

## Top 10 Departments Requesting Service with # of Tickets

\*All tickets are resolved by OIT. Those departments tracking their own tickets are not included.

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

### SA PeopleSoft IT Support

0000114645 Network jack #356 in ADM302 not working.  
 0000114644 Brian Thompson's old PC needs AD.  
 0000114754 Starla is having problems saving files to Novell.  
 0000114191 Need "accounting" links to change to "FinancialServices".  
 0000113987 Trisha is getting an error in byRequest.  
 0000114025 3 machines shutting down - possible virus  
 0000114185 Isabel needs some UMBC web changes.  
 0000114187 Bad link for Budget Office on myUMBC.  
 0000114142 Starla is Timing Out in HP/Reflections.  
 0000115416 Bundles? Requisitions don't print  
 0000115415 Bundles? - PCard Report by Card Number not displaying amounts  
 0000113989 Trisha cannot see "bursar@umbc.edu" Inbox email.  
 0000114698 Dot Weller's H:\ drive files needed.  
 0000114368 Jean is getting a Visual Basic error in Word.  
 0000114423 After AD was installed Ismail Ahmed can not log into AD  
 0000114422 After AD was installed Meriel can not log into Novell.  
 0000114424 After AD was installed Ros is getting a "File Download" error.  
 0000114425 AD302: Mae Golden's network jack# 312 is not working.  
 0000114330 Since AD Mike is getting an error in Excel.  
 0000114317 Karen cannot login to AD after it was activated yesterday.  
 0000114326 Since AD was installed Dee is getting error in MS Word.  
 0000115442 McAfee is catching a virus but says it can not delete it.  
 0000114519 After AD was installed Ros cannot print from Crystal Reports.  
 0000113929 Trisha Watson needs all files restored from I:\CCU folder.  
 0000114520 After AD was installed Mia is not able to see some of her files.  
 0000114463 Create byRequest account  
 0000114478 Irby is getting an error when trying to login to Crystal Reports.  
 0000115615 Work Order Request-PS listproc bombarded w/unauthorized requests  
 0000114479 Pingle cannot log into ADC VPN after AD installed.  
 0000115574 URL request for Bursar's Office.  
 0000115171 Pat Lewis's HP/Reflection options are grayed out.  
 0000115170 Starla Oie's PC needs Active Directory setup.  
 0000115248 Cheryl is getting a "VirusScan Alert" cannot able to delete files.  
 0000115085 UMBC "Resources for Faculty & Staff" page changes needed.  
 0000115083 UMBC Student Link page changes needed.  
 0000113840 I need "tcbrown" AD password reset.  
 0000115259 Larry's PC is getting errors.  
 0000115256 Kim's PC shuts down by it's self.  
 0000115249 Crystal is getting "Virus Alerts" but cannot delete files...  
 0000115850 Fw: Securty Request  
 0000115694 Jim Citro needs all of his email restored back to 12:00 noon.  
 0000115688 Financial Services needs more space on shared I:\ drive.

### Total Number of Tickets:

42

Dead/Slow Network Jack  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 UMBC Campus Web Pages  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 UMBC Campus Web Pages  
 UMBC Campus Web Pages  
 PC Support Request (Fac/Staff)  
 PS Finance Technical Issues  
 PS Finance Technical Issues  
 PC Support Request (Fac/Staff)  
 Novell Account Management  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 Dead/Slow Network Jack  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 Infected System  
 PC Support Request (Fac/Staff)  
 Novell File Restore  
 PC Support Request (Fac/Staff)  
 OIT-BSG Oracle Database  
 PC Support Request (Fac/Staff)  
 Mailing Lists  
 PC Support Request (Fac/Staff)  
 UMBC Campus Web Pages  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 UMBC Campus Web Pages  
 UMBC Campus Web Pages  
 Active Directory Password  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 PS Finance Security  
 AFS File Restore Request  
 Novell Quotas

### General Accounting

0000115292 Create retro validation to prevent retros to incomplete retros  
 0000115478 FW: 4 ARDJ entries are not Jrnl Generating  
 0000113942 Create a spreadsheet of retros in hr\_acctg\_line  
 0000114303 Step 1B (FSCAM011) producing incorrect new dept and jobcode  
 0000114826 Modify retro entry screen to prevent entry of mixed paygroups  
 0000115477 4 ARDJ entries are not Jrnl Generating  
 0000114825 Provide begin and end dates in retro history link  
 0000115420 Enter Journal Data Integrity Error  
 0000115421 Trial Balance Report Running to Error  
 0000115291 Inspect and Modify retro entry validations  
 0000114821 Modify Retro entry screen to prevent partial pay periods  
 0000115619 Dept 10591 Needs to be Set up in HR  
 0000114681 RE: Need security Access  
 0000115187 invalid URL

### Total Number of Tickets:

39

HR Commitment Accounting  
 PS General Ledger  
 HR Commitment Accounting  
 HR Commitment Accounting  
 HR Commitment Accounting  
 PS Receivables  
 HR Commitment Accounting  
 PS Finance Technical Issues  
 PS Finance Technical Issues  
 HR Commitment Accounting  
 HR Commitment Accounting  
 HR Human Resources  
 PS Finance Security  
 PS Finance Technical Issues

0000115283	UM_SPCL_TCODE	Email Request
0000114192	access to retriever	PS General Ledger
0000115448	query running to no success	PS Payables
0000115440	Remedy Password	Remedy Account Request
0000114433	Re: Journal	PS General Ledger
0000115042	Modify Run Control Page for Statement of Payroll Charges to Improv	HR Commitment Accounting
0000115043	RE: Retro/Finance Report	HR Payroll
0000114020	Implement TWiki Enterprise Collaboration Platform for Finance Grou	PS IT - SysAdmin
0000115286	Create a view to link retro and distribution tables	HR Commitment Accounting
0000114242	KK Budget Conversion Notification	PS Finance Technical Issues
0000114099	Virus Problem	PC Support Request (Fac/Staff)
0000114525	Timing out in TST	PS Finance Technical Issues
0000115500	PR21 Not in Retriever	PS Finance Technical Issues
0000115417	Menu Issue	PS Finance Security
0000115012	Remedy 113056	HR Payroll
0000115464	Add Support request link to PS pages	PS Finance Technical Issues
0000115552	UMGLM002 BI Acct line interface to Proj	PS Finance Technical Issues
0000114861	TST - 3 - KK	PS Finance Technical Issues
0000115419	Journal Entry Data Integrity Error	PS Finance Technical Issues
0000115418	GL Trial Balance	PS Finance Technical Issues
0000113966	R*Stars Access	PS Finance Security
0000115741	Rstar login	PS Finance Technical Issues
0000115790	Modify retro entry screen to prevent modification of completed retros	HR Commitment Accounting
0000115787	Modify Retro Validation screen to show 'VALIDATED'	HR Commitment Accounting
0000115723	Fw: Zaccount Request	HR Security

Biology - Academic

0000115031	ChemDraw & Spartan
0000114985	Needs an arbitrary account
0000115022	ChemDraw
0000115342	IE Content Advisor
0000114921	Biology rm 011. Lab printer BSO11Hp4100 on FS1.ad.umbc.edu que
0000114914	In reference to ticket # 112882; User called manufacturer and they sai
0000115041	user has lost all email in inbox starting today up until yesterday; Ext. 5
0000114249	Re: QUOTA WARNING for your myUMBC account
0000114184	Blackboard NEW Course: Assign to New Media: Blackboard
0000115521	Ticket # 0000114914
0000114324	Adding access for new people on phenotype (fwd)
0000114166	Bio Sci rm 011. x53497. New machines with oit image can login but o
0000115572	user cannot print or do anything on the network after she logs into Nov
0000114729	Sharing online exams
0000114654	User requests increase in disk space quota for academic purposes.
0000114547	Lab computers cannot connect with the printers in the office despite t
0000114018	thanks!
0000114429	Netstorage keeps prompting for login when downloading files
0000115471	Class has AFS drive, needs more space on drive
0000115445	Since AD installed pc's located in labs BS364/369 will not print
0000114137	groupG account (chem)
0000115622	Trust Violation -- ERROR
0000115145	[PC s/w] BS416: Install Frontpage 2003
0000115276	"trust relationship" error
0000113835	Can't view files from hops.chem (groupg)
0000115251	SPSS 12 loan
0000113878	[Mac s/w] BS455: Powerbook permission problems.
0000115194	Re: QUOTA WARNING for your myUMBC account
0000115623	No subject
0000115628	recover info from dead hard drive
0000115268	Work Order Request
0000115624	User needs to be removed from a few coarses.
0000113825	Delete all jobs from print queue for bs011hp4100
0000115261	[Mac s/w] BS306: User's Macintosh is having network problems.
0000115254	Help - Permission
0000115705	Work Order Request

Total Number of Tickets:

37

Email Request
UMBC Arbitrary Account
Email Request
HD: Software Config/Trblshng
LabSoftware:Windows
PC Support Request (Fac/Staff)
Webmail Problem
HD: Software Config/Trblshng
Online Course Course Creation
PC Support Request (Fac/Staff)
UNIX Misc
PC Support Request (Fac/Staff)
Novell Issue (Fac/Staff)
Online Course Misc
HD: Quota
Labs:Novell Issue
Email Request
Novell Account Management
AFS File Space Requests
PC Support Request (Fac/Staff)
Chemistry Dept Unix Issues
Novell Issue (Fac/Staff)
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
Email Request
HD: CD Checkout
Macintosh Support Request (Fac/Staff)
HD: Quota
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
Novell Issue (Fac/Staff)
HD: Online Course Update
Novell Printing
Check Network Jack (Fac/Staff)
AFS File Space Requests
PC Support Request (Fac/Staff)

0000115703

Help

Mailing Lists

Human Resources

- 0000115434 Add minimum pay\_end\_dt to UMHRR075
- 0000115438 AD511: Network error on printer in HR
- 0000114829 User believes they have downloaded spyware
- 0000114838 Leave accrual program to look at payment method
- 0000113974 Security Revisions
- 0000114743 Refresh of HRTRN Instance on Morning of 4/15/05 from Database B
- 0000114842 Daily/Weekly Audit scripts
- 0000114840 Modify Leave enrollment/accrual process as part of EI update
- 0000114035 AD504: getting IP but can't connect to Internet or SSH
- 0000113945 Leave Management Go Live Conversion and Processing
- 0000114614 PDF NOT COMING UP FOR CHANGE PAR
- 0000115579 status of email
- 0000114700 REFRESH OF TRN WITH PRD
- 0000114640 Update Bobbie Jo Peach's PS Security (username 'BPEACH') to incl
- 0000114844 Modify Year-End Process
- 0000115116 MODIFICATION OF TIME ENTRY PROGRAM
- 0000115110 [Fwd: pay plan]
- 0000115218 Report/Query Request
- 0000114346 pls run attchd script against HRPRD for oayroll
- 0000115318 Work Order Request
- 0000115316 Access to Retriever
- 0000115573 HR P/S Problem
- 0000115168 Use FTE in determining timesheet accrual rates
- 0000115633 [Fwd: list PEOPLESOFT: List Message Rejected]
- 0000114264 Time & Attendance Data
- 0000115143 Security Setup
- 0000115206 Look at customizing PS\_EMPLOYEES w/UMBC flds
- 0000113848 Change Par report date issues
- 0000114239 problem with receipts activity summary
- 0000115808 Research and set factor to address bug in SP1 bundle that is inflating t
- 0000115776 Security Revisions
- 0000115771 Security Confirmation
- 0000115744 Security Revisions
- 0000115845 TIME ENTRY LOAD PROCESS AS IT RELATES TO EI
- 0000115760 Research new runcontrol record for Statement of Payroll Charges
- 0000115836 EI project - ZT/RK processing

Total Number of Tickets:

36

- HR Human Resources
- Novell Printing
- PC Support Request (Fac/Staff)
- HR Time and Labor
- HR Security
- PS IT - Database
- HR Time and Labor
- HR Time and Labor
- PC Support Request (Fac/Staff)
- HR Time and Labor
- HR Human Resources
- UMBC Central Server Down
- HR Human Resources
- HR Security
- HR Time and Labor
- HR Human Resources
- HR Human Resources
- HR Time and Labor
- PS IT - Database
- CorpTime Calendar Account Requests
- PS General Ledger
- HR Benefits Admin
- HR Benefits Admin
- Mailing Lists
- HR Human Resources
- HR Security
- HR Payroll
- HR Human Resources
- PS Purchasing
- HR Payroll
- HR Security
- HR Security
- HR Security
- HR Human Resources
- HR Human Resources
- HR Payroll

Computer Sci Elec Engineering

- 0000114241 PS Access
- 0000114990 Work Order Request-establish oracle connection in php
- 0000114439 Printing requisitions
- 0000114832 apache error
- 0000114491 Work Order Request
- 0000114724 quota increase
- 0000114705 ENGR231 - Customer unable to login to machine
- 0000115466 No subject
- 0000114706 Warning: could not send message for past 1 day (fwd)
- 0000115217 Rapid disconnects
- 0000114384 Request for quota increase
- 0000114388 spyware (DSO Exploit) cannot be deleted
- 0000114378 computer in ITE needs VisualStudio.net
- 0000115389 urgent
- 0000115166 Work Order Request
- 0000114393 [Mac s/w] Not communicating with network printer
- 0000114984 Rogue Printjobs on a TRC printer - trc201ahp.engr.umbc.edu (queue
- 0000115516 Work Order Request-Students can not access /afs/umbc.edu/depts/c
- 0000114954 unable to access gl email account
- 0000114299 Work Order Request-can not use acroread
- 0000115088 Php and Oracle
- 0000115504 Remote authentication

Total Number of Tickets:

35

- HR Security
- Oracle DB Issue (oracle.gl)
- PS Purchasing
- Individual myUMBC Errors
- Oracle.gl Account Requests
- HD: Quota
- PC Support Request (Fac/Staff)
- Email Request
- Security Issue (Other)
- Campus Modem Problems
- HD: Quota
- PC Support Request (Fac/Staff)
- PC Software Install (Fac/Staff)
- Webmail Problem
- IP Address Request
- Macintosh Support Request (Fac/Staff)
- COE Unix issues
- AFS File Space Requests
- HD: Software Config/Trblshntng
- Computer Science Support
- Oracle DB Issue (oracle.gl)
- LabSoftware:Windows

0000115237	Please add my class to the submit system	Project Submission System
0000115262	Request for quota increase	HD: Quota
0000114050	Visa Code	HR Human Resources
0000113948	User has question about connecting to Oracle with jdbc	Oracle DB Issue (oracle.gl)
0000113846	Quota	AFS File Space Requests
0000114042	Novell Account	Novell Account Management
0000113926	Increase Disk Space Quota	HD: Quota
0000113962	User on wireless gets IP conflict	IP Conflict
0000113901	Work Order Request-Mail undeliverable	Webmail Problem
0000115785	new myumbc account request	UMBC Account Activation
0000115893	Work Order Request	HD: Software Config/Trblshtng
0000115719	Work Order Request	UNIX Misc
0000115862	Create account for College Park student Bryant Lee	UMBC Arbitrary Account

Chemistry BioChem - Academic

0000114207	[PC s/w] Chem475a: Re-installed Dell Dimension PC	PC Support Request (Fac/Staff)
0000115121	Chem110: activate jack# 110-1-T1S A and B	Dead/Slow Network Jack
0000115340	Macromodel on abequose	Chemistry Dept Unix Issues
0000114452	Fwd: Please Restore Your Account Access	Spam sent to Help Desk queue
0000115186	software for dna.chem (Dr. Hosmane)	Chemistry Dept Unix Issues
0000114476	Please activate Chaitali Mukhopadhyay	UMBC Account Activation
0000114885	Computer on boot up gets a message saying Low memory	PC Support Request (Fac/Staff)
0000113909	cerebro account request (chem groupf)	Chemistry Dept Unix Issues
0000115080	Work Order Request	PC Support Request (Fac/Staff)
0000114355	lab move on Monday	Chemistry Dept Unix Issues
0000114994	mount issues groupB?	Chemistry Dept Unix Issues
0000115026	GL, Retriever & Project out of sync	PS General Ledger
0000114144	User gets a window that says windows profile will not load	Windows Profile Issues
0000114932	Problems	HD: Software Config/Trblshtng
0000115102	temp acct on klssgl.chem	Chemistry Dept Unix Issues
0000114787	moving cerebro	Chemistry Dept Unix Issues
0000115630	CHEM 100 (used to be 109) - No network connectivity- customer ne	PC Support Request (Fac/Staff)
0000113854	ext 51576; Room 475 B Chemistry Building; Users computer no longe	PC Support Request (Fac/Staff)
0000114699	new user account, model and groupb systems	Chemistry Dept Unix Issues
0000113853	[PC s/w] CHEM245: Install latest version of JRE	PC Software Install (Fac/Staff)
0000115173	Problems with my PC; ext 52520; Please contact at extention.	PC Support Request (Fac/Staff)
0000114758	AD & Novell accounts	Novell Account Management
0000114003	User is having problems with Linux dialer	HD: Software Config/Trblshtng
0000114799	CHEM444: PC not getting IP	Dead/Slow Network Jack
0000115176	CHARMm 31b1 CD	Chemistry Dept Unix Issues
0000114869	quota	HD: Quota
0000115429	Create temp account for guest research till may 25th	Chemistry Dept Unix Issues
0000114597	Use of Spartan	Titan
0000115696	User's Windows OS seems to have failed; ext. 52549; Room 245 Chem	PC Support Request (Fac/Staff)
0000115856	Accelrys Package	Chemistry Dept Unix Issues
0000115713	PPT file error	PC Support Request (Fac/Staff)
0000115766	chemistry room 452; Windows XP, the only computer there; ext. 529	PC Support Request (Fac/Staff)
0000115653	demo license for Dr. Hosmane	Chemistry Dept Unix Issues

Total Number of Tickets:

33

Library

0000115221	Slides increase	AFS File Space Requests
0000114977	Guest Accounts and E-mail	HD: Software Config/Trblshtng
0000114814	Workstation specific account libspec2	Active Directory Password
0000114626	Quota Increase	HD: Quota
0000114811	User is campus archivist, needs more quota	HD: Quota
0000114824	Workstation account serialsdesk	Active Directory Password
0000115324	User gstart	PC Support Request (Fac/Staff)
0000114562	ext. 52353; Contact Marcy Perry at 56290;	AFS File Restore Request
0000114541	monthly data missing on the retriever report period 9	PS General Ledger
0000115058	User is in library rm 353 trying to login workstation only to machine, b	Active Directory Password
0000114983	User says all emails have dissappeared. User only checks emails from h	AFS File Restore Request
0000115017	AD Password reset - please expedite	Active Directory Password
0000115610	User needs to be able to login to 5 different machines in context techs	Novell Account Management

Total Number of Tickets:

31

0000114088	Create account	Remedy Account Request
0000113960	Friends db	LCS Support Request
0000115193	Re: QUOTA WARNING for your myUMBC account	HD: Quota
0000114934	Novell Request	Novell Account Management
0000114792	user ariel	Active Directory Password
0000114760	user ehicks1	Active Directory Password
0000114926	inbox issues	HD: Software Config/Trblshtng
0000115410	Work Order Request	Webmail Problem
0000114809	Workstation specific account tsstudent	Novell Account Management
0000114386	stjones quota	HD: Quota
0000114113	User is to be admin of afs/umbc.edu/public/www/sociology but when h	UNIX Misc
0000113868	User wesley	Novell Account Management
0000114662	User unaveed1	Novell Account Management
0000115213	User ehicks1	Active Directory Password
0000115837	User conner	Novell Account Management
0000115866	Library guards' desk computer AD	PC Support Request (Fac/Staff)
0000115724	Error Message	PC Support Request (Fac/Staff)
0000115886	Work Order Request	LCS Support Request

Student Accounts Receivable

0000115039	PeopleSoft Problems
0000115164	Reset security password for USR0263.SAR
0000114315	Sallie Mae transmission problems from our server to the HP
0000114316	Scheduling of SCCU cycle 1, cycle 2, prelim and motor vehicles jobs f
0000114240	Re-Fresh Sandbox
0000114272	PS Security Request
0000115483	BU OFCAM & THIRD AR HEADER ERROR
0000115104	Not able to log-in
0000115488	AR Dir Jrnl bud status not updated
0000115156	TST - 2 - Budget check process
0000115494	Increase allocated disk space
0000114847	Re Excel Problems and space on H Drive
0000115450	Reset Security Password
0000114515	Sallie Mae transmission from 4/11
0000114696	HP Account/Bursar's Office
0000115436	In PS I can not open any PDF reports
0000114625	Need security Access
0000115002	Reset security password
0000114544	Vanchon Brooks
0000115018	SBX- Calendars not working
0000114794	Invoice Locked
0000113938	User is a new employee of UMBC and needs a new Novell and Calend
0000115437	Not able to generate custom report
0000115716	Default invoices to 3 copies
0000115721	Set defaults servers for jobs
0000115743	[net] AD302: Re-activate dead jack #62 on power pole
0000115799	gray out default value of NEXT

Total Number of Tickets:

27

PS Finance Technical Issues
OIT-BSG Operational Support
OIT-BSG Finance Bursar
OIT-BSG Finance Bursar
PS Finance Technical Issues
PS Finance Security
OIT-BSG Finance Bursar
PC Support Request (Fac/Staff)
PS Budgets
PS Budgets
HD: Quota
Novell Quotas
OIT-BSG Operational Support
OIT-BSG Finance Bursar
OIT-BSG Operational Support
PC Support Request (Fac/Staff)
PS Finance Technical Issues
OIT-BSG Operational Support
PS Finance Security
PS IT - Database
PS Finance Technical Issues
Novell Account Management
PS Finance Technical Issues
PS Finance Technical Issues
PS Finance Technical Issues
Dead/Slow Network Jack
PS Finance Technical Issues

DPET Marketing

0000114746	test
0000115330	8MB Catalyst Switch - UMBC Property Tag: 00837838
0000114493	copier not printing jobs from computer
0000114230	dpthelp@umbc.edu Address Question
0000115536	Work on imaging a machine from the UC
0000114500	Replace staples in UC Xerox Copier
0000114231	Email quota increase
0000114250	Install Dreamweaver
0000114027	Xerox Copier in ACIV-B not printing
0000114016	Fix ISD Form Reply
0000115412	Need to Move Continuing Web Server
0000113931	[Fwd: SE web page]
0000114432	Replacement Remote
0000115160	Email Folder Creation

Total Number of Tickets:

26

DPET Support Request
Dead/Slow Network Jack
DPET Support Request
Remedy Email Alias Redirect
DPET Support Request
DPET Support Request
HD: Quota
DPET Support Request
DPET Support Request
DPET Support Request
DNS Entry Modification
DPET Support Request
DPET Support Request
UMBC Email Alias

0000113932 Configure and inventory Diane's home pc  
 0000114040 Active Directory Issue  
 0000114718 Reset Novell Password  
 0000114508 DPET HELP  
 0000114149 FW: Machine not Connecting to Active Directory  
 0000114812 UC data projector  
 0000113839 Surabhi's Machine  
 0000115774 Make sure Ginny has power cord for ISD laptop and replace mouse in  
 0000115715 Novell Error  
 0000115689 Purchase a Hub  
 0000115683 Downtime for DPET web server - Friday, April 29, 2005 from 8:00  
 0000115801 http://userpages.umbc.edu/%7Eumgfp/

DPET Support Request  
 PC Software Install (Fac/Staff)  
 Novell Account Management  
 DPET Support Request  
 PC Support Request (Fac/Staff)  
 DPET Support Request  
 PC Support Request (Fac/Staff)  
 DPET Support Request  
 Novell Issue (Fac/Staff)  
 DPET Support Request  
 DPET Support Request  
 AFS File Space Requests

VP Institutional Advancement

0000113950 [Fwd: Re: Computer Labs]  
 0000113830 Work Order Request-Need access to H & I drives  
 0000115264 Internal Server error when trying to access UMBC Calendar (WebEvent  
 0000115453 (strathmorehosts)Web List Request  
 0000115455 (towsongchosts)Web List Request  
 0000115452 (strathmorehosts)Web List Request  
 0000114579 User might have typed password wrong  
 0000114318 14 machines will need AD installed  
 0000115457 (medicalfellows)Web List Request  
 0000114329 Admin 810; ext. 51577; User needs to have Active Directory Installed  
 0000115519 Request for Calendar  
 0000114993 Had active directory installed  
 0000115337 Can't print to new printer...  
 0000115052 Password reset for techport  
 0000114751 Admin rm 818. x53706. Needs 2 machines setup with basic OIT set  
 0000114805 Novell Password reset  
 0000114897 can't cotact umbc.world database  
 0000114121 [PC s/w] AD819: setup 2 printers  
 0000114188 AD819: Request IP for an HP color LJ 4650  
 0000114164 Request  
 0000114190 Please create a printe queue for a new printer in OIA  
 0000114193 AD811a: Activate jack# 811A-4-TC8  
 0000115568 Need security pw reset

Total Number of Tickets:

23

Labs:Novell Issue  
 Novell Account Management  
 PC Support Request (Fac/Staff)  
 Email Request  
 Email Request  
 Email Request  
 Novell Account Password  
 PC Support Request (Fac/Staff)  
 Email Request  
 PC Software Install (Fac/Staff)  
 PC Software Install (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 Novell Printing  
 HD: Password  
 PC Software Install (Fac/Staff)  
 Novell Account Management  
 MyUMBC Server Down  
 PC Support Request (Fac/Staff)  
 DHCP Request  
 PC Computer Install (Fac/Staff)  
 Novell Printing  
 Dead/Slow Network Jack  
 OIT-BSG Operational Support

**Top 10 UMBC Departments Requesting Service**

