u>Total:</u>	9
Ticket Number:	0000115705	04/27/2005	Work Order Request
Ticket Number:	0000114537	04/12/2005	very slow on loading PeopleSoft forms.
Ticket Number:	0000114731	04/14/2005	Windows XP; Library 216A; ext. 53341; User cannot access i drive
Ticket Number:	0000115495	04/25/2005	Importing contacts in Outlook
Ticket Number:	0000115567	04/26/2005	ACIV : A426 - Printer error
Ticket Number:	0000115505	04/25/2005	Novell account
Ticket Number:	0000115175	04/20/2005	Pub Policy rm 325. User would like SAS installed on their university l
Ticket Number:	0000115144	04/20/2005	New computer has arrived in ITE 409
Ticket Number:	0000115724	04/27/2005	Error Message
Closed		<u>Total:</u>	38
Ticket Number:	0000115196	04/21/2005	Work Order Request-New pc install
Ticket Number:	0000115209	04/21/2005	Problems synching palm pilot - not all info comes over
Ticket Number:	0000115226	04/21/2005	Windows XP; Room 480 Bio building; User just had Active Directory
Ticket Number:	0000115253	04/21/2005	blue screen came up while typing in MS Word
Ticket Number:	0000115491	04/25/2005	User needs Xerox machine networked to multiple computers
Ticket Number:	0000115686	04/27/2005	virus
Ticket Number:	0000114337	04/08/2005	Kathy Nee/Connection Timed Out
Ticket Number:	0000114569	04/12/2005	math psych room 213; 52459; MP216PC-02.umbc.edu computer; Mac
Ticket Number:	0000114613	04/13/2005	OS reinstall
Ticket Number:	0000114655	04/13/2005	Work Order Request
Ticket Number:	0000114641	04/13/2005	repeat request
Ticket Number:	0000114586	04/12/2005	User has a worm on his laptop
Ticket Number:	0000114496	04/11/2005	Windows prompts for Product Key
Ticket Number:	0000114558	04/12/2005	Work Order Request
Ticket Number:	0000114722	04/14/2005	pc not connected to network, generic account doesn't work
Ticket Number:	0000114803	04/15/2005	BIO 452: Computer formatted
Ticket Number:	0000114974	04/18/2005	Work Order Request
Ticket Number:	0000115062	04/19/2005	Room 419 Public Policy (but you must go to 408 first); ext. 54309; U
Ticket Number:	0000114993	04/19/2005	Had active directory installed
Ticket Number:	0000114850	04/15/2005	User cannot log into Novell; room 215 MP building; ext. 52445;
Ticket Number:	0000114911	04/18/2005	Upon novell login -msg pc will shut down in ...seconds appear
Ticket Number:	0000114847	04/15/2005	Re Excel Problems and space on H Drive
Ticket Number:	0000114282	04/07/2005	Work Order Request
Ticket Number:	0000115047	04/19/2005	User cannot log into computer, windows error coming up saying that h
Ticket Number:	0000113819	04/01/2005	unable to connect to the internet from ITE391 and wireless
Ticket Number:	0000113947	04/04/2005	VLAN Access
Ticket Number:	0000113943	04/04/2005	hard code ip for network printer
Ticket Number:	0000113831	04/01/2005	Pub Policy rm 226. x53365. User's mozilla mail stopped connecting o
Ticket Number:	0000113854	04/01/2005	ext 51576; Room 475 B Chemistry Building; Users computer no longe
Ticket Number:	0000113951	04/04/2005	Machine is randomly rebooting
Ticket Number:	0000114164	04/06/2005	Request
Ticket Number:	0000114156	04/06/2005	[Fwd: Mcafee]
Ticket Number:	0000114092	04/05/2005	AFS client install
Ticket Number:	0000114059	04/05/2005	Windows XP; 706 Admin; ext. 52046; User needs Microsoft Office r
Ticket Number:	0000114056	04/05/2005	ADMIN 506 - Printer install
Ticket Number:	0000114035	04/05/2005	AD504: getting IP but can't connect to Internet or SSH
Ticket Number:	0000113983	04/04/2005	Novell Client Install
Ticket Number:	0000113956	04/04/2005	Outlook does not send messages.

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
josh		<u>Total:</u>	51	
Resolved		<u>Total:</u>	18	
Ticket Number:	0000115591	04/26/2005		New Tablet PC Needs Mail Client Setup
Ticket Number:	0000115249	04/21/2005		Crystal is getting "Virus Alerts" but cannot delete files...
Ticket Number:	0000115058	04/19/2005		User is in library rm 353 trying to login workstation only to machine, b
Ticket Number:	0000115171	04/20/2005		Pat Lewis's HP/Reflection options are grayed out.
Ticket Number:	0000115170	04/20/2005		Starla Oie's PC needs Active Directory setup.
Ticket Number:	0000115248	04/21/2005		Cheryl is getting a "VirusScan Alert" cannot able to delete files.
Ticket Number:	0000115259	04/21/2005		Larry's PC is getting errors.
Ticket Number:	0000115562	04/26/2005		[Fwd: computer problems?]
Ticket Number:	0000115509	04/25/2005		Access Denied When Attempting To Open My Documents
Ticket Number:	0000115499	04/25/2005		McAfee On-access Alert about "IPSentry"
Ticket Number:	0000115486	04/25/2005		Admin rm 623. x58677. User got virus msg that says. McAfee detect
Ticket Number:	0000115442	04/25/2005		McAfee is catching a virus but says it can not delete it.
Ticket Number:	0000115430	04/25/2005		Trust relationship between workstation and domain failed.
Ticket Number:	0000115256	04/21/2005		Kim's PC shuts down by it's self.
Ticket Number:	0000115622	04/26/2005		Trust Violation -- ERROR
Ticket Number:	0000115751	04/28/2005		BIO 207: Trust relationship failed
Ticket Number:	0000115866	04/29/2005		Library guards' desk computer AD
Ticket Number:	0000115632	04/27/2005		oir: hp-reflection problem
Closed		<u>Total:</u>	33	
Ticket Number:	0000115276	04/22/2005		"trust relationship" error
Ticket Number:	0000114368	04/08/2005		Jean is getting a Visual Basic error in Word.
Ticket Number:	0000114644	04/13/2005		Brian Thompson's old PC needs AD.
Ticket Number:	0000114543	04/12/2005		51083;Room 446; Lab Computer labelled "not working" cannot log in
Ticket Number:	0000114520	04/12/2005		After AD was installed Mia is not able to see some of her files.
Ticket Number:	0000114519	04/12/2005		After AD was installed Ros cannot print from Crystal Reports.
Ticket Number:	0000114478	04/11/2005		Irby is getting an error when trying to login to Crystal Reports.
Ticket Number:	0000114424	04/11/2005		After AD was installed Ros is getting a "File Download" error.
Ticket Number:	0000114423	04/11/2005		After AD was installed Ismail Ahmed can not log into AD
Ticket Number:	0000114330	04/08/2005		Since AD Mike is getting an error in Excel.
Ticket Number:	0000114326	04/08/2005		Since AD was installed Dee is getting error in MS Word.
Ticket Number:	0000114317	04/08/2005		Karen cannot login to AD after it was activated yesterday.
Ticket Number:	0000114422	04/11/2005		After AD was installed Meriel can not log into Novell.
Ticket Number:	0000114318	04/08/2005		14 machines will need AD installed
Ticket Number:	0000114008	04/05/2005		Can not log in to workstation
Ticket Number:	0000114416	04/11/2005		Missing desktop icons
Ticket Number:	0000114149	04/06/2005		FW: Machine not Connecting to Active Directory
Ticket Number:	0000113987	04/04/2005		Trisha is getting an error in byRequest.
Ticket Number:	0000114040	04/05/2005		Active Directory Issue
Ticket Number:	0000114142	04/06/2005		Starla is Timing Out in HP/Reflections.
Ticket Number:	0000114111	04/05/2005		Access to WEB site
Ticket Number:	0000114099	04/05/2005		Virus Problem
Ticket Number:	0000114025	04/05/2005		3 machines shutting down - possible virus
Ticket Number:	0000113989	04/04/2005		Trisha cannot see "bursar@umbc.edu" Inbox email.
Ticket Number:	0000113958	04/04/2005		User has login problems with Novell
Ticket Number:	0000113858	04/01/2005		VPN being timed out
Ticket Number:	0000114415	04/11/2005		Local policy does not permit you to log in interactively
Ticket Number:	0000113906	04/03/2005		Mail restore [was: User is missing emails using Outlook Express] Ple
Ticket Number:	0000113839	04/01/2005		Surabhi's Machine
Ticket Number:	0000114682	04/14/2005		Front counter in Registrar's office - VPN not connecting this morning -
Ticket Number:	0000114754	04/14/2005		Starla is having problems saving files to Novell.
Ticket Number:	0000115111	04/20/2005		Trust relationship between this workstation and domain failed
Ticket Number:	0000114955	04/18/2005		VPN and PeopleSoft App Designer logon problems

kirkley1	<u>Create</u>	
	<u>Date</u>	<u>Short Description</u>
Closed	<u>Total:</u> 1	
Ticket Number: 0000114902	<u>Total:</u> 1	
	04/18/2005	UMBC Dial-up setup

lasuk		<u>Create</u>	<u>Short Description</u>
	Resolved	<u>Date</u>	
		<u>Total:</u> 56	
		<u>Total:</u> 12	
Ticket Number:	0000114799	04/15/2005	CHEM444: PC not getting IP
Ticket Number:	0000115585	04/26/2005	[lab] ECS021PC12: Floppy disk stuck.
Ticket Number:	0000115458	04/25/2005	[PC s/w] AD707: OE6: corrupted message database
Ticket Number:	0000115240	04/21/2005	[PC s/w] AD4th: IE6 can't save files/user can't print POs from PS via I
Ticket Number:	0000115324	04/22/2005	User gstart
Ticket Number:	0000115550	04/26/2005	[PC s/w] SS513: Tree or server can not be found
Ticket Number:	0000115512	04/25/2005	[PC s/w] BS452: User cannot print
Ticket Number:	0000114430	04/11/2005	[PC s/w] ERK070: mozilla mail msgs missing
Ticket Number:	0000114244	04/07/2005	[lab] ECS021: Macs are crashing from time to time
Ticket Number:	0000115754	04/28/2005	ECS021PC15: BSOD inaccessible boot device
Ticket Number:	0000115762	04/28/2005	ECS122: No monitor output for Instructors machine
Ticket Number:	0000115806	04/28/2005	[PC s/w] FA509: Compact Folders Preferences

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000115243	04/21/2005	44	[unsupported] Phys419: MS Network Workgroup
Ticket Number: 0000115438	04/25/2005		AD511: Network error on printer in HR
Ticket Number: 0000115439	04/25/2005		Work Order Request-Network printer not working
Ticket Number: 0000115553	04/26/2005		[PC s/w] ERK064 Cannot find tree or server error
Ticket Number: 0000115473	04/25/2005		User cannot log into novell and cannot find tree or servers on the netw
Ticket Number: 0000115261	04/21/2005		[Mac s/w] BS306: User's Macintosh is having network problems.
Ticket Number: 0000114238	04/07/2005		[PC s/w] RAC302: login error on on PC in office
Ticket Number: 0000114270	04/07/2005		ECS329C: Install 1 more port on existing data jack# CA335
Ticket Number: 0000114298	04/07/2005		[Mac s/w] FA545: iMac G4 700 won't turn off
Ticket Number: 0000114652	04/13/2005		[site survey] installed 1 new run to jack in aciv421 & 1 new jack in ac
Ticket Number: 0000114649	04/13/2005		can't save files to home & shared drives
Ticket Number: 0000114635	04/13/2005		[PC s/w] FA528: Create a novell print queue
Ticket Number: 0000114529	04/12/2005		[PC s/w] AD701: Laptop Problems
Ticket Number: 0000114518	04/12/2005		PPlant: Novell/AD - logins not working for dos / sfinkels
Ticket Number: 0000114409	04/11/2005		Mac in ECS021MAC01 IP 130.85.24.15
Ticket Number: 0000114393	04/09/2005		[Mac s/w] Not communicating with network printer
Ticket Number: 0000114374	04/08/2005		[PC s/w] ECS329c: user can't access dept printers
Ticket Number: 0000114703	04/14/2005		User cannot print to printer; User cannot access I and H drives either; e
Ticket Number: 0000114786	04/15/2005		[PC s/w] ECS329c: Jack Check - Engr 329c
Ticket Number: 0000114964	04/18/2005		Microsoft word on her computer is not working correctly; room FA 5
Ticket Number: 0000115140	04/20/2005		[Mac s/w] BS207: User can not print to the printers
Ticket Number: 0000115125	04/20/2005		ITE 452 - Cannot print to network printer
Ticket Number: 0000115145	04/20/2005		[PC s/w] BS416: Install Frontpage 2003
Ticket Number: 0000114908	04/18/2005		PUP411: Computer is dead;
Ticket Number: 0000114758	04/14/2005		AD & Novell accounts
Ticket Number: 0000114752	04/14/2005		[Mac s/w] FA541: Mac might be dead
Ticket Number: 0000114536	04/12/2005		[PC s/w] FA105: BSOD
Ticket Number: 0000114053	04/05/2005		[lab] ECS122PC12: dead mouse
Ticket Number: 0000113927	04/04/2005		[lab] 3 borken pcs in IMC
Ticket Number: 0000113878	04/02/2005		[Mac s/w] BS455: Powerbook permission problems.
Ticket Number: 0000113866	04/01/2005		[PC s/w] TRC230: Novell/ad install
Ticket Number: 0000113851	04/01/2005		create AD accounts
Ticket Number: 0000114125	04/05/2005		[PC s/w] MP337: User unable to get laptop's wireless & external VG
Ticket Number: 0000115021	04/19/2005		[PC s/w] usb adapter
Ticket Number: 0000113853	04/01/2005		[PC s/w] CHEM245: Install lastest version of JRE
Ticket Number: 0000113828	04/01/2005		[PC s/w] TC226: Tree or server can not be found
Ticket Number: 0000113935	04/04/2005		[Mac s/w] FA/464: Apple Preview does not work
Ticket Number: 0000114207	04/06/2005		[PC s/w] Chem475a: Re-installed Dell Dimension PC
Ticket Number: 0000114199	04/06/2005		[Mac s/w] FA420: install a new mac mini
Ticket Number: 0000114193	04/06/2005		AD811a: Activate jack# 811A-4-TC8
Ticket Number: 0000114121	04/05/2005		[PC s/w] AD819: setup 2 printers
Ticket Number: 0000114095	04/05/2005		[site survey] PP104: Install 1 data jack
Ticket Number: 0000113954	04/04/2005		[PC s/w] User is unable to run TrakDial on PC
Ticket Number: 0000114965	04/18/2005		[PC s/w] ACIV352: User needs a local account

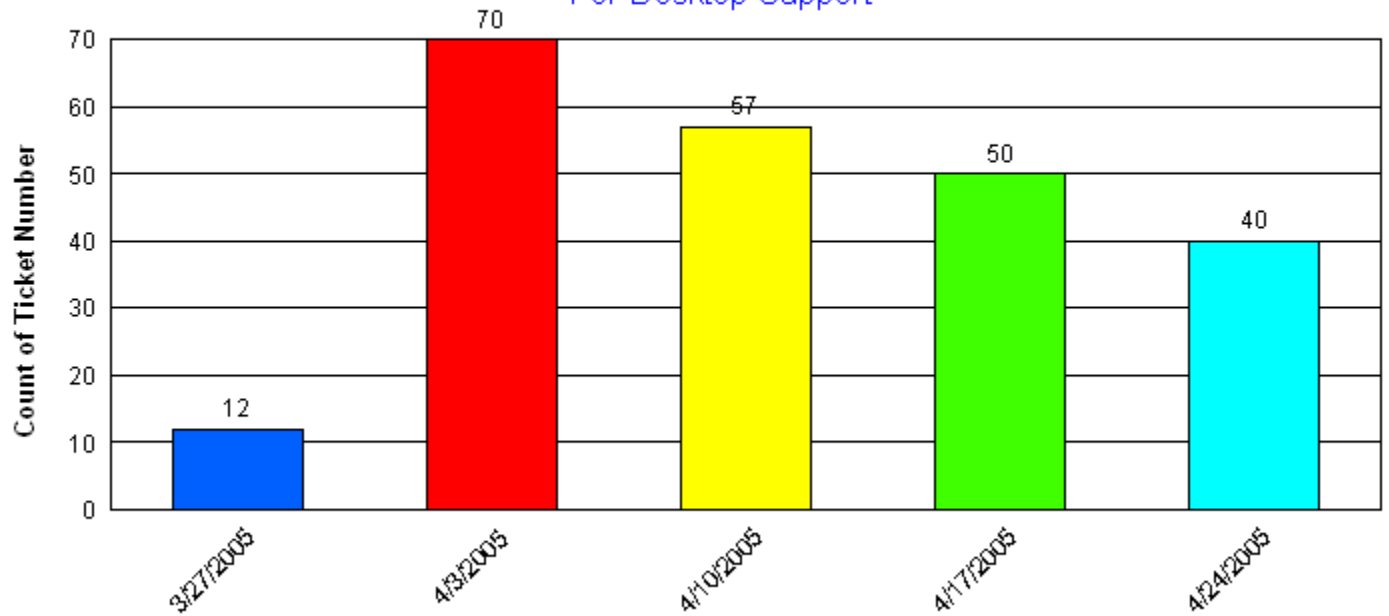
maboone1		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
Ticket Number:	0000115777		
Closed			
Ticket Number:	0000114287		
Ticket Number:	0000114296		
Ticket Number:	0000114526		
Ticket Number:	0000114602		
Ticket Number:	0000114637		
Ticket Number:	0000114144		
Ticket Number:	0000114921		
Ticket Number:	0000115183		
		<u>Total:</u> 9	
		<u>Total:</u> 1	Lab 021; Computer 021 PC 11; BSOD
		<u>Total:</u> 8	User: coowula1 needs profile recreated as afs drives do not map and s
		04/28/2005	When user logs into lab machines in ecs and go to excel he does not h
		04/07/2005	Computer 003 in Library room 037 (Basement lab) has stopped work
		04/07/2005	[lab] IMCPC06: Corrupt \winnt\sys32_intl.nls
		04/12/2005	[lab] Re-image ECS333PC01
		04/13/2005	User gets a window that says windows profile will not load
		04/13/2005	Biology rm 011. Lab printer BSO11Hp4100 on FS1.ad.umbc.edu que
		04/06/2005	[lab] Patapsco Lab machine will not login
		04/18/2005	
		04/20/2005	

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
omarn		<u>Total:</u>	43	
Resolved		<u>Total:</u>	14	
Ticket Number:	0000115630	04/27/2005		CHEM 100 (used to be 109) - No network connectivity- customer ne
Ticket Number:	0000115672	04/27/2005		Computer will not save or print.
Ticket Number:	0000114981	04/18/2005		Machine joined to Active Directory
Ticket Number:	0000115173	04/20/2005		Problems with my PC; ext 52520; Please contact at extention.
Ticket Number:	0000115652	04/27/2005		Work Order Request
Ticket Number:	0000115572	04/26/2005		user cannot print or do anything on the network after she logs into Nov
Ticket Number:	0000115696	04/27/2005		User's Windows OS seems to have failed; ext. 52549; Room 245 Chem
Ticket Number:	0000115519	04/25/2005		Request for Calendar
Ticket Number:	0000115487	04/25/2005		User cannot connect to I drive or the network. ext. 52199; Room 221 A
Ticket Number:	0000115220	04/21/2005		PUBPOLICY: 421 - Cannot login to network
Ticket Number:	0000115104	04/20/2005		Not able to log-in
Ticket Number:	0000114885	04/18/2005		Computer on boot up gets a message saying Low memory
Ticket Number:	0000114975	04/18/2005		Work Order Request
Ticket Number:	0000115089	04/19/2005		User wold like to have another Printer in her printing options
Closed		<u>Total:</u>	29	
Ticket Number:	0000115446	04/25/2005		Network printer setting will not hold for HP4100
Ticket Number:	0000114288	04/07/2005		System Shutdown
Ticket Number:	0000114307	04/08/2005		tree or server could not be found
Ticket Number:	0000114347	04/08/2005		User needs Novell printer added on machine
Ticket Number:	0000114636	04/13/2005		User cannot save to her I:/ drive. Dept: IDS. Can access info on the I:/
Ticket Number:	0000114616	04/13/2005		Lost access to the H & I drive
Ticket Number:	0000114576	04/12/2005		Department is getting a new network scanner, copier and needs to ha
Ticket Number:	0000114546	04/12/2005		Service Request
Ticket Number:	0000114540	04/12/2005		request for Novell client install on a grad. student lab machine
Ticket Number:	0000114329	04/08/2005		Admin 810; ext. 51577; User needs to have Active Directory Installed
Ticket Number:	0000114717	04/14/2005		Computer will not start up. The box is on but the screen is completely b
Ticket Number:	0000115114	04/20/2005		Novell system could not log you in
Ticket Number:	0000115080	04/19/2005		Work Order Request
Ticket Number:	0000114915	04/18/2005		New wireless mouse not working
Ticket Number:	0000114904	04/18/2005		Setup pc for network printers and synch palm pilot
Ticket Number:	0000114900	04/18/2005		Corporate Time
Ticket Number:	0000114751	04/14/2005		Admin rm 818. x53706. Needs 2 machines setup with basic OIT set
Ticket Number:	0000114790	04/15/2005		TRC rm225. x56566. User has too many pop ups and spyware, and w
Ticket Number:	0000114720	04/14/2005		Cannot logon Novell after installing AD
Ticket Number:	0000114070	04/05/2005		ADMIN 915: No internet connectivity
Ticket Number:	0000113953	04/04/2005		pup 224; ext. 52078; User Needs SPSS installed on his machine
Ticket Number:	0000114155	04/06/2005		Food Services UC rm 112. x52188 User cannot login to machine bec
Ticket Number:	0000114236	04/07/2005		South Campus : rm: 1.004 - Computer set up
Ticket Number:	0000114165	04/06/2005		public policy 355; ext 52568; Users says printer will not print at all fo
Ticket Number:	0000114077	04/05/2005		Physics rm 211. x51958. User reported opening the virus email today.
Ticket Number:	0000114086	04/05/2005		possible virus infection
Ticket Number:	0000114049	04/05/2005		Academic IV B-wing rm 345 (main office) x52444. Jack #338 is rep
Ticket Number:	0000114487	04/11/2005		Outlook removing mail from servers bad.
Ticket Number:	0000113933	04/04/2005		PC infested with pop-ups
sclark1		<u>Total:</u>	2	
Closed		<u>Total:</u>	2	
Ticket Number:	0000114106	04/05/2005		Can't connect to Resnet
Ticket Number:	0000114880	04/17/2005		after black out, jack is dead

talder1		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Resolved		Total: 7	
Ticket Number:	0000114378	04/08/2005	computer in ITE needs VisualStudio.net
Ticket Number:	0000115797	04/28/2005	User's virus scan will not update. Even after reinstall it says update fa
Closed		Total: 5	
Ticket Number:	0000114484	04/11/2005	User is not able to successfully login to resnet;Elk 532D;
Ticket Number:	0000114600	04/13/2005	WALKER 3-319-B - Various computer errors/ connection issues
Ticket Number:	0000114658	04/13/2005	User needs to set up appointment for virus cleaning and removal; ext 5
Ticket Number:	0000113986	04/04/2005	User's laptop has a spyware/virus that they cannot get rid of. Would l
Ticket Number:	0000113937	04/04/2005	RESNET on-site service: Virus removal for fee

Count of Ticket Number / Create Date

For Desktop Support



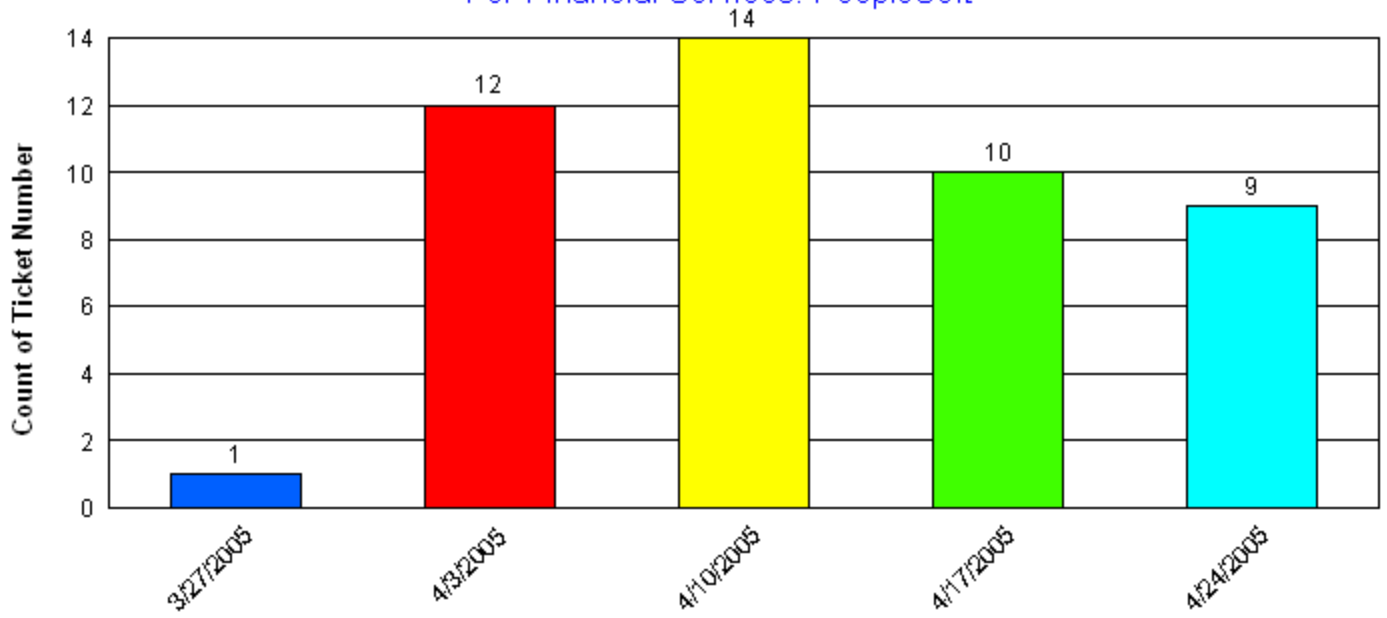
		<u>Create</u>	<u>Short Description</u>
	<u>Date</u>		
Financial Services: Peo	Total:	46	
Financial_Services:PS	Total:	1	
Closed	Total:	1	
Ticket Number: 0000114728	04/14/2005		Trial Balance Report
tkuonen	Total:	45	
Closed	Total:	45	
Ticket Number: 0000114735	04/14/2005		Create Query for State Orders
Ticket Number: 0000114777	04/15/2005		Retriever
Ticket Number: 0000114741	04/14/2005		Provide profile descriptions
Ticket Number: 0000114890	04/18/2005		Printing requisitions
Ticket Number: 0000115020	04/19/2005		can't print from Finance
Ticket Number: 0000115040	04/19/2005		Error messages in Finance
Ticket Number: 0000115043	04/19/2005		RE: Retro/Finance Report
Ticket Number: 0000115039	04/19/2005		PeopleSoft Problems
Ticket Number: 0000114907	04/18/2005		[Fwd: [Fwd: Returned mail: see transcript for details]]
Ticket Number: 0000113841	04/01/2005		REQ Approval
Ticket Number: 0000114018	04/05/2005		thanks!
Ticket Number: 0000114087	04/05/2005		Accounting Report
Ticket Number: 0000114138	04/06/2005		Professional Development Opportunity: Summer Creativity Course in E
Ticket Number: 0000114192	04/06/2005		access to retriever
Ticket Number: 0000114169	04/06/2005		10097 Retriever
Ticket Number: 0000114105	04/05/2005		RE: Transferred Grants
Ticket Number: 0000114078	04/05/2005		Re: Transferred Grants
Ticket Number: 0000113994	04/04/2005		PS log in or password invalid
Ticket Number: 0000113993	04/04/2005		PS log in or password invalid
Ticket Number: 0000114272	04/07/2005		PS Security Request
Ticket Number: 0000114239	04/07/2005		problem with receipts activity summary
Ticket Number: 0000114328	04/08/2005		[Fwd: security access]
Ticket Number: 0000114544	04/12/2005		Vanchon Brooks
Ticket Number: 0000114681	04/14/2005		RE: Need security Access
Ticket Number: 0000114666	04/13/2005		Fw: Peoplesoft grant reports
Ticket Number: 0000114665	04/13/2005		Can't log on
Ticket Number: 0000114660	04/13/2005		PS Support Request
Ticket Number: 0000114577	04/12/2005		Requester Approval
Ticket Number: 0000114566	04/12/2005		Reports
Ticket Number: 0000114433	04/11/2005		Re: Journal
Ticket Number: 0000114978	04/18/2005		Access Request Form
Ticket Number: 0000114439	04/11/2005		Printing requisitions
Ticket Number: 0000114431	04/11/2005		cannot access peoplesoft
Ticket Number: 0000115485	04/25/2005		PS Access
Ticket Number: 0000115295	04/22/2005		User can no longer log into PeopleSoft
Ticket Number: 0000115822	04/29/2005		[Fwd: Question]
Ticket Number: 0000115661	04/27/2005		Peoplesoft Security
Ticket Number: 0000115641	04/27/2005		remedy
Ticket Number: 0000115640	04/27/2005		remedy
Ticket Number: 0000115524	04/25/2005		Retriever Access
Ticket Number: 0000115479	04/25/2005		Need Help
Ticket Number: 0000115477	04/25/2005		4 ARDJ entries are not Jrnl Generating
Ticket Number: 0000115459	04/25/2005		Roles
Ticket Number: 0000115299	04/22/2005		Requisition Authority for Janice Oneill
Ticket Number: 0000115316	04/22/2005		Access to Retriever

Create
Date

Short Description

Count of Ticket Number / Create Date

For Financial Services: PeopleSoft



<u>Helpdesk</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
HD:Tape_Changes	540		
Closed	7		
Ticket Number: 0000115219		04/21/2005	4/21 - tape change
Ticket Number: 0000115375		04/23/2005	4/23/05 2:00pm tape change
Ticket Number: 0000115763		04/28/2005	4/28 tape change
Ticket Number: 0000114243		04/07/2005	4/7 Thursday - tape change
Ticket Number: 0000114395		04/09/2005	4/9/05 2:00pm tape change
Ticket Number: 0000113884		04/02/2005	4/2/05 2:00pm tape change
Ticket Number: 0000114707		04/14/2005	4/14 - Thursday's tape change
HelpDesk	42		
Closed	42		
Ticket Number: 0000114732		04/14/2005	Password reset for sabae1
Ticket Number: 0000114788		04/15/2005	Malqueen - do not have access to HR's I drive
Ticket Number: 0000114906		04/18/2005	need password reset
Ticket Number: 0000115165		04/20/2005	Customer unable to delete files
Ticket Number: 0000115117		04/20/2005	Gradeschool - Kathy/can not delete mail
Ticket Number: 0000115087		04/19/2005	Password Reset for myUMBC
Ticket Number: 0000115054		04/19/2005	User requesting for a password reset
Ticket Number: 0000115056		04/19/2005	Password Reset
Ticket Number: 0000115052		04/19/2005	Password reset for techport
Ticket Number: 0000115038		04/19/2005	walk-in password reset request
Ticket Number: 0000115007		04/19/2005	New employee - create email account
Ticket Number: 0000114912		04/18/2005	Can not transfer files for class
Ticket Number: 0000114888		04/18/2005	Sue called in for Dr Johnson - over quota in mail
Ticket Number: 0000113821		04/01/2005	Student-have afs space for web/How do I publish my site
Ticket Number: 0000113826		04/01/2005	Donna garland / can not delete mail
Ticket Number: 0000114005		04/04/2005	User forgot password
Ticket Number: 0000114103		04/05/2005	GEOG 415 - Added customer to class
Ticket Number: 0000114119		04/05/2005	Password Reset
Ticket Number: 0000114147		04/06/2005	Password reset
Ticket Number: 0000114162		04/06/2005	Reset Password
Ticket Number: 0000114151		04/06/2005	can not access account - will be a summer student
Ticket Number: 0000114507		04/12/2005	sheila / excel document acting like it may have a virus
Ticket Number: 0000114115		04/05/2005	User forgot password
Ticket Number: 0000114044		04/05/2005	hickernell / ticket enter yesterday for novell reset
Ticket Number: 0000114015		04/05/2005	P.Bosley-Delta PS / I think I may have a virus
Ticket Number: 0000114116		04/05/2005	Edit signature file/Mozilla
Ticket Number: 0000114233		04/07/2005	t.aylesworth - can not delete mail receive error msg
Ticket Number: 0000115431		04/25/2005	Brian / Adm 2nd fl - just lost all network connections...
Ticket Number: 0000114564		04/12/2005	Password Reset for dkim1
Ticket Number: 0000115207		04/21/2005	Student-offcampus/can not delete mail
Ticket Number: 0000114320		04/08/2005	Student-offcampus/over quota-waiting for exam thru email
Ticket Number: 0000114306		04/08/2005	Faculty/attached excel file from home-can not open this
Ticket Number: 0000114286		04/07/2005	quota increase
Ticket Number: 0000114279		04/07/2005	quota increase
Ticket Number: 0000115214		04/21/2005	caitlin1 - have not recieved email for 24 hours....
Ticket Number: 0000115223		04/21/2005	3 new messages; 11:00 am; April 21, 2005;
Ticket Number: 0000115443		04/25/2005	Can not remember pw to register
Ticket Number: 0000115601		04/26/2005	Password Reset
Ticket Number: 0000115775		04/28/2005	password reset request
Ticket Number: 0000115693		04/27/2005	Password Reset
Ticket Number: 0000115616		04/26/2005	Password reset
Ticket Number: 0000115558		04/26/2005	student-offcampus/can not kill my compile

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
anna	<u>Total:</u> 25	
Resolved	<u>Total:</u> 5	
Ticket Number: 0000115563	04/26/2005	Work Order Request-Believe I have a virus
Ticket Number: 0000115588	04/26/2005	Work Order Request-Can not access imap.umbc.edu
Ticket Number: 0000115597	04/26/2005	Server error
Ticket Number: 0000115596	04/26/2005	GL login problems
Ticket Number: 0000115593	04/26/2005	Work Order Request-No longer log into webmail
Closed	<u>Total:</u> 20	
Ticket Number: 0000115586	04/26/2005	No subject
Ticket Number: 0000115659	04/27/2005	Net-Temps Career News
Ticket Number: 0000114263	04/07/2005	request to install Linux on a UMBC machine in lab ITE109
Ticket Number: 0000114340	04/08/2005	Re: Posters for Computer Mania
Ticket Number: 0000114223	04/07/2005	Testing for Urgent tickets
Ticket Number: 0000114748	04/14/2005	off-campus file access question ...>>>
Ticket Number: 0000114834	04/15/2005	Work Order Request-Can not delete mail
Ticket Number: 0000114931	04/18/2005	email problems
Ticket Number: 0000114933	04/18/2005	No subject
Ticket Number: 0000114944	04/18/2005	Email Problem
Ticket Number: 0000114950	04/18/2005	HELP!
Ticket Number: 0000114973	04/18/2005	No subject
Ticket Number: 0000114952	04/18/2005	Problems with Squirrel Update
Ticket Number: 0000114945	04/18/2005	webmail
Ticket Number: 0000114938	04/18/2005	whats up with my account
Ticket Number: 0000114937	04/18/2005	MY FILE IS EMPTY!
Ticket Number: 0000114874	04/17/2005	No subject
Ticket Number: 0000114882	04/17/2005	Disk Usage Question
Ticket Number: 0000114860	04/15/2005	disk quota
Ticket Number: 0000114765	04/15/2005	No subject
egabril	<u>Total:</u> 15	
Closed	<u>Total:</u> 15	
Ticket Number: 0000114547	04/12/2005	Lab computers cannot connect with the printers in the office despite t
Ticket Number: 0000113888	04/02/2005	Email space quota problem
Ticket Number: 0000113882	04/02/2005	4/2/05 SAS 9 6 disc set checkout
Ticket Number: 0000113885	04/02/2005	4/2/05 2:00pm lab check
Ticket Number: 0000113881	04/02/2005	Wanted: High Rollers & Fearless Gamblers ID:3E5zv6
Ticket Number: 0000113877	04/02/2005	4/2/05 11:00am phone mail check
Ticket Number: 0000113879	04/02/2005	Problem w/ e-mail service
Ticket Number: 0000113874	04/01/2005	Closing action on April 1 2005 at 12 p.m.
Ticket Number: 0000113873	04/01/2005	Lab Check April 1 11:00 p.m.
Ticket Number: 0000113872	04/01/2005	?How do you remove a name for a group/webmail
Ticket Number: 0000113837	04/01/2005	login problems
Ticket Number: 0000113820	04/01/2005	DHCP not assigning IPs, verified on Fac/Staff and Lab machines.
Ticket Number: 0000114648	04/13/2005	Work Order Request
Ticket Number: 0000113887	04/02/2005	Email quota
Ticket Number: 0000113886	04/02/2005	4/2/05 2:00pm phone mail check

ha2		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	54
		<u>Total:</u>	10
Ticket Number:	0000115005	04/19/2005	SAS 9.1 checkout
Ticket Number:	0000115530	04/25/2005	SAS V. 9 CD check out
Ticket Number:	0000115432	04/25/2005	[Fwd: QUOTA WARNING for your myUMBC account]
Ticket Number:	0000115343	04/22/2005	Not receiving certain emails
Ticket Number:	0000115354	04/23/2005	Work Order Request
Ticket Number:	0000115623	04/26/2005	No subject
Ticket Number:	0000115654	04/27/2005	Work Order Request-Would like to run a dual boot system
Ticket Number:	0000115891	04/30/2005	A Request!
Ticket Number:	0000115878	04/30/2005	[ID#0000115432
Ticket Number:	0000115860	04/29/2005	PW reset ID

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000115383	04/23/2005	44	getting into account BUT not into her email!
Ticket Number: 0000115392	04/24/2005		Work Order Request
Ticket Number: 0000115879	04/30/2005		=?utf-8?q?Too extremely well I?=-
Ticket Number: 0000115411	04/24/2005		Work Order Request
Ticket Number: 0000115410	04/24/2005		Work Order Request
Ticket Number: 0000115409	04/24/2005		Work Order Request
Ticket Number: 0000115408	04/24/2005		Webmail down?
Ticket Number: 0000115404	04/24/2005		squirrelmail
Ticket Number: 0000115405	04/24/2005		Squirrel Mail login problem
Ticket Number: 0000115402	04/24/2005		email problem
Ticket Number: 0000115401	04/24/2005		Work Order Request
Ticket Number: 0000115403	04/24/2005		Login Ino
Ticket Number: 0000115399	04/24/2005		Work Order Request
Ticket Number: 0000115397	04/24/2005		USER nagappa canot access webmail
Ticket Number: 0000115395	04/24/2005		Work Order Request
Ticket Number: 0000115396	04/24/2005		Work Order Request
Ticket Number: 0000115394	04/24/2005		Work Order Request
Ticket Number: 0000115393	04/24/2005		Work Order Request
Ticket Number: 0000115521	04/25/2005		Ticket # 0000114914
Ticket Number: 0000115391	04/24/2005		Work Order Request
Ticket Number: 0000115389	04/24/2005		urgent
Ticket Number: 0000115390	04/24/2005		Work Order Request
Ticket Number: 0000114382	04/09/2005		TKO NOTICE 2 : eBay Registration Suspension - Section 9
Ticket Number: 0000114388	04/09/2005		spyware (DSO Exploit) cannot be deleted
Ticket Number: 0000114923	04/18/2005		inbox is empty!
Ticket Number: 0000114383	04/09/2005		TKO NOTICE 2 : eBay Registration Suspension - Section 9
Ticket Number: 0000115280	04/22/2005		Physical Plant rm 104. x51572. Win XP machine got virus and user c
Ticket Number: 0000114003	04/04/2005		User is having problems with Linux dialer
Ticket Number: 0000113904	04/03/2005		Computer in the library lounge
Ticket Number: 0000113891	04/02/2005		4/2/05 SPSS v 12 checkout
Ticket Number: 0000114935	04/18/2005		Help!!!
Ticket Number: 0000114988	04/18/2005		User is getting 169 IP address
Ticket Number: 0000114954	04/18/2005		unable to access gl email account
Ticket Number: 0000114942	04/18/2005		help
Ticket Number: 0000114932	04/18/2005		Problems
Ticket Number: 0000114929	04/18/2005		Can not get to my E mail
Ticket Number: 0000114927	04/18/2005		can't get into my email
Ticket Number: 0000114948	04/18/2005		my email account
Ticket Number: 0000114926	04/18/2005		inbox issues
Ticket Number: 0000114914	04/18/2005		In reference to ticket # 112882; User called manufacturer and they sai
Ticket Number: 0000114967	04/18/2005		Changing Schedule
Ticket Number: 0000114881	04/17/2005		Tape changes for 4/17/05
Ticket Number: 0000114872	04/17/2005		Work Order Request
Ticket Number: 0000114846	04/15/2005		Work Order Request-Can not longer access account

kherna1		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Resolved		Total:	1
Ticket Number:	0000115802	04/28/2005	myUMBC password reset for Harry Cohen
Closed		Total:	23
Ticket Number:	0000115325	04/22/2005	Physics rm 226. x51458. Dell win xp Needs reinstall since its been ha
Ticket Number:	0000115543	04/26/2005	=?utf-8?q?You have recived eca?= Exchange links with radarsync.com
Ticket Number:	0000115529	04/25/2005	After update to WinXP SP2, customer has lost icons
Ticket Number:	0000115444	04/25/2005	Unauthorized Account Access:(Routing code: W7RS-LQ3-QRZ)
Ticket Number:	0000115347	04/23/2005	myUMBC down? (Problems granting enrollment permissions)
Ticket Number:	0000115348	04/23/2005	stjones quota
Ticket Number:	0000114386	04/09/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000114407	04/10/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000114397	04/09/2005	No subject
Ticket Number:	0000114503	04/12/2005	User requests increase in disk space quota for academic purposes.
Ticket Number:	0000114654	04/13/2005	User needs more quota for class
Ticket Number:	0000114671	04/13/2005	Link to Fall 2005 Schedule of Classes
Ticket Number:	0000114667	04/13/2005	4/12/2005: opening voicemail
Ticket Number:	0000114505	04/12/2005	opening phonemail 4.12.05
Ticket Number:	0000114504	04/12/2005	myUMBC Account Creation for Madhumita Datta
Ticket Number:	0000114721	04/14/2005	Quota Increase
Ticket Number:	0000115100	04/20/2005	Dermatis
Ticket Number:	0000115098	04/20/2005	Internal server error? I am a student at umbc
Ticket Number:	0000114896	04/18/2005	myUMBC Password Reset for Pamela Riley
Ticket Number:	0000114909	04/18/2005	myUMBC Account Creation for LuAnn Day
Ticket Number:	0000114441	04/11/2005	myUMBC Account Creation for Dee Ann Drummey
Ticket Number:	0000113928	04/04/2005	Increase Disk Space Quota
Ticket Number:	0000113926	04/04/2005	

kincaid	<u>Create</u>	<u>Short Description</u>
Resolved	<u>Date</u>	
	<u>Total:</u> 97	
	<u>Total:</u> 20	
Ticket Number: 0000115119	04/20/2005	webmail subfolder problem
Ticket Number: 0000115211	04/21/2005	About Disk Usage
Ticket Number: 0000115271	04/21/2005	Help with E-mail
Ticket Number: 0000115342	04/22/2005	IE Content Advisor
Ticket Number: 0000115697	04/27/2005	Mail system not working properly
Ticket Number: 0000115613	04/26/2005	Checklist 4-26-05 14.00
Ticket Number: 0000115621	04/26/2005	VM Check 4-26-05 17.00
Ticket Number: 0000115608	04/26/2005	Labcheck 4-26-05 14.00
Ticket Number: 0000115541	04/25/2005	Labcheck 4-25-05 23.00
Ticket Number: 0000115314	04/22/2005	Work Order Request
Ticket Number: 0000115268	04/21/2005	Work Order Request
Ticket Number: 0000115146	04/20/2005	Sponsor Account
Ticket Number: 0000115627	04/26/2005	Labcheck 4-26-05 20.00
Ticket Number: 0000115629	04/26/2005	Labcheck 4-26-05 23.00
Ticket Number: 0000115692	04/27/2005	Work Order Request-Exceeded mail quota
Ticket Number: 0000115739	04/28/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000115698	04/27/2005	RE: Mail system not working properly
Ticket Number: 0000115749	04/28/2005	Increase mailbox space
Ticket Number: 0000115779	04/28/2005	EMail
Ticket Number: 0000115785	04/28/2005	new myumbc account request

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000115194	04/21/2005	77	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000115212	04/21/2005		Student unable to see fall courses
Ticket Number: 0000115764	04/28/2005		1. Username harold, 52567 Carrie Harold, needs disk quota increased
Ticket Number: 0000115699	04/27/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000115270	04/21/2005		UPInternet Banking Security Notice
Ticket Number: 0000115267	04/21/2005		UPInternet Banking Security Notice
Ticket Number: 0000115252	04/21/2005		cant register
Ticket Number: 0000115216	04/21/2005		Students Schedule is not showing up even though he registered for Fal
Ticket Number: 0000115197	04/21/2005		Work Order Request-Addtl info for previous ticket submitted
Ticket Number: 0000115205	04/21/2005		quota increase
Ticket Number: 0000114249	04/07/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000114248	04/07/2005		Work Order Request-Can not log into myumbc
Ticket Number: 0000114231	04/07/2005		Email quota increase
Ticket Number: 0000114281	04/07/2005		Work Order Request-Quota is at 100%
Ticket Number: 0000114283	04/07/2005		ID#0000114049
Ticket Number: 0000114672	04/13/2005		[Fwd: Unauthorized Account Access: (Routing code: W7S-LQ3-L-X3)
Ticket Number: 0000114669	04/13/2005		Unauthorized Account Access: (Routing code: W7S-LQ3-L-X3)
Ticket Number: 0000114659	04/13/2005		Unauthorized Account Access: (Routing code: W7S-LQ3-L-X3)
Ticket Number: 0000114693	04/14/2005		New account name change
Ticket Number: 0000114642	04/13/2005		disk space
Ticket Number: 0000114627	04/13/2005		help
Ticket Number: 0000114623	04/13/2005		socy101 - tufekci - group c
Ticket Number: 0000114615	04/13/2005		Opening up a past blackboard class
Ticket Number: 0000114612	04/13/2005		VM check 4-13-05 11.00
Ticket Number: 0000114593	04/13/2005		Work Order Request-Receiving anothers email
Ticket Number: 0000114585	04/12/2005		Labcheck 4-12-05 23.00
Ticket Number: 0000114584	04/12/2005		Labcheck 4-12-05 20.00
Ticket Number: 0000114582	04/12/2005		VM check 4-12-05 17.00
Ticket Number: 0000114513	04/12/2005		quota increase for user
Ticket Number: 0000114510	04/12/2005		Phillip Cho - New employee in Physical Plant
Ticket Number: 0000114483	04/11/2005		account space increase request
Ticket Number: 0000114452	04/11/2005		Fwd: Please Restore Your Account Access
Ticket Number: 0000114418	04/11/2005		PC bypasses the novell login
Ticket Number: 0000114404	04/10/2005		Work Order Request-Email full,can not delete
Ticket Number: 0000114392	04/09/2005		Disk space
Ticket Number: 0000114354	04/08/2005		Campus Connection
Ticket Number: 0000114352	04/08/2005		Blackboard Community
Ticket Number: 0000114350	04/08/2005		MS Software
Ticket Number: 0000114280	04/07/2005		Work Order Request
Ticket Number: 0000114271	04/07/2005		Work Order Request-Can not delete mail
Ticket Number: 0000114535	04/12/2005		econ312 0201 - ng
Ticket Number: 0000114024	04/05/2005		how can I arrange for more storage space for my email
Ticket Number: 0000114210	04/07/2005		Work Order Request-PRoblems w/ftp
Ticket Number: 0000114209	04/06/2005		Quota
Ticket Number: 0000114136	04/05/2005		Labcheck 4-5-05 23.00
Ticket Number: 0000114135	04/05/2005		VM check 4-5-05 23.00
Ticket Number: 0000114132	04/05/2005		Labcheck 4-5-05 20.00
Ticket Number: 0000114331	04/08/2005		asap
Ticket Number: 0000114102	04/05/2005		Disk Usage Question
Ticket Number: 0000114084	04/05/2005		I think my email may have a virus
Ticket Number: 0000114080	04/05/2005		Quota increase request
Ticket Number: 0000114074	04/05/2005		Don't open attachment - Possible Virus Received?? [Fwd: Thanks!]
Ticket Number: 0000114031	04/05/2005		[Fwd: Returned mail: see transcript for details]
Ticket Number: 0000114023	04/05/2005		[Fwd: Returned mail: see transcript for details]

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000113908	04/03/2005	Work Order Request
Ticket Number: 0000114211	04/07/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000114678	04/14/2005	Daniel Huh (2nd request)
Ticket Number: 0000114772	04/15/2005	assistance with an account
Ticket Number: 0000114724	04/14/2005	quota increase
Ticket Number: 0000114856	04/15/2005	Pipette, Balance, and Thermometer Calibration at Best Lab Deals
Ticket Number: 0000114862	04/15/2005	Auto-Re:
Ticket Number: 0000114869	04/16/2005	quota
Ticket Number: 0000115193	04/21/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000115184	04/21/2005	Dermatitis
Ticket Number: 0000115126	04/20/2005	Net-Temps Career News
Ticket Number: 0000115097	04/19/2005	Labcheck 4-19-05 23.00
Ticket Number: 0000115092	04/19/2005	Labcheck 4-19-05 20.00
Ticket Number: 0000115091	04/19/2005	Phonemail Check 4-19-05 17.00
Ticket Number: 0000115032	04/19/2005	Private Message From eBay Accounts Management !!!
Ticket Number: 0000115030	04/19/2005	quota increase for user
Ticket Number: 0000115011	04/19/2005	Training
Ticket Number: 0000114996	04/19/2005	Quota increase
Ticket Number: 0000114953	04/18/2005	email
Ticket Number: 0000114928	04/18/2005	Problems with email!
Ticket Number: 0000114924	04/18/2005	email error
Ticket Number: 0000114853	04/15/2005	Work Order Request-Can not connect to H drive
Ticket Number: 0000114835	04/15/2005	Out Of the Office Until April 15th
mcs pads1	<u>Total:</u> 3	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000115831	04/29/2005	User needs webmail password reset because he cannot get in through E
Closed	<u>Total:</u> 2	
Ticket Number: 0000115266	04/21/2005	User getting limited or no connectivity
Ticket Number: 0000113903	04/03/2005	SAS v. 9 checkout.

mnolan1		<u>Create</u>		<u>Short Description</u>
Resolved		<u>Date</u>		
		<u>Total:</u>	76	
		<u>Total:</u>	10	
Ticket Number:	0000115679	04/27/2005		quota Increase
Ticket Number:	0000114406	04/10/2005		Work Order Request-Unable to get into myUMBC
Ticket Number:	0000115872	04/29/2005		4/29/05 5:00pm phone mail check
Ticket Number:	0000115786	04/28/2005		Borrowing SAS V.8
Ticket Number:	0000115874	04/29/2005		4/29/05 8:00pm lab check
Ticket Number:	0000115805	04/28/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000115875	04/29/2005		4/29/05 11:00pm lab check
Ticket Number:	0000115883	04/30/2005		11:00 Phone Mail Check
Ticket Number:	0000115884	04/30/2005		11:00 Lab Check 4/30
Ticket Number:	0000115876	04/30/2005		4/29/05 11:59pm lab check

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
Ticket Number: 0000115275	04/22/2005	66	opening phonemail 4.22
Ticket Number: 0000115614	04/26/2005		my.umbc.edu, webmail.umbc.edu DOWN!
Ticket Number: 0000115612	04/26/2005		4/26 all tapes have been changed.
Ticket Number: 0000115598	04/26/2005		Work Order Request-Can not log into email
Ticket Number: 0000115595	04/26/2005		Can not log onto Webmail
Ticket Number: 0000115575	04/26/2005		1 new message; Tuesday April 26; 11:30 Phonemail Check;
Ticket Number: 0000115549	04/26/2005		opening phonemail - 4/26/05
Ticket Number: 0000115542	04/26/2005		4/26/2005: Phonemail check 4:30am
Ticket Number: 0000115538	04/25/2005		Trying to delete mail in webmail, but account is full
Ticket Number: 0000115423	04/24/2005		11 p.m. lab check 4-24-05
Ticket Number: 0000115398	04/24/2005		Problems with UMBC
Ticket Number: 0000115387	04/23/2005		Saturday April 23, 2005; 11:00 pm;
Ticket Number: 0000115381	04/23/2005		Saturday April 23, 2005; 8:00 pm;
Ticket Number: 0000115377	04/23/2005		4/23/05 2:00pm lab check
Ticket Number: 0000115376	04/23/2005		4/23/05 2:00pm phone mail check
Ticket Number: 0000115425	04/25/2005		help
Ticket Number: 0000115319	04/22/2005		No Phonemail ticket 4/22/05 2pm
Ticket Number: 0000115344	04/22/2005		4-22 11 p.m. lab check
Ticket Number: 0000115371	04/23/2005		4/23/05 11:00am phone mail check
Ticket Number: 0000115346	04/22/2005		Closing 12 midnight 4-22/23
Ticket Number: 0000115317	04/22/2005		4/22 all tapes have been changed.
Ticket Number: 0000114260	04/07/2005		04/07/04; 12:30 pm; No New Messages
Ticket Number: 0000114380	04/08/2005		8 p.m. labcheck and poster post 4-8-05
Ticket Number: 0000114385	04/09/2005		4/9/05 11:00am phone mail check
Ticket Number: 0000114638	04/13/2005		at capacity
Ticket Number: 0000114628	04/13/2005		Work Order Request-Problem w/viewing email msg
Ticket Number: 0000114617	04/13/2005		Net-Temps Career News
Ticket Number: 0000114603	04/13/2005		SAS software
Ticket Number: 0000114601	04/13/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000114599	04/13/2005		opening phonemail 4.13
Ticket Number: 0000114587	04/13/2005		4/13/2005: Opening checklist
Ticket Number: 0000114403	04/10/2005		4-10-05 2 p.m. lab check
Ticket Number: 0000114400	04/10/2005		11:00 Lab Check 4/10
Ticket Number: 0000114401	04/10/2005		Opening 4-10-05 11:30 a.m.
Ticket Number: 0000114398	04/09/2005		4/9/05 5:00pm phone mail check
Ticket Number: 0000114394	04/09/2005		4/9/05 2:00pm lab check
Ticket Number: 0000114390	04/09/2005		4/9/05 2:00pm phone mail check
Ticket Number: 0000114381	04/08/2005		11 p.m. 4-8-05 lab check
Ticket Number: 0000114365	04/08/2005		No new Messages; 2:00 pm; Friday April 08,2005
Ticket Number: 0000114498	04/11/2005		Work Order Request-Can not delete mail
Ticket Number: 0000114480	04/11/2005		phonemail 2 p.m. 4-11-05
Ticket Number: 0000114366	04/08/2005		No new Messages; 4:00 pm; Friday April 08,2005
Ticket Number: 0000114633	04/13/2005		USB Jump Drives on Linux Machines
Ticket Number: 0000114866	04/15/2005		4-15-05 Labcheck
Ticket Number: 0000114626	04/13/2005		Quota Increase
Ticket Number: 0000115379	04/23/2005		4/23/05 5:00pm phone mail check
Ticket Number: 0000114489	04/11/2005		=?GB2312?B?gZ+BnoNBg0ODaIOLgsyCoILxgsiJ34uOgrGC8YLIi
Ticket Number: 0000114205	04/06/2005		Work Order Request-BB problems
Ticket Number: 0000114140	04/06/2005		opening phone mail 4.6
Ticket Number: 0000114139	04/06/2005		4/6/2005: morning checklist
Ticket Number: 0000114118	04/05/2005		Work Order Request-Can not delete mail
Ticket Number: 0000114109	04/05/2005		2:00pm voicemail check. 1 msg 54213. 12:20pm Hang up.
Ticket Number: 0000114108	04/05/2005		4/5 all tapes have been changed.
Ticket Number: 0000113883	04/02/2005		Work Order Request

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000114127	04/05/2005	Banned file: nnrue.bat in mail from you
Ticket Number: 0000113946	04/04/2005	E-mail archice
Ticket Number: 0000114729	04/14/2005	Sharing online exams
Ticket Number: 0000114870	04/17/2005	8/11:00 Lab Check 4/17/05
Ticket Number: 0000114876	04/17/2005	Opening 4-17 11:30 a.m.
Ticket Number: 0000115118	04/20/2005	Mail quota Increase
Ticket Number: 0000115101	04/20/2005	opening phonemail 4.20
Ticket Number: 0000115078	04/19/2005	2:50 pm; Tuesday April 19, 2005; No New Messages;
Ticket Number: 0000115148	04/20/2005	email account
Ticket Number: 0000114940	04/18/2005	all of my inbox cannot be accessed
Ticket Number: 0000114867	04/15/2005	4-15-05 labcheck 11 p.m.
Ticket Number: 0000114740	04/14/2005	4/14 2:00pm phone mail check. 2 msges.
myers	Total: 36	
Resolved	Total: 3	
Ticket Number: 0000115651	04/27/2005	Work Order Request-HP security pw forgotten
Ticket Number: 0000115642	04/27/2005	Create Faculty myUMBC Account
Ticket Number: 0000115650	04/27/2005	quota increase
Closed	Total: 33	
Ticket Number: 0000115318	04/22/2005	Work Order Request
Ticket Number: 0000115511	04/25/2005	Reset password for Residential Life alias address
Ticket Number: 0000115400	04/24/2005	Work Order Request
Ticket Number: 0000114338	04/08/2005	HP ACCOUNT REQUESTS
Ticket Number: 0000114376	04/08/2005	Novell account
Ticket Number: 0000114501	04/11/2005	I am not getting emails
Ticket Number: 0000114531	04/12/2005	LaSalle Online Banking - Urgent Account Verification !
Ticket Number: 0000114527	04/12/2005	Work Order Request-No info in ticket
Ticket Number: 0000114474	04/11/2005	Disk Usage
Ticket Number: 0000114476	04/11/2005	Please activate Chaitali Mukhopadhyay
Ticket Number: 0000114464	04/11/2005	E-mail account
Ticket Number: 0000114877	04/17/2005	SPSS v 12 check out
Ticket Number: 0000115050	04/19/2005	Account Set up
Ticket Number: 0000115082	04/19/2005	Authentication errors when trying to setup vacation msg
Ticket Number: 0000115167	04/20/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000115149	04/20/2005	User is getting a viruse on the computer
Ticket Number: 0000115548	04/26/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000115113	04/20/2005	Need to activate user Denis PProvencher
Ticket Number: 0000115077	04/19/2005	receipt e-mail
Ticket Number: 0000115055	04/19/2005	request
Ticket Number: 0000115008	04/19/2005	Robert Thomas/HP Account creation
Ticket Number: 0000115002	04/19/2005	Reset security password
Ticket Number: 0000114901	04/18/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000114895	04/18/2005	Can't access Blackboard
Ticket Number: 0000114530	04/12/2005	LaSalle Online Banking - Urgent Account Verification !
Ticket Number: 0000113859	04/01/2005	psyc 285/anderson
Ticket Number: 0000113896	04/03/2005	problem with email???
Ticket Number: 0000113957	04/04/2005	Work Order Request-What is site for ftp
Ticket Number: 0000114201	04/06/2005	Work Order Request-VPN access to Brian Thompson
Ticket Number: 0000114172	04/06/2005	request
Ticket Number: 0000114041	04/05/2005	Quota Warning - Please increase disk space
Ticket Number: 0000113964	04/04/2005	request
Ticket Number: 0000113863	04/01/2005	Burster/Needs Service

<u>myo</u>	<u>Resolved</u>	<u>Create Date</u>	<u>Short Description</u>
		<u>Total:</u> 144	
		<u>Total:</u> 34	
Ticket Number:	0000115838	04/29/2005	Quota Increase
Ticket Number:	0000115174	04/20/2005	Work Order Request
Ticket Number:	0000115215	04/21/2005	Work Order Request-Problems w/acct on library pc
Ticket Number:	0000115382	04/23/2005	my umbc is not working!
Ticket Number:	0000115510	04/25/2005	User requests access for political science website; ext 52194; Room 3
Ticket Number:	0000115606	04/26/2005	VM check 4-26-05 14.00
Ticket Number:	0000115472	04/25/2005	New staff member needs account setup
Ticket Number:	0000115242	04/21/2005	Forwarding Email
Ticket Number:	0000115260	04/21/2005	Microsoft Outlook
Ticket Number:	0000114677	04/14/2005	User is unable to log into Windows computers
Ticket Number:	0000115624	04/26/2005	User needs to be removed from a few courses.
Ticket Number:	0000115810	04/29/2005	QUOTA IS FULL
Ticket Number:	0000115633	04/27/2005	[Fwd: list PEOPLESOFT: List Message Rejected]
Ticket Number:	0000115861	04/29/2005	Work Order Request
Ticket Number:	0000115858	04/29/2005	Lab check 2pm 4/29/05
Ticket Number:	0000115857	04/29/2005	4/29 all tapes changed.
Ticket Number:	0000115852	04/29/2005	2pm phone mail check. no msges.
Ticket Number:	0000115851	04/29/2005	11am phone mail check, no msges.
Ticket Number:	0000115820	04/29/2005	increase quota
Ticket Number:	0000115814	04/29/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000115813	04/29/2005	opening phonemail 4.29
Ticket Number:	0000115812	04/29/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000115811	04/29/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000115793	04/28/2005	Turnitin
Ticket Number:	0000115791	04/28/2005	Checklist 4-28-05 14.00
Ticket Number:	0000115789	04/28/2005	VM Check 4-28-05 14.00
Ticket Number:	0000115788	04/28/2005	Labcheck 4-28-05 14.00
Ticket Number:	0000115882	04/30/2005	More Space
Ticket Number:	0000115871	04/29/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000115765	04/28/2005	phonemail; 1 new message; April 28th 2006; 11AM;
Ticket Number:	0000115730	04/28/2005	6:30 Lab Check 4/28
Ticket Number:	0000115676	04/27/2005	11am phone mail check 1 msg.
Ticket Number:	0000115670	04/27/2005	Work Order Request-Can not send or receive mail
Ticket Number:	0000115657	04/27/2005	Dr. Wendy Carter needs a myumbc account.

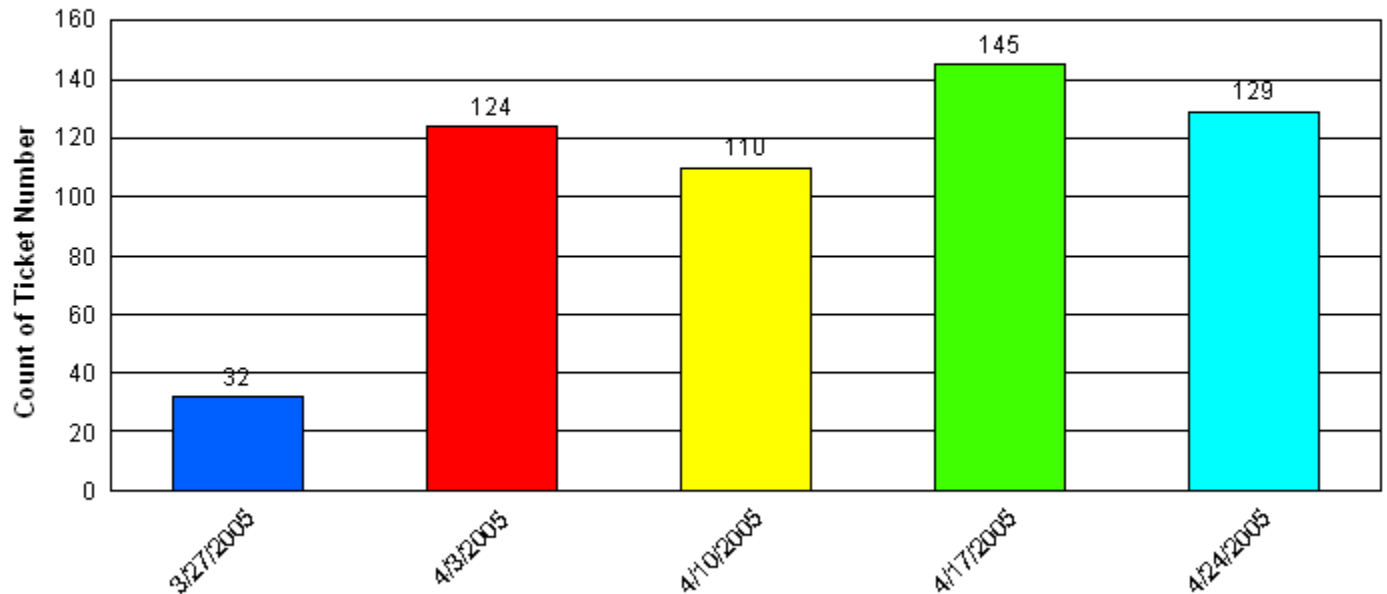
<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		110	
Ticket Number: 0000115251	04/21/2005		SPSS 12 loan
Ticket Number: 0000115476	04/25/2005		User requests quota increase so that he can clean out his inbox; ext. 5
Ticket Number: 0000115474	04/25/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000115469	04/25/2005		No subject
Ticket Number: 0000115468	04/25/2005		HELP!!!
Ticket Number: 0000115460	04/25/2005		e mail
Ticket Number: 0000115433	04/25/2005		Email account for collaborating faculty/staff
Ticket Number: 0000115427	04/25/2005		Checklist 4-25-05 7.30
Ticket Number: 0000115413	04/24/2005		quota
Ticket Number: 0000115494	04/25/2005		Increase allocated disk space
Ticket Number: 0000115481	04/25/2005		1 new message: 9:40 am; Monday April 25th, 2005;
Ticket Number: 0000115331	04/22/2005		User is unable to log in to SkillSoft; Ext. 52988; Room UMBC locksm
Ticket Number: 0000115426	04/25/2005		Labcheck 4-25-05 3.00
Ticket Number: 0000115303	04/22/2005		11:50 AM; No new Messages; Friday, April 22nd, 2005;
Ticket Number: 0000115265	04/21/2005		Disk Quota
Ticket Number: 0000115273	04/22/2005		RE: QUOTA WARNING for your myUMBC account
Ticket Number: 0000114278	04/07/2005		VM Check 4-7-05
Ticket Number: 0000114308	04/08/2005		4/8/05: Tape change
Ticket Number: 0000114332	04/08/2005		User is receiving Novell "Tree or Server not found"
Ticket Number: 0000114995	04/19/2005		4/19/2005: opening checklist
Ticket Number: 0000114657	04/13/2005		Work Order Request-Calendar not responding
Ticket Number: 0000114651	04/13/2005		ftp to userpages\
Ticket Number: 0000114650	04/13/2005		Convert file format
Ticket Number: 0000114833	04/15/2005		Work Order Request
Ticket Number: 0000114619	04/13/2005		S Quota
Ticket Number: 0000114506	04/12/2005		4/12/2005: opening checklist
Ticket Number: 0000114502	04/11/2005		Labcheck 4-11-05 23.00
Ticket Number: 0000114457	04/11/2005		4/11, 11:00am phone mail check. No msges.
Ticket Number: 0000114412	04/11/2005		Labcheck 4-11-05 6.30
Ticket Number: 0000114411	04/11/2005		VM check 6.00 4-11-05
Ticket Number: 0000114405	04/10/2005		Work Order Request-Have virus on my hp
Ticket Number: 0000114396	04/09/2005		Internal Server Error
Ticket Number: 0000114384	04/09/2005		Request for quota increase
Ticket Number: 0000114369	04/08/2005		Work Order Request
Ticket Number: 0000114325	04/08/2005		User needs a quota increase
Ticket Number: 0000114304	04/08/2005		opening phonemail 4.8.05
Ticket Number: 0000115079	04/19/2005		labcheck 4-19-05 14.00
Ticket Number: 0000114561	04/12/2005		Checklist 4-12-05 14.00
Ticket Number: 0000114560	04/12/2005		Labcheck 4-12-05 14.00
Ticket Number: 0000114555	04/12/2005		VM Check 4-12-05 11.00
Ticket Number: 0000114554	04/12/2005		4/12 All tapes changed for 4/12
Ticket Number: 0000114941	04/18/2005		Urgent! erased webmail
Ticket Number: 0000114475	04/11/2005		Webstie
Ticket Number: 0000114290	04/07/2005		Checklist 4-7-05 14.00
Ticket Number: 0000114294	04/07/2005		I need more space...
Ticket Number: 0000114295	04/07/2005		i don't have space
Ticket Number: 0000114289	04/07/2005		Lab Check 4-7-05 15.00
Ticket Number: 0000113944	04/04/2005		Extra Space
Ticket Number: 0000113818	04/01/2005		March 30 11 p.m. Lab Check
Ticket Number: 0000113834	04/01/2005		User faxed in pic ID to request password reset for MyUMBC account.
Ticket Number: 0000113842	04/01/2005		Fortran compiler on linux
Ticket Number: 0000113849	04/01/2005		user is away for a week, and his email box is full. Assistant needs his q
Ticket Number: 0000114067	04/05/2005		11am phonemail 4.5.05
Ticket Number: 0000114036	04/05/2005		virus

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000114022	04/05/2005	"Mail Delivery Subsystem" Emails - SPAM/Viruses
Ticket Number:	0000114019	04/05/2005	[Fwd: READ IT IMMEDIATELY]
Ticket Number:	0000114009	04/05/2005	4/4/2005: opening checklist
Ticket Number:	0000114007	04/05/2005	labcheck 4-4-05 23.00
Ticket Number:	0000113973	04/04/2005	4-4-05 2 p.m. phonemail check
Ticket Number:	0000113952	04/04/2005	Phonemail check 11am 4/4/05
Ticket Number:	0000114154	04/06/2005	Net-Temps Career News
Ticket Number:	0000113936	04/04/2005	profile space
Ticket Number:	0000113916	04/04/2005	Labcheck 4-4-05 6.30
Ticket Number:	0000114212	04/07/2005	Lab 4/7 6:30 Lab Check
Ticket Number:	0000114171	04/06/2005	Tape Change 4-6-05
Ticket Number:	0000114168	04/06/2005	User requests disk quota increased ;ext 52419; Math/Psych 331;
Ticket Number:	0000114158	04/06/2005	Phonemail Check; 11:30 AM; 04/06/05;
Ticket Number:	0000114150	04/06/2005	Blackboard
Ticket Number:	0000114129	04/05/2005	VM check 4-5-05 17.00
Ticket Number:	0000114414	04/11/2005	4/11/2005: opening checklist
Ticket Number:	0000114110	04/05/2005	Checklist 4-5-05 14.00
Ticket Number:	0000114107	04/05/2005	Labcheck 4-5-05 14.00
Ticket Number:	0000114214	04/07/2005	opening phonemail 4.7.05
Ticket Number:	0000113915	04/04/2005	Checklist 4-4-05 3.30
Ticket Number:	0000113912	04/03/2005	ssh
Ticket Number:	0000113895	04/03/2005	Morning Checklist 4-3-05 12 o'clock noon
Ticket Number:	0000113893	04/03/2005	11/8 pm lab check 4/2
Ticket Number:	0000113892	04/02/2005	Work Order Request
Ticket Number:	0000113890	04/02/2005	HELP
Ticket Number:	0000113889	04/02/2005	4/2/05 5:00pm phone mail check
Ticket Number:	0000113850	04/01/2005	quota increase
Ticket Number:	0000113917	04/04/2005	Checklist 4-4-05 7.30
Ticket Number:	0000113836	04/01/2005	Work Order Request-Disk quota exceeded
Ticket Number:	0000113827	04/01/2005	Opening phone mail 4/1/05
Ticket Number:	0000114410	04/11/2005	Labcheck 4-11-05 4.00
Ticket Number:	0000114680	04/14/2005	6:30 Lab Check 4/14/2005
Ticket Number:	0000114710	04/14/2005	User request small email quota increase for academic purposes; ext. 5
Ticket Number:	0000115188	04/21/2005	4/21 6:30 Lab Check
Ticket Number:	0000114951	04/18/2005	problem with email
Ticket Number:	0000114949	04/18/2005	webmail
Ticket Number:	0000114943	04/18/2005	Work Order Request
Ticket Number:	0000114947	04/18/2005	Help!
Ticket Number:	0000114922	04/18/2005	web mail has been ungraded?
Ticket Number:	0000114887	04/18/2005	Labcheck 4-18-05 7.30
Ticket Number:	0000114884	04/18/2005	labcheck 4-18-05 2.30
Ticket Number:	0000114883	04/17/2005	Resnet jack is not allowing connection
Ticket Number:	0000114858	04/15/2005	setup for dial up
Ticket Number:	0000114837	04/15/2005	4/15 11:00am phone mail check. no msges.
Ticket Number:	0000114811	04/15/2005	User is campus archivist, needs more quota
Ticket Number:	0000114784	04/15/2005	HD Tape Change 4/15/05
Ticket Number:	0000115142	04/20/2005	VM Check 4-20-05 11.00
Ticket Number:	0000115003	04/19/2005	opening phonemail 4.19.05
Ticket Number:	0000114992	04/18/2005	Labcheck 4-18-05 23.00
Ticket Number:	0000114977	04/18/2005	Guest Accounts and E-mail
Ticket Number:	0000115262	04/21/2005	Request for quota increase
Ticket Number:	0000114774	04/15/2005	quota warning
Ticket Number:	0000114773	04/15/2005	4.15 opening phonemail
Ticket Number:	0000114768	04/15/2005	No subject
Ticket Number:	0000114742	04/14/2005	labcheck 4-14-05 14.00

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number: 0000114726 pmcneel1		04/14/2005	Help!
	Closed	<u>Total:</u> 1	
Ticket Number: 0000114982 pzearf01		04/18/2005	SPSS V. 12 check out
	Closed	<u>Total:</u> 9	
Ticket Number: 0000114450		04/11/2005	SAS CD checkout
Ticket Number: 0000115195		04/21/2005	No input signal - when pc turned on
Ticket Number: 0000115304		04/22/2005	password reset
Ticket Number: 0000114830		04/15/2005	password reset
Ticket Number: 0000115010		04/19/2005	password reset
Ticket Number: 0000115112		04/20/2005	password reset
Ticket Number: 0000113823		04/01/2005	4/1/05: Tape Change
Ticket Number: 0000114071		04/05/2005	password reset
Ticket Number: 0000113845 rkhalil1		04/01/2005	password reset
	Closed	<u>Total:</u> 7	
Ticket Number: 0000113992		04/04/2005	SAS 8.1 Checkout
Ticket Number: 0000114152		04/06/2005	PC will not turn on.
Ticket Number: 0000114166		04/06/2005	Bio Sci rm 011. x53497. New machines with oit image can login but o
Ticket Number: 0000114705		04/14/2005	ENGR231 - Customer unable to login to machine
Ticket Number: 0000114713		04/14/2005	2 new messages; April 14th, 11:20 AM
Ticket Number: 0000115532		04/25/2005	SAS 8 CD Checkout
Ticket Number: 0000114336		04/08/2005	Physics 319 : Montior not displaying

Count of Ticket Number / Create Date

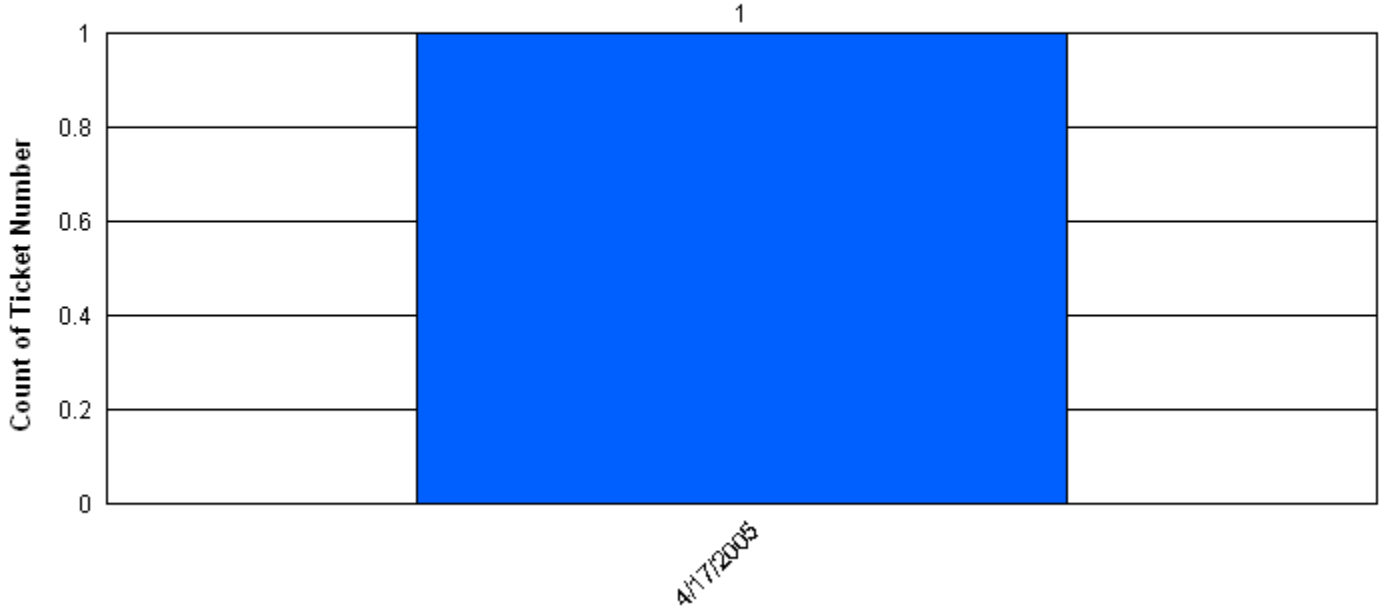
For Helpdesk



Human Resources	Total:	1	Create Date	Short Description
mcnamara	Total:	1		
Closed	Total:	1		
Ticket Number: 0000114987			04/18/2005	leave accrual question/error

Count of Ticket Number / Create Date

For Human Resources



		<u>Create</u>	
		<u>Date</u>	<u>Short Description</u>
LAN	<u>Total:</u>	79	

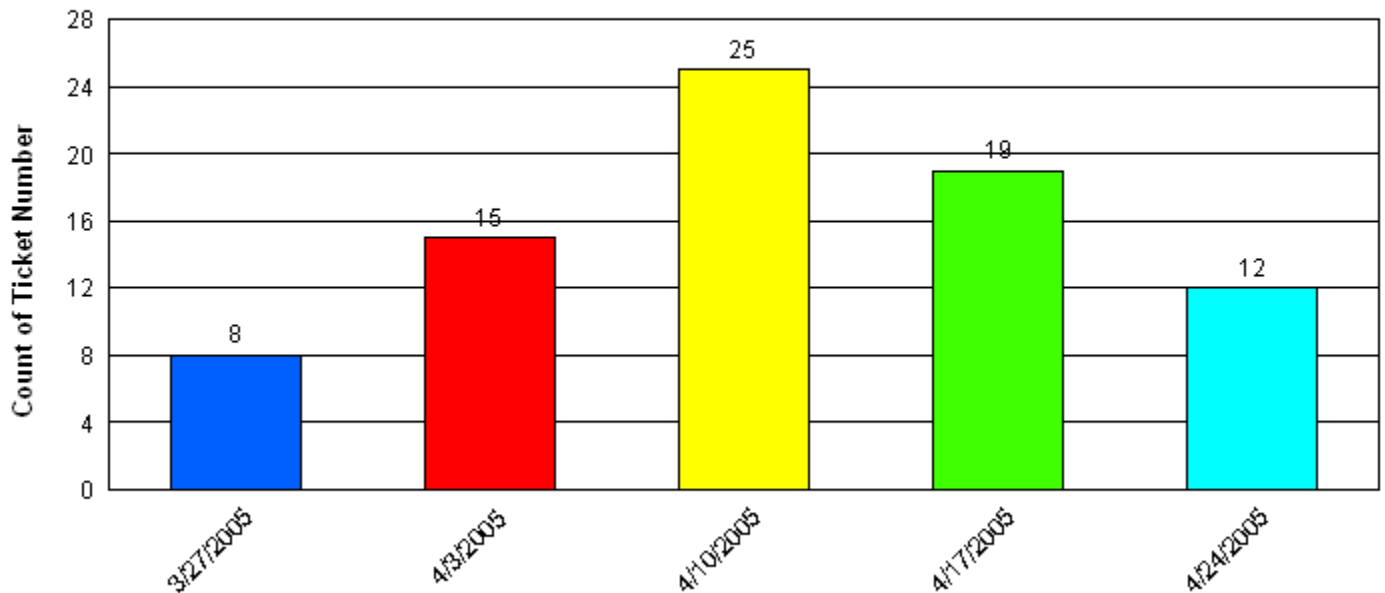
		<u>Create</u>	
		<u>Date</u>	
jesse		<u>Total:</u>	55
Resolved		<u>Total:</u>	9
Ticket Number:			<u>Short Description</u>
0000114698	04/14/2005		Dot Weller's H:\ drive files needed.
0000114905	04/18/2005		By tomorrow morning - Reset AD/Novell passwords to blank.....
0000115610	04/26/2005		User needs to be able to login to 5 different machines in context techs
0000115635	04/27/2005		Need Novell reset
0000115636	04/27/2005		New Staff needs Novell account
0000115691	04/27/2005		User: drcarter needs novell account and active directory for context: g
0000115868	04/29/2005		Need account for Vicki deleted
0000115781	04/28/2005		quota increase on T drive on novell
0000115688	04/27/2005		Financial Services needs more space on shared I:\ drive.

	<u>Create</u>		<u>Short Description</u>
Closed	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000115236	04/21/2005	46	novell.umbc.edu is unaccessible.
Ticket Number: 0000115531	04/25/2005		novell account set up
Ticket Number: 0000115520	04/25/2005		Please delete/disable Novell Account for Bob Dore
Ticket Number: 0000115294	04/22/2005		Computer Access
Ticket Number: 0000115274	04/22/2005		unable to log in: error - local policy doesn't permit you to log into this m
Ticket Number: 0000114246	04/07/2005		Novell/AD account needed
Ticket Number: 0000114674	04/13/2005		novell account set up
Ticket Number: 0000114647	04/13/2005		User: jackh needs novell account for physical plant dept.
Ticket Number: 0000114632	04/13/2005		New Employee Phillip Cho needs novell/ad account
Ticket Number: 0000114451	04/11/2005		Users unable to print through Novell
Ticket Number: 0000114438	04/11/2005		room 446 public policy; ext. 1385; User cannot log into Novell and ne
Ticket Number: 0000114437	04/11/2005		New Employee - calendar account needed
Ticket Number: 0000114429	04/11/2005		Netstorage keeps prompting for login when downloading files
Ticket Number: 0000114359	04/08/2005		Faculty: Linda Brown; librown; ext. 1083; Student: Tonya needs to b
Ticket Number: 0000114358	04/08/2005		Faculty: Linda Brown; librown; ext. 1083; Student: Oludamilola nee
Ticket Number: 0000114351	04/08/2005		User is restricted to two simultaneous logins
Ticket Number: 0000114349	04/08/2005		Student affairs I drive
Ticket Number: 0000114579	04/12/2005		User might have typed password wrong
Ticket Number: 0000114342	04/08/2005		novell and AD access
Ticket Number: 0000114760	04/14/2005		user ehicks1
Ticket Number: 0000114792	04/15/2005		user ariel
Ticket Number: 0000114791	04/15/2005		User was in sociology for novell and AD. She needs to be switched to
Ticket Number: 0000114934	04/18/2005		Novell Request
Ticket Number: 0000114961	04/18/2005		Delete Accounts
Ticket Number: 0000115017	04/19/2005		AD Password reset - please expedite
Ticket Number: 0000115115	04/20/2005		Increase quota on H drive
Ticket Number: 0000115006	04/19/2005		oneillb needs novell acct
Ticket Number: 0000114963	04/18/2005		access to consult shared drive
Ticket Number: 0000114957	04/18/2005		request for Novell account
Ticket Number: 0000114910	04/18/2005		New Employee
Ticket Number: 0000114805	04/15/2005		Novell Password reset
Ticket Number: 0000114986	04/18/2005		User is trying to save to peoplesoft P:/ drive "peopsoftonumbclan" b
Ticket Number: 0000113871	04/01/2005		Novell access to GraduateSchool.UMBC
Ticket Number: 0000114442	04/11/2005		User needs Novell account
Ticket Number: 0000114449	04/11/2005		User cannot login to AD
Ticket Number: 0000114179	04/06/2005		Novell Account
Ticket Number: 0000114178	04/06/2005		User needs novell account for dept: biology with all the printers. x5158
Ticket Number: 0000114143	04/06/2005		Cancel Accounts
Ticket Number: 0000113976	04/04/2005		User needs a password reset
Ticket Number: 0000113938	04/04/2005		User is a new employee of UMBC and needs a new Novell and Calend
Ticket Number: 0000113868	04/01/2005		User wesley
Ticket Number: 0000113862	04/01/2005		Request to Disable Account
Ticket Number: 0000113840	04/01/2005		I need "tcbrown" AD password reset.
Ticket Number: 0000113832	04/01/2005		New hire needs Novell account
Ticket Number: 0000113825	04/01/2005		Delete all jobs from print queue for bs011hp4100
Ticket Number: 0000113830	04/01/2005		Work Order Request-Need access to H & I drives

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
vladimir		Total: 24	
Resolved		Total: 2	
Ticket Number:	0000115701	04/27/2005	Please restore file
Ticket Number:	0000115725	04/27/2005	File Restore
Closed		Total: 22	
Ticket Number:	0000115213	04/21/2005	User ehicks1
Ticket Number:	0000115224	04/21/2005	Work Order Request-Increase H drive quota
Ticket Number:	0000115493	04/25/2005	User would like profile restored from Saturday night
Ticket Number:	0000114562	04/12/2005	ext. 52353; Contact Marcy Perry at 56290;
Ticket Number:	0000114662	04/13/2005	User unaveed1
Ticket Number:	0000114607	04/13/2005	INDS needs a file restored off of there I drive
Ticket Number:	0000114595	04/13/2005	FW: File recovery
Ticket Number:	0000114573	04/12/2005	Faculty: Linda Brown; librown; ext. 1083; Student: Oludamilola nee
Ticket Number:	0000114042	04/05/2005	Novell Account
Ticket Number:	0000114814	04/15/2005	Workstation specific account libspec2
Ticket Number:	0000114188	04/06/2005	AD819: Request IP for an HP color LJ 4650
Ticket Number:	0000115139	04/20/2005	User needs to be added to dept LRC since she will be working there a
Ticket Number:	0000114190	04/06/2005	Please create a printe queue for a new printer in OIA
Ticket Number:	0000114809	04/15/2005	Workstation specific account tsstudent
Ticket Number:	0000113929	04/04/2005	Trisha Watson needs all files restored from I:\CCU folder.
Ticket Number:	0000113856	04/01/2005	ACIV B 322a: Copier needs added to network
Ticket Number:	0000114718	04/14/2005	Reset Novell Password
Ticket Number:	0000114723	04/14/2005	Requesting a novell and AD accounts
Ticket Number:	0000115161	04/20/2005	Give Sarah Gardenghi access to I: folder
Ticket Number:	0000115246	04/21/2005	User needs novell and ad password reset. Cannot login to socy dept c
Ticket Number:	0000115130	04/20/2005	Novell Account Creation/AD
Ticket Number:	0000114824	04/15/2005	Workstation account serialsdesk

Count of Ticket Number / Create Date

For LAN



		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
New Media	Total:	47		
NewMedia:BlackBoard		<u>Total:</u>	1	
Closed		<u>Total:</u>	1	
Ticket Number: 0000114608		04/13/2005		deloret1 - problems in trying to enroll in geog415
darnold		<u>Total:</u>	9	
Closed		<u>Total:</u>	9	
Ticket Number: 0000114426		04/11/2005		Request about the URCAD URL
Ticket Number: 0000114596		04/13/2005		STATUS
Ticket Number: 0000114913		04/18/2005		Campus life section from homepage links are not working
Ticket Number: 0000115085		04/19/2005		UMBC "Resources for Faculty & Staff" page changes needed.
Ticket Number: 0000115083		04/19/2005		UMBC Student Link page changes needed.
Ticket Number: 0000115380		04/23/2005		Streaming Media
Ticket Number: 0000114185		04/06/2005		Isabel needs some UMBC web changes.
Ticket Number: 0000113907		04/03/2005		search from OIT home page
Ticket Number: 0000114187		04/06/2005		Bad link for Budget Office on myUMBC.
ebenson1		<u>Total:</u>	1	
Closed		<u>Total:</u>	1	
Ticket Number: 0000114379		04/08/2005		Blackboard Community Request: Assign to New Media: Blackboard

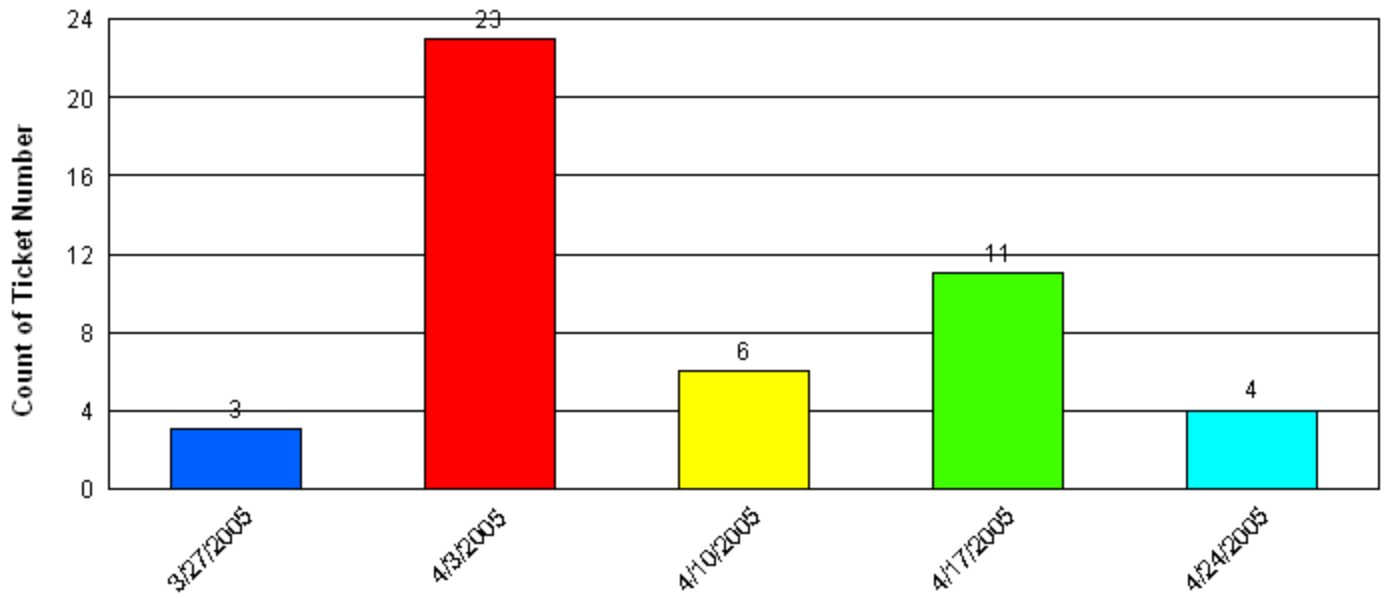
		<u>Create</u>		<u>Short Description</u>
rarmstro		<u>Date</u>		
Resolved		<u>Total:</u>	36	
		<u>Total:</u>	4	
Ticket Number:	0000115523	04/25/2005		My class
Ticket Number:	0000115675	04/27/2005		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000115869	04/29/2005		help getting information: user names and phones
Ticket Number:	0000115709	04/27/2005		Blackboard Community Request: Assign to New Media: Blackboard
Closed		<u>Total:</u>	32	
Ticket Number:	0000115296	04/22/2005		ENES 110 for Summer 2005, Session 1
Ticket Number:	0000115345	04/22/2005		Blackboard Survey Help Needed
Ticket Number:	0000115297	04/22/2005		Enroll in an organization
Ticket Number:	0000114257	04/07/2005		Request Blackboard Set-up for Phi Alpha Honor Society in Social Wo
Ticket Number:	0000114300	04/08/2005		Blackboard Login Issues
Ticket Number:	0000114323	04/08/2005		Using attached list to establish a roster of enrollees
Ticket Number:	0000113870	04/01/2005		Blackboard Course Not Created
Ticket Number:	0000113900	04/03/2005		Login issue
Ticket Number:	0000113914	04/04/2005		Re: UMBC Blackboard Update: Spring 2005
Ticket Number:	0000113905	04/03/2005		Collaboration Tool
Ticket Number:	0000114184	04/06/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000114170	04/06/2005		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number:	0000114134	04/05/2005		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number:	0000114133	04/05/2005		BB6- turnitin
Ticket Number:	0000114104	04/05/2005		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number:	0000114094	04/05/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000114093	04/05/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000114091	04/05/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000114090	04/05/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000114089	04/05/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000114045	04/05/2005		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000113977	04/04/2005		spanish103; ext. 58141; Student needs to have this class show up on b
Ticket Number:	0000113940	04/04/2005		unable to complete survey
Ticket Number:	0000113880	04/02/2005		No subject
Ticket Number:	0000113843	04/01/2005		Blackboard problem
Ticket Number:	0000114800	04/15/2005		adding_an_Owner_for_UMBC_NOW_website_and_Blackboard
Ticket Number:	0000115159	04/20/2005		Removing blackboard course
Ticket Number:	0000114755	04/14/2005		User acedently deleted a project off the course
Ticket Number:	0000115127	04/20/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000115073	04/19/2005		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number:	0000115063	04/19/2005		Help to creat a Blackboard course shelf
Ticket Number:	0000114771	04/15/2005		annoucements from old classes

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:	178	
BSG:Operational_Support	Total:	47	
Closed	Total:	47	
Ticket Number:	0000114686	04/14/2005	HPUMBC1,2,3 TApe Change
Ticket Number:	0000114781	04/15/2005	HPUMBC1,2,3 Tape Change
Ticket Number:	0000114946	04/18/2005	ABORT: USR0010.REG
Ticket Number:	0000115192	04/21/2005	RP30050 Payroll Forms
Ticket Number:	0000115191	04/21/2005	Accounting reports to ACCTLJ5n
Ticket Number:	0000115164	04/20/2005	Reset security password for USR0263.SAR
Ticket Number:	0000115133	04/20/2005	Security Password reset
Ticket Number:	0000115232	04/21/2005	need session aborted
Ticket Number:	0000115106	04/20/2005	Labels/UADM/GADM
Ticket Number:	0000115105	04/20/2005	HPUMBC1,2,3 Tape Change
Ticket Number:	0000114889	04/18/2005	Leah - usr0005.uadm / security pw not working for hp
Ticket Number:	0000114783	04/15/2005	HPUMBC1,2,3, expired tapes recycled
Ticket Number:	0000114782	04/15/2005	Labels: UADM/GADM
Ticket Number:	0000114687	04/14/2005	Labels for UADM/GADM
Ticket Number:	0000114711	04/14/2005	Arthur - need to verify hp user id....
Ticket Number:	0000114696	04/14/2005	HP Account/Bursar's Office
Ticket Number:	0000114692	04/14/2005	Security Password Reactivated
Ticket Number:	0000114916	04/18/2005	Delete USR0071.REG
Ticket Number:	0000114058	04/05/2005	Can not sign onto hp
Ticket Number:	0000113923	04/04/2005	Logfile Tape Generated
Ticket Number:	0000113925	04/04/2005	Labels: U ADM/GADM
Ticket Number:	0000113922	04/04/2005	HPUMBC1,2,3 TApe Change
Ticket Number:	0000114999	04/19/2005	HPUMBC1,2,3 tapes changed
Ticket Number:	0000113855	04/01/2005	biol 233/nehman
Ticket Number:	0000114221	04/07/2005	HPUMBC1,2,3 Tape Change
Ticket Number:	0000115190	04/21/2005	Labels: UADM/GADM
Ticket Number:	0000114224	04/07/2005	ByRequest Backup for May 2005
Ticket Number:	0000114606	04/13/2005	Security Password Reset
Ticket Number:	0000114592	04/13/2005	Labels/UADM/GADM
Ticket Number:	0000114591	04/13/2005	HPUMBC1,2,3 Tape Change
Ticket Number:	0000114435	04/11/2005	Labels/Post Cards GADM/UADM
Ticket Number:	0000114434	04/11/2005	HPUMBC1.2,3 Tape Change
Ticket Number:	0000115001	04/19/2005	HPUMBC1,2,3 tapes recycled
Ticket Number:	0000115000	04/19/2005	Labels for UADM/GADM
Ticket Number:	0000114310	04/08/2005	Labels for UADM/GADM
Ticket Number:	0000114313	04/08/2005	MLL 191 McCray
Ticket Number:	0000114309	04/08/2005	HPUMBC1,2,3 Tape Change
Ticket Number:	0000114232	04/07/2005	MVBR4024
Ticket Number:	0000115189	04/21/2005	HPUMBC1,2,3 Tape change
Ticket Number:	0000114222	04/07/2005	Expired Tapes Recyled
Ticket Number:	0000115450	04/25/2005	Reset Security Password
Ticket Number:	0000115748	04/28/2005	REcyled HPUMBC 1,2,3 Tapes
Ticket Number:	0000115833	04/29/2005	Retrieve HP1,2 & 3 tapes
Ticket Number:	0000115832	04/29/2005	Daily labels
Ticket Number:	0000115747	04/28/2005	Labels: UADM/GADM/ADVS
Ticket Number:	0000115568	04/26/2005	Need security pw reset
Ticket Number:	0000115746	04/28/2005	HPUMBC1,2,3 Tape change

BSG:Web_Infrastructure

Create

Date

Total: **107**

Short Description

	<u>Create</u>		<u>Short Description</u>
Closed	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000115198	04/21/2005	107	BIOL 302 Lindahl/Bradley
Ticket Number: 0000115859	04/29/2005		robinson - afst350
Ticket Number: 0000115817	04/29/2005		socy333/wmst333 - lottes
Ticket Number: 0000115816	04/29/2005		econ101 - thomas
Ticket Number: 0000115815	04/29/2005		chem124 - daSilva
Ticket Number: 0000115733	04/28/2005		PHYS 112 Dymski
Ticket Number: 0000115731	04/28/2005		PSYC 342
Ticket Number: 0000115732	04/28/2005		PHYS 111 Dymski
Ticket Number: 0000115677	04/27/2005		econ102 - palmateer
Ticket Number: 0000115667	04/27/2005		psyc306 - freiberg
Ticket Number: 0000115666	04/27/2005		mcguire - psyc335
Ticket Number: 0000115663	04/27/2005		tufekci - socy101 group b
Ticket Number: 0000115662	04/27/2005		tufekci - socy101 group a
Ticket Number: 0000115665	04/27/2005		mcguire / psyc385
Ticket Number: 0000115664	04/27/2005		tufekci - socy101 group c
Ticket Number: 0000115631	04/27/2005		SOCY 352 Stuart
Ticket Number: 0000115599	04/26/2005		BIOL 303 Craig
Ticket Number: 0000115556	04/26/2005		SOCY 388 Okundaye
Ticket Number: 0000115498	04/25/2005		ecad360 - cohen
Ticket Number: 0000115497	04/25/2005		nehman / biol233
Ticket Number: 0000115313	04/22/2005		psyc331 - tenowich
Ticket Number: 0000115311	04/22/2005		psyc200 - sonnenschein
Ticket Number: 0000115290	04/22/2005		geog102 - jeffrey
Ticket Number: 0000115279	04/22/2005		biol106 - hanson
Ticket Number: 0000115278	04/22/2005		chem exam - perks
Ticket Number: 0000115277	04/22/2005		o'brien - psyc100
Ticket Number: 0000115258	04/21/2005		CHEM 102L Brothers
Ticket Number: 0000115257	04/21/2005		PSYC 307/Freiberg
Ticket Number: 0000115247	04/21/2005		PSYC 285/301 Dahlquist
Ticket Number: 0000115231	04/21/2005		chem124 - daSilva
Ticket Number: 0000115230	04/21/2005		anth211 - san antonio
Ticket Number: 0000115555	04/26/2005		SOCY 101 Rothstein
Ticket Number: 0000115202	04/21/2005		PSYC 382/101 Schaeffer
Ticket Number: 0000115199	04/21/2005		SOCY 352 Mary Stuart
Ticket Number: 0000115200	04/21/2005		POLI 230/101 Jeff Davis
Ticket Number: 0000115201	04/21/2005		POLI 230/201 Jeff Davis
Ticket Number: 0000114218	04/07/2005		STAT 121/Kegan
Ticket Number: 0000114227	04/07/2005		PSYC 100/401 R. Starr
Ticket Number: 0000115255	04/21/2005		PSYC 200 Schultz
Ticket Number: 0000114314	04/08/2005		HIST 102/201
Ticket Number: 0000114312	04/08/2005		MLL 305 McCray
Ticket Number: 0000114266	04/07/2005		geog110 / dubois
Ticket Number: 0000114259	04/07/2005		socy101 - ma
Ticket Number: 0000114256	04/07/2005		PSYC 308/O'Brien
Ticket Number: 0000114255	04/07/2005		PSYC 380/Anderson
Ticket Number: 0000114254	04/07/2005		CHEM 102L/Brothers
Ticket Number: 0000114228	04/07/2005		PSYC 285/Jordan-Green
Ticket Number: 0000114624	04/13/2005		psyc370 - provine
Ticket Number: 0000114621	04/13/2005		socy101 - tufekci / group b
Ticket Number: 0000114620	04/13/2005		socy101 - tufekci
Ticket Number: 0000114997	04/19/2005		AFST350/101 Robinson
Ticket Number: 0000114590	04/13/2005		PSYC 210 Catania
Ticket Number: 0000114589	04/13/2005		GEOG 120 Ellis
Ticket Number: 0000114559	04/12/2005		PSYC 360

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000114533	04/12/2005	psyc210 - catania
Ticket Number:	0000114998	04/19/2005	EHS200/0101 Dean
Ticket Number:	0000114461	04/11/2005	PSYC 357 OBrien
Ticket Number:	0000114460	04/11/2005	PSYC 331 Tenowich
Ticket Number:	0000114453	04/11/2005	carpenter - chem101
Ticket Number:	0000114417	04/11/2005	psyc 317 Alonso
Ticket Number:	0000114220	04/07/2005	CHEM 124 DaSilva
Ticket Number:	0000114225	04/07/2005	CHEM 124 DaSilva
Ticket Number:	0000114534	04/12/2005	econ312 0101 - ng
Ticket Number:	0000114219	04/07/2005	PSYC 342/Schultz
Ticket Number:	0000114176	04/06/2005	psyc335 - mcguire
Ticket Number:	0000114175	04/06/2005	psyc385 - mcguire
Ticket Number:	0000114174	04/06/2005	psyc306 - freiberg
Ticket Number:	0000114173	04/06/2005	geog102 0301
Ticket Number:	0000114161	04/06/2005	CMSC100/101 KATZ
Ticket Number:	0000114265	04/07/2005	carpenter - econ312
Ticket Number:	0000114114	04/05/2005	brothers / chem102L
Ticket Number:	0000114100	04/05/2005	lebowitz-ehs302
Ticket Number:	0000114079	04/05/2005	armor / ecad210
Ticket Number:	0000114069	04/05/2005	ECON 102/401 and 501 Palmateer
Ticket Number:	0000114068	04/05/2005	PSYC 200/201 Bevans
Ticket Number:	0000114066	04/05/2005	ECON 102/101 Thomas
Ticket Number:	0000114065	04/05/2005	EHS 200/Dean
Ticket Number:	0000114063	04/05/2005	PSYC 285/201 Anderson
Ticket Number:	0000114062	04/05/2005	BIOL 233/Nehman
Ticket Number:	0000113921	04/04/2005	PSYC 332 McNary
Ticket Number:	0000113857	04/01/2005	psyc 382/schaeffer
Ticket Number:	0000114688	04/14/2005	BIOL 301/Omland
Ticket Number:	0000115153	04/20/2005	chem102L - brothers
Ticket Number:	0000115250	04/21/2005	PSYC 100/400 Starr
Ticket Number:	0000115120	04/20/2005	EHS 474 Walz
Ticket Number:	0000115048	04/19/2005	psyc210 / richman
Ticket Number:	0000114891	04/18/2005	Student-offcampus/have large file that I can not delete in mail
Ticket Number:	0000115141	04/20/2005	katz - cmsc100
Ticket Number:	0000114843	04/15/2005	poli100 - miller
Ticket Number:	0000114779	04/15/2005	PSYC 230 Cheah
Ticket Number:	0000114778	04/15/2005	SOCY 353 Tufekci
Ticket Number:	0000114776	04/15/2005	SOCY 353 Tufekci
Ticket Number:	0000114775	04/15/2005	SOCY 353/Tufekci
Ticket Number:	0000114770	04/15/2005	biol252 - fleischmann
Ticket Number:	0000115109	04/20/2005	PSYC 393A/Provine
Ticket Number:	0000115108	04/20/2005	CHEM 102/Bush
Ticket Number:	0000115107	04/20/2005	BIOL 100/100H Sokolove
Ticket Number:	0000115072	04/19/2005	EHS 302/Lebowitz
Ticket Number:	0000115065	04/19/2005	psyc342 - schultz
Ticket Number:	0000115064	04/19/2005	psyc200 / schultz
Ticket Number:	0000115051	04/19/2005	chem124 - daSilva
Ticket Number:	0000114739	04/14/2005	BIOL 275/Burchard and Sandoz
Ticket Number:	0000114738	04/14/2005	psyc 285/anderson
Ticket Number:	0000114736	04/14/2005	PSYC 385/8020 Anderson
Ticket Number:	0000114691	04/14/2005	EHS 476/Walz
Ticket Number:	0000114689	04/14/2005	PSYC 342/Schultz
Ticket Number:	0000114690	04/14/2005	PSYC 200/schultz

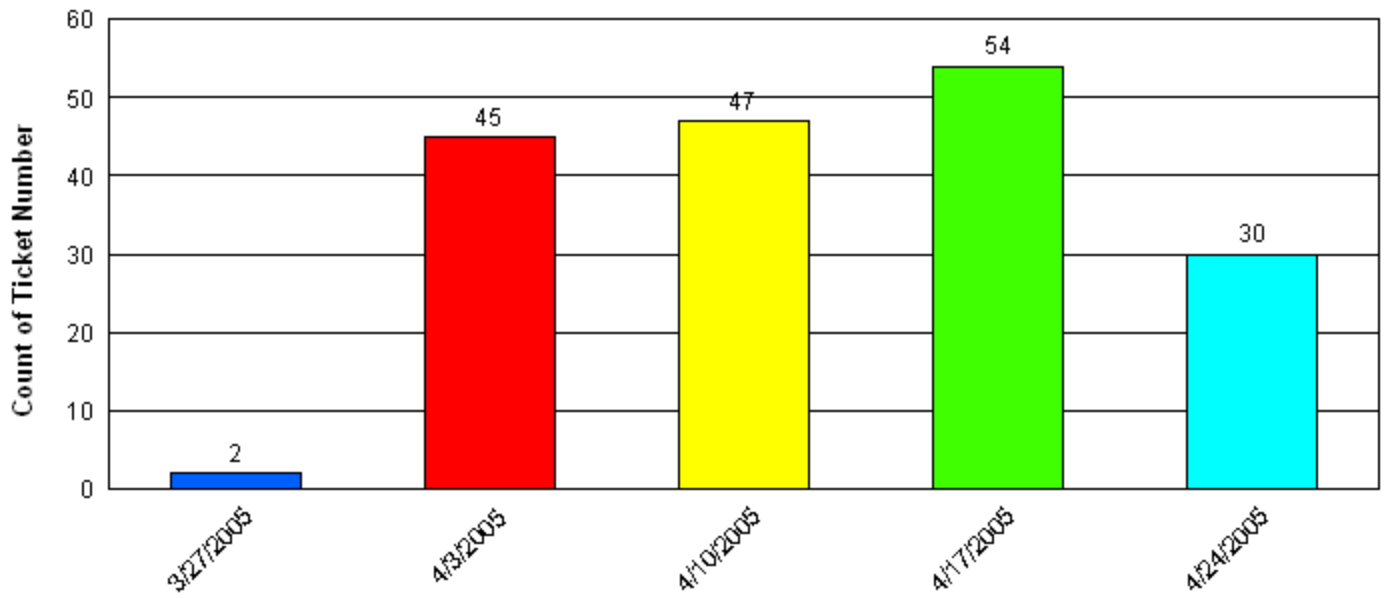
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
blanchet			
Closed		<u>Total:</u> 5	
Ticket Number: 0000114734		04/14/2005	Run the entire check-out, check-in process for the Quiz Dictionary
Ticket Number: 0000114315		04/08/2005	Sallie Mae transmission problems from our server to the HP
Ticket Number: 0000114515		04/12/2005	Sallie Mae transmission from 4/11
Ticket Number: 0000115772		04/28/2005	Our transmission to Sallie Mae did not work correctly
Ticket Number: 0000115784		04/28/2005	Research student claim of dropped class.
dina		<u>Total:</u> 3	
Closed		<u>Total:</u> 3	
Ticket Number: 0000115203		04/21/2005	Student SAT score problems
Ticket Number: 0000114646		04/13/2005	Research on term course database information
Ticket Number: 0000114767		04/15/2005	ABORT: UABR1645
jason12		<u>Total:</u> 4	
Closed		<u>Total:</u> 4	
Ticket Number: 0000115157		04/20/2005	R25 search options
Ticket Number: 0000114436		04/11/2005	Ticket
Ticket Number: 0000114465		04/11/2005	r25 install
Ticket Number: 0000115241		04/21/2005	final exam upload(spring 2005)
lijwang1		<u>Total:</u> 1	
Closed		<u>Total:</u> 1	
Ticket Number: 0000114497		04/11/2005	Modify UABR1669 to include new SAT writing scores
paulr		<u>Total:</u> 6	
Closed		<u>Total:</u> 6	
Ticket Number: 0000114402		04/10/2005	2004 FAR report problems
Ticket Number: 0000115301		04/22/2005	registration appt and time posted on myUMBC - conflict
Ticket Number: 0000115424		04/25/2005	Work Order Request-No longer have option to advise students
Ticket Number: 0000115035		04/19/2005	User was put into system without social. So when he tries to login to m
Ticket Number: 0000115134		04/20/2005	User says they called registers office who cleared him to register for a c
Ticket Number: 0000115151		04/20/2005	User logs into myumbc then when he clicks on degree navigation it g
putro		<u>Total:</u> 5	
Closed		<u>Total:</u> 5	
Ticket Number: 0000113971		04/04/2005	User is registered for a class and the registrar shows them as registere
Ticket Number: 0000114198		04/06/2005	Crosslist won't break
Ticket Number: 0000114160		04/06/2005	Upload to fsaAtlas bombing due to excessive records.
Ticket Number: 0000113998		04/04/2005	Transcript from 1973
Ticket Number: 0000114806		04/15/2005	Data Corrections for Graduate School

Create
Date

Short Description

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:	258		
PS:TECHSA		<u>Total:</u>	1	
Closed		<u>Total:</u>	1	
Ticket Number:	0000115704	04/27/2005		Server Updates SQL server
afinn		<u>Total:</u>	1	
Closed		<u>Total:</u>	1	
Ticket Number:	0000114146	04/06/2005		1. Cannot not print invoices - Error 404
byron		<u>Total:</u>	2	
Closed		<u>Total:</u>	2	
Ticket Number:	0000115016	04/19/2005		Add empl_class to Payrl Conv Staging Tbl
Ticket Number:	0000115573	04/26/2005		HR P/S Problem

chriss		<u>Create</u>		<u>Short Description</u>
Resolved		<u>Date</u>		
		<u>Total:</u>	61	
		<u>Total:</u>	4	
Ticket Number:	0000114917	04/18/2005		Restore deleted data FAR user
Ticket Number:	0000115545	04/26/2005		Resolve R25 synonym and table issues
Ticket Number:	0000115647	04/27/2005		Grant Deepak Kumar (username 'dkumar') the same oracle access in H
Ticket Number:	0000115658	04/27/2005		Please run 2 sql updates in FSTST

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		57	
Ticket Number: 0000115501	04/25/2005		Give Deepak Kumar (DKUMAR) STAT access in HRDEV and HRTST
Ticket Number: 0000115465	04/25/2005		Grant consultant Deepak Kumar (username 'dkumar') oracle access to H
Ticket Number: 0000115605	04/26/2005		Research location to and access to Timetrax county codes.
Ticket Number: 0000115587	04/26/2005		Table creation in HRDB1
Ticket Number: 0000115544	04/26/2005		Network time for UMBC DB is wrong.
Ticket Number: 0000114343	04/08/2005		pls run atched script against HRDEV, HRDB2, HRDB3
Ticket Number: 0000114346	04/08/2005		pls run atchd script against HRPRD for oayroll
Ticket Number: 0000114361	04/08/2005		Please run attached in FSDEV & FSTST
Ticket Number: 0000114375	04/08/2005		Please build attached script in FSDEV before Sat morning (4/9/05) if
Ticket Number: 0000114389	04/09/2005		Please run attached script in FSDEV
Ticket Number: 0000115547	04/26/2005		Enable shared server for UMBC DB
Ticket Number: 0000114578	04/12/2005		Please refresh Sandbox Finance
Ticket Number: 0000114552	04/12/2005		Please run attached in FSDEV
Ticket Number: 0000114545	04/12/2005		Please run in FSDEV and FSTST
Ticket Number: 0000114524	04/12/2005		Create Oracle job to enable table monitoring.
Ticket Number: 0000114516	04/12/2005		Modify next extents in FSPRD, FSDEV, and FSTST
Ticket Number: 0000114463	04/11/2005		Create byRequest account
Ticket Number: 0000114377	04/08/2005		Please run in FSDEV by Sat morning (4/9/05) if possible
Ticket Number: 0000114371	04/08/2005		Build script
Ticket Number: 0000114749	04/14/2005		Need this script to be run in FSDEV (build for CSR #293)
Ticket Number: 0000115086	04/19/2005		Please set aside a copy of the backup of HRDB1 from the evening of 4
Ticket Number: 0000114353	04/08/2005		pls run attached against HRDEV, HRDB2, HRDB3
Ticket Number: 0000114684	04/14/2005		Clone FSPRD to FSUAT
Ticket Number: 0000114697	04/14/2005		Alter Tables and Rebuild View in FSDEV
Ticket Number: 0000114743	04/14/2005		Refresh of HRTRN Instance on Morning of 4/15/05 from Database B
Ticket Number: 0000114750	04/14/2005		Set the oracle agent to user non default passwords on all nodes
Ticket Number: 0000114827	04/15/2005		Clear resource 25 pending reservation table
Ticket Number: 0000114875	04/17/2005		retriever load/extract
Ticket Number: 0000114920	04/18/2005		Table creation/alter in HRDB1
Ticket Number: 0000114972	04/18/2005		Create view in HRDEV
Ticket Number: 0000115068	04/19/2005		please execute the attached sql in HRUAT
Ticket Number: 0000115067	04/19/2005		This is a Test
Ticket Number: 0000115053	04/19/2005		Remove STAT security from FSUAT
Ticket Number: 0000115037	04/19/2005		Pls create the attached tbl in HRTST
Ticket Number: 0000115034	04/19/2005		Add Mike Morgan as a STAT customer
Ticket Number: 0000115025	04/19/2005		Execute script in HRPRD
Ticket Number: 0000115019	04/19/2005		Oracle Process using 100% CPU
Ticket Number: 0000115155	04/20/2005		Tables alter in DB1
Ticket Number: 0000114969	04/18/2005		Oracle job process using 100% of CPU
Ticket Number: 0000115169	04/20/2005		Execute scriipt in HRPRD
Ticket Number: 0000115162	04/20/2005		Another alter in DB1
Ticket Number: 0000115084	04/19/2005		Please execute atchd sql in HRPRD
Ticket Number: 0000115081	04/19/2005		\HRUAT received an ORA-600
Ticket Number: 0000115076	04/19/2005		please run script (fsdev)
Ticket Number: 0000115075	04/19/2005		Another alter in DB1
Ticket Number: 0000115071	04/19/2005		run script
Ticket Number: 0000115069	04/19/2005		Tables alter in DB1
Ticket Number: 0000114968	04/18/2005		Need records copied
Ticket Number: 0000114854	04/15/2005		Please run attached in FSPRD
Ticket Number: 0000114780	04/15/2005		Script for FSUAT ('New' Retriever)
Ticket Number: 0000114793	04/15/2005		Please run attached script in FSPRD
Ticket Number: 0000114797	04/15/2005		Please run attached script in FSPRD
Ticket Number: 0000114714	04/14/2005		please run attached in FSTST
Ticket Number: 0000113869	04/01/2005		Grant Lance (username 'lrاند') and Narayan (username 'narayan') acc

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000113980	04/04/2005	Build Objects in FSTST
Ticket Number: 0000114120	04/05/2005	Pls run atchcd script against HRDEV, HRDB2, HRDB3
Ticket Number: 0000114013	04/05/2005	Need help speeding slow query
dsylva	Total: 1	
Closed	Total: 1	
Ticket Number: 0000113942	04/04/2005	Create a spreadsheet of retros in hr_acctg_line
haddaway	Total: 38	
Closed	Total: 38	
Ticket Number: 0000115352	04/23/2005	please run script to update AP Budles (FSPRD)
Ticket Number: 0000115353	04/23/2005	Please run attached in FSPRD - CA_BUILD 1
Ticket Number: 0000115351	04/23/2005	Please run script to update PO bundles (FSPRD)
Ticket Number: 0000114588	04/13/2005	Rebuild Table in FSDEV
Ticket Number: 0000113875	04/02/2005	Unable to migrate project to UAT as workflow was incorrectly enter
Ticket Number: 0000113864	04/01/2005	No subject
Ticket Number: 0000114047	04/05/2005	run script
Ticket Number: 0000114046	04/05/2005	Load SGA Elections elig. voters
Ticket Number: 0000114000	04/04/2005	Performance tuning of umbnr009.sqr in PRD
Ticket Number: 0000113982	04/04/2005	Build Table in FSUAT
Ticket Number: 0000113939	04/04/2005	Research use of Oracle Instant Client
Ticket Number: 0000113847	04/01/2005	Back-up of HRPRD
Ticket Number: 0000115123	04/20/2005	User claims students are calling in saying they can't see classes they're
Ticket Number: 0000115094	04/19/2005	Work Order Request-Courses not showing up in myUMBC
Ticket Number: 0000115093	04/19/2005	Registration problems
Ticket Number: 0000114302	04/08/2005	FSUAT - Testing New Retriever Load Program - Process Abended
Ticket Number: 0000114413	04/11/2005	ABORT: WHORL,WHBSARS,WHBLRC
Ticket Number: 0000114594	04/13/2005	New Table in FSDEV
Ticket Number: 0000115350	04/23/2005	Please run Script to build tables/views for GL Bundles
Ticket Number: 0000115357	04/23/2005	Need this script to be run in FSPRD (build for BP3_BI)
Ticket Number: 0000115359	04/23/2005	Please run attached in FSPRD - GM_BUILD VIEWS
Ticket Number: 0000115361	04/23/2005	please drop view PS_INQ_JRNL_VW
Ticket Number: 0000115363	04/23/2005	Check on indexs in FSPRD
Ticket Number: 0000115365	04/23/2005	GL Bundle #6 Project Build Script
Ticket Number: 0000115681	04/27/2005	SQL Table Alter - FSUAT
Ticket Number: 0000115374	04/23/2005	Need this script to be run in FSPRD (build for BP3_AM (alter
Ticket Number: 0000115373	04/23/2005	Need this script to be run in FSPRD (build for BP3_AR (alter WITH
Ticket Number: 0000115372	04/23/2005	please run script
Ticket Number: 0000115369	04/23/2005	[Fwd: Need this script to be run in FSPRD (build for BP3_AR (alter
Ticket Number: 0000115368	04/23/2005	[Fwd: Need this script to be run in FSPRD (build for BP3_BI (alter
Ticket Number: 0000115367	04/23/2005	FW: Check on indexs in FSPRD
Ticket Number: 0000115366	04/23/2005	please run PO bundles script wd
Ticket Number: 0000115364	04/23/2005	Need this script to be run in FSPRD (build for BP3_AR (alter
Ticket Number: 0000115362	04/23/2005	Please run GM_BUILD 2 in FSPRD
Ticket Number: 0000115360	04/23/2005	Need this script to be run in FSPRD (build for BP3_BI (alter WITH
Ticket Number: 0000115358	04/23/2005	Please run in FSPRD - GM_BUILD 1
Ticket Number: 0000115355	04/23/2005	Please run attached in FSPRD - CA_Build 2
Ticket Number: 0000115356	04/23/2005	Please run attached in FSPRD - PC_BUILD 1

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
jeremy			<u>Total:</u> 65	
	Resolved		<u>Total:</u> 9	
Ticket Number:	0000115738	04/28/2005		test123
Ticket Number:	0000115634	04/27/2005		Tables alter in DB1
Ticket Number:	0000115645	04/27/2005		Another alter in DB1
Ticket Number:	0000115839	04/29/2005		Table Alter in FSUAT
Ticket Number:	0000115826	04/29/2005		Evaluate SQL in FSUAT
Ticket Number:	0000115752	04/28/2005		Please grant Deepak Kumar (DKUMAR) stat access in HRUAT.
Ticket Number:	0000115740	04/28/2005		We are not getting emails when tickets are submitted or resolved/clos
Ticket Number:	0000115735	04/28/2005		Alter Retriever Tables in FSUAT
Ticket Number:	0000115690	04/27/2005		Please run 4 SQL update statements in FSPRD (temp workaround for R

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000115210	04/21/2005	56	add new Retriever reports to FSRPT security
Ticket Number: 0000115310	04/22/2005		Grants process slow in FSTST (pre bundle testing)
Ticket Number: 0000115841	04/29/2005		test123
Ticket Number: 0000115737	04/28/2005		test2
Ticket Number: 0000115736	04/28/2005		test1
Ticket Number: 0000115559	04/26/2005		Create view in HRPRD
Ticket Number: 0000115554	04/26/2005		Mark HR-98 approved in UAT and move to Waiting Migration
Ticket Number: 0000115518	04/25/2005		please run script (fsprd)
Ticket Number: 0000115454	04/25/2005		come up with an outline/timeline of tasks for Warehouse reporting
Ticket Number: 0000114226	04/07/2005		please run script (fsprd)
Ticket Number: 0000114234	04/07/2005		User cannot create tables in epmdev
Ticket Number: 0000114274	04/07/2005		Please run in FSTST
Ticket Number: 0000114245	04/07/2005		Delete from PSAUTHITEM table
Ticket Number: 0000114509	04/12/2005		Recreate a Run Control Table in FSDEV
Ticket Number: 0000114462	04/11/2005		STAT CSR HR-104
Ticket Number: 0000114454	04/11/2005		Please run attached script in FSDEV
Ticket Number: 0000114447	04/11/2005		Permission to migrate HR-104 to UAT
Ticket Number: 0000114446	04/11/2005		Please run SQL deletes in FSTST
Ticket Number: 0000114428	04/11/2005		Please run attached in FSTST
Ticket Number: 0000114443	04/11/2005		Help move STAT CST HR-104 into HRPRD. Mods for Leave Accru
Ticket Number: 0000114367	04/08/2005		Move CSR HR-87 into production
Ticket Number: 0000114420	04/11/2005		Approve migration of HR-98 to HRUAT
Ticket Number: 0000114360	04/08/2005		Restore HRUAT from current backup of HRPRD
Ticket Number: 0000114683	04/14/2005		modify FSRPT security for the PTWEBSEVER ID
Ticket Number: 0000114571	04/12/2005		Need this script to be run in FSTST (altering table for CSR #305)
Ticket Number: 0000114556	04/12/2005		Please run attached in FSPRD
Ticket Number: 0000114539	04/12/2005		Need this script to be run in FSTST (building tables & indexes for
Ticket Number: 0000114492	04/11/2005		Please run attached in FSTST
Ticket Number: 0000114490	04/11/2005		run script in FSTST
Ticket Number: 0000114477	04/11/2005		slow running query in FSDEV and FSPRD, runs fast in TST
Ticket Number: 0000114472	04/11/2005		session
Ticket Number: 0000114356	04/08/2005		Rebuild Some Temp Tables in FSTST
Ticket Number: 0000114335	04/08/2005		EPMDEV database access is SLOW
Ticket Number: 0000114581	04/12/2005		Please run attached in FSPRD --added indexes
Ticket Number: 0000114334	04/08/2005		Please run attached script in FSDEV
Ticket Number: 0000114262	04/07/2005		Please run SQL in FSTST
Ticket Number: 0000114702	04/14/2005		Please run attached script
Ticket Number: 0000115233	04/21/2005		Please run attached in FSDEV
Ticket Number: 0000115285	04/22/2005		please run insert script (fsprd)
Ticket Number: 0000114848	04/15/2005		Please run script (fsdev)
Ticket Number: 0000114789	04/15/2005		Index new retriever reports for Tony
Ticket Number: 0000114719	04/14/2005		update query
Ticket Number: 0000114001	04/04/2005		Error in PRD
Ticket Number: 0000114813	04/15/2005		please run sql in (fstst)
Ticket Number: 0000114216	04/07/2005		New Table and View in FSDEV
Ticket Number: 0000114195	04/06/2005		Execute scripts in HRPRD
Ticket Number: 0000114177	04/06/2005		Please run attached script in FSDEV
Ticket Number: 0000114473	04/11/2005		Grant SELECT priveleges to 3 views in HRDEV
Ticket Number: 0000114052	04/05/2005		Please check PS_UM_UMSA_RUN_TBL and PS_UM_UMSA_RUN_AR
Ticket Number: 0000114039	04/05/2005		Please run SQL updates in FSPRD
Ticket Number: 0000113968	04/04/2005		pls run attached script in hHRDEV,HRDB2,HRDB3
Ticket Number: 0000113979	04/04/2005		privileges
Ticket Number: 0000113898	04/03/2005		I am out of space on EPMPRD, need at least 4 GB
Ticket Number: 0000113894	04/03/2005		Retriever Load failed into EPMPRD

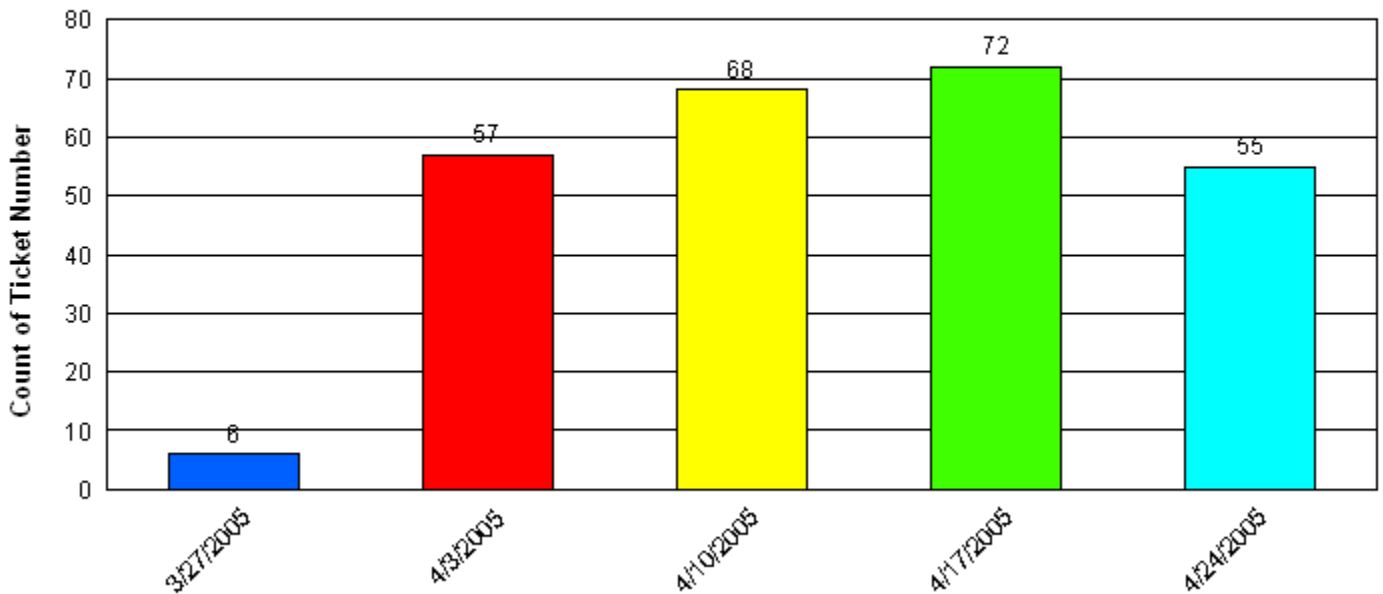
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000113967	04/04/2005	Build Objects in FSDEV
Ticket Number: 0000114203	04/06/2005	Need this script to be run in FSPRD
jgood	<u>Total:</u> 20	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000115753	04/28/2005	UNIX permissions
Closed	<u>Total:</u> 19	
Ticket Number: 0000115228	04/21/2005	Need file location for UMSA output file
Ticket Number: 0000114242	04/07/2005	KK Budget Conversion Notification
Ticket Number: 0000114618	04/13/2005	Remove service from iridium.hhmi in nagios
Ticket Number: 0000114661	04/13/2005	Research deletion criteria for reports run in PS.
Ticket Number: 0000114656	04/13/2005	Create CVS repository on aegis
Ticket Number: 0000114458	04/11/2005	Add UMBCDEMO to oratab file
Ticket Number: 0000114549	04/12/2005	legato backups failing
Ticket Number: 0000114471	04/11/2005	Adjust EST/DST on seven.ps.umbc.edu
Ticket Number: 0000114455	04/11/2005	Add UMBCDEMO to backup rotation
Ticket Number: 0000114456	04/11/2005	Restore PYRAMED from tape
Ticket Number: 0000114980	04/18/2005	FSSBX Not Posted
Ticket Number: 0000114685	04/14/2005	FSSBX and FSUAT cache
Ticket Number: 0000114979	04/18/2005	Unable to log in to peoplesoft: finance
Ticket Number: 0000114960	04/18/2005	Report repository purge
Ticket Number: 0000115172	04/20/2005	Restore UMBC backup from 04-07 and 04-08
Ticket Number: 0000115045	04/19/2005	Restore backups of UMBC Database
Ticket Number: 0000114849	04/15/2005	Restore UMBC instance backup from 4/7/2004
Ticket Number: 0000114753	04/14/2005	Time Out in TST
Ticket Number: 0000115515	04/25/2005	Bob Dore
jking	<u>Total:</u> 1	
Closed	<u>Total:</u> 1	
Ticket Number: 0000114128	04/05/2005	critical error
kblank	<u>Total:</u> 8	
Resolved	<u>Total:</u> 4	
Ticket Number: 0000114541	04/12/2005	monthly data missing on the retriever report period 9
Ticket Number: 0000114668	04/13/2005	Budget Finalized but not showing on Grant Summary Report
Ticket Number: 0000115026	04/19/2005	GL, Retriever & Project out of sync
Ticket Number: 0000115470	04/25/2005	Cannot budget check
Closed	<u>Total:</u> 4	
Ticket Number: 0000115421	04/24/2005	Trial Balance Report Running to Error
Ticket Number: 0000115448	04/25/2005	query running to no success
Ticket Number: 0000115156	04/20/2005	TST - 2 - Budget check process
Ticket Number: 0000115187	04/21/2005	invalid URL
kirby	<u>Total:</u> 2	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000115619	04/26/2005	Dept 10591 Needs to be Set up in HR
Closed	<u>Total:</u> 1	
Ticket Number: 0000115029	04/19/2005	Upgrade Adager product on all 3 HP3000's
lrand	<u>Total:</u> 2	
Closed	<u>Total:</u> 2	
Ticket Number: 0000114700	04/14/2005	REFRESH OF TRN WITH PRD
Ticket Number: 0000114253	04/07/2005	Leave Balance Spreadsheet
narayan	<u>Total:</u> 1	
Closed	<u>Total:</u> 1	
Ticket Number: 0000113945	04/04/2005	Leave Management Go Live Conversion and Processing

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
ostrove	<u>Total:</u>	7	
Resolved	<u>Total:</u>	2	
Ticket Number: 0000115807	04/28/2005		Grant Deepak Kumar (username 'dkumar') login access to terminal.p
Ticket Number: 0000115828	04/29/2005		Remove from netsaint
Closed	<u>Total:</u>	5	
Ticket Number: 0000114512	04/12/2005		Xwindows problem
Ticket Number: 0000114580	04/12/2005		Stevek1's machine is having issues
Ticket Number: 0000114514	04/12/2005		Investigate TWiki
Ticket Number: 0000113969	04/04/2005		Netsaint Update
Ticket Number: 0000114785	04/15/2005		Changed passwords in SA webserver
psimon	<u>Total:</u>	8	
Closed	<u>Total:</u>	8	
Ticket Number: 0000115323	04/22/2005		remedy
Ticket Number: 0000114043	04/05/2005		Problem previewing requisitions
Ticket Number: 0000114215	04/07/2005		"no success"
Ticket Number: 0000115283	04/22/2005		UM_SPCL_TCODE
Ticket Number: 0000115415	04/24/2005		Bundles? - PCard Report by Card Number not displaying amounts
Ticket Number: 0000115557	04/26/2005		PO Req Error
Ticket Number: 0000115480	04/25/2005		Cannot Create PO
Ticket Number: 0000115416	04/24/2005		Bundles? Requisitions don't print
slong	<u>Total:</u>	14	
Resolved	<u>Total:</u>	1	
Ticket Number: 0000115741	04/28/2005		Rstar login
Closed	<u>Total:</u>	13	
Ticket Number: 0000115418	04/24/2005		GL Trial Balance
Ticket Number: 0000115419	04/24/2005		Journal Entry Data Integrity Error
Ticket Number: 0000115420	04/24/2005		Enter Journal Data Integrity Error
Ticket Number: 0000114240	04/07/2005		Re-Fresh Sandbox
Ticket Number: 0000114479	04/11/2005		Pingle cannot log into ADC VPN after AD installed.
Ticket Number: 0000114525	04/12/2005		Timing out in TST
Ticket Number: 0000114625	04/13/2005		Need security Access
Ticket Number: 0000113966	04/04/2005		R*Stars Access
Ticket Number: 0000114189	04/06/2005		FW: Reset Password
Ticket Number: 0000114196	04/06/2005		FW: Reset Password
Ticket Number: 0000114117	04/05/2005		PASSWORD VIOLATION - RUMBA RESET
Ticket Number: 0000114794	04/15/2005		Invoice Locked
Ticket Number: 0000114861	04/15/2005		TST - 3 - KK

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
stephen		Total: 26	
	Resolved	Total: 9	
Ticket Number:	0000115560	04/26/2005	[Fwd: Statement of Payroll Charges]
Ticket Number:	0000115604	04/26/2005	Security Modification
Ticket Number:	0000115776	04/28/2005	Security Revisions
Ticket Number:	0000115771	04/28/2005	Security Confirmation
Ticket Number:	0000115818	04/29/2005	testing
Ticket Number:	0000115770	04/28/2005	Security Revision
Ticket Number:	0000115744	04/28/2005	Security Revisions
Ticket Number:	0000115649	04/27/2005	s.Grant Deepak Kumar (username 'dkumar') the same PS access in HR
Ticket Number:	0000115671	04/27/2005	Security and Username Issue
	Closed	Total: 17	
Ticket Number:	0000115321	04/22/2005	Establish Security
Ticket Number:	0000115462	04/25/2005	Create Users in HRDEV and HRTST instances for Deepak Kumar (u
Ticket Number:	0000115503	04/25/2005	Establish Security
Ticket Number:	0000114241	04/07/2005	PS Access
Ticket Number:	0000114640	04/13/2005	Update Bobbie Jo Peach's PS Security (username 'BPEACH') to incl
Ticket Number:	0000114273	04/07/2005	Security Revision
Ticket Number:	0000114614	04/13/2005	PDF NOT COMING UP FOR CHANGE PAR
Ticket Number:	0000115044	04/19/2005	Establish Security-ASAP
Ticket Number:	0000114939	04/18/2005	Security Request
Ticket Number:	0000114936	04/18/2005	Security Set up
Ticket Number:	0000115143	04/20/2005	Security Setup
Ticket Number:	0000115168	04/20/2005	Use FTE in determining timesheet accrual rates
Ticket Number:	0000115122	04/20/2005	New HR account for Sheryl Gibbs
Ticket Number:	0000113829	04/01/2005	Establish Security
Ticket Number:	0000113848	04/01/2005	Change Par report date issues
Ticket Number:	0000114096	04/05/2005	Security Modification
Ticket Number:	0000113974	04/04/2005	Security Revisions

Count of Ticket Number / Create Date

For OIT Business Systems: PeopleSoft



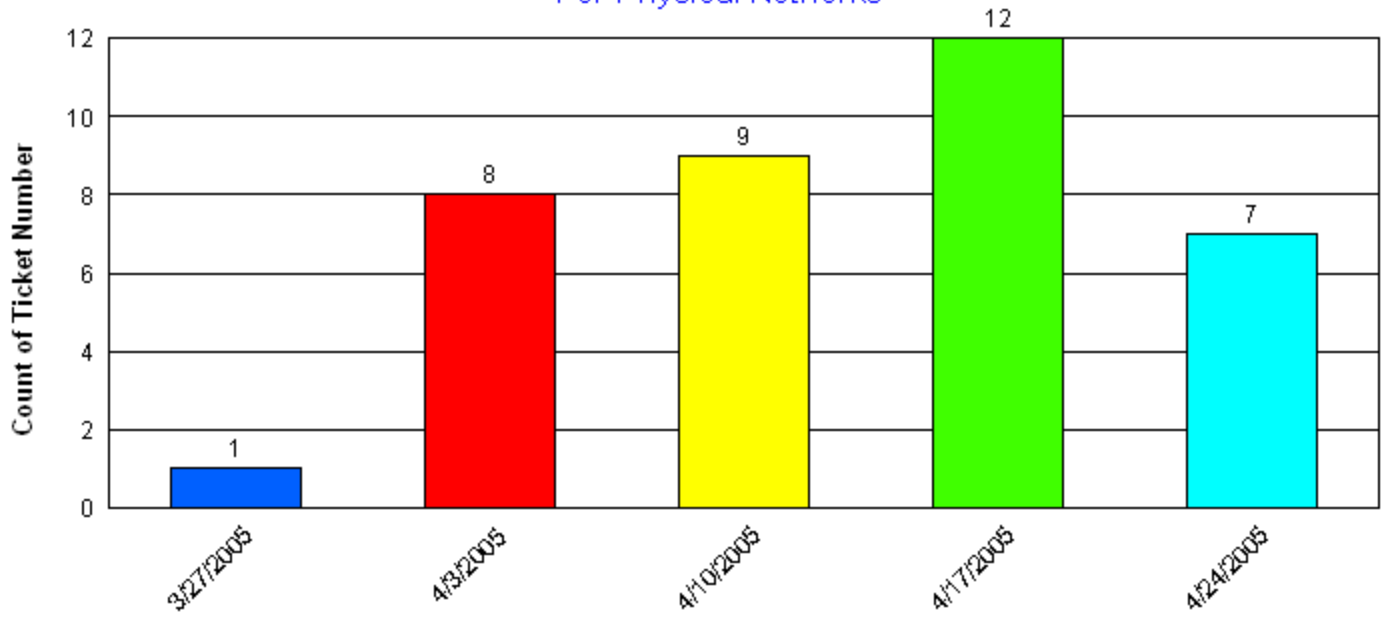
		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Physical Networks	Total:	37	
beakja1		Total:	11
Closed		Total:	11
Ticket Number: 0000114757		04/14/2005	activate the jack (#110) in Room 435A
Ticket Number: 0000114959		04/18/2005	ext. 55678; Stadium Press Box room; Network Jack not working
Ticket Number: 0000114966		04/18/2005	Room 225 South Potomac Hall; ext. 50754; Both jacks in the room d
Ticket Number: 0000115066		04/19/2005	Work Order Request-Need jack deactivated
Ticket Number: 0000114893		04/18/2005	RESNET: Potomac 2nd Floor South [partial outage]
Ticket Number: 0000114322		04/08/2005	Machine not connecting to network - no tcpip for email access
Ticket Number: 0000114670		04/13/2005	Change VLAN/jack assignment
Ticket Number: 0000114567		04/12/2005	Need telephone moved from ECS012B to ECS128
Ticket Number: 0000114563		04/12/2005	ACIV435A: Activate Data Jack
Ticket Number: 0000114419		04/11/2005	FA002 Alarm Battery (etherlock?)
Ticket Number: 0000115496		04/25/2005	User needs the ethernet jacks in Commons mainstreet activated 5-25 t
bushong1		Total:	7
Closed		Total:	7
Ticket Number: 0000115463		04/25/2005	RAC 220: Jacks Not Functioning
Ticket Number: 0000114425		04/11/2005	AD302: Mae Golden's network jack# 312 is not working.
Ticket Number: 0000114645		04/13/2005	Network jack #356 in ADM302 not working.
Ticket Number: 0000115057		04/19/2005	jack is working for regular connections, but not for lcwin
Ticket Number: 0000113919		04/04/2005	Activate jack in PP104-9 / Jack#35
Ticket Number: 0000114054		04/05/2005	224 Admin; ext. 52624; Jack is dead
Ticket Number: 0000113838		04/01/2005	PUB POLICY 015: jack activation
cmckin1		Total:	1
Closed		Total:	1
Ticket Number: 0000114894		04/18/2005	Physical Plant Network Device down: Dining Hall
natbl		Total:	6
Resolved		Total:	3
Ticket Number: 0000115660		04/27/2005	User can not connect to network
Ticket Number: 0000115743		04/28/2005	[net] AD302: Re-activate dead jack #62 on power pole
Ticket Number: 0000115794		04/28/2005	request for a new network line
Closed		Total:	3
Ticket Number: 0000115121		04/20/2005	Chem110: activate jack# 110-1-T1S A and B
Ticket Number: 0000115163		04/20/2005	Admin 211A: activate jack# 51-2
Ticket Number: 0000113996		04/04/2005	Jack 47 ECS003 Dead
rays1		Total:	1
Closed		Total:	1
Ticket Number: 0000114130		04/05/2005	User reports in social sciences 3rd floor everyone does not have netwo
zicka		Total:	11
Resolved		Total:	3
Ticket Number: 0000115758		04/28/2005	High priority request-Need static ip
Ticket Number: 0000115322		04/22/2005	DNS Entry for Registrar Machine
Ticket Number: 0000115412		04/24/2005	Need to Move Continuinged Web Server
Closed		Total:	8
Ticket Number: 0000114341		04/08/2005	Removal of DNS entries
Ticket Number: 0000114459		04/11/2005	3 new systems, need DNS/IPs for them
Ticket Number: 0000113962		04/04/2005	User on wireless gets IP conflict
Ticket Number: 0000113991		04/04/2005	CHPDM needs a DNS change
Ticket Number: 0000114795		04/15/2005	Need name and IP addr for virtual server
Ticket Number: 0000115178		04/20/2005	request change in dhcp for IMCMAC04
Ticket Number: 0000115182		04/20/2005	request update dhcp & dns entries
Ticket Number: 0000115181		04/20/2005	delete dhcp entries

Create
Date

Short Description

Count of Ticket Number / Create Date

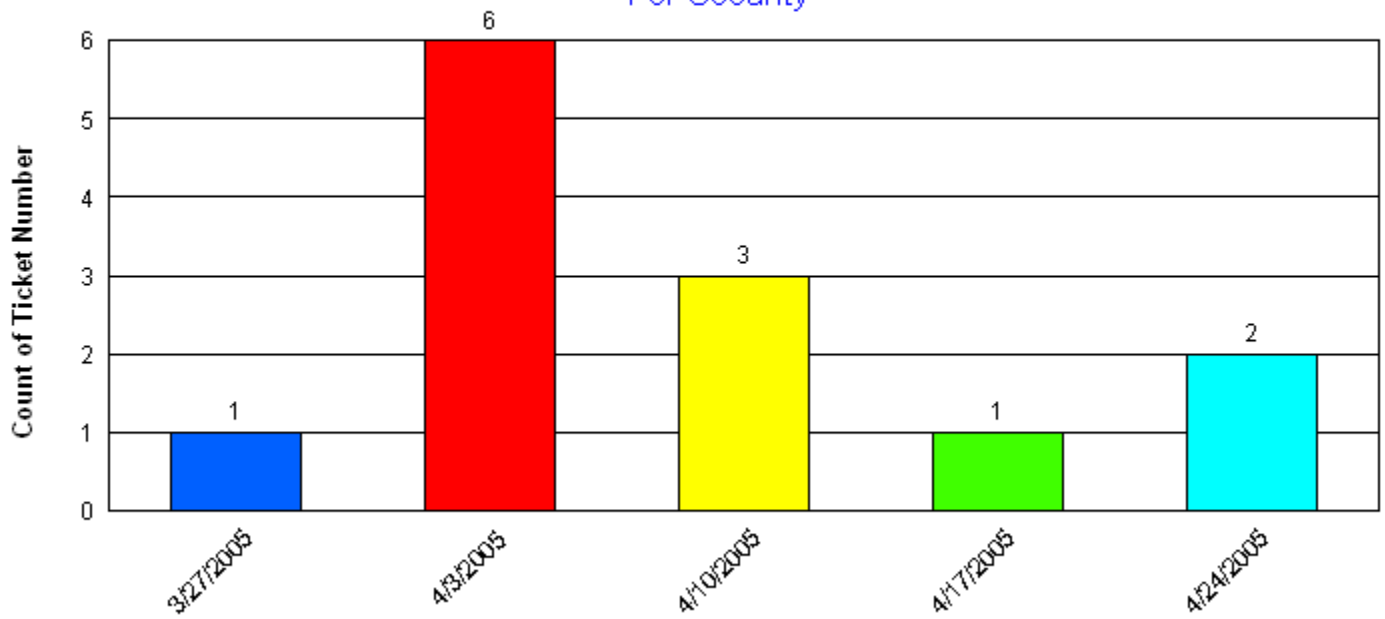
For Physical Networks



Security	Total:	Create Date	Short Description
akhant1	13		
Resolved	Total:	1	
Ticket Number: 0000114706		04/14/2005	Warning: could not send message for past 1 day (fwd)
Closed	Total:	12	
Ticket Number: 0000115414		04/24/2005	Potential Virus Being Sent VIA gif format: [Fwd: Urgent notice
Ticket Number: 0000114344		04/08/2005	Capture superb value on remedy
Ticket Number: 0000114387		04/09/2005	[deprotect.com #149312] ABUSE 130.85.163.126 DSS id: 232317
Ticket Number: 0000114408		04/10/2005	Fwd: [UConn Darknet] Possible compromised host(s) on your network
Ticket Number: 0000114715		04/14/2005	resnet blocks
Ticket Number: 0000115152		04/20/2005	Potential Virus being sent...
Ticket Number: 0000115475		04/25/2005	Virus in Email link
Ticket Number: 0000113876		04/02/2005	AMTEL SECURITY AT ISC WEST
Ticket Number: 0000114017		04/05/2005	Thanks!
Ticket Number: 0000114034		04/05/2005	Choose legitimate remedy provider for great value
Ticket Number: 0000114131		04/05/2005	Invitation to ISC West Show 2005
Ticket Number: 0000114014		04/05/2005	Thanks!

Count of Ticket Number / Create Date

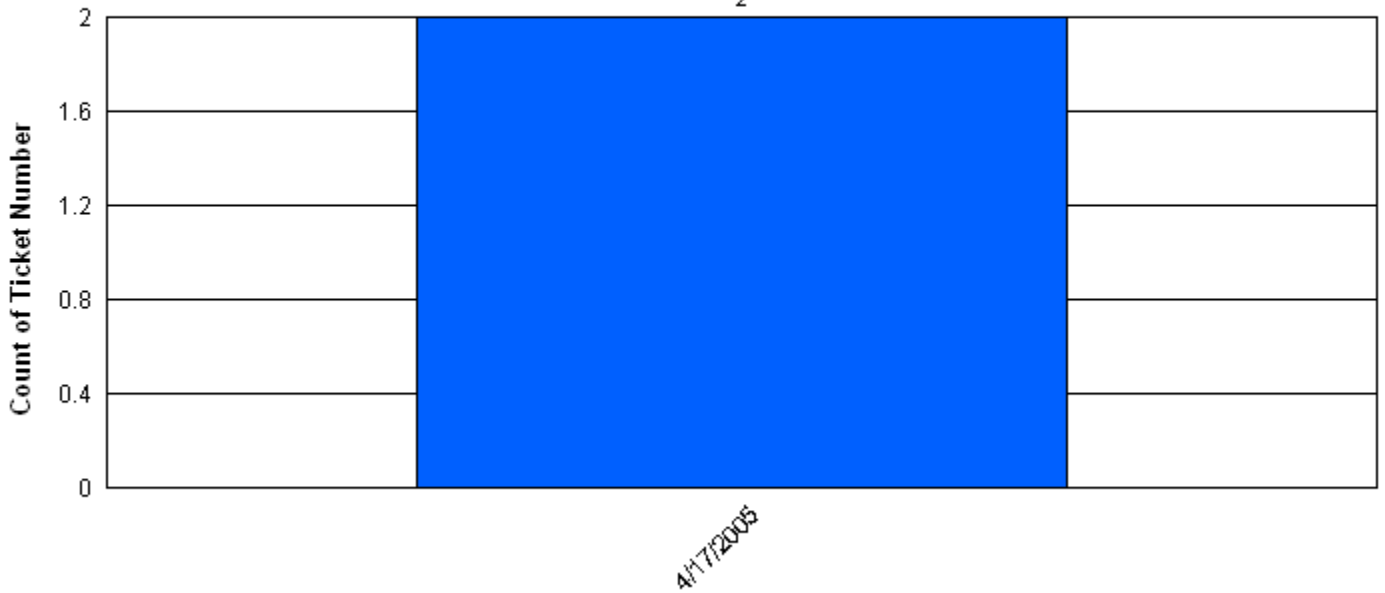
For Security



Shriver Center		Total:	2	<u>Create</u> <u>Date</u>	<u>Short Description</u>
pscott					
Closed				<u>Total:</u> 2	
Ticket Number:	0000115333			04/22/2005	Install KVM Switch - PG Co.
Ticket Number:	0000115334			04/22/2005	Rebuild & install CW PC - Choice PG

Count of Ticket Number / Create Date

For Shriver Center



<u>SysCore</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
SysCore	158		
SysCore	Total: 6		
Closed	Total: 6		
Ticket Number: 0000115576	04/26/2005		status of server
Ticket Number: 0000115584	04/26/2005		status of email
Ticket Number: 0000115583	04/26/2005		status of email
Ticket Number: 0000115577	04/26/2005		status of email
Ticket Number: 0000115578	04/26/2005		status of email
Ticket Number: 0000115579	04/26/2005		status of email
SysCore:Webmail	Total: 2		
Closed	Total: 2		
Ticket Number: 0000114021	04/05/2005		darbyb - webmail will not let me delete 1 message
Ticket Number: 0000114026	04/05/2005		k.Nee - grad sch / can not delete mail
banz	Total: 17		
Resolved	Total: 3		
Ticket Number: 0000115221	04/21/2005		Slides increase
Ticket Number: 0000115644	04/27/2005		Problem with matlab v13.1 for past several days
Ticket Number: 0000115656	04/27/2005		Matlab License server
Closed	Total: 14		
Ticket Number: 0000115384	04/23/2005		Erickson; Floor 3rd West; ext. 27543; Users can not connect to GL ac
Ticket Number: 0000115504	04/25/2005		Remote authentication
Ticket Number: 0000115471	04/25/2005		Class has AFS drive, needs more space on drive
Ticket Number: 0000115406	04/24/2005		Webmail not accepting user logins
Ticket Number: 0000115388	04/23/2005		User cannot log onto gl or webmail, problem began to occur after ser
Ticket Number: 0000115385	04/23/2005		Linux1.gl Linux2.gl and Linux3.gl show critical in NetSaint;
Ticket Number: 0000114261	04/07/2005		Slow response on Webadmin?
Ticket Number: 0000114467	04/11/2005		please add chambord to console.umbc.edu (new sys)
Ticket Number: 0000114072	04/05/2005		Half of sgi's are down iin ECS104a
Ticket Number: 0000114073	04/05/2005		104A lab - broken computers
Ticket Number: 0000114167	04/06/2005		Work Order Request-Setup abaqus server on titan
Ticket Number: 0000114897	04/18/2005		can't cotact umbc.world database
Ticket Number: 0000115571	04/26/2005		SSH unreachable, IMAP errors, webadmin auth. is good
Ticket Number: 0000114925	04/18/2005		Users getting IMAP errors, MR1 2 3 shows as critical
daleg	Total: 10		
Resolved	Total: 3		
Ticket Number: 0000115694	04/27/2005		Jim Citro needs all of his email restored back to 12:00 noon.
Ticket Number: 0000115853	04/29/2005		www -> ../pub/www
Ticket Number: 0000115767	04/28/2005		Request backup of inbox
Closed	Total: 7		
Ticket Number: 0000115742	04/28/2005		Re: VIAGGRA Walium CIALIS
Ticket Number: 0000114832	04/15/2005		apache error
Ticket Number: 0000114990	04/18/2005		Work Order Request-establish oracle connection in php
Ticket Number: 0000113930	04/04/2005		Please post
Ticket Number: 0000114180	04/06/2005		I am having a problem searching the directory.
Ticket Number: 0000114048	04/05/2005		thanks!
Ticket Number: 0000114004	04/04/2005		JSP Pages on GL
dave	Total: 1		
Closed	Total: 1		
Ticket Number: 0000113844	04/01/2005		umbc2

jcgregio		<u>Create</u>	<u>Short Description</u>
Closed		<u>Date</u>	
		<u>Total:</u>	11
		<u>Total:</u>	11
Ticket Number:	0000113899	04/03/2005	jdbc qonnect question
Ticket Number:	0000113948	04/04/2005	User has question about connecting to Oracle with jdbc
Ticket Number:	0000114088	04/05/2005	Create account
Ticket Number:	0000113949	04/04/2005	Corporate Time
Ticket Number:	0000114744	04/14/2005	Test Message for armail
Ticket Number:	0000114745	04/14/2005	Test Message for armail
Ticket Number:	0000115440	04/25/2005	Remedy Password
Ticket Number:	0000114230	04/07/2005	dpthelp@umbc.edu Address Question
Ticket Number:	0000114565	04/12/2005	Unable to connect to Oracle.gl
Ticket Number:	0000114491	04/11/2005	Work Order Request
Ticket Number:	0000114444	04/11/2005	Batch enroll students into SGA community

sbrown7		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u> 111	
		<u>Total:</u> 9	
Ticket Number:	0000115637	04/27/2005	New User needs a calendar account
Ticket Number:	0000115726	04/27/2005	request
Ticket Number:	0000115703	04/27/2005	Help
Ticket Number:	0000115780	04/28/2005	Quota increase for shriver webspace on afs
Ticket Number:	0000115719	04/27/2005	Work Order Request
Ticket Number:	0000115625	04/26/2005	User can not log onto Linux Lab Machines
Ticket Number:	0000115574	04/26/2005	URL request for Bursar's Office.
Ticket Number:	0000115620	04/26/2005	Work Order Request-Listproc info
Ticket Number:	0000115626	04/26/2005	Calendar Account

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		102	
Ticket Number: 0000115229	04/21/2005		User requests 4 accounts be deleted as they are drop outs from activat
Ticket Number: 0000115239	04/21/2005		FW: web page access
Ticket Number: 0000115272	04/21/2005		(spinexec)Web List Request
Ticket Number: 0000115452	04/25/2005		(strathmorehosts)Web List Request
Ticket Number: 0000115309	04/22/2005		ALRC Website
Ticket Number: 0000115336	04/22/2005		Frank Axell
Ticket Number: 0000115341	04/22/2005		Customer needs a file recovered
Ticket Number: 0000115407	04/24/2005		FW: Error Condition Re: Invalid request
Ticket Number: 0000115768	04/28/2005		(triangles)Web List Request
Ticket Number: 0000115514	04/25/2005		Forbidden links on umbc schedule of classes.
Ticket Number: 0000115513	04/25/2005		At accounts.umbc.edu we cannot access any of the admin fuctions suc
Ticket Number: 0000115506	04/25/2005		corporate calendar access request
Ticket Number: 0000115466	04/25/2005		No subject
Ticket Number: 0000115457	04/25/2005		(medicalfellows)Web List Request
Ticket Number: 0000115455	04/25/2005		(towsongchosts)Web List Request
Ticket Number: 0000115453	04/25/2005		(strathmorehosts)Web List Request
Ticket Number: 0000115386	04/23/2005		Encryption Error
Ticket Number: 0000115339	04/22/2005		Add name to access control list for Political Science's dept webpage
Ticket Number: 0000115326	04/22/2005		=?utf-8?q?Completely Up-to-dat=?=
Ticket Number: 0000115306	04/22/2005		Staff requests quota increase for departmental website (dept. CUERE)
Ticket Number: 0000115287	04/22/2005		Users: enevil1 and jlaur1 need access to read and write to sowk websit
Ticket Number: 0000115254	04/21/2005		Help - Permission
Ticket Number: 0000115235	04/21/2005		customer's account has been deactivated
Ticket Number: 0000114989	04/18/2005		(teamfun)Web List Request
Ticket Number: 0000113902	04/03/2005		deleting the CAWSLG list
Ticket Number: 0000113861	04/01/2005		User needs a general login acct for ecs 333 for everyone to use during
Ticket Number: 0000113978	04/04/2005		(blueandwhite)Web List Request
Ticket Number: 0000114006	04/05/2005		problems with listproc
Ticket Number: 0000114037	04/05/2005		Reactivate email account for kgrayb1
Ticket Number: 0000114204	04/06/2005		Deletion of 2 Listprocs and Password
Ticket Number: 0000114186	04/06/2005		(cli)Web List Request
Ticket Number: 0000114183	04/06/2005		setting up a listseve
Ticket Number: 0000114181	04/06/2005		Corporate Calendar Request
Ticket Number: 0000114163	04/06/2005		request
Ticket Number: 0000114237	04/07/2005		(sumpp)Web List Request
Ticket Number: 0000114126	04/05/2005		Banned file: application.pif, .exe in mail from you
Ticket Number: 0000114113	04/05/2005		User is to be admin of afs/umbc.edu/public/www/sociology but when h
Ticket Number: 0000114101	04/05/2005		(fmstaff)Web List Request
Ticket Number: 0000114208	04/06/2005		Work Order Request-Reactivate account
Ticket Number: 0000114038	04/05/2005		kgrayb1 - Bookstore needs calendar account
Ticket Number: 0000114011	04/05/2005		Status
Ticket Number: 0000113985	04/04/2005		umbc.edu/saf file space increase
Ticket Number: 0000113972	04/04/2005		Request to Disable Accounts - employee terminated
Ticket Number: 0000113990	04/04/2005		SGS list
Ticket Number: 0000115592	04/26/2005		User needs access to upload to wonmen's center webstite www.umbc.edu
Ticket Number: 0000114251	04/07/2005		request to restore e-mails which were accicentally deleted
Ticket Number: 0000114268	04/07/2005		Restore customers inbox
Ticket Number: 0000114276	04/07/2005		Need access to RCLC Directory
Ticket Number: 0000114292	04/07/2005		User can not get in to the web file for group
Ticket Number: 0000114305	04/08/2005		Deactivated account
Ticket Number: 0000114311	04/08/2005		Work Order Request-Need Corporate Time account
Ticket Number: 0000114291	04/07/2005		Create new Directory for ALRC
Ticket Number: 0000114391	04/09/2005		able to log in to myUMBC and webmail, but not into lab comps
Ticket Number: 0000114570	04/12/2005		User needs webspace for vpa410 for class to use. Default amount for w

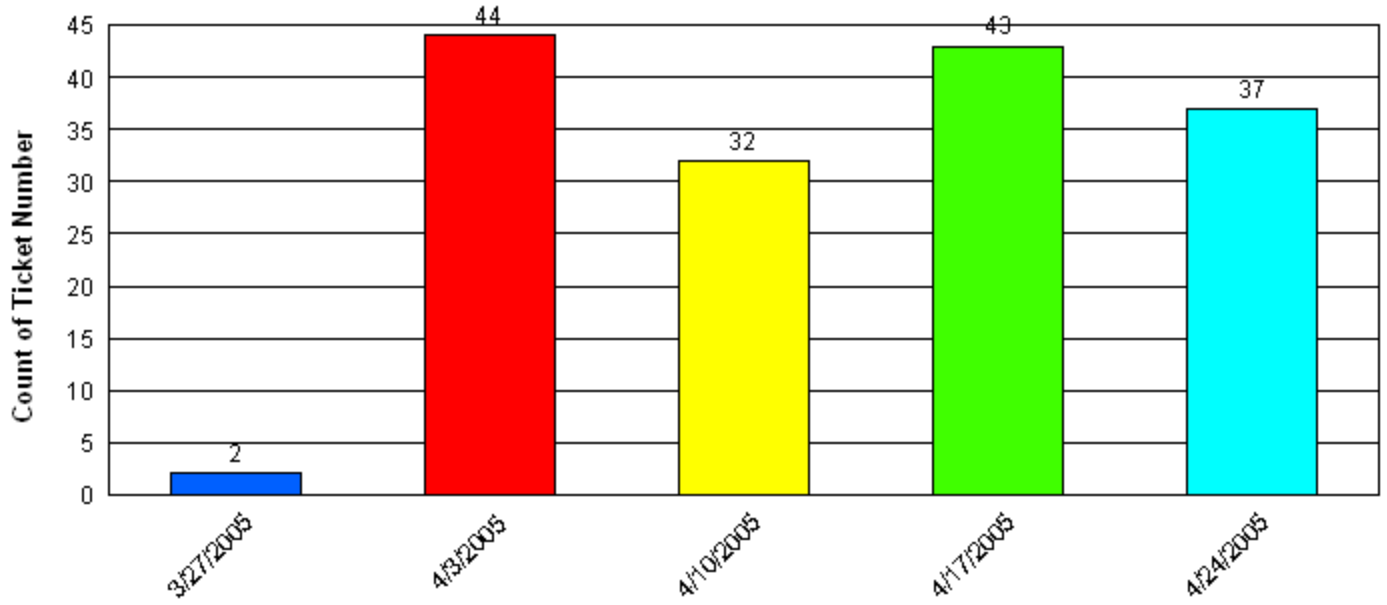
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000114568	04/12/2005	User deleted system files on his gl account and needs to restore the sy
Ticket Number:	0000114962	04/18/2005	User Patrica Holmes; Username PHolmes; was terminated today and t
Ticket Number:	0000114470	04/11/2005	Quota increase for dept AFS space
Ticket Number:	0000114440	04/11/2005	OSPA listserv - ospa@umbc.edu
Ticket Number:	0000114466	04/11/2005	Please remove the following individuals as MAPLE owners:
Ticket Number:	0000114427	04/11/2005	Unsubscribe
Ticket Number:	0000114445	04/11/2005	List Deletion Request: BALTIMOREMANAGERS
Ticket Number:	0000114333	04/08/2005	user rkhalil1 needs calandar account password reset
Ticket Number:	0000114653	04/13/2005	Pine error messages when resuming last postponed
Ticket Number:	0000114634	04/13/2005	New employee Phillip Cho needs calendar account
Ticket Number:	0000114630	04/13/2005	User wants Melisa Steffens username: mkelly to have her calendar ac
Ticket Number:	0000114622	04/13/2005	username hbrandt needs novell account for department OIA;
Ticket Number:	0000114604	04/13/2005	(amateurradio)Web List Request
Ticket Number:	0000114597	04/13/2005	Use of Spartan
Ticket Number:	0000114258	04/07/2005	calendar account
Ticket Number:	0000115049	04/19/2005	Create New account
Ticket Number:	0000114708	04/14/2005	I would like to have my calendar account changed from ddoyle1 to da
Ticket Number:	0000114763	04/15/2005	(ahayot)Web List Request
Ticket Number:	0000114764	04/15/2005	(ahayot)Web List Request
Ticket Number:	0000114836	04/15/2005	User: "rkhalil1" needs webadmin access. He is a helpdesk consultant
Ticket Number:	0000114841	04/15/2005	Re: webspace for vpa410
Ticket Number:	0000114863	04/15/2005	Redirect change needed
Ticket Number:	0000115046	04/19/2005	User needs temporary email increase. User is away and email box is f
Ticket Number:	0000115041	04/19/2005	user has lost all email in inbox starting today up until yesterday; Ext. 5
Ticket Number:	0000115036	04/19/2005	ext. 52990; room 509 FA building; User cannot retrieve any old email
Ticket Number:	0000115009	04/19/2005	campuscard@umbc.edu alias
Ticket Number:	0000114985	04/18/2005	Needs an arbitrary account
Ticket Number:	0000114983	04/18/2005	User says all emails have dissappeared. User only checks emails from h
Ticket Number:	0000114958	04/18/2005	request for Corp. Calendar account
Ticket Number:	0000114899	04/18/2005	disable my account and homepage
Ticket Number:	0000115185	04/21/2005	Dermatitis
Ticket Number:	0000114892	04/18/2005	myUMBC Account Reactivation
Ticket Number:	0000114873	04/17/2005	subscribe nihonto
Ticket Number:	0000114871	04/17/2005	BTLS Info
Ticket Number:	0000114868	04/16/2005	No subject
Ticket Number:	0000114845	04/15/2005	(wvp)Web List Request
Ticket Number:	0000115177	04/20/2005	(umbcttc)Web List Request
Ticket Number:	0000115160	04/20/2005	Email Folder Creation
Ticket Number:	0000115132	04/20/2005	User requires an increase in webmail space for academic purposes; ex
Ticket Number:	0000115129	04/20/2005	Corp Time Calendar Account
Ticket Number:	0000115237	04/21/2005	Please add my class to the submit system
Ticket Number:	0000115099	04/20/2005	Dermatis
Ticket Number:	0000115096	04/19/2005	(womens-rugby-alumnae)Web List Request
Ticket Number:	0000115095	04/19/2005	(womens-rugby-alumnae)Web List Request
Ticket Number:	0000114839	04/15/2005	Student organization needs listproc management changed
Ticket Number:	0000114831	04/15/2005	User would like listproc teamfun@listproc.umbc.edu setup for interm
Ticket Number:	0000114747	04/14/2005	User jstevens would like to add user mbogus1 as owner to listproc pc
Ticket Number:	0000114733	04/14/2005	Calendar account

Create
Date

Short Description

Count of Ticket Number / Create Date

For SysCore



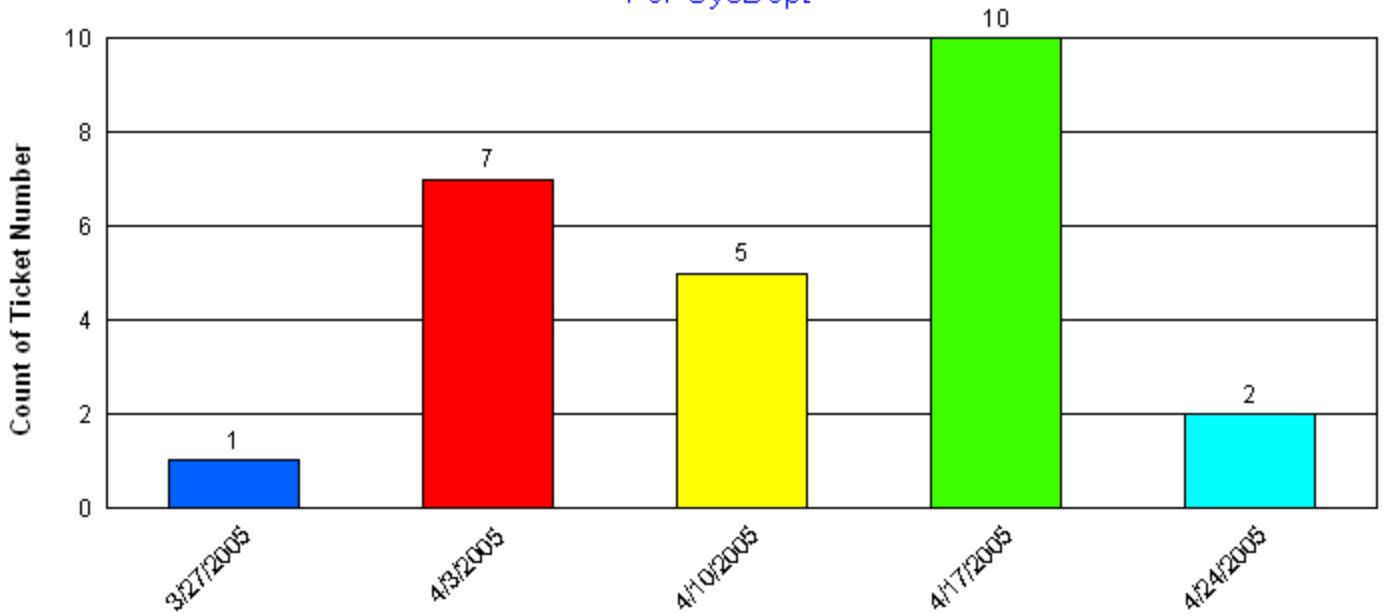
<u>SysDept</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
SysDept:Chemistry	25		
Closed		Total: 1	
Ticket Number: 0000115070		04/19/2005	account issues, abequose,mannose,sialic
laura		Total: 21	
Closed		Total: 21	
Ticket Number: 0000114787		04/15/2005	moving cerebro
Ticket Number: 0000115074		04/19/2005	account issues, abequose,mannose,sialic
Ticket Number: 0000115061		04/19/2005	4/19 All tapes changed.
Ticket Number: 0000114886		04/18/2005	Fix dept amanda from saturday nights problem
Ticket Number: 0000115176		04/20/2005	CHARMm 31b1 CD
Ticket Number: 0000115186		04/21/2005	software for dna.chem (Dr. Hosmane)
Ticket Number: 0000115102		04/20/2005	temp acct on klssgi1.chem
Ticket Number: 0000114994		04/19/2005	mount issues groupB?
Ticket Number: 0000115031		04/19/2005	ChemDraw & Spartan
Ticket Number: 0000115022		04/19/2005	ChemDraw
Ticket Number: 0000113835		04/01/2005	Can't view files from hops.chem (groupg)
Ticket Number: 0000114137		04/06/2005	groupG account (chem)
Ticket Number: 0000113999		04/04/2005	4/4/2005: Tape Change
Ticket Number: 0000113909		04/03/2005	cerebro account request (chem groupf)
Ticket Number: 0000113897		04/03/2005	oracle9 ifsm log in issue.
Ticket Number: 0000114631		04/13/2005	Tape Change fro 4-13-05
Ticket Number: 0000114499		04/11/2005	4/11 all tapes changed.
Ticket Number: 0000114355		04/08/2005	lab move on Monday
Ticket Number: 0000114699		04/14/2005	new user account, model and groupb systems
Ticket Number: 0000115428		04/25/2005	RH account for Dave
Ticket Number: 0000115429		04/25/2005	Create temp account for guest research till may 25th
randy		Total: 3	
Closed		Total: 3	
Ticket Number: 0000114324		04/08/2005	Adding access for new people on phenotype (fwd)
Ticket Number: 0000114327		04/08/2005	MATLAB on Gravity, Champ and Grace (fwd)
Ticket Number: 0000114709		04/14/2005	Physical Networks Group on RHN, adding users

Create
Date

Short Description

Count of Ticket Number / Create Date

For SysDept



Total Remedy Tickets Closed or Resolved between 04/01/2005 and 04/30/2005 : 1696

Count of Ticket Number / Create Date & HD Department Section

