

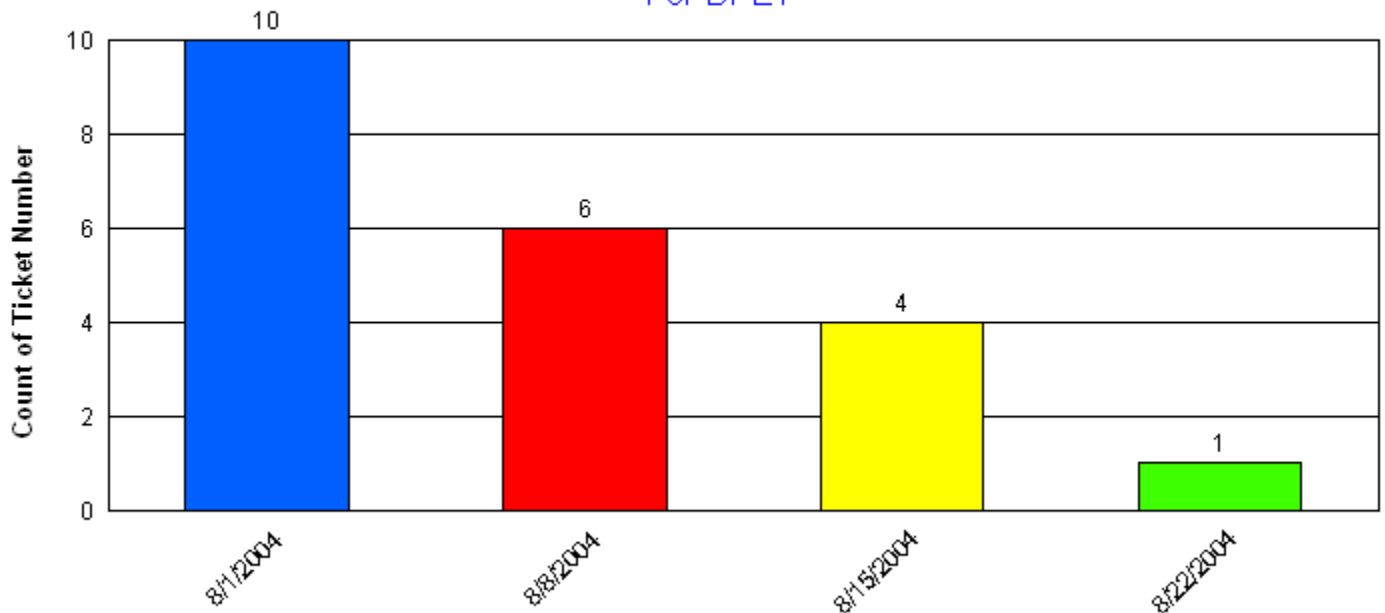
Closed/Resolved Tickets by OIT Section

Tickets Created Between 08/01/2004 and 08/31/2004

DPET	Total:	Create Date	Short Description
jglove1	21		
Closed	Total: 6		
Ticket Number: 0000097151	08/03/2004	ELC Computer Lab Problems	
Ticket Number: 0000098928	08/26/2004	web site for e-Teacher project	
Ticket Number: 0000097924	08/16/2004	Computer and LCD Projector	
Ticket Number: 0000098129	08/18/2004	Files to be copied to CD	
Ticket Number: 0000097639	08/11/2004	Help!	
Ticket Number: 0000097941	08/16/2004	Change URL	
stevenh1	Total: 15		
Closed	Total: 15		
Ticket Number: 0000097483	08/09/2004	Remove Connect email address from ISD inquiries	
Ticket Number: 0000097795	08/13/2004	Logo Change for Susan McFaul	
Ticket Number: 0000097506	08/09/2004	Document Scanning Software	
Ticket Number: 0000097799	08/13/2004	Database	
Ticket Number: 0000098125	08/18/2004	Order items for ACIV B ISD Lab	
Ticket Number: 0000097309	08/05/2004	Needs loaner laptop	
Ticket Number: 0000097313	08/05/2004	Needs help with Adobe Acrobat	
Ticket Number: 0000097063	08/02/2004	Work on Oracle Reports	
Ticket Number: 0000097067	08/02/2004	Web Site Down	
Ticket Number: 0000097311	08/05/2004	DPET Web Site	
Ticket Number: 0000097220	08/04/2004	Get copier moved from Tide Point	
Ticket Number: 0000097583	08/10/2004	OnLine Class Notes	
Ticket Number: 0000097229	08/04/2004	File Access Problems	
Ticket Number: 0000097353	08/05/2004	Updated Information	
Ticket Number: 0000097126	08/03/2004	Look for missing email folders	

Count of Ticket Number / Create Date

For DPET



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Desktop Support	Total:	405	
Desktop	Total:	20	
Closed	Total:	20	
Ticket Number:	0000097303	08/05/2004	Can I setup a local printer to share with office mate
Ticket Number:	0000098570	08/23/2004	printing problems
Ticket Number:	0000098634	08/24/2004	Kevin/Pub Policy Dept
Ticket Number:	0000098639	08/24/2004	winnie - we have a student pc that is asking for a pw
Ticket Number:	0000098714	08/24/2004	pc maintenance
Ticket Number:	0000099181	08/30/2004	Have lost network drives since friday -
Ticket Number:	0000098792	08/25/2004	PC in Lecture hall 7
Ticket Number:	0000098740	08/25/2004	Father - calling in for new freshman for fall
Ticket Number:	0000099067	08/27/2004	sevis access
Ticket Number:	0000099193	08/30/2004	Can a cd be scanned to see if it is virus free
Ticket Number:	0000099323	08/31/2004	Network card not being recognized
Ticket Number:	0000099212	08/30/2004	Can not retrieve cd
Ticket Number:	0000099331	08/31/2004	Can not log in - not recognizing my login
Ticket Number:	0000097890	08/16/2004	Network copier/Network controller unavailable
Ticket Number:	0000098225	08/19/2004	Offcampus office keeps getting explicited popups
Ticket Number:	0000098160	08/18/2004	User called from home with LSA Shell has encountered a problem. N
Ticket Number:	0000098100	08/18/2004	Calling for status of ticket
Ticket Number:	0000097553	08/10/2004	How to give access to guest accts to share folders
Ticket Number:	0000097641	08/11/2004	Add printer thru novell
Ticket Number:	0000097798	08/13/2004	Can not save to shared drive
Desktop:PCInstall	Total:	1	
Closed	Total:	1	
Ticket Number:	0000097839	08/13/2004	Having trouble opening Peoplesoft Form
HD:PPP	Total:	3	
Closed	Total:	3	
Ticket Number:	0000099172	08/30/2004	Student/dorm - having problems connecting to internet
Ticket Number:	0000099444	08/31/2004	Student unable to connect
Ticket Number:	0000099442	08/31/2004	Student not able to connect to RESNET
afort1	Total:	14	
Resolved	Total:	10	
Ticket Number:	0000098835	08/25/2004	Staff computer gets 169 IP wintools.a
Ticket Number:	0000099297	08/30/2004	Erickson East 238. Jack reported not working. x27656
Ticket Number:	0000099272	08/30/2004	Customer can not get to the resnet login page
Ticket Number:	0000099269	08/30/2004	Hillside Manokin rm 311. x27305. Jack not working.
Ticket Number:	0000099205	08/30/2004	User getting 169 IP address sporadically
Ticket Number:	0000099149	08/29/2004	User gets 169 IP address on resnet
Ticket Number:	0000099147	08/29/2004	Users in Potomac quad getting "Media Disconnected"
Ticket Number:	0000098990	08/26/2004	no IP address
Ticket Number:	0000098039	08/17/2004	No ip in walker appt
Ticket Number:	0000098446	08/22/2004	Problem connecting to Vernier
Closed	Total:	4	
Ticket Number:	0000097270	08/04/2004	Local machine accounts
Ticket Number:	0000097355	08/05/2004	User jessame novell file permission problems
Ticket Number:	0000097467	08/09/2004	Refer to ticket # 95956. User can log in now but does not see any of
Ticket Number:	0000097776	08/12/2004	Cant get into local account

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
chrism		<u>Total:</u>	16	
	Resolved	<u>Total:</u>	2	
Ticket Number:	0000098967	08/26/2004		Connecting to HP times out
Ticket Number:	0000099032	08/27/2004		URGENT: Please install VLAN for Winnie Schwartzbeck
	Closed	<u>Total:</u>	14	
Ticket Number:	0000098386	08/20/2004		[Fwd: Re: URGENT! Please Use VPN for HP Access Today!]
Ticket Number:	0000098876	08/26/2004		Needs PC on HP VLAN ASAP
Ticket Number:	0000098957	08/26/2004		Can't Login to HP Using VPN
Ticket Number:	0000098955	08/26/2004		Set up PC with VLAN
Ticket Number:	0000098880	08/26/2004		Setup PC on VLAN ASAP
Ticket Number:	0000098632	08/24/2004		Need mozilla 1.6 installed /Show how to save folder w/mail
Ticket Number:	0000098623	08/24/2004		"Can't Connect to HP Using VPN"
Ticket Number:	0000097615	08/10/2004		Access to network printer
Ticket Number:	0000097574	08/10/2004		please remove lock file in P:\hr830
Ticket Number:	0000097800	08/13/2004		STATA
Ticket Number:	0000098015	08/17/2004		UC 207: Missing H: Drive since problems earlier
Ticket Number:	0000098359	08/20/2004		[Fwd: Re: URGENT! Please Use VPN for HP Access Today!]
Ticket Number:	0000098352	08/20/2004		[Fwd: Re: URGENT! Please Use VPN for HP Access Today!]
Ticket Number:	0000098024	08/17/2004		ADMIN 407: Network drives not coming up.

edortiz		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u> 123	
		<u>Total:</u> 19	
Ticket Number:	0000097710	08/12/2004	Had brand new comp installed yesterday and now logging in today gi
Ticket Number:	0000098999	08/27/2004	HP/Reflections timing out again.
Ticket Number:	0000099040	08/27/2004	Printer Problems
Ticket Number:	0000099383	08/31/2004	Problems printing to dept printer
Ticket Number:	0000099261	08/30/2004	Trisha Watson cannot log into HP/Reflections.
Ticket Number:	0000099260	08/30/2004	User needs vpn installed on comp, does not seem to have admin rights
Ticket Number:	0000099255	08/30/2004	Need Assistance Configuring Existing Desktop Computer for New Em
Ticket Number:	0000099234	08/30/2004	Install/Add USR0105.UADM to VLAN
Ticket Number:	0000099226	08/30/2004	Problems
Ticket Number:	0000099204	08/30/2004	CD Drive isn't recognized by system
Ticket Number:	0000099183	08/30/2004	Pam Pilet not Syncing
Ticket Number:	0000099171	08/30/2004	VPN not connecting-Version 4.03
Ticket Number:	0000099037	08/27/2004	Possible mail virus
Ticket Number:	0000099004	08/27/2004	trouble getting on to the shared drives.
Ticket Number:	0000098923	08/26/2004	MP 334: Local Printer Setup
Ticket Number:	0000098956	08/26/2004	User's outlook loads messages slow. Might need reinstall.
Ticket Number:	0000098741	08/25/2004	Machine crashes on boot; reboots
Ticket Number:	0000098706	08/24/2004	Would like new dell palm setup to sync with computer.
Ticket Number:	0000098834	08/25/2004	ADMIN 830: Easy CD Creator drag-to-disc

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		104	
Ticket Number: 0000098399	08/20/2004		Address book recovery
Ticket Number: 0000098400	08/20/2004		Starting up a new Dell Latitude
Ticket Number: 0000098857	08/26/2004		Customer can not get into reflections; vpn failure error
Ticket Number: 0000098465	08/23/2004		need local workstation access
Ticket Number: 0000098487	08/23/2004		win98 - 2 machines need to be reformatted and novell installed.
Ticket Number: 0000098474	08/23/2004		Myumbc and Webmail log in errors
Ticket Number: 0000098727	08/25/2004		PC internet problems
Ticket Number: 0000098726	08/25/2004		Dept network printers not working
Ticket Number: 0000098697	08/24/2004		User needs to have hard drive reconfigured.
Ticket Number: 0000098683	08/24/2004		Network Printer Setup
Ticket Number: 0000098638	08/24/2004		SPSS Install (newest version)
Ticket Number: 0000098622	08/24/2004		Machine does not boot
Ticket Number: 0000098619	08/24/2004		CD drive door does not open
Ticket Number: 0000098617	08/24/2004		User needs new laptop setup for use
Ticket Number: 0000098565	08/23/2004		User would like windows 98 upgraded to windows XP.
Ticket Number: 0000098929	08/26/2004		VPN - not on the sub-system error message
Ticket Number: 0000098917	08/26/2004		Windows XP Install
Ticket Number: 0000098865	08/26/2004		Arkia is logs in to VPN but is timing out in HP.
Ticket Number: 0000098859	08/26/2004		User needs VPN install
Ticket Number: 0000098854	08/26/2004		Oracle Database not working
Ticket Number: 0000098856	08/26/2004		unable to print
Ticket Number: 0000098814	08/25/2004		User's computer won't go past windows is loading screen with the scr
Ticket Number: 0000098784	08/25/2004		Would like printer setup to print to one comp immediately, then make
Ticket Number: 0000098765	08/25/2004		Local account password reset on PC
Ticket Number: 0000098745	08/25/2004		Work Order Request
Ticket Number: 0000098564	08/23/2004		create local workstation account
Ticket Number: 0000098872	08/26/2004		Win98 machine in ecs012 for hp use is not connecting to hp
Ticket Number: 0000098869	08/26/2004		Oracle Db not responding
Ticket Number: 0000097893	08/16/2004		Possible virus on pc -
Ticket Number: 0000097049	08/02/2004		Help - NOVELL install
Ticket Number: 0000097104	08/03/2004		PC Netscape 4.7 IMAP setup.
Ticket Number: 0000097026	08/02/2004		PC workstation password reset. PUP 219.
Ticket Number: 0000097043	08/02/2004		Work Order Request-Unable to open saved documents
Ticket Number: 0000097530	08/09/2004		Spyware removal
Ticket Number: 0000097350	08/05/2004		User cannot delete large msg in local outbox in outlook. Nothing to d
Ticket Number: 0000097369	08/06/2004		Color printer canon i550 won't print color although just changed cart
Ticket Number: 0000097322	08/05/2004		User fgibbs does not permission to OIA on Shared/shared/dept I:\medi
Ticket Number: 0000097316	08/05/2004		Windows Boot Disk Error
Ticket Number: 0000097658	08/11/2004		Computers
Ticket Number: 0000097173	08/03/2004		PC software install. RAC C20.
Ticket Number: 0000097148	08/03/2004		Software install
Ticket Number: 0000097098	08/03/2004		PC needs software installed
Ticket Number: 0000097089	08/02/2004		user wants to DISABLE McAfee Virus Console
Ticket Number: 0000097066	08/02/2004		Win98 Machine Not booting
Ticket Number: 0000097045	08/02/2004		FA 435: Win98 Computer locking up
Ticket Number: 0000097037	08/02/2004		BS 405: No connection
Ticket Number: 0000098146	08/18/2004		Reformat & Reinstall Windows XP
Ticket Number: 0000097302	08/05/2004		work order
Ticket Number: 0000097571	08/10/2004		ASAP- New dell to be setup (replacing machine that died)
Ticket Number: 0000097236	08/04/2004		PC Mozilla image loading problem. CHEM 129.
Ticket Number: 0000097894	08/16/2004		Software install and email export
Ticket Number: 0000097912	08/16/2004		Novell client not working on comp in main boiler room in engineer's o
Ticket Number: 0000097930	08/16/2004		Mouse makes noise on users screen ad 831
Ticket Number: 0000097942	08/16/2004		Work Order Request

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000097939	08/16/2004	3 new computers need to be installed with novell.
Ticket Number:	0000097987	08/17/2004	Work Order Request
Ticket Number:	0000098463	08/23/2004	new Install in Library 216D
Ticket Number:	0000098152	08/18/2004	PC Install
Ticket Number:	0000098138	08/18/2004	Customer cannot log into Window Workstation
Ticket Number:	0000098120	08/18/2004	Work Order Request
Ticket Number:	0000098102	08/18/2004	CHEM 140A: Network Printer Setup
Ticket Number:	0000098096	08/18/2004	Errors with email and connectivity ad717
Ticket Number:	0000098017	08/17/2004	Need Assistance, updated 8/19/2004
Ticket Number:	0000098012	08/17/2004	Commons 004: Upgrade to Mozilla
Ticket Number:	0000097991	08/17/2004	installing printer error
Ticket Number:	0000097926	08/16/2004	User is in active directory, and has novell account. But windows local l
Ticket Number:	0000098250	08/19/2004	CHEM 109: Install software on new hard drive.
Ticket Number:	0000098243	08/19/2004	98 machine not recognizing new external zip drive
Ticket Number:	0000098217	08/19/2004	I/O Error reported from HP Printer
Ticket Number:	0000098201	08/19/2004	Upgrade to Windows XP
Ticket Number:	0000097915	08/16/2004	Computer in rm.325 is a previous employee's comp. Please reformat a
Ticket Number:	0000097408	08/06/2004	Work Order Request
Ticket Number:	0000097818	08/13/2004	Win 2000 Dell Locking up
Ticket Number:	0000097415	08/06/2004	configuration
Ticket Number:	0000097480	08/09/2004	SAS License update
Ticket Number:	0000097746	08/12/2004	Virus infection
Ticket Number:	0000097464	08/09/2004	Needs help to install Mozilla
Ticket Number:	0000097469	08/09/2004	Delta Project Room. New consultant needs access to desktop compute
Ticket Number:	0000097595	08/10/2004	need novell client reinstalled with NDPS
Ticket Number:	0000097585	08/10/2004	2 new computers need installation
Ticket Number:	0000097578	08/10/2004	RAC: 5 new dell's need to be setup and connected to network
Ticket Number:	0000097563	08/10/2004	Access denied in logging into netscape email since config change cha
Ticket Number:	0000097552	08/10/2004	Cant look at mail
Ticket Number:	0000097548	08/10/2004	Outlook 2003 freezes at 33% msg download on first start up, have to r
Ticket Number:	0000097543	08/10/2004	User installed something that caused a tool bar to appear in her intern
Ticket Number:	0000097996	08/17/2004	3 machines w/VPN could not resolve host.
Ticket Number:	0000097501	08/09/2004	User's machine has sasser virus and would like it removed. Has tried b
Ticket Number:	0000097843	08/13/2004	Needs AD istance on a computer in the res life
Ticket Number:	0000097768	08/12/2004	Computer is on a continual reboot screen where after os is selected, it t
Ticket Number:	0000097762	08/12/2004	McAfee Help: Chem/Biochemical Dept
Ticket Number:	0000097761	08/12/2004	Work Order Request
Ticket Number:	0000097759	08/12/2004	Novell Client Install
Ticket Number:	0000097747	08/12/2004	The three users at office of tech. dev. under grad school would like to b
Ticket Number:	0000097666	08/11/2004	PUP441: SPSS, SAS Software Install
Ticket Number:	0000097662	08/11/2004	Nothing comes up when you turn on laptop. Just a blank screen.
Ticket Number:	0000097654	08/11/2004	Customer cannot connect to I drive.
Ticket Number:	0000097644	08/11/2004	User cannot write their "personal h:/ drive". Can read and see the fil
Ticket Number:	0000097632	08/11/2004	Sponsored Programs Office needs Novelle/Windows XP Install
Ticket Number:	0000097611	08/10/2004	Moving old data to new hard drive
Ticket Number:	0000097609	08/10/2004	RAC 222: Format & Install win2k
Ticket Number:	0000097500	08/09/2004	AD servicesrequested for pp-104a
Ticket Number:	0000097515	08/09/2004	Generic AD account creation
Ticket Number:	0000097473	08/09/2004	User's machine has excessive pop ups and may have spy ware or malwa
Ticket Number:	0000097468	08/09/2004	Pictures wont open

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
josh			
Resolved			
Ticket Number: 0000097061	08/02/2004		Print needs a AD user name and password
Ticket Number: 0000099391	08/31/2004		Mr. Citro wants to send a file as an attachment within Word.
Ticket Number: 0000099359	08/31/2004		Employees cannot upload & download files within HP.
Ticket Number: 0000099356	08/31/2004		"Can't Connect to HP Using VPN"
Ticket Number: 0000099195	08/30/2004		Fwd: Re: Workstation cannot connect to Oracle
Ticket Number: 0000099353	08/31/2004		VPN-Failed to secure connection to security gateway
Ticket Number: 0000099036	08/27/2004		ATHL Xerox not printing
Ticket Number: 0000098630	08/24/2004		vpn connection
Ticket Number: 0000097970	08/16/2004		Work Order Request
Ticket Number: 0000098491	08/23/2004		Active Directory Profile Clones
	Total:	10	
Closed			
Ticket Number: 0000098369	08/20/2004		[Fwd: Fw: URGENT! Please Use VPN for HP Access Today!]
Ticket Number: 0000098540	08/23/2004		[Fwd: VPN Failure]
Ticket Number: 0000098610	08/24/2004		Can't Connect to HP Using VPN
Ticket Number: 0000098918	08/26/2004		VPN Client Install Error
Ticket Number: 0000098734	08/25/2004		Abbie's HP/Reflections is timing out.
Ticket Number: 0000098535	08/23/2004		Active Directory Problem
Ticket Number: 0000098506	08/23/2004		[Fwd: Trouble with VPN Client]
Ticket Number: 0000097212	08/04/2004		Cheryl cannot access database.
Ticket Number: 0000098396	08/20/2004		[Fwd: Re: URGENT! Please Use VPN for HP Access Today!]
Ticket Number: 0000097099	08/03/2004		Dr. Moreira's Computer
Ticket Number: 0000097101	08/03/2004		Problem Installing PeopleBooks Documentation on Office Desktop ad
Ticket Number: 0000097121	08/03/2004		Active Directory Problem
Ticket Number: 0000097475	08/09/2004		Bobbie Jo's PC not working since AD was setup.
Ticket Number: 0000097516	08/09/2004		New consultants with Delta Initiative need access to PC's
Ticket Number: 0000097541	08/10/2004		Cedar Consultants in HR Project Area unable to get pass windows pa
Ticket Number: 0000097999	08/17/2004		Active Directory Problem
Ticket Number: 0000098291	08/19/2004		Difficulty accessing HP through VPN
Ticket Number: 0000098350	08/20/2004		[Fwd: Re: URGENT! Please Use VPN for HP Access Today!]
Ticket Number: 0000098360	08/20/2004		[Fwd: VPN Client]
Ticket Number: 0000098351	08/20/2004		[Fwd: HP VPN]
	Total:	20	
kirkley1			
Closed			
Ticket Number: 0000097525	08/09/2004		Speakers do not work on computer
Ticket Number: 0000097177	08/03/2004		Active Directory
	Total:	2	

lasuk		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	91
		<u>Total:</u>	6
Ticket Number:	0000097610	08/10/2004	[Site Survey] Acad/105: install 1 data jack
Ticket Number:	0000098905	08/26/2004	[Mac s/w] Fwd: VIRUS (W32/Netsky.P@mm) IN MAIL FROM YO
Ticket Number:	0000099203	08/30/2004	Computer Network jack
Ticket Number:	0000099274	08/30/2004	very important
Ticket Number:	0000098513	08/23/2004	[Mac s/w] printing through AppleTalk to Xerox 332 in F/A 111 App't P
Ticket Number:	0000098679	08/24/2004	[PC s/w] PC in lecture hall 7 seems to download extremely slow.

	<u>Create</u>		<u>Short Description</u>
	<u>Date</u>	<u>Total:</u>	
Closed		85	
Ticket Number: 0000099011	08/27/2004		Asset Security Alert
Ticket Number: 0000099012	08/27/2004		Asset Security Alert
Ticket Number: 0000099028	08/27/2004		Asset Security Alert
Ticket Number: 0000099015	08/27/2004		Asset Security Alert
Ticket Number: 0000099030	08/27/2004		Asset Security Alert
Ticket Number: 0000099017	08/27/2004		Asset Security Alert
Ticket Number: 0000099019	08/27/2004		Asset Security Alert
Ticket Number: 0000099029	08/27/2004		Asset Security Alert
Ticket Number: 0000099031	08/27/2004		Asset Security Alert
Ticket Number: 0000099232	08/30/2004		Asset Security Alert
Ticket Number: 0000099231	08/30/2004		Asset Security Alert
Ticket Number: 0000099230	08/30/2004		Asset Security Alert
Ticket Number: 0000099229	08/30/2004		Asset Security Alert
Ticket Number: 0000099228	08/30/2004		Asset Security Alert
Ticket Number: 0000099227	08/30/2004		Asset Security Alert
Ticket Number: 0000099061	08/27/2004		Asset Security Alert
Ticket Number: 0000099020	08/27/2004		Asset Security Alert
Ticket Number: 0000099018	08/27/2004		Asset Security Alert
Ticket Number: 0000099027	08/27/2004		Asset Security Alert
Ticket Number: 0000099016	08/27/2004		Asset Security Alert
Ticket Number: 0000099014	08/27/2004		Asset Security Alert
Ticket Number: 0000098375	08/20/2004		Asset Security Alert
Ticket Number: 0000098428	08/21/2004		Visual Basic problem
Ticket Number: 0000098896	08/26/2004		Asset Security Alert
Ticket Number: 0000098892	08/26/2004		Asset Security Alert
Ticket Number: 0000098890	08/26/2004		Asset Security Alert
Ticket Number: 0000098889	08/26/2004		Asset Security Alert
Ticket Number: 0000098902	08/26/2004		Asset Security Alert
Ticket Number: 0000098888	08/26/2004		Asset Security Alert
Ticket Number: 0000098887	08/26/2004		Asset Security Alert
Ticket Number: 0000098886	08/26/2004		Asset Security Alert
Ticket Number: 0000098895	08/26/2004		Asset Security Alert
Ticket Number: 0000099010	08/27/2004		Asset Security Alert
Ticket Number: 0000099026	08/27/2004		Asset Security Alert
Ticket Number: 0000099009	08/27/2004		Asset Security Alert
Ticket Number: 0000098962	08/26/2004		Asset Security Alert
Ticket Number: 0000098949	08/26/2004		Asset Security Alert
Ticket Number: 0000098948	08/26/2004		Asset Security Alert
Ticket Number: 0000098937	08/26/2004		Asset Security Alert
Ticket Number: 0000098936	08/26/2004		Asset Security Alert
Ticket Number: 0000098906	08/26/2004		Asset Security Alert
Ticket Number: 0000098898	08/26/2004		Asset Security Alert
Ticket Number: 0000098897	08/26/2004		Asset Security Alert
Ticket Number: 0000098894	08/26/2004		Asset Security Alert
Ticket Number: 0000098893	08/26/2004		Asset Security Alert
Ticket Number: 0000098585	08/23/2004		[PC s/w] Matlab and Mathematica install request
Ticket Number: 0000098884	08/26/2004		Asset Security Alert
Ticket Number: 0000098548	08/23/2004		[Mac s/w] iBook not working
Ticket Number: 0000098545	08/23/2004		[Mac s/w] Fetch file-transfer slow
Ticket Number: 0000098534	08/23/2004		[PC s/w] pc is not getting a network connection
Ticket Number: 0000098497	08/23/2004		[PC s/w] TC2B11: Tree or server can not be found
Ticket Number: 0000098488	08/23/2004		[Mac s/w] iBook need OS upgrade and latest version of Office instal
Ticket Number: 0000098421	08/20/2004		Blackboard crashes Safari
Ticket Number: 0000098863	08/26/2004		Asset Security Alert

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000098885	08/26/2004	Asset Security Alert
Ticket Number: 0000098707	08/24/2004	[Mac s/w] Powerbook Network Printer Issue
Ticket Number: 0000098681	08/24/2004	[Mac s/w] Econ: PUP334: User cannot access Degree Navigation
Ticket Number: 0000098373	08/20/2004	Asset Security Alert
Ticket Number: 0000097315	08/05/2004	[Mac s/w] Problems with G4 Mac
Ticket Number: 0000097588	08/10/2004	[Mac s/w] FA/111: Macintosh User Having Telnet Connection Problem
Ticket Number: 0000097331	08/05/2004	[Site Survey] LIB/154a: Loading Dock Access Control System
Ticket Number: 0000097295	08/05/2004	[lab] ECS336MAC26: won't power on.
Ticket Number: 0000097266	08/04/2004	User needs jack activated jk 347-2 rm pup344
Ticket Number: 0000097027	08/02/2004	Helpdesks 2 Lab Computers
Ticket Number: 0000097312	08/05/2004	[PC s/w] Install SPSS onto an HP laptop
Ticket Number: 0000097272	08/04/2004	PUP/344: New printer needs an IP assigned.
Ticket Number: 0000097481	08/09/2004	[PC s/w] TF/106: PC won't connect to network.
Ticket Number: 0000097814	08/13/2004	[lab] IMC: pc13 needs a new mouse
Ticket Number: 0000097808	08/13/2004	[PC s/w] Alumni House: Customer unable to print to network printer
Ticket Number: 0000097793	08/13/2004	Unable to print to new network printer.
Ticket Number: 0000097767	08/12/2004	Asset Security Alert
Ticket Number: 0000097757	08/12/2004	[PC h/w] UC/116: Delta: Floppy drive not working
Ticket Number: 0000097739	08/12/2004	[Mac s/w] VPN client doesn't work
Ticket Number: 0000097702	08/11/2004	[lab] ECS/021: PC29 needs to be re-image, but 1st etherlock needs to be
Ticket Number: 0000097687	08/11/2004	[lab] IMC: PC26's monitor needs to be checked out.
Ticket Number: 0000097921	08/16/2004	PC keeps rebooting (5 times since 7:00am)
Ticket Number: 0000098274	08/19/2004	[Mac s/w] OS X question
Ticket Number: 0000098317	08/20/2004	ECS021PC29 Blue screen on boot
Ticket Number: 0000097963	08/16/2004	[PC s/w] Phys/328: netscape mail profile does not save
Ticket Number: 0000098234	08/19/2004	Powerbook repairing request
Ticket Number: 0000098176	08/18/2004	[Mac s/w] Re: Help!
Ticket Number: 0000098165	08/18/2004	[PC s/w] Financial Services needs new Dell GX270 ghosted.
Ticket Number: 0000098126	08/18/2004	[Mac s/w] PUP 334: New MAC G5 Setup
Ticket Number: 0000098022	08/17/2004	[net] Chem/460: Jack Activation
Ticket Number: 0000097977	08/16/2004	[lab] ECS021PC05 - Dead pixels
maboone1	<u>Total:</u> 1	
Closed	<u>Total:</u> 1	
Ticket Number: 0000098586	08/23/2004	[Fwd: Re: HP-VPN Deployment Delayed Until Midnight Wednesday,
mikec	<u>Total:</u> 2	
Closed	<u>Total:</u> 2	
Ticket Number: 0000098508	08/23/2004	[Fwd: Can't logon to VPN]
Ticket Number: 0000098860	08/26/2004	Blackboard

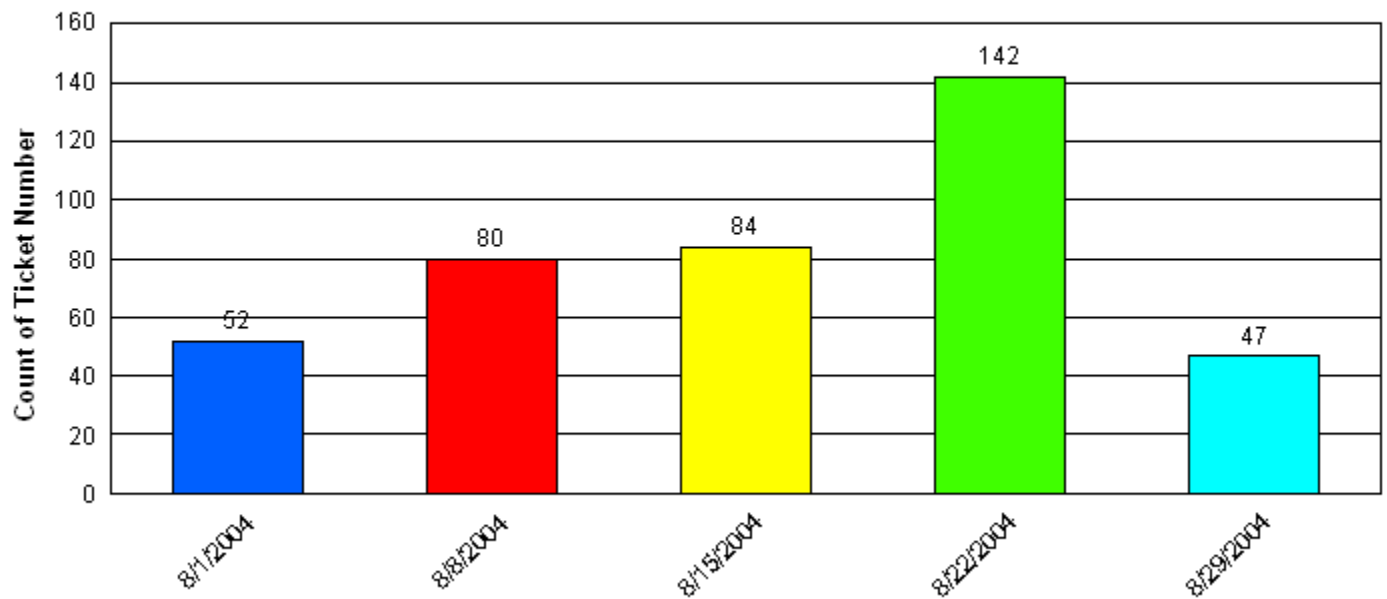
omarn		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u> 97	
		<u>Total:</u> 38	
Ticket Number:	0000097928	08/16/2004	PUP 343: PC Going immediately to sleep mode
Ticket Number:	0000097954	08/16/2004	Unable to access Internet
Ticket Number:	0000097959	08/16/2004	New Novelle Install keeps crashing - just installed 8/16/04 ECS329C
Ticket Number:	0000098209	08/19/2004	problems with account-Email restore acad146
Ticket Number:	0000098941	08/26/2004	Spyware removal FA438
Ticket Number:	0000098614	08/24/2004	User cannot login to machine pup417
Ticket Number:	0000098605	08/24/2004	PC Setup fa537
Ticket Number:	0000098629	08/24/2004	WINxp - Fatal system error - machine keeps shutting down acad409
Ticket Number:	0000098562	08/23/2004	Palm Not Syncing
Ticket Number:	0000098631	08/24/2004	User would like Matlab installed in office ECS 320
Ticket Number:	0000098836	08/25/2004	Novell login can't see tree or server but gets a 130 ip on workstation p
Ticket Number:	0000098701	08/24/2004	Connect to network uc112
Ticket Number:	0000098261	08/19/2004	Canon multi-pass f30; not printing ? 58408
Ticket Number:	0000098255	08/19/2004	Install officexp (user has copy), spss (user has copy), Mcafee, netscape
Ticket Number:	0000098938	08/26/2004	Netscape 7.0 freezes when opening mail SS211
Ticket Number:	0000098924	08/26/2004	Printer printing incorrectly acad215
Ticket Number:	0000098912	08/26/2004	ERK 70: Unable to print to network printer ERK 70:
Ticket Number:	0000098877	08/26/2004	User needs administrative access to his office computer. public policy
Ticket Number:	0000098861	08/26/2004	Local workstation password reset Chesapeake Hall 108
Ticket Number:	0000098845	08/25/2004	User is not able to print to networked printer pup231
Ticket Number:	0000098698	08/24/2004	User has brand new laptop and wants it setup exactly like their deskto
Ticket Number:	0000098687	08/24/2004	Korgo removal and Windows updates install Pool Office in the RAC
Ticket Number:	0000098635	08/24/2004	New Dell machine with printer needs to be setup for windows xp fh3
Ticket Number:	0000099267	08/30/2004	Matlab
Ticket Number:	0000099263	08/30/2004	User unable to login to resnet. Jack not giving ip.
Ticket Number:	0000099208	08/30/2004	DAS Dept - Need TODAY - HPLJ1300NPRINTER - Need to have t
Ticket Number:	0000099206	08/30/2004	Machine rebooting
Ticket Number:	0000099209	08/30/2004	HPOfficeJet - msg shows disconnected from my toolbar ad732
Ticket Number:	0000099202	08/30/2004	Error 0x800c8105 ad1015
Ticket Number:	0000099197	08/30/2004	Local Workstation Account reset
Ticket Number:	0000099176	08/30/2004	Problems accessing email. ad508
Ticket Number:	0000099164	08/29/2004	User is unable to maintain Vernier connection
Ticket Number:	0000099340	08/31/2004	Rm310 - Laptop /WinXP -hyperlink in mail always takes me to umbc 1
Ticket Number:	0000099290	08/30/2004	Reformat and Windows XP install
Ticket Number:	0000099071	08/27/2004	sporadic blue screens ehall184
Ticket Number:	0000099008	08/27/2004	Windows Office and Explorer installation file not found. mp327
Ticket Number:	0000098995	08/27/2004	connecting via DSL can't bypass login mp330
Ticket Number:	0000098011	08/17/2004	Customer has continuing freezes mp317

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		59	
Ticket Number: 0000098539	08/23/2004		Peoplesoft consultant needs access to their PC
Ticket Number: 0000098666	08/24/2004		Novell I:/ drive, can't save to it.
Ticket Number: 0000098608	08/24/2004		Setup pc to print to dept printers uc1st
Ticket Number: 0000098621	08/24/2004		User getting Spyware Stormer alerts uc110
Ticket Number: 0000097308	08/05/2004		PC not booting after restart. Admin 2nd floor behind front desk. ad2?
Ticket Number: 0000097144	08/03/2004		Need to trasfer folders ECS 327
Ticket Number: 0000097172	08/03/2004		New PC install. ECS 327. t
Ticket Number: 0000097190	08/03/2004		User's Internet Explorer will not connect t
Ticket Number: 0000097237	08/04/2004		Unable to print to network printers PUP 255:
Ticket Number: 0000097340	08/05/2004		Mozilla not displaying forwarded messages ADMIN 820:
Ticket Number: 0000097934	08/16/2004		Computers resources are all used up, can't figure out what's doing it. s
Ticket Number: 0000097321	08/05/2004		Printer problems acad310 t
Ticket Number: 0000097320	08/05/2004		PC no network connection. ECS 202.
Ticket Number: 0000097292	08/05/2004		Dell PC problem chem475d
Ticket Number: 0000097655	08/11/2004		Customer receives an "Invalid Path" error on log in patapsco hall104 5
Ticket Number: 0000097232	08/04/2004		Suzie Twigg / Child Care Center
Ticket Number: 0000097168	08/03/2004		Communications Error acad303
Ticket Number: 0000097123	08/03/2004		When user plays music on computer it sounds like Alvin and the Chi
Ticket Number: 0000097039	08/02/2004		Novell login window won't come up SS 505:
Ticket Number: 0000097065	08/02/2004		Win95, Laptop not booting PUP 231:
Ticket Number: 0000097057	08/02/2004		2 New PC install. Erickson 60 uhs60
Ticket Number: 0000097887	08/16/2004		Brand new dell, needs to be setup with Novell, calendar, printer, nets
Ticket Number: 0000098246	08/19/2004		BS 480: Novell Client Install
Ticket Number: 0000098210	08/19/2004		PC Install mp330
Ticket Number: 0000098142	08/18/2004		Local user access needed to a computer in the office. No one can log
Ticket Number: 0000098141	08/18/2004		User needs setting up oracle calendar , after user puts in calendar.umbc
Ticket Number: 0000098122	08/18/2004		User: bos needs to be added as local user on machine. Harbor Hall, A
Ticket Number: 0000098108	08/18/2004		PC Winxp apps and network drive problem. ehall184
Ticket Number: 0000098074	08/17/2004		Can't Connect to Novell ehall169
Ticket Number: 0000098071	08/17/2004		Windows XP upgrade and VPN install uc112b
Ticket Number: 0000098054	08/17/2004		can't print mp312 310
Ticket Number: 0000098137	08/18/2004		User needs help matching windows pass and novell pass.
Ticket Number: 0000098002	08/17/2004		ADMIN 412: VPN Client not working
Ticket Number: 0000097948	08/16/2004		ADMIN 817: File backup before hard drive replace
Ticket Number: 0000097937	08/16/2004		PC install for Sandra Hubbard acad309
Ticket Number: 0000097932	08/16/2004		User just got XP installed, needs help setting it up. x52769 bs464 416
Ticket Number: 0000097888	08/16/2004		Login difficulties uc019
Ticket Number: 0000097412	08/06/2004		Problems with email
Ticket Number: 0000097477	08/09/2004		User needs 4 machines formatted and reinstalled with windows xp. ss
Ticket Number: 0000097492	08/09/2004		On computer crash Microsoft crash analysis reports that novell needs a
Ticket Number: 0000097524	08/09/2004		Computer reports tree or server unavailable rac324a
Ticket Number: 0000097643	08/11/2004		AD513 x54493 - Machine hangs randomly since wp10 installed
Ticket Number: 0000097676	08/11/2004		Reflections and Internet Eplorer Lock Up System uhs64
Ticket Number: 0000097763	08/12/2004		Mouse makes noise on users screen ad 831 uc207
Ticket Number: 0000097758	08/12/2004		SPSS: one way anova (might need a reinstall) mp317
Ticket Number: 0000097751	08/12/2004		Would like old machine formatted and reinstalled with win98 and no
Ticket Number: 0000097748	08/12/2004		Customer receives password error when checking e-mail with
Ticket Number: 0000097716	08/12/2004		needs help installing Mozilla ad221
Ticket Number: 0000097715	08/12/2004		User needs help setting up a printer directly connected to her computer
Ticket Number: 0000097686	08/11/2004		Work Order Request-No longer able to see network bs316
Ticket Number: 0000097677	08/11/2004		I drive Problems lib216a
Ticket Number: 0000097840	08/13/2004		Novell problem fa436
Ticket Number: 0000097810	08/13/2004		Computer won't startup due to a computer hardware configuration pr
Ticket Number: 0000097665	08/11/2004		Not all printers show up when logged into certain machines PUP441

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000097649	08/11/2004	Work Order Request ehall182
Ticket Number: 0000097591	08/10/2004	winXP, hanging on "applying security policies" Commons 337:
Ticket Number: 0000097575	08/10/2004	User's Virus Definitions Corrupted Needs McAfee Reinstall alum228
Ticket Number: 0000097507	08/09/2004	Computer's network card seemed to have gone missing from device m
Ticket Number: 0000098582	08/23/2004	Network printer not printing ehall076
talder1	Total: 5	
	<u>Closed</u>	<u>Total: 5</u>
	<u>Date</u>	
Ticket Number: 0000097769	08/12/2004	User not able to connect to (410)719-1094
Ticket Number: 0000098018	08/17/2004	Monday 8/23 after 1pm schedule for machine install. CRI Machine p
Ticket Number: 0000098322	08/20/2004	PPP setup. Walker Old Build 210.
Ticket Number: 0000098251	08/19/2004	Novell reports that tree or server cannot be found. pup342
Ticket Number: 0000097216	08/04/2004	PC Keeps rebooting ecs019 t

Count of Ticket Number / Create Date

For Desktop Support

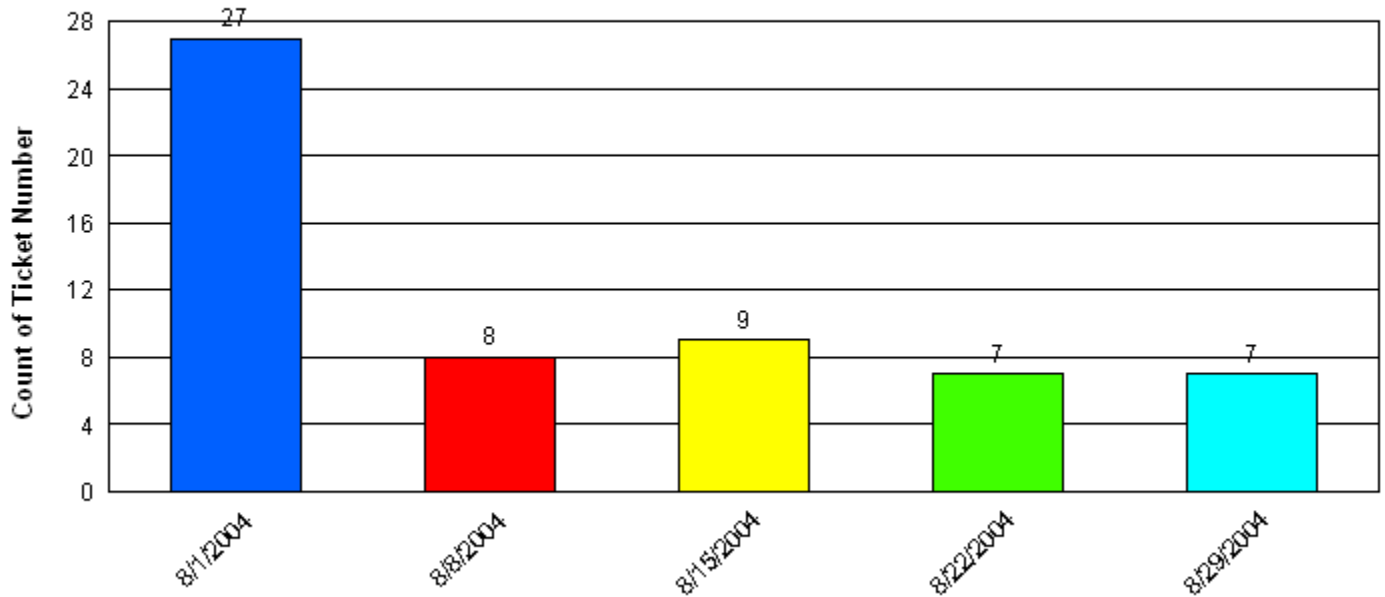


		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Financial Services: Peo	Total:	58	
cnewton		Total: 2	
Closed		Total: 2	
Ticket Number: 0000097338		08/05/2004	Account Code Table
Ticket Number: 0000098609		08/24/2004	LLC Department
rpreston		Total: 5	
Closed		Total: 5	
Ticket Number: 0000098908		08/26/2004	P-Fin Question
Ticket Number: 0000096994		08/01/2004	REMEDY
Ticket Number: 0000096998		08/01/2004	remedy
Ticket Number: 0000096999		08/01/2004	remedy
Ticket Number: 0000096996		08/01/2004	remedy
tkuonen		Total: 26	
Closed		Total: 26	
Ticket Number: 0000097213		08/04/2004	Requisition - Production Entry
Ticket Number: 0000097332		08/05/2004	access to retriever - PeopleSoft
Ticket Number: 0000097392		08/06/2004	Transaction Detail by Department Report
Ticket Number: 0000097221		08/04/2004	PS Support Request
Ticket Number: 0000097013		08/02/2004	Security change needed
Ticket Number: 0000097325		08/05/2004	Access Request
Ticket Number: 0000098511		08/23/2004	1 New role/security for kk budget conversion
Ticket Number: 0000098676		08/24/2004	QUERY NAME????
Ticket Number: 0000098649		08/24/2004	Access to Grant Reporting
Ticket Number: 0000098709		08/24/2004	FY05
Ticket Number: 0000099277		08/30/2004	PS access for new employee
Ticket Number: 0000099424		08/31/2004	Security updates needed for Req Entry
Ticket Number: 0000099283		08/30/2004	Problem
Ticket Number: 0000097997		08/17/2004	creating requisitions
Ticket Number: 0000098010		08/17/2004	Access to "Projects" in PS Finance
Ticket Number: 0000098248		08/19/2004	Requisitions
Ticket Number: 0000098214		08/19/2004	PS Account login mismatch with myUMBC login
Ticket Number: 0000098026		08/17/2004	(no subject)
Ticket Number: 0000097435		08/07/2004	Thank you for your comments!
Ticket Number: 0000097493		08/09/2004	Instructions for Retriever/trans detail
Ticket Number: 0000097764		08/12/2004	Unauthorized requisition entry for named requester
Ticket Number: 0000097675		08/11/2004	Department Default values
Ticket Number: 0000097605		08/10/2004	Requisitions
Ticket Number: 0000097554		08/10/2004	Retriever access for FY05
Ticket Number: 0000097503		08/09/2004	(no subject)
Ticket Number: 0000097485		08/09/2004	remedy

<u>weller</u>	<u>Created</u>	<u>Short Description</u>
	<u>Total:</u> 25	
	<u>Total:</u> 25	
Ticket Number: 0000097821	08/13/2004	Req Security for Janice O'Neill
Ticket Number: 0000097951	08/16/2004	Query
Ticket Number: 0000098143	08/18/2004	Vendor does not show on printed PO
Ticket Number: 0000099221	08/30/2004	Grant CV527298 question on FA
Ticket Number: 0000098023	08/17/2004	request form auditors
Ticket Number: 0000098004	08/17/2004	Printing PO's
Ticket Number: 0000099247	08/30/2004	Speed types
Ticket Number: 0000099367	08/31/2004	Pcard Template
Ticket Number: 0000099338	08/31/2004	Process Monitor Problem
Ticket Number: 0000098805	08/25/2004	Transactions not in Retriever
Ticket Number: 0000097015	08/02/2004	BC Req problem
Ticket Number: 0000097009	08/02/2004	Rolled PO cannot do Change Order
Ticket Number: 0000097357	08/05/2004	Virus Detected by Network Associates, Inc. Webshield SMTP V4.5 M
Ticket Number: 0000097301	08/05/2004	PS Support Request
Ticket Number: 0000097268	08/04/2004	F & A reports
Ticket Number: 0000097243	08/04/2004	Cannot BC a PO
Ticket Number: 0000097231	08/04/2004	What is our chartstring?
Ticket Number: 0000097228	08/04/2004	View PO open balance
Ticket Number: 0000097226	08/04/2004	Which account value to use
Ticket Number: 0000097147	08/03/2004	remedy
Ticket Number: 0000097122	08/03/2004	P.O. 1259
Ticket Number: 0000097387	08/06/2004	Sys Error Vchrs
Ticket Number: 0000097085	08/02/2004	Grant Report Mod Request
Ticket Number: 0000097074	08/02/2004	Reqs Ready to Source not valid anymore
Ticket Number: 0000097016	08/02/2004	Req Approval issue - who can approve this Req?

Count of Ticket Number / Create Date

For Financial Services: PeopleSoft



Helpdesk	<u>Total:</u>	<u>Create</u> <u>Date</u>	<u>Short Description</u>
HD:Tape_Changes		766	
Closed		<u>Total:</u> 2	
Ticket Number: 0000099155		08/29/2004	Tape changes 8/29/04
Ticket Number: 0000097445		08/08/2004	Tape changes for 8/8/04

HelpDesk

Create

Date

Total: 125

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		125	
Ticket Number: 0000097420	08/06/2004		Reset Password for rgarin1
Ticket Number: 0000097567	08/10/2004		Cornell / Telecom - info on video server
Ticket Number: 0000097561	08/10/2004		Need to change email configs for research.umbc.edu
Ticket Number: 0000097599	08/10/2004		Password Reset
Ticket Number: 0000097845	08/13/2004		Reset Password
Ticket Number: 0000097825	08/13/2004		Reset password
Ticket Number: 0000097804	08/13/2004		Several mozilla questions regarding mail
Ticket Number: 0000097718	08/12/2004		Password Reset
Ticket Number: 0000097717	08/12/2004		Reset Password
Ticket Number: 0000097685	08/11/2004		myUMBC account reset for De1
Ticket Number: 0000097679	08/11/2004		Create myumbc account: bpa1
Ticket Number: 0000097650	08/11/2004		user rray at 99% can not send or receive mail
Ticket Number: 0000097647	08/11/2004		pw for ajones is not working
Ticket Number: 0000097642	08/11/2004		Need user id and pw
Ticket Number: 0000097640	08/11/2004		Engl dept - Bach - need quota raised @ 94%
Ticket Number: 0000097608	08/10/2004		Reset password
Ticket Number: 0000097742	08/12/2004		Reset Password for nancrow1
Ticket Number: 0000097732	08/12/2004		Resetting Netscape e-mail settings
Ticket Number: 0000098481	08/23/2004		gloria/ifsm - can not access myumbc
Ticket Number: 0000097724	08/12/2004		Reply to in netscape does not include the attachments
Ticket Number: 0000097597	08/10/2004		Reset Password for pezzat2
Ticket Number: 0000097550	08/10/2004		Check quota on Vbell account
Ticket Number: 0000097549	08/10/2004		Are the phone lines working
Ticket Number: 0000097648	08/11/2004		new employee - need account
Ticket Number: 0000097490	08/09/2004		Reset Password for di3
Ticket Number: 0000097474	08/09/2004		Reset Password for sallen4
Ticket Number: 0000097526	08/09/2004		Password reset request
Ticket Number: 0000097892	08/16/2004		can not find trash folder
Ticket Number: 0000098000	08/17/2004		New Freshman - Several questions.
Ticket Number: 0000098477	08/23/2004		Fax recieved to lookup user id/pw
Ticket Number: 0000098472	08/23/2004		Missing email from friday afternoon
Ticket Number: 0000098158	08/18/2004		Password Reset
Ticket Number: 0000098121	08/18/2004		user id not working thru myumbc
Ticket Number: 0000098099	08/18/2004		I can not find the option I forgot my pin
Ticket Number: 0000098098	08/18/2004		Do not know my userid
Ticket Number: 0000098097	08/18/2004		Pin number not working
Ticket Number: 0000098003	08/17/2004		Calling to find out status of ticket 97953
Ticket Number: 0000098001	08/17/2004		Need to change scheduled - forgot pw
Ticket Number: 0000098755	08/25/2004		add adinlewa to vpn list
Ticket Number: 0000097955	08/16/2004		Password Reset
Ticket Number: 0000098772	08/25/2004		have set not to use trash and quota has not gone down...
Ticket Number: 0000098478	08/23/2004		Student living in dorms - where can i find virus software
Ticket Number: 0000098229	08/19/2004		Not allowing me to choose my own userid for email
Ticket Number: 0000098220	08/19/2004		2 new employees need accounts
Ticket Number: 0000098168	08/18/2004		Password reset
Ticket Number: 0000097896	08/16/2004		Do not remember my email pw
Ticket Number: 0000098502	08/23/2004		Dr Mitche../EHS - still getting msgs about email settings.
Ticket Number: 0000097949	08/16/2004		Password reset
Ticket Number: 0000097905	08/16/2004		can not sent out email
Ticket Number: 0000099174	08/30/2004		Still having problems with accessing machine
Ticket Number: 0000099182	08/30/2004		pw reset for louise slezak
Ticket Number: 0000099196	08/30/2004		Had trouble creating email account - 2 ssns for my name
Ticket Number: 0000099214	08/30/2004		Pin number not working
Ticket Number: 0000099218	08/30/2004		I have forgotton my password

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000099223	08/30/2004	Email account needed for new employee Dameyon Brown
Ticket Number:	0000099329	08/31/2004	Joe School / Geog - increase mail quota by 100,000
Ticket Number:	0000099337	08/31/2004	Parent setting up daughters PC/needed info for MAC
Ticket Number:	0000099420	08/31/2004	Student needed help creating email account
Ticket Number:	0000099400	08/31/2004	Password reset request
Ticket Number:	0000099387	08/31/2004	Re-issue HP account number for Peggy Ingle.
Ticket Number:	0000099369	08/31/2004	Mail from person went to spam folder
Ticket Number:	0000099360	08/31/2004	Faculty/Off campus - not allowing me to create account
Ticket Number:	0000099350	08/31/2004	Pin not working / Student-offcampus
Ticket Number:	0000099345	08/31/2004	New student - just got accepted
Ticket Number:	0000099343	08/31/2004	can not remember my user id
Ticket Number:	0000099342	08/31/2004	Professor sending mail to CHPDM@umbc.edu failed
Ticket Number:	0000099472	08/31/2004	Phonemail 8/31/04 2 pm
Ticket Number:	0000099470	08/31/2004	Password reset request
Ticket Number:	0000099422	08/31/2004	Password Reset request
Ticket Number:	0000099336	08/31/2004	ejacobs1 - finaid counslor request email quota increase
Ticket Number:	0000099328	08/31/2004	Student/Apt - internet connection not working
Ticket Number:	0000099215	08/30/2004	Do not remember my account info
Ticket Number:	0000099213	08/30/2004	Do not remember by account information
Ticket Number:	0000099175	08/30/2004	PW not working for mamayon1
Ticket Number:	0000098454	08/22/2004	Reset Password for mpoland1
Ticket Number:	0000098482	08/23/2004	student - can not access myumbc to register+
Ticket Number:	0000098479	08/23/2004	Do not know user id / pw
Ticket Number:	0000098473	08/23/2004	Have forgotten my userid and password
Ticket Number:	0000098874	08/26/2004	Add dwentz to vpn list
Ticket Number:	0000098864	08/26/2004	K.Eckert - mail not sending from home
Ticket Number:	0000098738	08/25/2004	USR0186.GENL Peggy Hungelman
Ticket Number:	0000098715	08/24/2004	Reset password for lear
Ticket Number:	0000098690	08/24/2004	Quota increase request
Ticket Number:	0000098650	08/24/2004	Password reset request
Ticket Number:	0000098633	08/24/2004	Student - can not register for email account
Ticket Number:	0000098529	08/23/2004	quota increase request
Ticket Number:	0000098528	08/23/2004	imap keeps timing out
Ticket Number:	0000098521	08/23/2004	email pw reset
Ticket Number:	0000098520	08/23/2004	reset email pw
Ticket Number:	0000098975	08/26/2004	Password reset request
Ticket Number:	0000098797	08/25/2004	Faculty Account for Xenia Wolff
Ticket Number:	0000098771	08/25/2004	student - can not delete mail
Ticket Number:	0000098770	08/25/2004	Can not sent/recieve or forward mail from home
Ticket Number:	0000098766	08/25/2004	VPN - check to see if Nancy West is in list
Ticket Number:	0000098763	08/25/2004	Matthew/HD - check to see if andersst is on vpn list
Ticket Number:	0000098762	08/25/2004	readme.zip keeps reading and building
Ticket Number:	0000098495	08/23/2004	Prosko - can not delete any more emails
Ticket Number:	0000098483	08/23/2004	Can not connect to wireless
Ticket Number:	0000097730	08/12/2004	Reset Password for sshah2
Ticket Number:	0000097041	08/02/2004	Help Setting up account
Ticket Number:	0000097048	08/02/2004	Creating a myUMBC
Ticket Number:	0000097076	08/02/2004	Reset Password
Ticket Number:	0000097107	08/03/2004	Reset Password for bberbar1
Ticket Number:	0000097354	08/05/2004	Billing / Housing
Ticket Number:	0000097346	08/05/2004	Created User account
Ticket Number:	0000097299	08/05/2004	Think I messed up spam filter/folder
Ticket Number:	0000097298	08/05/2004	email pw not working
Ticket Number:	0000097296	08/05/2004	PC's not rebooting after power failures
Ticket Number:	0000097219	08/04/2004	Trying to setup email account - url not working

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000097218	08/04/2004	Not able to access account
Ticket Number:	0000097193	08/03/2004	Reset password for kekimar1
Ticket Number:	0000097164	08/03/2004	Reset Password for haq2
Ticket Number:	0000097138	08/03/2004	Reset password for tiffany9
Ticket Number:	0000097139	08/03/2004	password reset for mikhailn
Ticket Number:	0000097136	08/03/2004	Reset Password
Ticket Number:	0000097115	08/03/2004	Reset Password for jhethel
Ticket Number:	0000097109	08/03/2004	Reset password for pang1
Ticket Number:	0000097361	08/05/2004	Password reset request
Ticket Number:	0000097255	08/04/2004	As per Joe - create account for
Ticket Number:	0000097239	08/04/2004	password reset
Ticket Number:	0000097124	08/03/2004	Help Creating an account
Ticket Number:	0000097077	08/02/2004	Reset Password
Ticket Number:	0000097070	08/02/2004	Reset password
Ticket Number:	0000097068	08/02/2004	Reset Password
Ticket Number:	0000097044	08/02/2004	Reset Password
akhant1		<u>Total:</u> 3	
Closed		<u>Total:</u> 3	
Ticket Number:	0000098025	08/17/2004	SPSS 12 and SAS 9 CD Checkout
Ticket Number:	0000098286	08/19/2004	SPSS 11 1 CD
Ticket Number:	0000098085	08/17/2004	Cant bring up Resnet

<u>anna</u>	<u>Resolved</u>	<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
		<u>Total:</u> 130	
		<u>Total:</u> 16	
Ticket Number:	0000099465	08/31/2004	junk mail?
Ticket Number:	0000099466	08/31/2004	Work Order Request-Problem w/NT authority system
Ticket Number:	0000099480	08/31/2004	UNIX @ UMBC pages
Ticket Number:	0000099478	08/31/2004	Work Order Request-Not receiving mail
Ticket Number:	0000097869	08/14/2004	A few questions
Ticket Number:	0000098716	08/24/2004	ATTN: Ms Barb - computer accounts for new students
Ticket Number:	0000099119	08/28/2004	dr burke --question about email...
Ticket Number:	0000099163	08/29/2004	Forwarding E-mails
Ticket Number:	0000099471	08/31/2004	help!
Ticket Number:	0000099363	08/31/2004	disk quotas @ 94%
Ticket Number:	0000099404	08/31/2004	Work Order Request-setup outlook for mail
Ticket Number:	0000099386	08/31/2004	request LDAP help...
Ticket Number:	0000099325	08/31/2004	FW: Forgot Password
Ticket Number:	0000099293	08/30/2004	Work Order Request-Not able to send mail
Ticket Number:	0000099107	08/27/2004	Blackboard
Ticket Number:	0000098976	08/26/2004	request for removal from a course

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		114	
Ticket Number: 0000098370	08/20/2004		Asset Security Alert
Ticket Number: 0000098380	08/20/2004		Asset Security Alert
Ticket Number: 0000098384	08/20/2004		Asset Security Alert
Ticket Number: 0000098388	08/20/2004		Asset Security Alert
Ticket Number: 0000098389	08/20/2004		Asset Security Alert
Ticket Number: 0000098391	08/20/2004		Asset Security Alert
Ticket Number: 0000098868	08/26/2004		email account
Ticket Number: 0000098849	08/26/2004		systems failure
Ticket Number: 0000098848	08/26/2004		general failure
Ticket Number: 0000098829	08/25/2004		Asset Security Alert
Ticket Number: 0000098824	08/25/2004		Asset Security Alert
Ticket Number: 0000098823	08/25/2004		Asset Security Alert
Ticket Number: 0000098730	08/25/2004		Staff needs quota increase
Ticket Number: 0000098725	08/25/2004		Work Order Request
Ticket Number: 0000098721	08/24/2004		Phonemail check 8/24/04 7pm
Ticket Number: 0000098720	08/24/2004		Lab check 6pm 8/24/04
Ticket Number: 0000098719	08/24/2004		Checklist 8-24-04 22.00
Ticket Number: 0000098451	08/22/2004		No subject
Ticket Number: 0000098436	08/21/2004		Work Order Request
Ticket Number: 0000098392	08/20/2004		Asset Security Alert
Ticket Number: 0000098393	08/20/2004		Asset Security Alert
Ticket Number: 0000098390	08/20/2004		Asset Security Alert
Ticket Number: 0000098394	08/20/2004		Asset Security Alert
Ticket Number: 0000098387	08/20/2004		Asset Security Alert
Ticket Number: 0000098385	08/20/2004		Asset Security Alert
Ticket Number: 0000098821	08/25/2004		Asset Security Alert
Ticket Number: 0000098820	08/25/2004		Asset Security Alert
Ticket Number: 0000098813	08/25/2004		Work Order Request
Ticket Number: 0000098660	08/24/2004		quota
Ticket Number: 0000098658	08/24/2004		Cannot delete email -- disk quota exceeded
Ticket Number: 0000098611	08/24/2004		Work Order Request
Ticket Number: 0000098596	08/23/2004		Email
Ticket Number: 0000098593	08/23/2004		=?gb2312?q?=D0=C4=D3=D0=B6=E0=B4=F3=A3=AC=CE=E8=C
Ticket Number: 0000098573	08/23/2004		Please delete me INBOX
Ticket Number: 0000098569	08/23/2004		disk usage
Ticket Number: 0000098561	08/23/2004		reset password
Ticket Number: 0000098560	08/23/2004		Password Reset
Ticket Number: 0000098490	08/23/2004		Work Order Request
Ticket Number: 0000098486	08/23/2004		error trying to get to myUMBC
Ticket Number: 0000098484	08/23/2004		Not able to get on My UMBC
Ticket Number: 0000098471	08/23/2004		Computer problems resolved
Ticket Number: 0000098460	08/22/2004		Registration
Ticket Number: 0000098447	08/22/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000098438	08/21/2004		UNABLE TO GET ACCESS TO E-MAIL
Ticket Number: 0000098382	08/20/2004		Asset Security Alert
Ticket Number: 0000098381	08/20/2004		Asset Security Alert
Ticket Number: 0000098379	08/20/2004		Asset Security Alert
Ticket Number: 0000098313	08/20/2004		Question about Do Not Install Windows XP Service Pack 2
Ticket Number: 0000097012	08/02/2004		Could you help me to move those two DRAFTS in my mailbox?
Ticket Number: 0000098873	08/26/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000097207	08/04/2004		Fwd: Trouble deleting messages
Ticket Number: 0000097204	08/04/2004		Morning Checklist, Wednesday 8/4
Ticket Number: 0000097200	08/04/2004		Re:
Ticket Number: 0000097194	08/03/2004		Work Order Request-offcampus connection setup

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000097006	08/02/2004	One of our members is trying to find opinions about: systems@umbc.e
Ticket Number:	0000097040	08/02/2004	Microsoft Office
Ticket Number:	0000097007	08/02/2004	A submission has just been made regarding: systems@umbc.edu
Ticket Number:	0000096992	08/01/2004	Unable to delete contents of Sent box
Ticket Number:	0000097365	08/06/2004	outgoing smtp server
Ticket Number:	0000097359	08/05/2004	No subject
Ticket Number:	0000097245	08/04/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000097233	08/04/2004	8/4 11am phone mail check.
Ticket Number:	0000098485	08/23/2004	problems with account: ashleyb1@umbc.edu
Ticket Number:	0000097871	08/14/2004	quota full
Ticket Number:	0000097904	08/16/2004	ResNet site access
Ticket Number:	0000098367	08/20/2004	Asset Security Alert
Ticket Number:	0000098371	08/20/2004	Asset Security Alert
Ticket Number:	0000098366	08/20/2004	Asset Security Alert
Ticket Number:	0000098365	08/20/2004	Asset Security Alert
Ticket Number:	0000098364	08/20/2004	Asset Security Alert
Ticket Number:	0000098372	08/20/2004	Asset Security Alert
Ticket Number:	0000098363	08/20/2004	Asset Security Alert
Ticket Number:	0000098361	08/20/2004	Asset Security Alert
Ticket Number:	0000098319	08/20/2004	VPN
Ticket Number:	0000098340	08/20/2004	mail server down?
Ticket Number:	0000098315	08/20/2004	MyUMBC
Ticket Number:	0000098277	08/19/2004	Squirrel mail issue
Ticket Number:	0000098275	08/19/2004	Quota increase for staff
Ticket Number:	0000098260	08/19/2004	Helpdesk
Ticket Number:	0000098242	08/19/2004	Internal Server Error
Ticket Number:	0000098240	08/19/2004	Internal Server Error
Ticket Number:	0000098224	08/19/2004	Work Order Request-Unable to add/dreop course online
Ticket Number:	0000098211	08/19/2004	Work Order Request
Ticket Number:	0000098204	08/19/2004	Access problems-myUMBC
Ticket Number:	0000098093	08/18/2004	08/18 Helpdesk opening check list.
Ticket Number:	0000098091	08/17/2004	Problem with myUMBC
Ticket Number:	0000098088	08/17/2004	Checklist 8-17-04 22.00
Ticket Number:	0000098087	08/17/2004	Work Order Request
Ticket Number:	0000098084	08/17/2004	Labcheck 8-17-04 21.00
Ticket Number:	0000098083	08/17/2004	I want to withdraw, but I can't!!!! The system is down!!!
Ticket Number:	0000098081	08/17/2004	Labcheck 8-17-04 18.00
Ticket Number:	0000098080	08/17/2004	Work Order Request
Ticket Number:	0000098058	08/17/2004	spam
Ticket Number:	0000098041	08/17/2004	email
Ticket Number:	0000097981	08/17/2004	requesting an account
Ticket Number:	0000097920	08/16/2004	request`
Ticket Number:	0000097906	08/16/2004	Work Order Request
Ticket Number:	0000097879	08/15/2004	question
Ticket Number:	0000098191	08/18/2004	How can I access Usenet?
Ticket Number:	0000098184	08/18/2004	VPN over broadband for UMBC connection?
Ticket Number:	0000098180	08/18/2004	email
Ticket Number:	0000098171	08/18/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000098170	08/18/2004	Re: (PLEASE READ!) IMAP/POP Client Configuration
Ticket Number:	0000097404	08/06/2004	Quota increase for staff
Ticket Number:	0000097866	08/14/2004	email problem
Ticket Number:	0000097862	08/14/2004	question about quota
Ticket Number:	0000097856	08/13/2004	false spam question
Ticket Number:	0000097854	08/13/2004	spam whitelist question...
Ticket Number:	0000097806	08/13/2004	E-mail account too full

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000097788	08/12/2004	Configuring Outlet to IMAP/SSI
Ticket Number: 0000097797	08/13/2004	Win XP Operating System
Ticket Number: 0000097592	08/10/2004	Removal of Spring 2004 classes
Ticket Number: 0000097885	08/16/2004	Re:
Ticket Number: 0000097413	08/06/2004	McAfee virus scan
egabri1	<u>Total:</u> 2	
Closed	<u>Total:</u> 2	
Ticket Number: 0000097816	08/13/2004	Boots up computer and starts to Dial
Ticket Number: 0000098402	08/20/2004	Netscape 7.1 Server Certif Expired 7/18/04
ha2	<u>Total:</u> 29	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000099160	08/29/2004	Question about accessing an e-mail account
Closed	<u>Total:</u> 28	
Ticket Number: 0000098435	08/21/2004	Checklist 8-21-04 17.00
Ticket Number: 0000098429	08/21/2004	VM check 8-21-04 11.00
Ticket Number: 0000098696	08/24/2004	Professor Catania is teaching Psyc 101 sec 0201 but on blackboard i
Ticket Number: 0000098672	08/24/2004	Volume on computer is muted.
Ticket Number: 0000098578	08/23/2004	ID# 0000098514
Ticket Number: 0000098514	08/23/2004	I am unable to delete my messages
Ticket Number: 0000098449	08/22/2004	Tape changes for 8/22/04
Ticket Number: 0000098444	08/22/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000098432	08/21/2004	VM check 8-24-04 14.00
Ticket Number: 0000098425	08/21/2004	Checklist 8-21-04 8.00
Ticket Number: 0000098419	08/20/2004	Missing e-mail
Ticket Number: 0000097005	08/01/2004	No subject-Disk usage @ 98%
Ticket Number: 0000097087	08/02/2004	User unable to print from computer to network printer
Ticket Number: 0000097263	08/04/2004	PIN number?
Ticket Number: 0000097398	08/06/2004	Password reset request
Ticket Number: 0000097267	08/04/2004	Tree or server unavailable in library
Ticket Number: 0000097191	08/03/2004	Asset Security Alert
Ticket Number: 0000097192	08/03/2004	Asset Security Alert
Ticket Number: 0000097397	08/06/2004	Kerberos password changes error
Ticket Number: 0000097439	08/07/2004	Removal of courses from Blackboard
Ticket Number: 0000097448	08/08/2004	internet problem
Ticket Number: 0000097451	08/08/2004	Labcheck 8-8-04 18.00
Ticket Number: 0000097452	08/08/2004	Delivery reports about your e-mail
Ticket Number: 0000097450	08/08/2004	network down!!
Ticket Number: 0000097618	08/10/2004	Error 676, line is busy
Ticket Number: 0000097446	08/08/2004	DNS Cluster is down
Ticket Number: 0000097434	08/07/2004	Closing Labcheck, Saturday 8/7
Ticket Number: 0000097438	08/07/2004	Work Order Request

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
kherna1	Total: 27	
Resolved	Total: 4	
Ticket Number: 0000099165	08/29/2004	Quota increase
Ticket Number: 0000099385	08/31/2004	Password reset for schan1
Ticket Number: 0000099333	08/31/2004	Morning Checklist, Tuesday 8/31
Ticket Number: 0000099192	08/30/2004	Needs a quota Increase
Closed	Total: 23	
Ticket Number: 0000098523	08/23/2004	Inbox being autodeleted
Ticket Number: 0000098947	08/26/2004	Phonemail, Thursday 8/26, 7:30am - 2:00pm
Ticket Number: 0000098946	08/26/2004	All tape changes done for 8/26
Ticket Number: 0000098940	08/26/2004	Work Order Request
Ticket Number: 0000098930	08/26/2004	Password Reset
Ticket Number: 0000098921	08/26/2004	Password Reset
Ticket Number: 0000098712	08/24/2004	User is unable to create account online
Ticket Number: 0000098604	08/24/2004	Customer can not log into machine
Ticket Number: 0000097651	08/11/2004	Local Printer Install
Ticket Number: 0000097745	08/12/2004	List ownership problems in the library - pls expedite
Ticket Number: 0000098006	08/17/2004	Password Reset
Ticket Number: 0000098008	08/17/2004	Problem with wireless in ACIV 114
Ticket Number: 0000098109	08/18/2004	myUMBC Account Creation for Candance L. Gardner-Greene
Ticket Number: 0000098293	08/19/2004	Password Reset
Ticket Number: 0000098262	08/19/2004	myUMBC Account Creation
Ticket Number: 0000098226	08/19/2004	my umbc problems
Ticket Number: 0000098222	08/19/2004	0000097937
Ticket Number: 0000098206	08/19/2004	8/19/2004: Morning checklist 7:30am
Ticket Number: 0000098203	08/19/2004	Registration
Ticket Number: 0000098077	08/17/2004	Password Reset
Ticket Number: 0000098207	08/19/2004	Server Administrator
Ticket Number: 0000098334	08/20/2004	ACIV 345: Unable to access HP/email/web with VPN
Ticket Number: 0000098135	08/18/2004	Password Reset
kincaid	Total: 21	
Resolved	Total: 3	
Ticket Number: 0000099300	08/30/2004	Computer accounts for new students
Ticket Number: 0000099330	08/31/2004	Quota increase for email
Ticket Number: 0000099302	08/30/2004	E-mail Quota Increase
Closed	Total: 18	
Ticket Number: 0000099321	08/31/2004	Re:
Ticket Number: 0000098462	08/23/2004	Need email, calendar, novell accounts for Ann Byron
Ticket Number: 0000098563	08/23/2004	=?gb2312?q?=D0=C4=D3=D0=B6=E0=B4=F3=A3=AC=CE=E8=C
Ticket Number: 0000098552	08/23/2004	Re: HP-VPN Deployment Delayed Until Midnight Wednesday, Augus
Ticket Number: 0000098702	08/24/2004	Request quota for Email
Ticket Number: 0000098787	08/25/2004	Work Order Request-email accounts
Ticket Number: 0000098628	08/24/2004	Users need to be added to VPN group
Ticket Number: 0000097092	08/02/2004	AutoCAD 2005 - Educational Pricing
Ticket Number: 0000097276	08/04/2004	Hello Accounts
Ticket Number: 0000097214	08/04/2004	Pub Policy Bldg Rm304 - Poli Sci Dept
Ticket Number: 0000097918	08/16/2004	New accounts for Cedar Consultant Debi Leal
Ticket Number: 0000097984	08/17/2004	Remedy Ticket #0000097875
Ticket Number: 0000097784	08/12/2004	Fw: double
Ticket Number: 0000097807	08/13/2004	win xp - possible graphical interface problem
Ticket Number: 0000097983	08/17/2004	Re:
Ticket Number: 0000097533	08/09/2004	Software for College Students/Faculty/Staff
Ticket Number: 0000097629	08/11/2004	Fw: allure
Ticket Number: 0000097785	08/12/2004	internet problem

	<u>Create</u>		<u>Short Description</u>
	<u>Date</u>		
mcs pads1	<u>Total:</u>	9	
Resolved	<u>Total:</u>	1	
Ticket Number: 0000099045	08/27/2004		SPSS v12 CD Loan
Closed	<u>Total:</u>	8	
Ticket Number: 0000098773	08/25/2004		Password reset
Ticket Number: 0000098953	08/26/2004		Password Reset
Ticket Number: 0000098147	08/18/2004		Borrowed SAS 9 4CDs.
Ticket Number: 0000097497	08/09/2004		Jasemine2 password reset
Ticket Number: 0000097737	08/12/2004		Customer is checking out Sass version 9 CD
Ticket Number: 0000098754	08/25/2004		Problems connecting a local printer to a network machine
Ticket Number: 0000098284	08/19/2004		Phonemail check 8/19/04 2:00 p.m.
Ticket Number: 0000098316	08/20/2004		Office products not working properly after recovering machine from p
mnolan1	<u>Total:</u>	14	
Closed	<u>Total:</u>	14	
Ticket Number: 0000097872	08/15/2004		Diamond chickweed
Ticket Number: 0000098368	08/20/2004		Work Order Request
Ticket Number: 0000098309	08/20/2004		Work Order Request
Ticket Number: 0000097426	08/07/2004		FAILURE AND STRANGE DUMP
Ticket Number: 0000097719	08/12/2004		Speakers not working
Ticket Number: 0000097545	08/10/2004		Password Reset
Ticket Number: 0000097853	08/13/2004		Re: Re: Hi [Authorize]
Ticket Number: 0000097179	08/03/2004		PAT 104: Unable to get to resnet login page
Ticket Number: 0000097002	08/01/2004		No subject
Ticket Number: 0000096991	08/01/2004		Possible virus/spam?
Ticket Number: 0000097834	08/13/2004		Reset password
Ticket Number: 0000098417	08/20/2004		8/20/04 6:00pm lab check
Ticket Number: 0000098420	08/20/2004		8/20/04 8:00pm final lab check
Ticket Number: 0000098418	08/20/2004		8/20/04 7:00pm phone mail check

moneill		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	111
		<u>Total:</u>	28
Ticket Number:	0000098308	08/20/2004	webmail problems
Ticket Number:	0000099013	08/27/2004	UMBC Account Password Reset for twhite5
Ticket Number:	0000099039	08/27/2004	Quota increase for faculty
Ticket Number:	0000099351	08/31/2004	UMBC Account Password Reset for pcooper
Ticket Number:	0000099133	08/28/2004	Work Order Request-Sasser virus
Ticket Number:	0000099124	08/28/2004	UMBC Account Password sergeyc1
Ticket Number:	0000099123	08/28/2004	SR2
Ticket Number:	0000099116	08/28/2004	UMBC Account password reset for kweiss
Ticket Number:	0000099115	08/28/2004	UMBC Account Password Reset for wiggles1
Ticket Number:	0000099114	08/28/2004	UMBC Account Password Reset for seney1
Ticket Number:	0000099113	08/28/2004	Credit/Debit card update
Ticket Number:	0000099112	08/28/2004	Credit/Debit card update
Ticket Number:	0000099111	08/28/2004	Credit/Debit card update
Ticket Number:	0000099106	08/27/2004	Credit/Debit card update
Ticket Number:	0000099102	08/27/2004	8/27/04 8:00pm lab check
Ticket Number:	0000099101	08/27/2004	8/27/04 7:00pm phone mail check
Ticket Number:	0000099100	08/27/2004	8/27/04 2:00pm phone mail check
Ticket Number:	0000099099	08/27/2004	8/27/04 6:00pm lab check
Ticket Number:	0000099087	08/27/2004	Work Order Request-Not receiving mail
Ticket Number:	0000099084	08/27/2004	mailbox error
Ticket Number:	0000099078	08/27/2004	UMBC Account Password Reset for jkozak
Ticket Number:	0000099110	08/28/2004	Credit/Debit card update
Ticket Number:	0000099033	08/27/2004	Voicemail 08/27/04 11 a.m.
Ticket Number:	0000098989	08/26/2004	8/26/04 9:00pm lab check
Ticket Number:	0000098791	08/25/2004	Attempts to clear INBOX
Ticket Number:	0000098972	08/26/2004	my UMBC access
Ticket Number:	0000098987	08/26/2004	8/26/04 7:00pm phone mail check
Ticket Number:	0000098982	08/26/2004	8/26/04 6:00pm Labcheck

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		83	
Ticket Number: 0000098377	08/20/2004		Asset Security Alert
Ticket Number: 0000098993	08/27/2004		Re:
Ticket Number: 0000098808	08/25/2004		UMBC Account Password Reset for songwwu1
Ticket Number: 0000098806	08/25/2004		UMBC Account Password Reset for mpanti1
Ticket Number: 0000098378	08/20/2004		Asset Security Alert
Ticket Number: 0000098264	08/19/2004		UMBC Account Password Reset for cfarle1
Ticket Number: 0000097060	08/02/2004		Access to PC in Lab/Active Directory
Ticket Number: 0000097110	08/03/2004		UMBC Account Password Reset for mdobson1
Ticket Number: 0000097125	08/03/2004		UMBC Account Password Reset for cdev1
Ticket Number: 0000097176	08/03/2004		UMBC Account Password Reset for csmith3
Ticket Number: 0000097358	08/05/2004		8/5/04 6:00pm lab check
Ticket Number: 0000097363	08/05/2004		VM check 7pm 8/5/04
Ticket Number: 0000097198	08/03/2004		Checklist 8-3-04 22.00
Ticket Number: 0000097197	08/03/2004		VM check 7pm 8/3/04
Ticket Number: 0000097196	08/03/2004		Labcheck 8-3-04 21.00
Ticket Number: 0000097188	08/03/2004		Labcheck 8-3-04 18.00
Ticket Number: 0000097184	08/03/2004		UMBC Account Password Reset for madden2
Ticket Number: 0000097169	08/03/2004		UMBC Account Password Reset for sz
Ticket Number: 0000097362	08/05/2004		8/5/04 9:00pm lab check
Ticket Number: 0000097108	08/03/2004		Quota increase for faculty
Ticket Number: 0000097418	08/06/2004		Labcheck 8-6-04 18.00
Ticket Number: 0000097400	08/06/2004		VM check 2pm 8/6/04
Ticket Number: 0000097405	08/06/2004		Morning Checklist, Friday 8/6
Ticket Number: 0000097421	08/06/2004		Checklist 8-6-04 20.00
Ticket Number: 0000097428	08/07/2004		Novell Account Request
Ticket Number: 0000097430	08/07/2004		Tape Change 8-7-04
Ticket Number: 0000097433	08/07/2004		folio hydroxide slice immediacy
Ticket Number: 0000097447	08/08/2004		internet problem
Ticket Number: 0000097783	08/12/2004		8/12/04 7:00pm phone mail check
Ticket Number: 0000097863	08/14/2004		VM check 8-14-04 11.00
Ticket Number: 0000097765	08/12/2004		UMBC Account Password Reset for jbechtel
Ticket Number: 0000097749	08/12/2004		UMBC Account Password Reset for juliana1
Ticket Number: 0000097711	08/12/2004		Computer hangs
Ticket Number: 0000097694	08/11/2004		Quota increase for faculty
Ticket Number: 0000097682	08/11/2004		UMBC Account Password Reset for jasmine2
Ticket Number: 0000097680	08/11/2004		UMBC Account Password for tjones8
Ticket Number: 0000097652	08/11/2004		Quota increase for staff
Ticket Number: 0000097782	08/12/2004		8/12/04 6:00pm lab check
Ticket Number: 0000097441	08/08/2004		spam
Ticket Number: 0000097861	08/14/2004		Checklist 8-14-04 08.00
Ticket Number: 0000097857	08/13/2004		Checklist 8-13-04 20.00
Ticket Number: 0000097855	08/13/2004		8/13/04 7:00pm phone mail check
Ticket Number: 0000097852	08/13/2004		Labcheck 8-13-04 18.00
Ticket Number: 0000098035	08/17/2004		UMBC Account Password Reset for esmith2
Ticket Number: 0000097787	08/12/2004		8/12/04 10:00pm closing checklist
Ticket Number: 0000097786	08/12/2004		8/12/2004: labcheck 9pm
Ticket Number: 0000097777	08/12/2004		8/12/2004: Checklist Voicemail 2:00pm
Ticket Number: 0000097774	08/12/2004		UMBC Account Password Reset for adad1
Ticket Number: 0000097432	08/07/2004		VM 8-7-04 14.00
Ticket Number: 0000097429	08/07/2004		VM 8-7-04 11.00
Ticket Number: 0000097425	08/07/2004		Checklist 8-7-04 8.00
Ticket Number: 0000097419	08/06/2004		VM 8-6-04 19.00
Ticket Number: 0000097952	08/16/2004		UMBC Account Password Reset for culaton1
Ticket Number: 0000098357	08/20/2004		Asset Security Alert

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000098355	08/20/2004	Asset Security Alert
Ticket Number:	0000098353	08/20/2004	Asset Security Alert
Ticket Number:	0000098349	08/20/2004	Asset Security Alert
Ticket Number:	0000098347	08/20/2004	Asset Security Alert
Ticket Number:	0000098306	08/19/2004	8/19/04 10:00pm lab check
Ticket Number:	0000098302	08/19/2004	8/19/04 9:00pm lab check
Ticket Number:	0000098299	08/19/2004	8/19/04 7:00pm phonemail
Ticket Number:	0000098298	08/19/2004	8/19/04 6:00pm lab check
Ticket Number:	0000098285	08/19/2004	Wireless access via Palm handheld
Ticket Number:	0000098254	08/19/2004	IFSM633_8031_SU2004 Not coming up for user
Ticket Number:	0000098235	08/19/2004	UMBC Account Password Reset for bs3
Ticket Number:	0000098182	08/18/2004	UMBC Account Password Reset for dl3
Ticket Number:	0000098139	08/18/2004	UMBC Account Password Reset for a44
Ticket Number:	0000098346	08/20/2004	Asset Security Alert
Ticket Number:	0000098345	08/20/2004	Asset Security Alert
Ticket Number:	0000098344	08/20/2004	Asset Security Alert
Ticket Number:	0000098342	08/20/2004	Asset Security Alert
Ticket Number:	0000098341	08/20/2004	Asset Security Alert
Ticket Number:	0000098339	08/20/2004	Asset Security Alert
Ticket Number:	0000098358	08/20/2004	Asset Security Alert
Ticket Number:	0000098338	08/20/2004	Asset Security Alert
Ticket Number:	0000098337	08/20/2004	Asset Security Alert
Ticket Number:	0000098133	08/18/2004	UMBC Account Password Reset for amarini1
Ticket Number:	0000098089	08/17/2004	Phonemail, Tuesday 8/17, 2:00pm and on
Ticket Number:	0000098073	08/17/2004	UMBC Account Password Reset for fitzgera
Ticket Number:	0000098070	08/17/2004	UMBC Account Password Reset for kwaneng1
Ticket Number:	0000098040	08/17/2004	UMBC Account Password Reset for korn
Ticket Number:	0000098028	08/17/2004	UMBC Account Password Reset for jagruti1
Ticket Number:	0000097965	08/16/2004	UMBC Account Password Reset for pat8
myers		<u>Total:</u>	13
Resolved		<u>Total:</u>	1
Ticket Number:	0000099073	08/27/2004	Advisement area; can't print transcripts through HP
Closed		<u>Total:</u>	12
Ticket Number:	0000099058	08/27/2004	VPN/Reflections
Ticket Number:	0000099059	08/27/2004	VPN/Reflections
Ticket Number:	0000098664	08/24/2004	Cannot Connect to HP using the VPN
Ticket Number:	0000098558	08/23/2004	Delete HP Account
Ticket Number:	0000098875	08/26/2004	HP Account for Arkia Hall
Ticket Number:	0000099043	08/27/2004	VPN/Reflection Connection
Ticket Number:	0000097917	08/16/2004	new HP account
Ticket Number:	0000098118	08/18/2004	Reflections Account Creation
Ticket Number:	0000098033	08/17/2004	Correct alignment to UM Payroll Entry Forms
Ticket Number:	0000097401	08/06/2004	Create FAS/HP Account for Joyce Mburu
Ticket Number:	0000097678	08/11/2004	Susanne Sutton not listed as active faculty member
Ticket Number:	0000097521	08/09/2004	Transfer html doc to unix acct

<u>myo</u>	<u>Resolved</u>	<u>Create Date</u>	<u>Short Description</u>
		Total: 280	
		Total: 47	
Ticket Number:	0000099276	08/30/2004	Work Order Request-Trouble logging into email
Ticket Number:	0000099281	08/30/2004	Student would like to change user ID
Ticket Number:	0000098991	08/27/2004	08/27/04: Disk Space Utilization 90%
Ticket Number:	0000098994	08/27/2004	Morning Checklist, Friday 8/27
Ticket Number:	0000098963	08/26/2004	SSN and PIN prompt when logging into myUMBC
Ticket Number:	0000098943	08/26/2004	Quota
Ticket Number:	0000099060	08/27/2004	More quota space requested by user.
Ticket Number:	0000099088	08/27/2004	All tapes changed for 8/27
Ticket Number:	0000099388	08/31/2004	Tape Changes, Tuesday 8/31
Ticket Number:	0000099370	08/31/2004	Janice Schwartz needs her email quota increased.
Ticket Number:	0000099358	08/31/2004	CMSC 202 BlackBoard
Ticket Number:	0000099288	08/30/2004	User is having a problem logging into resnet. Keeps looping the user t
Ticket Number:	0000099265	08/30/2004	Need tech support - email trouble
Ticket Number:	0000099262	08/30/2004	Work Order Request-Can not log in
Ticket Number:	0000099253	08/30/2004	Guest account issuer addition
Ticket Number:	0000099122	08/28/2004	Tape Changes, Saturday 8/28
Ticket Number:	0000099121	08/28/2004	Resnet virus unblock
Ticket Number:	0000099118	08/28/2004	Ponemail, Saturday 8/28, 2:00pm
Ticket Number:	0000099117	08/28/2004	Ponemail, Saturday 8/28, 11:00am
Ticket Number:	0000099109	08/28/2004	Morning Checklist, Saturday 8/28
Ticket Number:	0000099103	08/27/2004	Credit/Debit card update
Ticket Number:	0000099095	08/27/2004	Quota Increase for faculty
Ticket Number:	0000099094	08/27/2004	Quota increase requested by user.
Ticket Number:	0000099093	08/27/2004	Quota increase request.
Ticket Number:	0000099352	08/31/2004	need optical disk reader
Ticket Number:	0000099341	08/31/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000099339	08/31/2004	Windows XP Service Pack 2
Ticket Number:	0000099320	08/31/2004	Lab check 8/31/04 12am
Ticket Number:	0000099318	08/30/2004	how to use FTP in web
Ticket Number:	0000099319	08/30/2004	Lab check 11pm 8/30/04
Ticket Number:	0000099313	08/30/2004	VM check 7pm 8/30/04
Ticket Number:	0000099307	08/30/2004	Faulty Ethernet Jack
Ticket Number:	0000099166	08/30/2004	VM check 7pm 8/29/04
Ticket Number:	0000099158	08/29/2004	6:00 p.m. Lab Check
Ticket Number:	0000099153	08/29/2004	8/29/04 2:00pm phone mail check
Ticket Number:	0000099152	08/29/2004	VM check 8/29/04 12p/1p
Ticket Number:	0000099148	08/29/2004	Fwd: information (attention UMBC Mail abuse?)
Ticket Number:	0000099143	08/29/2004	server out
Ticket Number:	0000099138	08/29/2004	Spam
Ticket Number:	0000099136	08/28/2004	Work Order Request
Ticket Number:	0000099125	08/28/2004	8/28/04 5:00pm lab check
Ticket Number:	0000099241	08/30/2004	MS word
Ticket Number:	0000099199	08/30/2004	blackboard
Ticket Number:	0000099191	08/30/2004	Checklist 8-30-04 8.00
Ticket Number:	0000099167	08/30/2004	Lab check 9pm 8/29/04
Ticket Number:	0000099079	08/27/2004	Netscape Email Quota
Ticket Number:	0000099479	08/31/2004	Lab check 8/31/04 9 pm

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		233	
Ticket Number: 0000097476	08/09/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000098032	08/17/2004		Work Order Request
Ticket Number: 0000097933	08/16/2004		11am phone mail check. 4msges.
Ticket Number: 0000096997	08/01/2004		8/1/04 2:00pm phone mail check
Ticket Number: 0000097046	08/02/2004		VM check 8-2-04 11.00
Ticket Number: 0000097038	08/02/2004		Needs a quota Increase
Ticket Number: 0000097019	08/02/2004		Re: IMAP/POP Client Configuration (SECOND WARNING)
Ticket Number: 0000097018	08/02/2004		Work Order Request-Need help with spam whitelist
Ticket Number: 0000097011	08/02/2004		incorrect configuration
Ticket Number: 0000097010	08/02/2004		checklist 8-2-04 8.00
Ticket Number: 0000097004	08/01/2004		Work Order Request
Ticket Number: 0000097001	08/01/2004		8/1/04 6:00pm lab check
Ticket Number: 0000096993	08/01/2004		8/1/04 12:00 phone mail check
Ticket Number: 0000097704	08/12/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000097395	08/06/2004		11am phone mail check done. no msg.
Ticket Number: 0000097444	08/08/2004		VM check 2pm 8/8/04
Ticket Number: 0000097385	08/06/2004		dapom1 account password reset
Ticket Number: 0000097375	08/06/2004		Quota Increase for Staff
Ticket Number: 0000097371	08/06/2004		Quota Increase for Faculty
Ticket Number: 0000097366	08/06/2004		Virus
Ticket Number: 0000097360	08/05/2004		Cannot delete email
Ticket Number: 0000097349	08/05/2004		All tape changes done.
Ticket Number: 0000097335	08/05/2004		Request for webspace increase
Ticket Number: 0000097333	08/05/2004		Create an account for Adrienna Brown
Ticket Number: 0000097703	08/11/2004		Lab closing 8/11/04 10pm
Ticket Number: 0000097305	08/05/2004		Work Order Request
Ticket Number: 0000097935	08/16/2004		Tape Changes, Monday 8/16
Ticket Number: 0000097294	08/05/2004		Labcheck 8-5-04 8.00
Ticket Number: 0000097290	08/05/2004		Infected PC or SPAM address
Ticket Number: 0000097289	08/05/2004		Special Announcement
Ticket Number: 0000097288	08/05/2004		Problem deleting messages
Ticket Number: 0000097284	08/05/2004		Emptying Spam Folder
Ticket Number: 0000097279	08/04/2004		using mail client
Ticket Number: 0000097281	08/04/2004		VM check 7pm 8/4/04
Ticket Number: 0000097280	08/04/2004		Lab check 9pm 8/4/04
Ticket Number: 0000097275	08/04/2004		8/4/04 6:00pm lab check
Ticket Number: 0000097262	08/04/2004		8/4 Tape change.
Ticket Number: 0000097261	08/04/2004		2pm phonemail check.
Ticket Number: 0000097260	08/04/2004		Reflections/Unable to do file transfer to College Park
Ticket Number: 0000097256	08/04/2004		E-mail Size Status Number
Ticket Number: 0000097234	08/04/2004		Re: IMAP/POP Client Configuration (SECOND WARNING)
Ticket Number: 0000097211	08/04/2004		jrexing quota increased
Ticket Number: 0000097182	08/03/2004		2pm phone mail check.
Ticket Number: 0000097181	08/03/2004		Tape Changes, Tuesday 8/3
Ticket Number: 0000097154	08/03/2004		Fac mem requests quota increase.
Ticket Number: 0000097140	08/03/2004		password change
Ticket Number: 0000097134	08/03/2004		Quota Increase
Ticket Number: 0000097120	08/03/2004		Phonemail, Tuesday 8/3, 11:00am
Ticket Number: 0000097118	08/03/2004		increase disk quota
Ticket Number: 0000097116	08/03/2004		Needs a quota Increase
Ticket Number: 0000097100	08/03/2004		Checklist 8-3-04 8.00
Ticket Number: 0000097095	08/02/2004		8/2/04 9:00pm lab check
Ticket Number: 0000097094	08/02/2004		Work Order Request-Need setup for outlook express 6
Ticket Number: 0000097091	08/02/2004		VM check 8/2/04 7pm

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000097090	08/02/2004	Lab check 6pm 8/2/04
Ticket Number:	0000097080	08/02/2004	Work Order Request-Need login id and pw
Ticket Number:	0000097078	08/02/2004	Email quota increase
Ticket Number:	0000097062	08/02/2004	MyUMBC pass reset. ID Faxed in.
Ticket Number:	0000097059	08/02/2004	2 p.m. phone mail check No messages
Ticket Number:	0000097053	08/02/2004	08/02 Tape change.
Ticket Number:	0000097051	08/02/2004	100% disk usage
Ticket Number:	0000097050	08/02/2004	Missing Size Column
Ticket Number:	0000097155	08/03/2004	8/03 Borrowed SAS CDs.
Ticket Number:	0000097111	08/03/2004	email
Ticket Number:	0000097314	08/05/2004	11:00 am phone mail check. No msges.
Ticket Number:	0000097589	08/10/2004	Work Order Request
Ticket Number:	0000097731	08/12/2004	VM check 8-12-04 11.00
Ticket Number:	0000097352	08/05/2004	Quota increase request for user mtedesco.
Ticket Number:	0000097690	08/11/2004	Work Order Request
Ticket Number:	0000099127	08/28/2004	Credit/Debit card update
Ticket Number:	0000099141	08/29/2004	re[5]:
Ticket Number:	0000099425	08/31/2004	foto
Ticket Number:	0000099129	08/28/2004	Credit/Debit card update
Ticket Number:	0000098376	08/20/2004	problems with mailbox
Ticket Number:	0000098383	08/20/2004	Work Order Request
Ticket Number:	0000098408	08/20/2004	Email problem
Ticket Number:	0000098431	08/21/2004	Tape Change for 8-21-04
Ticket Number:	0000098445	08/22/2004	8/22/04 12:00pm phone mail check
Ticket Number:	0000098453	08/22/2004	8/22/04 7:00pm phone mail check
Ticket Number:	0000098457	08/22/2004	labcheck 8-22-04 21.00
Ticket Number:	0000098900	08/26/2004	Quota increase for faculty
Ticket Number:	0000098846	08/25/2004	8/25/04 10:00pm lab check
Ticket Number:	0000098844	08/25/2004	Work Order Request
Ticket Number:	0000098843	08/25/2004	8/25/04 9:00pm lab check
Ticket Number:	0000098840	08/25/2004	8/25/04 7:00pm phone mail
Ticket Number:	0000098827	08/25/2004	8/25/2004: Tape change
Ticket Number:	0000098825	08/25/2004	Phonemail, Wednesday 8/25, 2:00pm
Ticket Number:	0000098818	08/25/2004	SUS
Ticket Number:	0000098796	08/25/2004	RE: QUOTA WARNING for your myUMBC account
Ticket Number:	0000098794	08/25/2004	Phone mail 11am check.
Ticket Number:	0000098826	08/25/2004	ticket# 0000098791
Ticket Number:	0000098782	08/25/2004	Re: my umbc account/part-timer
Ticket Number:	0000098777	08/25/2004	Quota Increase
Ticket Number:	0000098775	08/25/2004	Removal from Old Blackboard Courses
Ticket Number:	0000098774	08/25/2004	Password reset
Ticket Number:	0000098764	08/25/2004	Disk Quota question
Ticket Number:	0000098699	08/24/2004	2pm phonemail check.
Ticket Number:	0000098752	08/25/2004	8/25/2004: Morning checklist 7:30am
Ticket Number:	0000098691	08/24/2004	All tapes changed.
Ticket Number:	0000098657	08/24/2004	11am phone mail check.
Ticket Number:	0000098654	08/24/2004	desperate
Ticket Number:	0000098652	08/24/2004	Password Reset
Ticket Number:	0000098606	08/24/2004	8/24/2004: Morning checklist 7:30am
Ticket Number:	0000098600	08/23/2004	8/23/04 9:00pm lab check
Ticket Number:	0000098597	08/23/2004	8/23/04 7:00pm phone mail check
Ticket Number:	0000098590	08/23/2004	8/23/04 6:00pm lab check
Ticket Number:	0000098583	08/23/2004	All tapes changed for 8/23
Ticket Number:	0000098537	08/23/2004	Voice Mail 08/23 11:00 a.m.
Ticket Number:	0000098530	08/23/2004	Password Reset

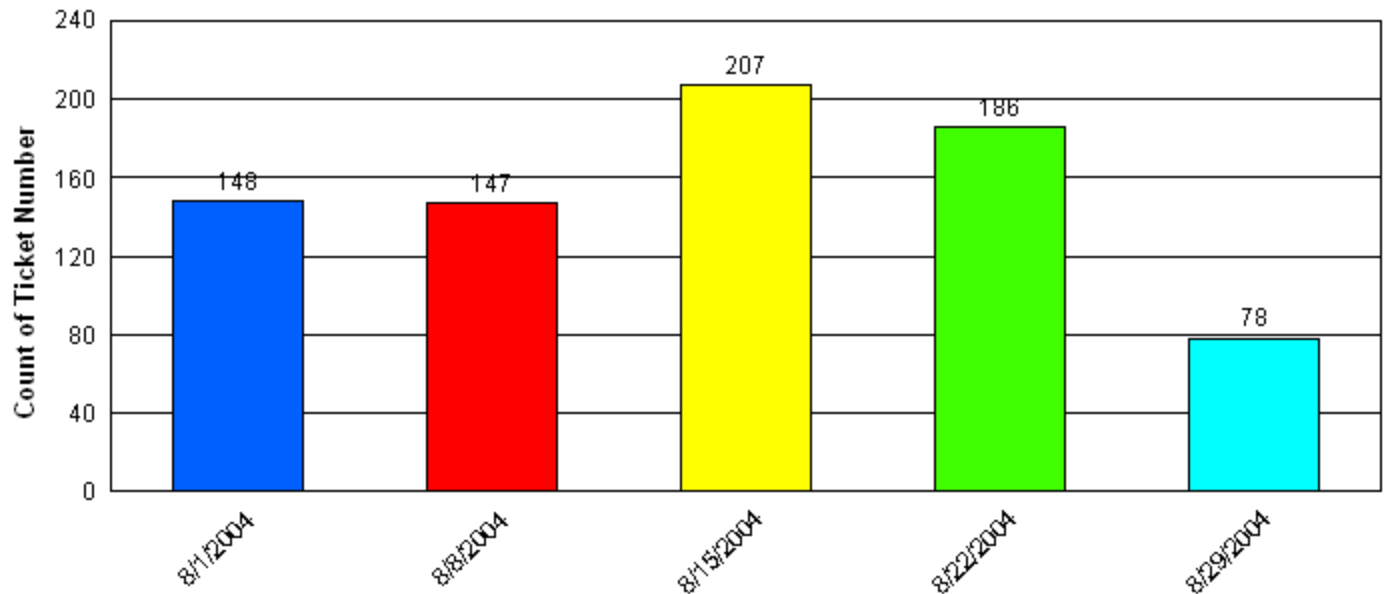
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000098522	08/23/2004	Webmail reports incorrect password and username
Ticket Number:	0000098501	08/23/2004	8/23/2004: Morning checklist 7:30am
Ticket Number:	0000098492	08/23/2004	SSH from home to lab machines
Ticket Number:	0000098458	08/22/2004	checklist 8-22-04 22.00
Ticket Number:	0000098455	08/22/2004	Email Security Certificate Experation
Ticket Number:	0000098452	08/22/2004	Labcheck 8-22-04 18.00
Ticket Number:	0000098440	08/22/2004	Work Order Request
Ticket Number:	0000098426	08/21/2004	Question
Ticket Number:	0000097399	08/06/2004	Tape Changes, Friday 8/6
Ticket Number:	0000097546	08/10/2004	Re. Quota warning
Ticket Number:	0000097539	08/09/2004	Lab check 6pm 8/9/04
Ticket Number:	0000097536	08/09/2004	Work Order Request
Ticket Number:	0000097535	08/09/2004	Work Order Request-Can not ftp to gl
Ticket Number:	0000097532	08/09/2004	8/9/04 9:00pm lab check
Ticket Number:	0000097531	08/09/2004	8/9/04 7:00pm phone mail check
Ticket Number:	0000097522	08/09/2004	professor requests quota increase
Ticket Number:	0000097508	08/09/2004	what are these email messages?
Ticket Number:	0000097504	08/09/2004	Laptop Plug In
Ticket Number:	0000097844	08/13/2004	Work Order Request-email quota exceeded
Ticket Number:	0000097494	08/09/2004	Managing E-Mail Aliases
Ticket Number:	0000097487	08/09/2004	No subject
Ticket Number:	0000097482	08/09/2004	VM 8-9-04 11.00
Ticket Number:	0000097865	08/14/2004	Phonemail Saturday, 8/14 2:00pm
Ticket Number:	0000097864	08/14/2004	Tape change 8-14-04
Ticket Number:	0000097859	08/13/2004	new computer
Ticket Number:	0000097846	08/13/2004	[Fwd: UMBC Wireless Authentication Released Wed August 18th]
Ticket Number:	0000098034	08/17/2004	Customer needs extra diskspace
Ticket Number:	0000097832	08/13/2004	Voicemail check 8-13-04 14.00
Ticket Number:	0000097826	08/13/2004	Wireless Internet access
Ticket Number:	0000097812	08/13/2004	Voice Mail Check 11:00 A.M. Aug 13 2004
Ticket Number:	0000097801	08/13/2004	quota
Ticket Number:	0000097790	08/13/2004	Morning Checklist, Friday 8/13
Ticket Number:	0000097833	08/13/2004	Tape Changes, Friday 8/13
Ticket Number:	0000097743	08/12/2004	Tape Change 8-12-04
Ticket Number:	0000097729	08/12/2004	SquirrelMail Problems
Ticket Number:	0000097707	08/12/2004	can you help with this?
Ticket Number:	0000097705	08/12/2004	request for disk quto increase
Ticket Number:	0000097700	08/11/2004	VM check 7pm 8/11/04
Ticket Number:	0000097698	08/11/2004	8/11/04 6:00pm lab check
Ticket Number:	0000097681	08/11/2004	invisible items
Ticket Number:	0000097671	08/11/2004	Disk quota
Ticket Number:	0000097670	08/11/2004	11am phone mail check.
Ticket Number:	0000097646	08/11/2004	8/11/2004: Morning Checklist 7:30am
Ticket Number:	0000097645	08/11/2004	Phone mail check 8:00am
Ticket Number:	0000097638	08/11/2004	e-mail problem
Ticket Number:	0000097623	08/10/2004	Checklist 8-10-04 22.00
Ticket Number:	0000097622	08/10/2004	disk usage space
Ticket Number:	0000097620	08/10/2004	Labcheck 8-10-04 21.00
Ticket Number:	0000097619	08/10/2004	VM check 7pm 8/10/04
Ticket Number:	0000097701	08/11/2004	8/11/04 9:00pm lab check
Ticket Number:	0000097604	08/10/2004	VM check 8-10-04 14.00
Ticket Number:	0000097603	08/10/2004	[Fwd: Server Space for Student Computing]
Ticket Number:	0000097602	08/10/2004	Tape Changes, Tuesday 8/10
Ticket Number:	0000097617	08/10/2004	labcheck 8-10-04 18.00
Ticket Number:	0000097582	08/10/2004	Form posted from Microsoft Internet Explorer.

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000097580	08/10/2004	93% full email box
Ticket Number:	0000097576	08/10/2004	Phonemail, Tuesday 8/10, 11:00am
Ticket Number:	0000097708	08/12/2004	8/12/2004: Morning checklist 7:30am
Ticket Number:	0000097479	08/09/2004	Quota increase request
Ticket Number:	0000097461	08/09/2004	8/09/2004: morning checklist 7:30am
Ticket Number:	0000097459	08/08/2004	Checklist 8-8-04 22.00
Ticket Number:	0000097458	08/08/2004	labcheck 8-8-04 21.00
Ticket Number:	0000097456	08/08/2004	Computer Hook UP
Ticket Number:	0000097453	08/08/2004	VM check 8-8-04 19.00
Ticket Number:	0000097443	08/08/2004	Outgoing server
Ticket Number:	0000097442	08/08/2004	Opening for 8/8/04
Ticket Number:	0000097512	08/09/2004	VM check 8-9-04 14.00
Ticket Number:	0000097510	08/09/2004	Carol Harmon received email message to reconfigure email
Ticket Number:	0000097509	08/09/2004	Tape Change 8-9-04
Ticket Number:	0000097547	08/10/2004	8/10/2004: morning checklist 7:30am
Ticket Number:	0000097437	08/07/2004	Entourage issues, SAT mistake
Ticket Number:	0000097410	08/06/2004	Work Order Request
Ticket Number:	0000097867	08/14/2004	8/14/04 5:00pm lab check
Ticket Number:	0000097873	08/15/2004	Work Order Request
Ticket Number:	0000098239	08/19/2004	No subject-No showing up as fulltime student
Ticket Number:	0000097876	08/15/2004	Checklist 8-15-04 12.00
Ticket Number:	0000097880	08/15/2004	8/15/04 6:00pm lab check
Ticket Number:	0000097878	08/15/2004	8/15/04 2:00pm phone mail check
Ticket Number:	0000098013	08/17/2004	8/17/2004: Morning checklist 7:30am
Ticket Number:	0000097980	08/17/2004	overcrowded email
Ticket Number:	0000097978	08/16/2004	Closing LabCheck, Monday 8/16, 10:00pm
Ticket Number:	0000097975	08/16/2004	LabCheck, Monday 8/16, 8:00pm
Ticket Number:	0000097974	08/16/2004	8/16/04 6:00pm lab check
Ticket Number:	0000097972	08/16/2004	6pm phone mail check. 5msges.
Ticket Number:	0000097960	08/16/2004	User needs help setting up computer to login to resnet in dorms.
Ticket Number:	0000097957	08/16/2004	UMBC Account Password Reset for fwindu1
Ticket Number:	0000097950	08/16/2004	Quota
Ticket Number:	0000098324	08/20/2004	User: freeman cannot login to her machine, workstation only or through
Ticket Number:	0000098318	08/20/2004	Morning Checklist, Friday 8/20
Ticket Number:	0000098311	08/20/2004	request
Ticket Number:	0000098310	08/20/2004	Work Order Request-MyUMBC-you do not have access tofcg-bin
Ticket Number:	0000098296	08/19/2004	Ticket # 0000098278 - aEmailing: purchaseencr=35-BN-9P-J6-JP-PBH
Ticket Number:	0000098287	08/19/2004	Re: (PLEASE READ!) IMAP/POP Client Configuration
Ticket Number:	0000098282	08/19/2004	All tapes changed.
Ticket Number:	0000098270	08/19/2004	SAS 8 and 9 check out
Ticket Number:	0000098256	08/19/2004	Phonemail, Thursday 8/19, 11:00am
Ticket Number:	0000098252	08/19/2004	Jean Bunche needs her email quota increased.
Ticket Number:	0000098231	08/19/2004	No subject
Ticket Number:	0000098228	08/19/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000098329	08/20/2004	Verify Novell Account Creation
Ticket Number:	0000098213	08/19/2004	Re: (PLEASE READ!) IMAP/POP Client Configuration
Ticket Number:	0000098241	08/19/2004	No subject
Ticket Number:	0000098188	08/18/2004	Closing Lab Check, Wednesday 8/18, 10:00pm
Ticket Number:	0000098183	08/18/2004	Lab Check, Wednesday 8/18, 8:00pm
Ticket Number:	0000098181	08/18/2004	8/18/04 7:00 phone mail check
Ticket Number:	0000098179	08/18/2004	8/18/04 6:00pm lab check
Ticket Number:	0000098167	08/18/2004	8/18/2004: tape change
Ticket Number:	0000098153	08/18/2004	FW: UMBC cds
Ticket Number:	0000098144	08/18/2004	Blackboard
Ticket Number:	0000098134	08/18/2004	Not listed as active student

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000098123	08/18/2004	Work Order Request
Ticket Number:	0000098066	08/17/2004	[Site Survey] LIB/123: install 1 data line on jack #18
Ticket Number:	0000098046	08/17/2004	Customer password reset
Ticket Number:	0000098038	08/17/2004	Password reset
Ticket Number:	0000098042	08/17/2004	Tape Changes, Tuesday 8/17
Ticket Number:	0000098037	08/17/2004	Aug 17 12:00 p.m. voicemail check
Ticket Number:	0000098031	08/17/2004	Work Order Request
Ticket Number:	0000098157	08/18/2004	11am and 2pm phone mail check. No Msges
Ticket Number:	0000098016	08/17/2004	7:30am phone mail check. 1msg.
Ticket Number:	0000097938	08/16/2004	8/16/2004: Morning checklist 7:30am
Ticket Number:	0000098067	08/17/2004	Password Reset
Ticket Number:	0000097925	08/16/2004	email account
Ticket Number:	0000097877	08/15/2004	Tape Change 8-15-04
Ticket Number:	0000097874	08/15/2004	Work Order Request

Count of Ticket Number / Create Date

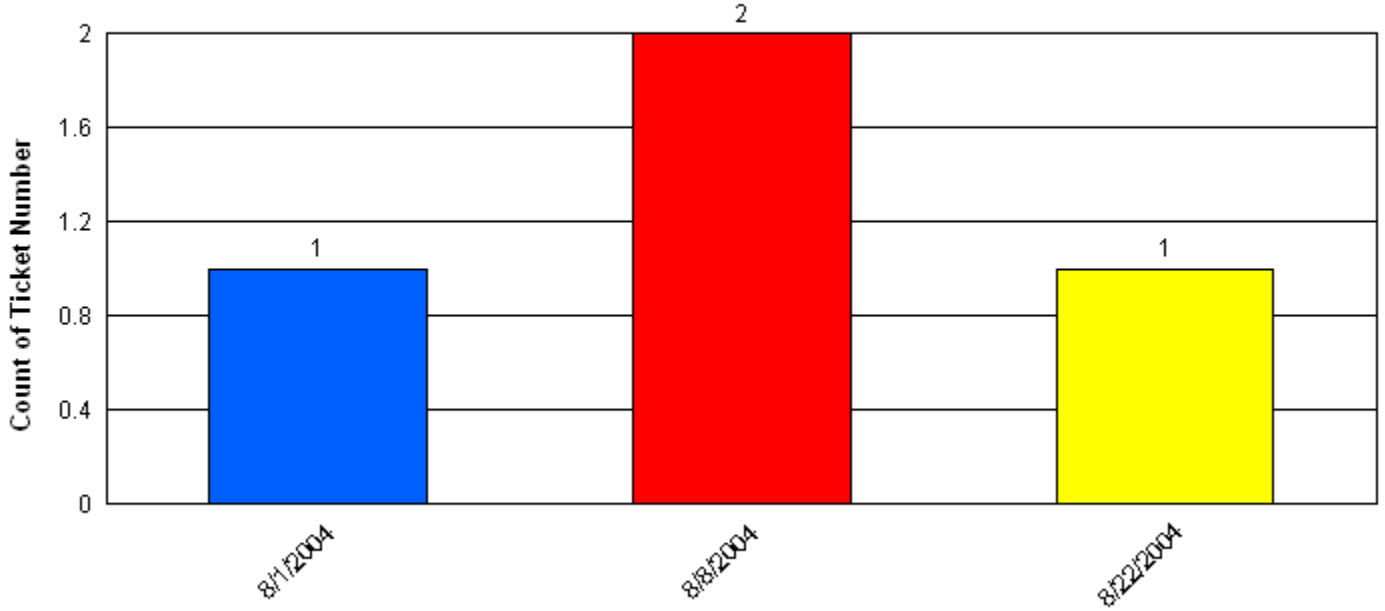
For Helpdesk



Human Resources	Total:	Create Date	Short Description
mcnamara	4		
Closed	Total: 1		
Ticket Number: 0000097779		08/12/2004	Time Entry Reports
rsanders	Total: 3		
Resolved	Total: 1		
Ticket Number: 0000097770		08/12/2004	Vacant Positions
Closed	Total: 2		
Ticket Number: 0000098732		08/25/2004	PS Support Request
Ticket Number: 0000097345		08/05/2004	query to compare CAMP05 to contract screen

Count of Ticket Number / Create Date

For Human Resources



		<u>Create</u>		<u>Short Description</u>
LAN	<u>Total:</u>	185		
LAN		<u>Total:</u>	3	
Closed		<u>Total:</u>	3	
Ticket Number:	0000098674	08/24/2004		User cannot access I drive
Ticket Number:	0000097994	08/17/2004		When will the servers be back
Ticket Number:	0000098014	08/17/2004		Error while trying to print from SPSS12
LAN:LabDesktops		<u>Total:</u>	2	
Closed		<u>Total:</u>	2	
Ticket Number:	0000097557	08/10/2004		In IE - how to read different language
Ticket Number:	0000097721	08/12/2004		PW not working for login

enoch		<u>Create</u>	
Resolved		<u>Date</u>	<u>Short Description</u>
		<u>Total:</u>	97
		<u>Total:</u>	8
Ticket Number:	0000099224	08/30/2004	HR Office - Novell account needed for dbrown
Ticket Number:	0000098411	08/20/2004	Installation of new computer isn't complete.
Ticket Number:	0000099244	08/30/2004	New faculty Novell Account Creation
Ticket Number:	0000099194	08/30/2004	Can't log in to Novell; says password expired
Ticket Number:	0000099065	08/27/2004	networked color printer asking to reinstall drivers
Ticket Number:	0000099007	08/27/2004	My printer
Ticket Number:	0000099003	08/27/2004	Reinstall Reflections Software for Peggy Hungelmann/Telecommunication
Ticket Number:	0000098988	08/26/2004	Novell

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		89	
Ticket Number: 0000098374	08/20/2004		[Fwd: RE: URGENT! Please Use VPN for HP Access Today!]
Ticket Number: 0000098398	08/20/2004		Re: New employee account/access to OCSS I drive
Ticket Number: 0000098406	08/20/2004		Work Order Request
Ticket Number: 0000098397	08/20/2004		Faculty member needs novell account
Ticket Number: 0000098812	08/25/2004		User: mcoppo1 needs novell access to department dpet.
Ticket Number: 0000098807	08/25/2004		Novell Account for ORL
Ticket Number: 0000098789	08/25/2004		user cronise
Ticket Number: 0000098761	08/25/2004		Novell Account Cleanup
Ticket Number: 0000098753	08/25/2004		Novell account creation
Ticket Number: 0000098677	08/24/2004		Michele Smith needs files from Davison's old H:\ drive.
Ticket Number: 0000098675	08/24/2004		Novell printer ORLHP4550 Printer in ORL cannot print.
Ticket Number: 0000098612	08/24/2004		need local workstation on colleague's machine
Ticket Number: 0000098575	08/23/2004		Can't login to HP using VPN
Ticket Number: 0000098969	08/26/2004		Please reset user:orser novell and ad password. cannot login.
Ticket Number: 0000098959	08/26/2004		User: ccheah needs novell account for psyc dept.
Ticket Number: 0000098970	08/26/2004		Novell Account Creation
Ticket Number: 0000098942	08/26/2004		new Novell Account
Ticket Number: 0000098911	08/26/2004		Mae needs a file restored from Novell.
Ticket Number: 0000098866	08/26/2004		Cindy Lutz needs more Novell access.
Ticket Number: 0000098819	08/25/2004		Novell Account Creation
Ticket Number: 0000098817	08/25/2004		Tracking user who sent random print out
Ticket Number: 0000098550	08/23/2004		Can't Connect to HP Using VPN
Ticket Number: 0000098542	08/23/2004		can't connect to HP using VPN
Ticket Number: 0000098507	08/23/2004		[Fwd: Re: URGENT! Please Use VPN for HP Access Today!]
Ticket Number: 0000098475	08/23/2004		tree or server can't be found
Ticket Number: 0000098469	08/23/2004		Calendar account needed
Ticket Number: 0000098468	08/23/2004		Novell access will need to include P drive access, again, like Jay Pat
Ticket Number: 0000098467	08/23/2004		Netscape Mail Illegal Operation
Ticket Number: 0000097324	08/05/2004		Calendar accounts needed for 2 new employees / Peoplesoft
Ticket Number: 0000097166	08/03/2004		"System.mdw" file restore from Novell needed!
Ticket Number: 0000097210	08/04/2004		Novell and AD password reset.
Ticket Number: 0000097257	08/04/2004		Novell account for Sonia McLaughlin / PeopleSoft
Ticket Number: 0000097343	08/05/2004		Needs a password reset
Ticket Number: 0000097393	08/06/2004		User ehaskins in dept Univ Health Services want to give access of pe
Ticket Number: 0000097390	08/06/2004		Access to International Education Services drive
Ticket Number: 0000097382	08/06/2004		FW: account224432635
Ticket Number: 0000097381	08/06/2004		Create Novell Account for Food Services
Ticket Number: 0000097327	08/05/2004		Corrupt profile
Ticket Number: 0000097248	08/04/2004		New novell account.
Ticket Number: 0000097178	08/03/2004		reset Novell and AD password
Ticket Number: 0000097163	08/03/2004		acct/group creation in novell for biology
Ticket Number: 0000097058	08/02/2004		Novell folder needs restore.
Ticket Number: 0000097047	08/02/2004		User changed departments
Ticket Number: 0000097034	08/02/2004		Don Velli needs "siemer" novell access.
Ticket Number: 0000097817	08/13/2004		Novell Account Creation for dfjones
Ticket Number: 0000097668	08/11/2004		Printers
Ticket Number: 0000097772	08/12/2004		User nyeates1 needs access to printer grad_tech850dp.gradschool.umb
Ticket Number: 0000097898	08/16/2004		Password Reset
Ticket Number: 0000097753	08/12/2004		Ms. Felix need same novell access as Ms. Kondo temporarily
Ticket Number: 0000097736	08/12/2004		Access to the Novell Share Drive
Ticket Number: 0000097827	08/13/2004		Restricted Novell account system in new office
Ticket Number: 0000097636	08/11/2004		Trouble opening databases on DPET shared drive
Ticket Number: 0000097569	08/10/2004		User does not have access to I drive
Ticket Number: 0000097511	08/09/2004		File restore on shared I: drive

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000097527	08/09/2004	Create new printer object.
Ticket Number:	0000097899	08/16/2004	Password Reset
Ticket Number:	0000097907	08/16/2004	new employee - novell account needed
Ticket Number:	0000097914	08/16/2004	new Novell account
Ticket Number:	0000098330	08/20/2004	netscape mail
Ticket Number:	0000098328	08/20/2004	Novell account request.
Ticket Number:	0000098281	08/19/2004	Close Accounts
Ticket Number:	0000098271	08/19/2004	Novell account
Ticket Number:	0000098269	08/19/2004	Novell New Account
Ticket Number:	0000098267	08/19/2004	Novell
Ticket Number:	0000098265	08/19/2004	Corrupt win2k profile
Ticket Number:	0000098215	08/19/2004	PLAB novell acct in biol can not access folder robinson_lab
Ticket Number:	0000098132	08/18/2004	Meriel Newsome needs a Novell account.
Ticket Number:	0000098362	08/20/2004	[Fwd: VPN]
Ticket Number:	0000098356	08/20/2004	[Fwd: Re: URGENT! Please Use VPN for HP Access Today!]
Ticket Number:	0000098332	08/20/2004	reset the Novell password
Ticket Number:	0000098331	08/20/2004	PAT 104: Staff Unable to access resnet login page
Ticket Number:	0000098130	08/18/2004	New novell account creation
Ticket Number:	0000098114	08/18/2004	NOVELL Problem
Ticket Number:	0000098107	08/18/2004	I:\ Drive slow/inaccessible
Ticket Number:	0000098115	08/18/2004	Novell Account Creation
Ticket Number:	0000098061	08/17/2004	Novell Access Request
Ticket Number:	0000098052	08/17/2004	ability to login to bio depart workstations
Ticket Number:	0000098027	08/17/2004	can't log into Novell
Ticket Number:	0000098020	08/17/2004	Novell Account Password Reset
Ticket Number:	0000098238	08/19/2004	File that needs to be restored
Ticket Number:	0000098173	08/18/2004	Novell/AD password reset
Ticket Number:	0000098161	08/18/2004	Request to detach network printer from novell
Ticket Number:	0000098156	08/18/2004	FW: H drive missing for greg
Ticket Number:	0000098149	08/18/2004	Work Order Request
Ticket Number:	0000098148	08/18/2004	New novell account.
Ticket Number:	0000098136	08/18/2004	Username: vlloyd needs to be switched from biology context to commu
Ticket Number:	0000097966	08/16/2004	Novell Account Creation
Ticket Number:	0000097956	08/16/2004	Cannot connect to Novelle Network
Ticket Number:	0000097946	08/16/2004	Deleted file needs to be recovered

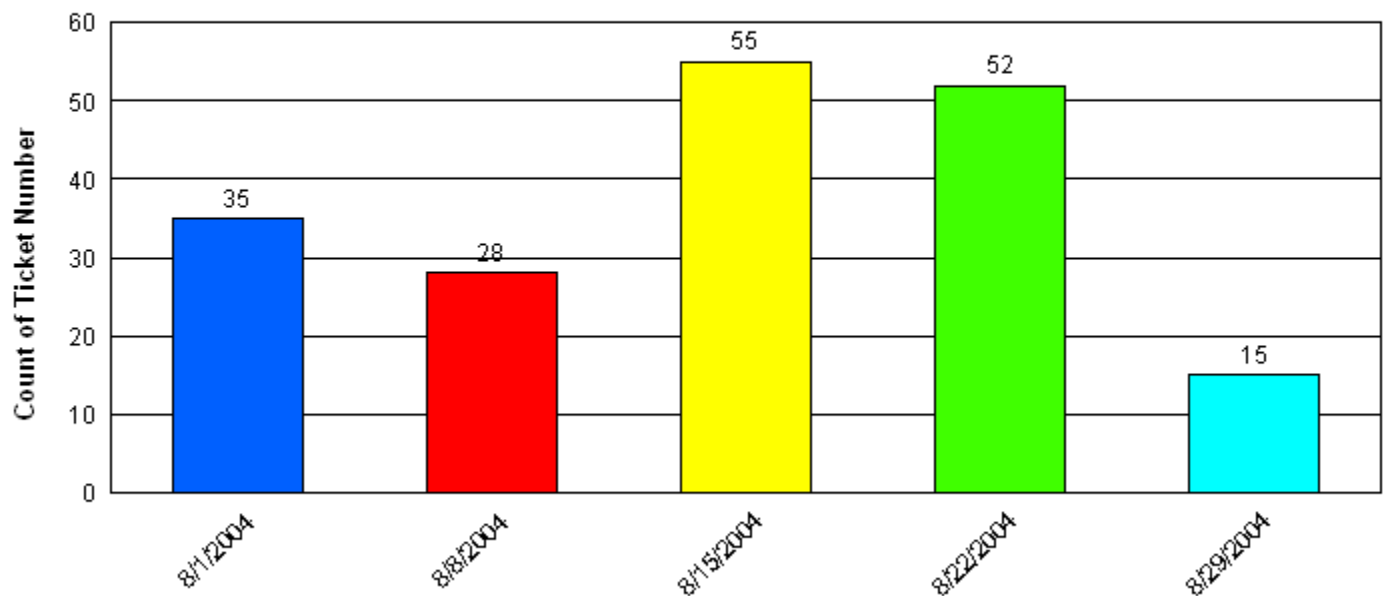
		<u>Create</u>	
		<u>Date</u>	
jesse		<u>Total:</u>	56
Resolved		<u>Total:</u>	11
Ticket Number:	0000099447	08/31/2004	Customer cannot log onto novell
Ticket Number:	0000099457	08/31/2004	User kausum1
Ticket Number:	0000099074	08/27/2004	Password Reset
Ticket Number:	0000099024	08/27/2004	Novell Account Creation
Ticket Number:	0000099233	08/30/2004	Change novell pw-computer has been compromised
Ticket Number:	0000099382	08/31/2004	h:/ Keimig on 'user/user/home/sociolog' would like more space.
Ticket Number:	0000099380	08/31/2004	Remove Novell Accounts
Ticket Number:	0000099374	08/31/2004	Password Reset for Active Directory
Ticket Number:	0000099348	08/31/2004	Abbie needs "Read Only" permissions on Novell folder.
Ticket Number:	0000099170	08/30/2004	Quota increase for I: drive
Ticket Number:	0000099063	08/27/2004	Novell Password reset

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
Ticket Number: 0000098517	08/23/2004	45	ion.ad: c/o Jesse
Ticket Number: 0000098613	08/24/2004		User requests novell password reset
Ticket Number: 0000098576	08/23/2004		Please reset Novell password for Mary Stuart.
Ticket Number: 0000098568	08/23/2004		Novell accounts
Ticket Number: 0000098527	08/23/2004		Account Request
Ticket Number: 0000098538	08/23/2004		Shahid requests, MLL printer MLL_HP5 off of NDPS.
Ticket Number: 0000098543	08/23/2004		User jessame personal share increase
Ticket Number: 0000098594	08/23/2004		User requests more space for H drive
Ticket Number: 0000098549	08/23/2004		Calendar Accounts
Ticket Number: 0000097614	08/10/2004		Novell account for Doug Bowser
Ticket Number: 0000097271	08/04/2004		Library novell folder ereservers quota full
Ticket Number: 0000097208	08/04/2004		Novell Account password reset
Ticket Number: 0000097165	08/03/2004		disk space for construction services on shared drive
Ticket Number: 0000097131	08/03/2004		Access to K: Drive
Ticket Number: 0000097129	08/03/2004		Password Reset
Ticket Number: 0000097081	08/02/2004		User is not able to save to H: drive
Ticket Number: 0000097075	08/02/2004		Novell account disabled
Ticket Number: 0000097071	08/02/2004		Grants users can not access "grants2001.mdb" database.
Ticket Number: 0000097031	08/02/2004		Novell account password reset
Ticket Number: 0000097391	08/06/2004		Novell account for new staff
Ticket Number: 0000097367	08/06/2004		Novell login taking 10-15 minutes
Ticket Number: 0000097337	08/05/2004		Novell install. ECS 320 t
Ticket Number: 0000097323	08/05/2004		Novell accounts needed for new cedar employees
Ticket Number: 0000097024	08/02/2004		new Novell Account
Ticket Number: 0000097017	08/02/2004		Immediate - Deactivate All UMBC Accounts
Ticket Number: 0000097112	08/03/2004		Novell account password reset
Ticket Number: 0000097105	08/03/2004		Bob Preston needs his Novell Quota increased.
Ticket Number: 0000097587	08/10/2004		Department needs a quota increase
Ticket Number: 0000097033	08/02/2004		Novell Access Request
Ticket Number: 0000097971	08/16/2004		User needs to print to printer ATHL2100_1Printer.athletics.umbc
Ticket Number: 0000097985	08/17/2004		Account needed - New cedar employee for PS - Debi Leal
Ticket Number: 0000097989	08/17/2004		Novell drives not accessible; successful in logging in
Ticket Number: 0000097988	08/17/2004		Problem accessing shared drives
Ticket Number: 0000097993	08/17/2004		Increase H drive capacity for bstone1
Ticket Number: 0000097998	08/17/2004		Reset AD password for KORN x54814
Ticket Number: 0000097995	08/17/2004		Could not sync AD and Novell Passwords
Ticket Number: 0000097465	08/09/2004		ADMIN205: Login Problems
Ticket Number: 0000097586	08/10/2004		Novell Quota Increase (H: drive)
Ticket Number: 0000097672	08/11/2004		User: dfjones needs a novell account for institutional advancement.
Ticket Number: 0000097992	08/17/2004		Need quota increase on H drive
Ticket Number: 0000097714	08/12/2004		disk space construction services drive
Ticket Number: 0000097667	08/11/2004		Active Directory
Ticket Number: 0000097463	08/09/2004		Reset password for bpeach
Ticket Number: 0000097558	08/10/2004		Financial Services needs it's I:\ drive quota increased.
Ticket Number: 0000097486	08/09/2004		User: baobui needs their novell password reset. They are in serials.l

		<u>Create</u>	<u>Short Description</u>
vladimir		<u>Date</u>	
		Total: 27	
Resolved		Total: 8	
Ticket Number:	0000099412	08/31/2004	Work Order Request
Ticket Number:	0000098667	08/24/2004	User cannot login to Novell on computer
Ticket Number:	0000099381	08/31/2004	Soc. Department I:/ drive would like more space.
Ticket Number:	0000098830	08/25/2004	Need new desktop and laptop setup, with windows xp, novell, office s
Ticket Number:	0000099245	08/30/2004	Account Expiration
Ticket Number:	0000099219	08/30/2004	Novell account for McLaren / Dept = DAS
Ticket Number:	0000098973	08/26/2004	Novell Account Creation
Ticket Number:	0000098685	08/24/2004	Configure workstations to print to printers
Closed		Total: 19	
Ticket Number:	0000098541	08/23/2004	Customer needs his password.
Ticket Number:	0000098553	08/23/2004	Account Deletion
Ticket Number:	0000098607	08/24/2004	can't sign onto machine - Novell or local workstation
Ticket Number:	0000098656	08/24/2004	Novell Account Context change
Ticket Number:	0000098710	08/24/2004	Work Order Request
Ticket Number:	0000098640	08/24/2004	Active Directory Permissions
Ticket Number:	0000098571	08/23/2004	New employee Venus McDonald Needs myUMBC and novell accou
Ticket Number:	0000097372	08/06/2004	CHEM/452/460: rename novell account and change station restric
Ticket Number:	0000097612	08/10/2004	Faculty Customer Requests Novell Account Creation
Ticket Number:	0000097514	08/09/2004	Novel Account
Ticket Number:	0000097695	08/11/2004	H: Drive full
Ticket Number:	0000097835	08/13/2004	FW: \ drive
Ticket Number:	0000097813	08/13/2004	h: drive problems for slevy
Ticket Number:	0000097674	08/11/2004	Cancel Accounts
Ticket Number:	0000097919	08/16/2004	I need the ability to log into Novell on multiple PC's.
Ticket Number:	0000098076	08/17/2004	Request account for image.umbc.edu
Ticket Number:	0000098336	08/20/2004	NFS not working on novell
Ticket Number:	0000098159	08/18/2004	Printer Name change.
Ticket Number:	0000098049	08/17/2004	Novell Accounts Request

Count of Ticket Number / Create Date

For LAN



New Media	<u>Total:</u>	<u>Create</u> <u>Date</u>	<u>Short Description</u>
NewMedia:BlackBoard	158		
Closed		<u>Total:</u> 3	
Ticket Number: 0000098749		08/25/2004	Where do you subscribe a stu to bb class
Ticket Number: 0000099349		08/31/2004	student/offcampus - see 4 classes thru myumbc, in bb see 2
Ticket Number: 0000099357		08/31/2004	faculty - off campus/assignments not showing up
NewMedia:WebDev		<u>Total:</u> 1	
Closed		<u>Total:</u> 1	
Ticket Number: 0000097722		08/12/2004	Several classes not showing up on webpage
darnold		<u>Total:</u> 1	
Closed		<u>Total:</u> 1	
Ticket Number: 0000097235		08/04/2004	Peoplesoft training

ebenson1		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u> 54	
		<u>Total:</u> 15	
Ticket Number:	0000099453	08/31/2004	Error when adding item to gradebook
Ticket Number:	0000098832	08/25/2004	courses I'm teaching this fall
Ticket Number:	0000098914	08/26/2004	Please delete these courses
Ticket Number:	0000099051	08/27/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000099050	08/27/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000099054	08/27/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000099264	08/30/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000099322	08/31/2004	Quota in Blackboard
Ticket Number:	0000099271	08/30/2004	Course addition
Ticket Number:	0000099090	08/27/2004	UMBC mini-baja
Ticket Number:	0000099053	08/27/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000099048	08/27/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000098961	08/26/2004	Behind the Blackboard
Ticket Number:	0000099052	08/27/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000098883	08/26/2004	Blackboard DELETE Course: Assign to New Media: Blackboard

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000099035	08/27/2004	39	2
Ticket Number: 0000099201	08/30/2004		blackboard
Ticket Number: 0000099445	08/31/2004		foto
Ticket Number: 0000098837	08/25/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000099456	08/31/2004		foto
Ticket Number: 0000098798	08/25/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000098800	08/25/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000098802	08/25/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000098847	08/25/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000098803	08/25/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000098801	08/25/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000098799	08/25/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000098744	08/25/2004		removing a bb course
Ticket Number: 0000098684	08/24/2004		User would like course copied over from Blackboard 5
Ticket Number: 0000097000	08/01/2004		Need A BackBoard Section Setup for IS 420 0301
Ticket Number: 0000097347	08/05/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000097330	08/05/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000097293	08/05/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000097250	08/04/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000097244	08/04/2004		Bb problem
Ticket Number: 0000097242	08/04/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000097241	08/04/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000097222	08/04/2004		Additional Community Manager Request
Ticket Number: 0000097180	08/03/2004		activation of existing Blackboard course (fwd)
Ticket Number: 0000097159	08/03/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000097158	08/03/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000097157	08/03/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000097152	08/03/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000097128	08/03/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000097117	08/03/2004		<no subject> (fwd)
Ticket Number: 0000097183	08/03/2004		please remove course
Ticket Number: 0000097028	08/02/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000097406	08/06/2004		cannot view grades
Ticket Number: 0000097156	08/03/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000097881	08/15/2004		Porting Notes on Blackboard
Ticket Number: 0000097424	08/07/2004		Provide Tutorial & Support for P-16 Coord Council Bb Site
Ticket Number: 0000097823	08/13/2004		summer 2004
Ticket Number: 0000097529	08/09/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000097427	08/07/2004		Computer Science

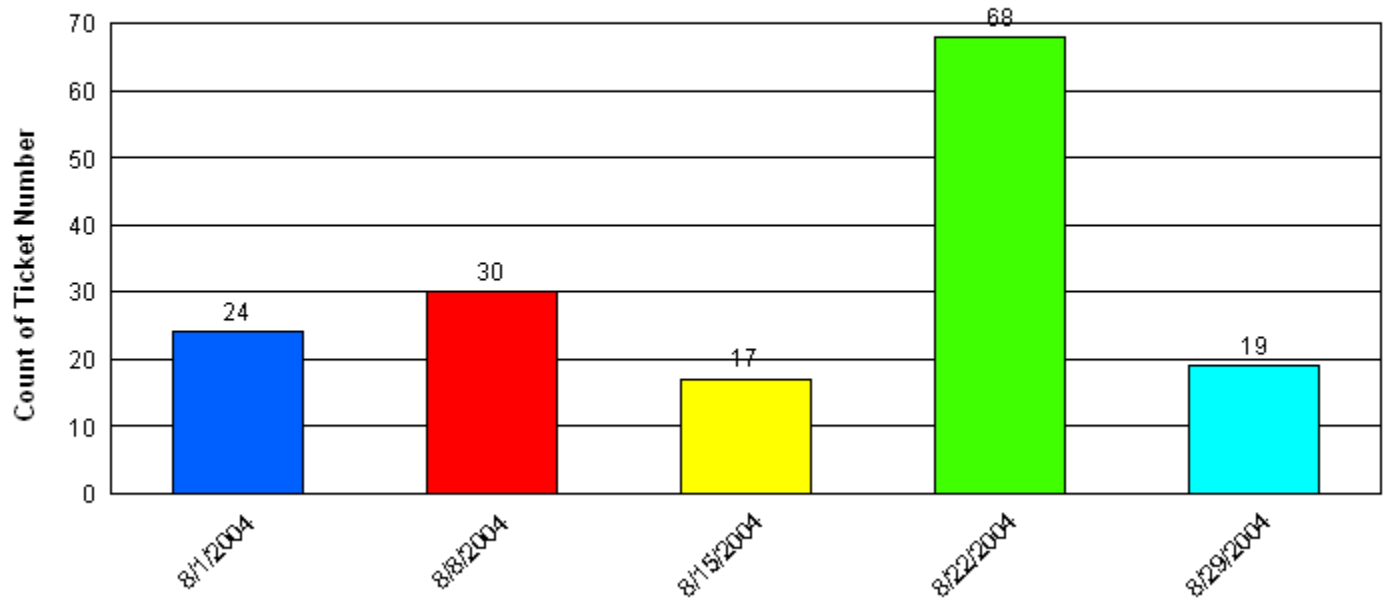
		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
rarmstro		<u>Total:</u>	92	
Resolved		<u>Total:</u>	24	
Ticket Number:	0000099455	08/31/2004		Missing courses
Ticket Number:	0000098641	08/24/2004		Work Order Request
Ticket Number:	0000098901	08/26/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000098978	08/26/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000098951	08/26/2004		Can I view my courses blackboard as a student would?
Ticket Number:	0000098979	08/26/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000098986	08/26/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000099217	08/30/2004		ENME 301
Ticket Number:	0000099157	08/29/2004		Course crosslist (WMST 390A)
Ticket Number:	0000099151	08/29/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000099150	08/29/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000099132	08/28/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000099131	08/28/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000099049	08/27/2004		Work Order Request
Ticket Number:	0000099021	08/27/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000098985	08/26/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000099395	08/31/2004		Customer cannot make quizzes available to students
Ticket Number:	0000099311	08/30/2004		Re: Instructors Must Make Blackboard Courses 'Available'
Ticket Number:	0000099284	08/30/2004		blackboard course creation request
Ticket Number:	0000098981	08/26/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000098980	08/26/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000098925	08/26/2004		ECON 601 FALL 2004
Ticket Number:	0000098919	08/26/2004		socy433/633
Ticket Number:	0000098879	08/26/2004		Blackboard NEW Course: Assign to New Media: Blackboard

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		68	
Ticket Number: 0000099463	08/31/2004		Re: Instructors Must Make Blackboard Courses "Available"
Ticket Number: 0000099236	08/30/2004		User wants to add instructor Sharon King Minor (username sharonk) E
Ticket Number: 0000098395	08/20/2004		Blackboard is down
Ticket Number: 0000098881	08/26/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000098533	08/23/2004		Access denied to Blackboard
Ticket Number: 0000098532	08/23/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000098531	08/23/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000098525	08/23/2004		need to enroll students in BB
Ticket Number: 0000098519	08/23/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000098518	08/23/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000098427	08/21/2004		Question...
Ticket Number: 0000098966	08/26/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000098952	08/26/2004		Automatic processing of students homework
Ticket Number: 0000098934	08/26/2004		bad link?
Ticket Number: 0000098933	08/26/2004		Who shows up under "user directory" ?
Ticket Number: 0000098723	08/25/2004		Delete Blackboard Courses
Ticket Number: 0000098708	08/24/2004		Blackboard course
Ticket Number: 0000098704	08/24/2004		Both sections?
Ticket Number: 0000098670	08/24/2004		MLL 602 FA2004
Ticket Number: 0000098647	08/24/2004		questions about blackboard
Ticket Number: 0000098644	08/24/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000098643	08/24/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000098935	08/26/2004		Why have you omitted one of My Courses from the Blackboard Li
Ticket Number: 0000098581	08/23/2004		please delete two unused courses from Blackboard web site
Ticket Number: 0000098577	08/23/2004		cmsc 341_0401_FA2004 blackboard
Ticket Number: 0000098544	08/23/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000098443	08/22/2004		TurnItIn.com
Ticket Number: 0000098461	08/22/2004		I do not see my course on black board
Ticket Number: 0000098422	08/20/2004		double listing?
Ticket Number: 0000098409	08/20/2004		Blackboard question
Ticket Number: 0000098642	08/24/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000098788	08/25/2004		BB courses
Ticket Number: 0000098785	08/25/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000098783	08/25/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000097692	08/11/2004		Registering courses
Ticket Number: 0000097593	08/10/2004		Blackboard Course Creation
Ticket Number: 0000097656	08/11/2004		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000097819	08/13/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000097513	08/09/2004		Work Order Request
Ticket Number: 0000097564	08/10/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000097566	08/10/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000097630	08/11/2004		request to set up course on blackboard
Ticket Number: 0000097979	08/16/2004		Fall Semester - IS 300 Section 0101
Ticket Number: 0000097858	08/13/2004		courses not present
Ticket Number: 0000097850	08/13/2004		Work Order Request
Ticket Number: 0000098193	08/19/2004		bb6
Ticket Number: 0000097822	08/13/2004		fall course
Ticket Number: 0000097775	08/12/2004		POLI 210 0201
Ticket Number: 0000097820	08/13/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000097738	08/12/2004		Prof's Web Browser Display is Unreadable for Blackboard Only
Ticket Number: 0000097713	08/12/2004		POLI 210 FA2004
Ticket Number: 0000097693	08/11/2004		Chem437
Ticket Number: 0000097637	08/11/2004		setting up a new course for Fall 2004
Ticket Number: 0000097664	08/11/2004		Duplicate course EDUC 658 & 659

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000097565	08/10/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000097556	08/10/2004	Unsubscribe
Ticket Number:	0000097870	08/14/2004	How do guests login to blackboard?
Ticket Number:	0000098048	08/17/2004	information
Ticket Number:	0000098305	08/19/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000098227	08/19/2004	blackboard error
Ticket Number:	0000098178	08/18/2004	Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number:	0000098292	08/19/2004	Blackboard Announcements question
Ticket Number:	0000098705	08/24/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000098094	08/18/2004	User Can't Retrieve PSS Election Policies & Bylaws from Bb Site
Ticket Number:	0000098072	08/17/2004	Please set up blackboard course site for IS.436.0101
Ticket Number:	0000098051	08/17/2004	Re: Blackboard@UMBC Update: New Course Creation Process
Ticket Number:	0000098075	08/17/2004	Managing old Blackboard courses
Ticket Number:	0000097927	08/16/2004	CMSC 202 Bb for Fall 04
vergil		<u>Total:</u> 7	
Closed		<u>Total:</u> 7	
Ticket Number:	0000097417	08/06/2004	grad school web access
Ticket Number:	0000097518	08/09/2004	Request for URL change (Assign to Webdev)
Ticket Number:	0000097519	08/09/2004	Request for URL change (Assign to Webdev)
Ticket Number:	0000097540	08/10/2004	Request for URL change (Assign to Webdev)
Ticket Number:	0000097847	08/13/2004	modify authorization request for Habitat for Humanity web page
Ticket Number:	0000097828	08/13/2004	WebTrends Profile request
Ticket Number:	0000097756	08/12/2004	Errors accessing http://asp1.umbc.edu/newmedia/oslossadmin/index.cf

Count of Ticket Number / Create Date

For New Media

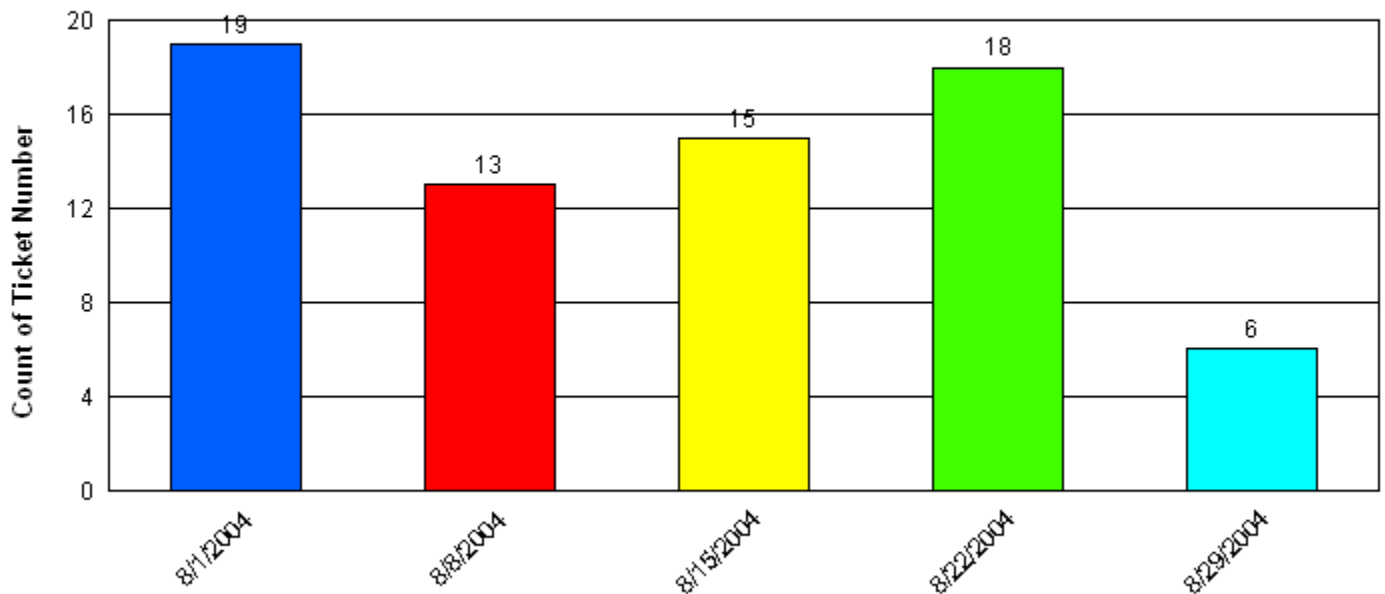


		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
OIT BSG Non People	Total:	71	
BSG:Operational_Support	Total:	22	
Closed	Total:	22	
Ticket Number: 0000097734		08/12/2004	Reset Security Password
Ticket Number: 0000097132		08/03/2004	Reactive USR0016.UADM Security Password
Ticket Number: 0000097297		08/05/2004	J.Gethmann - hp cursor goes to left every time
Ticket Number: 0000097378		08/06/2004	Recreate UABR1632 Report
Ticket Number: 0000097339		08/05/2004	Need session aborted - usr0071.reg
Ticket Number: 0000097291		08/05/2004	Motor Vehicle Tape MVBR4024
Ticket Number: 0000097203		08/04/2004	Create tape for MVBR4025
Ticket Number: 0000098615		08/24/2004	Abort Session
Ticket Number: 0000098682		08/24/2004	Security Password Reset
Ticket Number: 0000098651		08/24/2004	Reflections Account
Ticket Number: 0000098737		08/25/2004	USR0075.FAS Reflections Password
Ticket Number: 0000098743		08/25/2004	Reset security password
Ticket Number: 0000098733		08/25/2004	Password/account reset
Ticket Number: 0000099252		08/30/2004	abort session aid0078,usr0078.reg
Ticket Number: 0000099332		08/31/2004	MVBM4023 Tape
Ticket Number: 0000097478		08/09/2004	Reset Security Password
Ticket Number: 0000097542		08/10/2004	MVBM4009 Motor Vehicle Tape
Ticket Number: 0000097796		08/13/2004	MVBR4023 Tape
Ticket Number: 0000097517		08/09/2004	Security Password Reset
Ticket Number: 0000098735		08/25/2004	USR0045.ORL HP Signon
Ticket Number: 0000098348		08/20/2004	USR0045.ORL Password Reset
Ticket Number: 0000098103		08/18/2004	Changed user pw yesterday and i have forgotten it
BSG:Web_Infrastructure	Total:	15	
Closed	Total:	15	
Ticket Number: 0000098155		08/18/2004	chem102L - brothers
Ticket Number: 0000097791		08/13/2004	chem102 - kalivretenos
Ticket Number: 0000097498		08/09/2004	CHEM102L Exam
Ticket Number: 0000097499		08/09/2004	BIOL 303 Blumberg
Ticket Number: 0000099173		08/30/2004	Having trouble printing out my schedule from myumbc
Ticket Number: 0000098515		08/23/2004	Several students got wrong grades this summer
Ticket Number: 0000098739		08/25/2004	ECON 122/Mary Davis
Ticket Number: 0000098960		08/26/2004	cannot reset pin number
Ticket Number: 0000097103		08/03/2004	IFSM310 EXAM FRANK GREEN
Ticket Number: 0000097145		08/03/2004	biol106 - hanson
Ticket Number: 0000097205		08/04/2004	chem 102 Kalivretenos
Ticket Number: 0000097254		08/04/2004	Password Change
Ticket Number: 0000097202		08/04/2004	CHEM 124 Dr. DiSilva
Ticket Number: 0000097201		08/04/2004	chem 124 Dr. DiSilva
Ticket Number: 0000097146		08/03/2004	biol303 - blumberg
blanchet	Total:	10	
Closed	Total:	10	
Ticket Number: 0000099168		08/30/2004	ABORT: UABM1682 JOBS 8237/8238
Ticket Number: 0000098992		08/27/2004	ABORT: RNBR2628
Ticket Number: 0000098903		08/26/2004	Abbie cannot login to SAR.
Ticket Number: 0000098646		08/24/2004	FABM3224 - Loans Only Crossover Aborted last night
Ticket Number: 0000098648		08/24/2004	UABM1623 - SAT Update Aborted Last Night
Ticket Number: 0000097709		08/12/2004	The crossover credited some FAID students with double the aid
Ticket Number: 0000097882		08/15/2004	A couple of questions!
Ticket Number: 0000097976		08/16/2004	Help
Ticket Number: 0000098312		08/20/2004	ARBM4425 KTABLE Update aborted
Ticket Number: 0000098333		08/20/2004	Unable to access GAOM9200 Grad Adm Processor

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
jason12	<u>Total:</u>	2	
Closed	<u>Total:</u>	2	
Ticket Number: 0000098092		08/18/2004	Create new R25 users
Ticket Number: 0000097014		08/02/2004	crystal reports reinstall
paulr	<u>Total:</u>	15	
Closed	<u>Total:</u>	15	
Ticket Number: 0000097351		08/05/2004	student showing incorrect major/obj on classlist
Ticket Number: 0000098780		08/25/2004	Update "blackboard" tab in MyUMBC
Ticket Number: 0000098786		08/25/2004	E-Travel application not loading
Ticket Number: 0000099134		08/28/2004	Work Order Request
Ticket Number: 0000099242		08/30/2004	Under academics tab user does not have "Degree Navigation: Acamdmi
Ticket Number: 0000097884		08/15/2004	Work Order Request
Ticket Number: 0000098245		08/19/2004	No subject
Ticket Number: 0000098198		08/19/2004	MyUMBC Parking registration not loading.
Ticket Number: 0000098186		08/18/2004	myUMBC - some Internal Server errors
Ticket Number: 0000098064		08/17/2004	can't see schedule of course listings for Fall 2004
Ticket Number: 0000098055		08/17/2004	User Can't Change Mailing Address in myUMBC
Ticket Number: 0000097931		08/16/2004	Incorrect information under myUMBC
Ticket Number: 0000097454		08/08/2004	Wondering if user should have access Under myUMBC
Ticket Number: 0000097488		08/09/2004	User has his e-mail and someone else's other account info
Ticket Number: 0000097726		08/12/2004	2004 Class Schedule Pages Appear as blank
putro	<u>Total:</u>	7	
Closed	<u>Total:</u>	7	
Ticket Number: 0000099184		08/30/2004	Majors/Minors/Certificates
Ticket Number: 0000098620		08/24/2004	Application connection to Paradocs fails
Ticket Number: 0000097733		08/12/2004	Modify CIP Code Translations to include use of objective in all prog
Ticket Number: 0000097326		08/05/2004	Mods to irbr3011 to accommodate new formats
Ticket Number: 0000097319		08/05/2004	Questions about irbr3011 for summer eis file
Ticket Number: 0000097317		08/05/2004	GRE questions
Ticket Number: 0000097162		08/03/2004	Need SAR access for Kathie Nee

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:	129	
chriss		Total: 28	
Resolved		Total: 5	
Ticket Number: 0000099429		08/31/2004	Update in FSPRD
Ticket Number: 0000098833		08/25/2004	Update for Friday, Aug 27
Ticket Number: 0000098862		08/26/2004	Grant permissions in HRC A
Ticket Number: 0000099069		08/27/2004	Need additional access
Ticket Number: 0000099005		08/27/2004	Couple Clones
Closed		Total: 23	
Ticket Number: 0000098536		08/23/2004	oracle problem
Ticket Number: 0000098842		08/25/2004	Refresh HRC A with HRPRD Backup
Ticket Number: 0000097153		08/03/2004	run view script
Ticket Number: 0000097113		08/03/2004	please run script
Ticket Number: 0000097224		08/04/2004	Please Execute Attached Script
Ticket Number: 0000097376		08/06/2004	Put STAT and ByRequest docs on BusSys
Ticket Number: 0000097286		08/05/2004	Payroll scripts
Ticket Number: 0000097307		08/05/2004	and in another instance.
Ticket Number: 0000097304		08/05/2004	run script
Ticket Number: 0000097127		08/03/2004	Execute the attached scripts in the HRPRD instance
Ticket Number: 0000097457		08/08/2004	run script
Ticket Number: 0000097491		08/09/2004	Run view creation script in HRDEV
Ticket Number: 0000097523		08/09/2004	Grant Oracle read/write access to Reddy Sattaru (username 'sattaru' on
Ticket Number: 0000097606		08/10/2004	Copy data
Ticket Number: 0000097653		08/11/2004	run script
Ticket Number: 0000097851		08/13/2004	Please execute the attached script HRPRD instance
Ticket Number: 0000097889		08/16/2004	Install PS Crystal with Oracle access
Ticket Number: 0000098253		08/19/2004	Refresh HRC A instance from HRPRD backup from evening of 8/18/0
Ticket Number: 0000098232		08/19/2004	Production
Ticket Number: 0000098174		08/18/2004	Grant Debi Leal SQL+ access in PSHRPRO
Ticket Number: 0000098175		08/18/2004	Stat - CSR 282
Ticket Number: 0000098005		08/17/2004	Create view, alter table in HRPRO
Ticket Number: 0000097902		08/16/2004	run script
dharley		Total: 3	
Resolved		Total: 1	
Ticket Number: 0000097538		08/09/2004	2 KK Budget Conversion
Closed		Total: 2	
Ticket Number: 0000097684		08/11/2004	2 Invoice Register Needs Subtotals
Ticket Number: 0000097696		08/11/2004	KK Budget Conversion - Unique Constraint Error
dsylva		Total: 3	
Resolved		Total: 2	
Ticket Number: 0000098624		08/24/2004	Access to PRO
Ticket Number: 0000099446		08/31/2004	Position cannot be selected in Retro Process Page
Closed		Total: 1	
Ticket Number: 0000098434		08/21/2004	Statement of Payroll Charges - FY 05, Pay Period 02

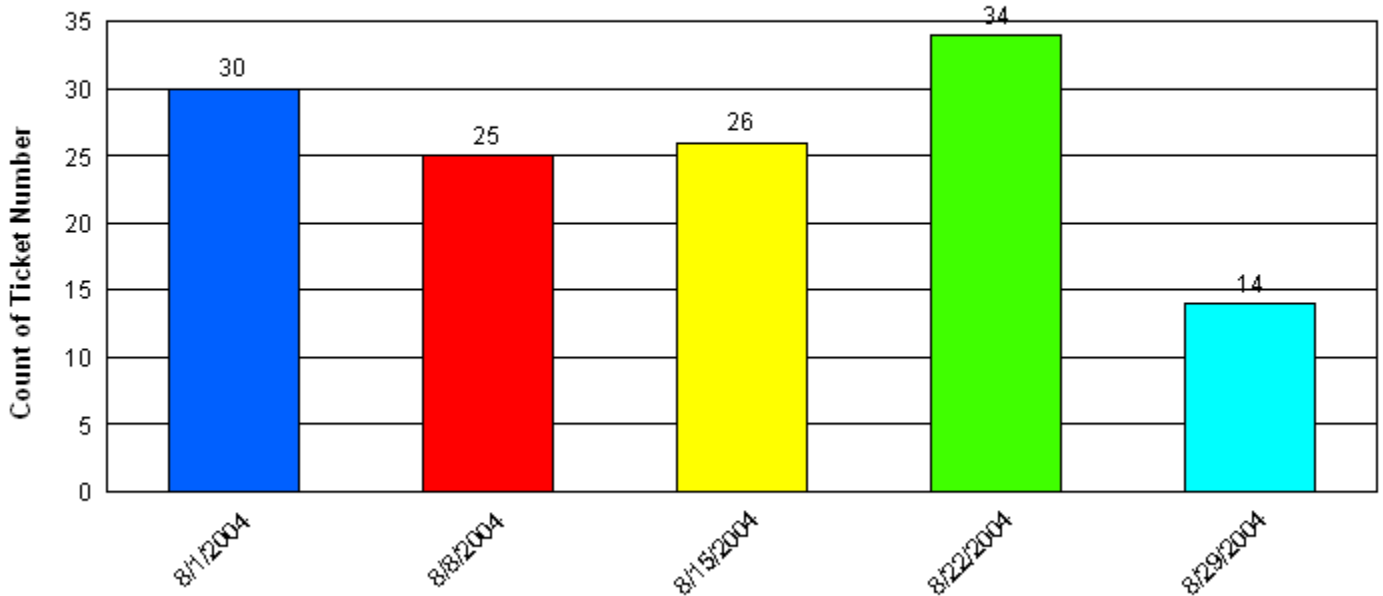
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
haddaway	Total: 16	
Resolved	Total: 1	
Ticket Number: 0000099207	08/30/2004	Grants users cannot access database in Novell.
Closed	Total: 15	
Ticket Number: 0000098546	08/23/2004	FW: Copy data
Ticket Number: 0000098616	08/24/2004	Refresh HRSBX instance from backup of HRPRD of evening of 2/23
Ticket Number: 0000097264	08/04/2004	Refresh HRCA from backup of HRPRD.
Ticket Number: 0000097394	08/06/2004	Reresh HRCA
Ticket Number: 0000097274	08/04/2004	Take Copy of CA for Testing
Ticket Number: 0000097802	08/13/2004	Apply Attached Script to HRPRD Instance
Ticket Number: 0000097388	08/06/2004	run script
Ticket Number: 0000097402	08/06/2004	Refresh HRCA from Backup of HRCA taken on evening of 8/5/04
Ticket Number: 0000097455	08/08/2004	Set Aside Database Backup Taken on Sunday, 8/8/04 during the day t
Ticket Number: 0000097621	08/10/2004	HRCA
Ticket Number: 0000097633	08/11/2004	Create oracle account for Zubair in HRDMO
Ticket Number: 0000097929	08/16/2004	Table alteration and view creation - HRTRN
Ticket Number: 0000097725	08/12/2004	Create PSBUILD.SQL file
Ticket Number: 0000097634	08/11/2004	Create oracle account for dbowser in HRDEV
Ticket Number: 0000097990	08/17/2004	Please refresh HRPRO instance from HRPRD using backup from even
jeremy	Total: 11	
Resolved	Total: 5	
Ticket Number: 0000099451	08/31/2004	tab:e backup
Ticket Number: 0000099273	08/30/2004	Run Script to correct status of Vouchers (FSPRD)
Ticket Number: 0000099187	08/30/2004	Run script to fix dup data (FSPRD)
Ticket Number: 0000099249	08/30/2004	UW_EMPLOYEES procedures
Ticket Number: 0000099177	08/30/2004	Please grant Ann Byron (username = 'byron') access to PeopleSoft dat
Closed	Total: 6	
Ticket Number: 0000098414	08/20/2004	build in fsprd
Ticket Number: 0000098909	08/26/2004	Refresh HRCA Instance from current backup of HRPRD Instance
Ticket Number: 0000097055	08/02/2004	UW_Employees & UW_Jobs load problems
Ticket Number: 0000097114	08/03/2004	Grant User Jonathan Chen (username jochen) read/write access to HRT
Ticket Number: 0000097377	08/06/2004	put Retriever docs on BusSys
Ticket Number: 0000098283	08/19/2004	Pls run around 8am in FSPRD
jgood	Total: 8	
Resolved	Total: 3	
Ticket Number: 0000098503	08/23/2004	Please put Informatica 6.1 in the startup scripts for EPMDEV
Ticket Number: 0000099178	08/30/2004	Access to HR servers (both UNIX and NT) for Ann Byron (username '
Ticket Number: 0000099347	08/31/2004	configuration for threepio
Closed	Total: 5	
Ticket Number: 0000097909	08/16/2004	grant netsaint access to new HD PT employee
Ticket Number: 0000098327	08/20/2004	Fw: Success - PSXFER: A60E.IR.PRD.R41.HX2.G0297V00
Ticket Number: 0000097470	08/09/2004	Modify carbo.chem's entry in netsaint
Ticket Number: 0000097657	08/11/2004	Need a generic email account for HR Electronic Interface called umbc
Ticket Number: 0000097809	08/13/2004	PeopleSoft fstst environment needs to be restarted
jking	Total: 8	
Resolved	Total: 2	
Ticket Number: 0000099055	08/27/2004	Cannot Access Finances under production for peoplesoft in myUMB
Ticket Number: 0000099086	08/27/2004	new host
Closed	Total: 6	
Ticket Number: 0000098407	08/20/2004	Transfer scripts
Ticket Number: 0000098855	08/26/2004	RS25 server appears to be down
Ticket Number: 0000097411	08/06/2004	remove user
Ticket Number: 0000097627	08/11/2004	P drive access for Doug Bowser, Zubair, Margaret Berges, Sonia
Ticket Number: 0000098021	08/17/2004	Grant Debi Leal (leal is userid) P drive access to HR
Ticket Number: 0000098343	08/20/2004	request

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
jpatna1	<u>Total:</u> 1	
Closed	<u>Total:</u> 1	
Ticket Number: 0000097740	08/12/2004	Process Monitor
kirby	<u>Total:</u> 6	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000098759	08/25/2004	Retro Z account for Jimm Milani
Closed	<u>Total:</u> 5	
Ticket Number: 0000098816	08/25/2004	Access to PRO
Ticket Number: 0000097003	08/01/2004	HP3000 unscheduled reboot; HP functions for myUMBC unavailable u
Ticket Number: 0000097083	08/02/2004	TERMINATING USER ACCESS
Ticket Number: 0000098851	08/26/2004	ABORT: WHBSARS
Ticket Number: 0000098850	08/26/2004	ABORT: TCBR2203
kjoseph	<u>Total:</u> 3	
Closed	<u>Total:</u> 3	
Ticket Number: 0000098464	08/23/2004	Advising option under MyUMBC is gone for user
Ticket Number: 0000098512	08/23/2004	Online appl to paradox is hanging
Ticket Number: 0000098662	08/24/2004	Paradox reports tht Oracle is not available
lrاند	<u>Total:</u> 4	
Closed	<u>Total:</u> 4	
Ticket Number: 0000098828	08/25/2004	PeopleSoft HR page coming up very slowly
Ticket Number: 0000097246	08/04/2004	Copy of PRD to CA
Ticket Number: 0000098295	08/19/2004	Production Support for Error Running Payroll Distribution for PP 200
Ticket Number: 0000097699	08/11/2004	Manually Remove Incorrect Rows in HRPRD instance for Payroll 20
ostrove	<u>Total:</u> 1	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000099179	08/30/2004	Access to Terminal Services server for usernames 'byron' and 'dsylva'
preston	<u>Total:</u> 2	
Closed	<u>Total:</u> 2	
Ticket Number: 0000097484	08/09/2004	Retriever load failed
Ticket Number: 0000097824	08/13/2004	3 Trans. Dtl. Rpt. not pulling data for 10375
psimon	<u>Total:</u> 2	
Closed	<u>Total:</u> 2	
Ticket Number: 0000098769	08/25/2004	1 Error in Build Combo Data in PRD
Ticket Number: 0000099169	08/30/2004	No Success
slong	<u>Total:</u> 16	
Resolved	<u>Total:</u> 2	
Ticket Number: 0000099282	08/30/2004	Reset AUMSNI
Ticket Number: 0000099436	08/31/2004	FW: JE S Status
Closed	<u>Total:</u> 14	
Ticket Number: 0000097021	08/02/2004	1 Rstars security changes
Ticket Number: 0000097368	08/06/2004	1 Loading P-Card info
Ticket Number: 0000097891	08/16/2004	FW: Added New Dept to Finance
Ticket Number: 0000097035	08/02/2004	FW: SQL to Update ACCT_CD on UM_ER_HRTRANS
Ticket Number: 0000098476	08/23/2004	FW: New Depts Added to Finance
Ticket Number: 0000098692	08/24/2004	Query help - um_fr_na_2005
Ticket Number: 0000098748	08/25/2004	FW: FMIS/RUMBA Password Change
Ticket Number: 0000097944	08/16/2004	Set Vendor to Inactive
Ticket Number: 0000098625	08/24/2004	RUMBA Access
Ticket Number: 0000098205	08/19/2004	Must re-transmit AP files to State of MD
Ticket Number: 0000098124	08/18/2004	rstars
Ticket Number: 0000098101	08/18/2004	FW: New Dept added to Finance
Ticket Number: 0000098019	08/17/2004	RUMBA Access
Ticket Number: 0000097886	08/16/2004	AUT Close

stephen		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Resolved		Total:	17
Ticket Number:	0000099075	08/27/2004	Security Revision
Ticket Number:	0000099064	08/27/2004	Security Modification
Ticket Number:	0000098974	08/26/2004	Security Access
Closed		Total:	14
Ticket Number:	0000098671	08/24/2004	[Fwd: Access to HR Peoplesoft for Adrienne Brown]
Ticket Number:	0000098680	08/24/2004	Approver Security
Ticket Number:	0000098742	08/25/2004	Security Revision
Ticket Number:	0000098700	08/24/2004	Security Access for dept 10254
Ticket Number:	0000097036	08/02/2004	Security Revision
Ticket Number:	0000097056	08/02/2004	Security Confirmation
Ticket Number:	0000097300	08/05/2004	Security Revision for dept 10333 (Geography)
Ticket Number:	0000097269	08/04/2004	Report Access - FICA/VISA Compare
Ticket Number:	0000097215	08/04/2004	PS Support Request
Ticket Number:	0000097142	08/03/2004	Re: Thank you and access
Ticket Number:	0000097436	08/07/2004	Migrate Project 'UM_FSCAM004' from HRDEV to HRCA, HRPRO, H
Ticket Number:	0000097562	08/10/2004	Security Re-Open
Ticket Number:	0000097781	08/12/2004	UMBC Position/Incumbent Report Fund End Date
Ticket Number:	0000098297	08/19/2004	Add Retro process to production for Jessica Hutchkins

Count of Ticket Number / Create Date

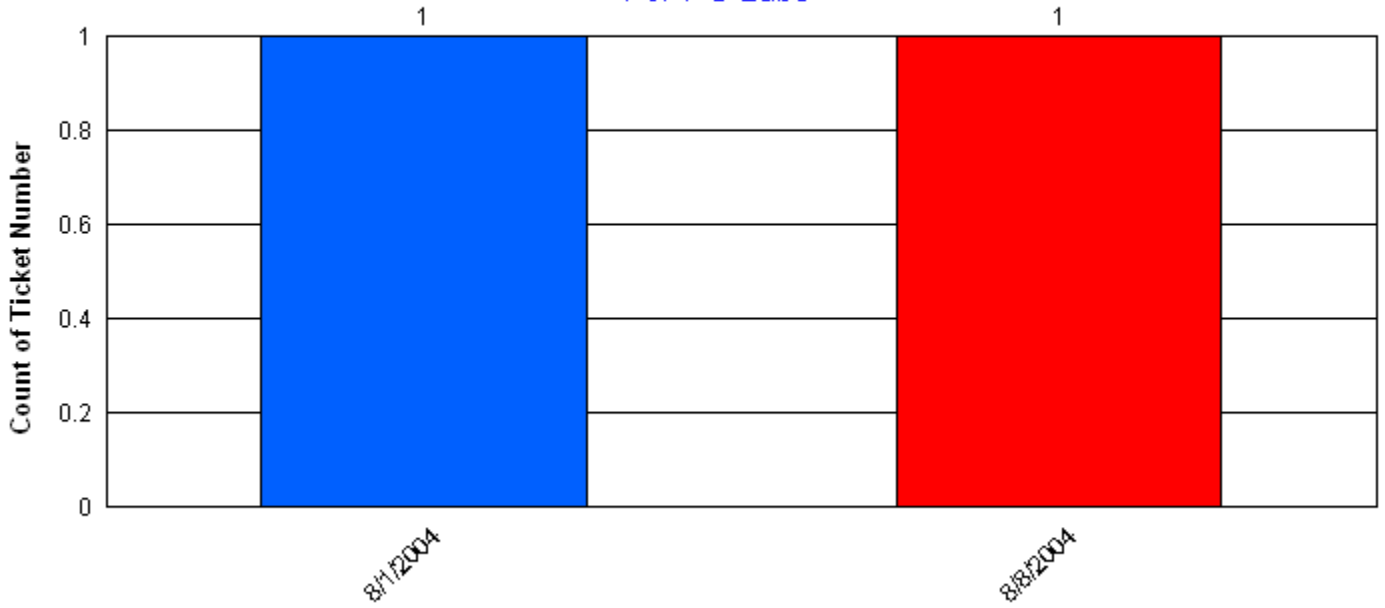
For OIT Business Systems: PeopleSoft



PC Labs	Total:	Create Date	Short Description
nevans1	2		
		Total: 2	
		Total: 2	
Ticket Number:	0000097560	08/10/2004	ECS021 lab - IE and Netscape will not allow me to add Chinese/Simpl
Ticket Number:	0000097344	08/05/2004	IE Chinese encoding missing.

Count of Ticket Number / Create Date

For PC Labs



	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Physical Networks	Total: 102	
PhyNet:ResNet	Total: 1	
Closed	Total: 1	
Ticket Number: 0000098758	08/25/2004	was away 2 days and network not working
PhysNet:Firewall	Total: 1	
Closed	Total: 1	
Ticket Number: 0000098899	08/26/2004	ABORT ORL Users currently on HP
Telcom	Total: 1	
Resolved	Total: 1	
Ticket Number: 0000098579	08/23/2004	jack fell back into the wall
beakja1	Total: 26	
Resolved	Total: 10	
Ticket Number: 0000098603	08/24/2004	Jack Activation in TRC-278
Ticket Number: 0000098547	08/23/2004	ecs122pc31 does not have net connectivity
Ticket Number: 0000099042	08/27/2004	ECS021PC29 has no network connection
Ticket Number: 0000099251	08/30/2004	jack connectivity - jacks still not active.
Ticket Number: 0000099238	08/30/2004	192.168 ip in walker ave appt
Ticket Number: 0000099198	08/30/2004	Need a HUB for LH4 to add addtl network capabilities
Ticket Number: 0000099083	08/27/2004	No network link
Ticket Number: 0000099066	08/27/2004	ACIV 364: Check Network Jack
Ticket Number: 0000099041	08/27/2004	FA002PC08: Dead Jack
Ticket Number: 0000099417	08/31/2004	Chemistry Bld. rm 140b. Jack #140b-3-t1n is not activated.
Closed	Total: 16	
Ticket Number: 0000097052	08/02/2004	Westhill Office: Tree or server could not be found
Ticket Number: 0000098566	08/23/2004	activate jacks
Ticket Number: 0000098968	08/26/2004	User amy5 in Walker bld 1 rm 206c. Resnet still not working
Ticket Number: 0000098944	08/26/2004	Novell cannot see tree or server, cannot browse web in logging into w
Ticket Number: 0000098927	08/26/2004	Terrance Apartments rm642b x27220 needs a jack check.
Ticket Number: 0000098910	08/26/2004	Work Order Request
Ticket Number: 0000097423	08/07/2004	ecs021mac15 & 12 don't have a network connection
Ticket Number: 0000097805	08/13/2004	Jack check 275-05-T2N, stopped working yesterday.
Ticket Number: 0000097590	08/10/2004	Jack Activation
Ticket Number: 0000098057	08/17/2004	Chem Move - printer net activation, dns, ip change for Gregurick 2 p
Ticket Number: 0000098320	08/20/2004	WALKER 1001: Not getting valid IP
Ticket Number: 0000098249	08/19/2004	server studio1.umbc.edu move
Ticket Number: 0000098247	08/19/2004	Jack Activation
Ticket Number: 0000098230	08/19/2004	Need computer room (IRC) Lines run and power pulled
Ticket Number: 0000098258	08/19/2004	Need Lines and Power in another Rack
Ticket Number: 0000098059	08/17/2004	Chem Move - Jack changed to client dynamic Gregurick laptop (upd

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
cmckin1	<u>Total:</u> 17	
Resolved	<u>Total:</u> 3	
Ticket Number: 0000098257	08/19/2004	Inactive jack in New Walker Ave 2nd building.
Ticket Number: 0000099068	08/27/2004	Network Jacks in MP 2nd floor
Ticket Number: 0000099211	08/30/2004	jack is dead jk-46-1 rm46 x3757
Closed	<u>Total:</u> 14	
Ticket Number: 0000097962	08/16/2004	Connection drops at random
Ticket Number: 0000097189	08/03/2004	User cannot get network access
Ticket Number: 0000097386	08/06/2004	Chemistry Building Project Trailer Network Is Down
Ticket Number: 0000097903	08/16/2004	network is down in office
Ticket Number: 0000098068	08/17/2004	No Internet Access at Walker Ave. Apts.
Ticket Number: 0000098266	08/19/2004	PC getting no network. Reslife 184.
Ticket Number: 0000098219	08/19/2004	Customer recieves a tree or server cannot be found error on log in.
Ticket Number: 0000098244	08/19/2004	Net in Walker office not up yet.
Ticket Number: 0000098325	08/20/2004	University Health Services (Erikson Hall) NOC Shows Down as well.
Ticket Number: 0000098218	08/19/2004	New PC in Health Services getting wrong IP.
Ticket Number: 0000098151	08/18/2004	Dead spot in Academic IV Wing B Near AC 150
Ticket Number: 0000097431	08/07/2004	Booler room down
Ticket Number: 0000097607	08/10/2004	4 computers in chem 240 have no internet conn.
Ticket Number: 0000097462	08/09/2004	Trailer Outside chem building. Whiting-Turner Trailer. No network c
damian	<u>Total:</u> 16	
Resolved	<u>Total:</u> 5	
Ticket Number: 0000098757	08/25/2004	[Fwd: Re: UMBC Wireless Authentication Released Wed August 18t
Ticket Number: 0000098971	08/26/2004	Walker 309: 192.168 IP address
Ticket Number: 0000098867	08/26/2004	Unblock from resnet
Ticket Number: 0000099142	08/29/2004	Using a hub on resnet
Ticket Number: 0000099140	08/29/2004	Getting PS2 On-line
Closed	<u>Total:</u> 11	
Ticket Number: 0000097141	08/03/2004	TCP/IP Port 13 problems -- UMBC firewall?
Ticket Number: 0000097185	08/03/2004	Streaming on port 8000
Ticket Number: 0000097143	08/03/2004	Problems connecting to AFS outside of the UMBC Campus
Ticket Number: 0000097251	08/04/2004	carbo-test.chem.umbc.edu 140.6, tons of collisions?
Ticket Number: 0000097285	08/05/2004	dns change... carbo-test.chem to carbo.chem
Ticket Number: 0000097836	08/13/2004	Resnet Staff Jacks Can't Connect to Novell
Ticket Number: 0000097875	08/15/2004	Move Ethernet Jack to the Administrative Backbone
Ticket Number: 0000097897	08/16/2004	Problems!!
Ticket Number: 0000097901	08/16/2004	User says her jack is the only one in the room not working. Jack #240-
Ticket Number: 0000098304	08/19/2004	[Fwd: Re: Wireless access via Palm handheld]
Ticket Number: 0000098288	08/19/2004	[Fwd: Re: UMBC Wireless Authentication Released Wed August 18t
rays1	<u>Total:</u> 4	
Closed	<u>Total:</u> 4	
Ticket Number: 0000098326	08/20/2004	Service Request
Ticket Number: 0000097505	08/09/2004	Chemistry data jack 460-8-T4N needs activation
Ticket Number: 0000097773	08/12/2004	User's computer, mac 00-01-03-C5-8E-9A. in grad school admin bld. r
Ticket Number: 0000097728	08/12/2004	Network jack in biology building needs activation

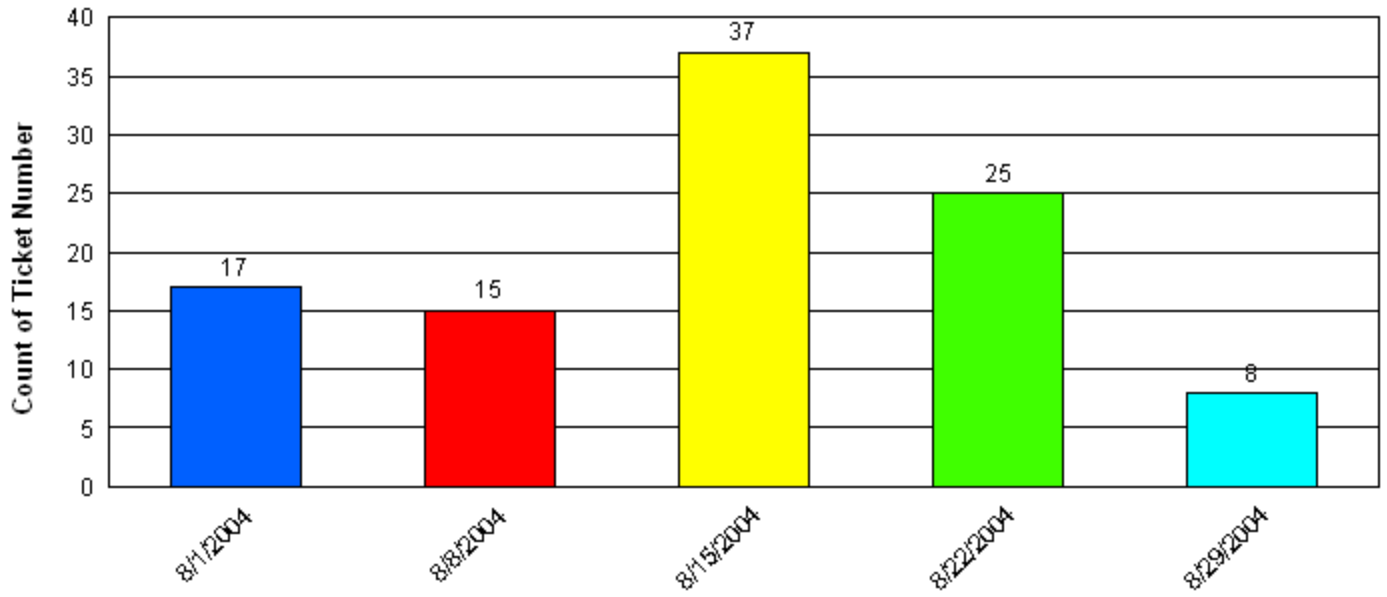
		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
zicka		<u>Total:</u>	36	
Resolved		<u>Total:</u>	7	
Ticket Number:	0000097964	08/16/2004		Public Policy basement rm. 007, 011, 012,013,0140,015,016, jacks n
Ticket Number:	0000098931	08/26/2004		Chem - DNS/ip entry needed for new octane2
Ticket Number:	0000098939	08/26/2004		Static IP# (physics printer)
Ticket Number:	0000099161	08/29/2004		new machine at ice.chem.umbc.edu
Ticket Number:	0000098922	08/26/2004		Work Order Request
Ticket Number:	0000098688	08/24/2004		add new printer hp 4200 comm 2b20
Ticket Number:	0000098926	08/26/2004		CHEM - Need DNS,DHCP addition, Jack vlan move?
Closed		<u>Total:</u>	29	
Ticket Number:	0000098591	08/23/2004		dns/dhcp/ip change
Ticket Number:	0000098767	08/25/2004		Netowrk services down in UHS / Erickson location
Ticket Number:	0000098413	08/20/2004		need new lines enabled
Ticket Number:	0000097082	08/02/2004		Child Care Center not receiving network connection
Ticket Number:	0000097084	08/02/2004		Static IP request
Ticket Number:	0000097348	08/05/2004		remove carbo-test.chem.umbc.edu from dns, mx missing from carbo.
Ticket Number:	0000097175	08/03/2004		need bb development IP's
Ticket Number:	0000097174	08/03/2004		broken DNS's
Ticket Number:	0000097042	08/02/2004		dns
Ticket Number:	0000097137	08/03/2004		Static IP Addresses
Ticket Number:	0000098145	08/18/2004		Chem Move - change jack from 140 to static client net
Ticket Number:	0000097568	08/10/2004		Work Order Request
Ticket Number:	0000097789	08/13/2004		Chemistry Moves.... jack/net changes (no dns/dhcp changes needed).
Ticket Number:	0000097750	08/12/2004		static IP address
Ticket Number:	0000097923	08/16/2004		Shahid from shriver center requests static ip for new printer in rm 146
Ticket Number:	0000097544	08/10/2004		Giving back ip, remove from dns
Ticket Number:	0000097572	08/10/2004		Modify ACL Open port for NetSaint
Ticket Number:	0000097625	08/11/2004		Fixed IP request!!
Ticket Number:	0000097624	08/11/2004		Fixed IP release !!
Ticket Number:	0000097900	08/16/2004		Replace old ACO jack
Ticket Number:	0000098009	08/17/2004		New laptop - Need IP
Ticket Number:	0000098095	08/18/2004		Chem Move - need two jacks moved to dynamic client dhcp from 140
Ticket Number:	0000098233	08/19/2004		Chem Move - Printer net move, dhcp change, dns change
Ticket Number:	0000098185	08/18/2004		MLL Color Printer IP Issue
Ticket Number:	0000098078	08/17/2004		network cable change
Ticket Number:	0000098047	08/17/2004		User: cmswan requests ip for rm 002D Social Sciences, Mac add: 00-
Ticket Number:	0000098236	08/19/2004		please assign IP addresses to these printer
Ticket Number:	0000098259	08/19/2004		CSEE IP confusion
Ticket Number:	0000098237	08/19/2004		Please change this DNS entry

Create
Date

Short Description

Count of Ticket Number / Create Date

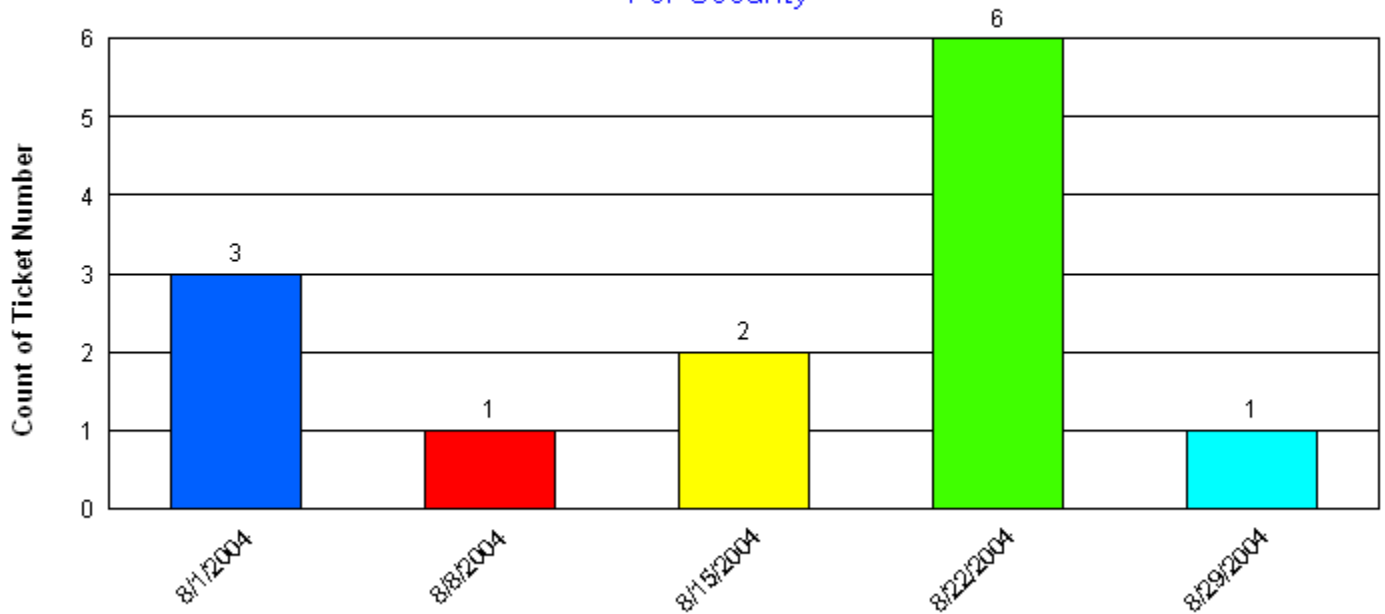
For Physical Networks



Security	Total:	Create Date	Short Description
Security:Compromise	13		
Closed	Total: 1		
Ticket Number: 0000099346		08/31/2004	student - dorm- virus on pc
sziad1	Total: 12		
Closed	Total: 12		
Ticket Number: 0000099104		08/27/2004	Credit/Debit card update
Ticket Number: 0000099130		08/28/2004	Credit/Debit card update
Ticket Number: 0000098423		08/20/2004	Hey
Ticket Number: 0000099023		08/27/2004	re [21]
Ticket Number: 0000098442		08/22/2004	re [12]:
Ticket Number: 0000098601		08/23/2004	Re [17]
Ticket Number: 0000098441		08/22/2004	re [12]:
Ticket Number: 0000097008		08/02/2004	Take a client to lunch
Ticket Number: 0000097093		08/02/2004	AutoCAD 2005 - Educational Pricing
Ticket Number: 0000097238		08/04/2004	help request
Ticket Number: 0000098294		08/19/2004	Re [13]:
Ticket Number: 0000097534		08/09/2004	Software for College Students/Faculty/Staff

Count of Ticket Number / Create Date

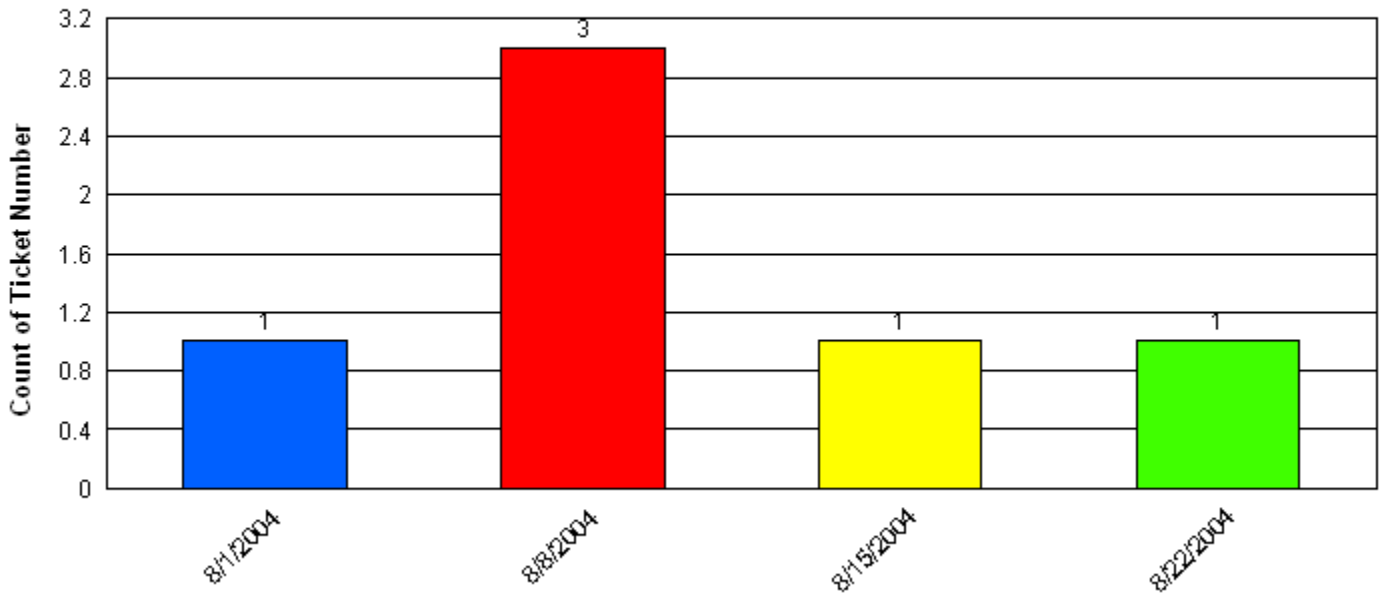
For Security



Shriver Center	Total:	Create Date	Short Description
pscott	6		
Closed	Total:	6	
Ticket Number: 0000097537		08/09/2004	Install printers - Cherry Hill
Ticket Number: 0000097600		08/10/2004	Order and install DSL for Choice PG
Ticket Number: 0000097598		08/10/2004	Network PG Co. Office
Ticket Number: 0000098307		08/19/2004	Zip drive installation - Cherry Hill
Ticket Number: 0000097135		08/03/2004	Configure Laptop
Ticket Number: 0000098645		08/24/2004	PG internet

Count of Ticket Number / Create Date

For Shriver Center



<u>SysCore</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
SysCore:Webmail	190		
Closed	Total: 3		
Ticket Number: 0000098958	08/26/2004	student unable to delete sent mail	
Ticket Number: 0000097830	08/13/2004	User not able to access webmail	
Ticket Number: 0000097831	08/13/2004	User needed to create special group of addresses	
banz	Total: 29		
Resolved	Total: 9		
Ticket Number: 0000099186	08/30/2004	Can not log into myumbc - invalid password	
Ticket Number: 0000098736	08/25/2004	[Activation] of Account For Quddus Snyder	
Ticket Number: 0000098470	08/23/2004	Account Temporary Reactivation.	
Ticket Number: 0000099034	08/27/2004	Guest account issuer addition	
Ticket Number: 0000099324	08/31/2004	Webadmin/webauth hanging	
Ticket Number: 0000099335	08/31/2004	Webauth: Internal Server Error	
Ticket Number: 0000099092	08/27/2004	Users account quotas jumped up by more than 100% had to increase 1	
Ticket Number: 0000098964	08/26/2004	Permission for Webpage Development Access	
Ticket Number: 0000098190	08/18/2004	RE: Account for jevans6	
Closed	Total: 20		
Ticket Number: 0000099091	08/27/2004	Quota jumped up to 200% so had to increase quota by 100mb to allo	
Ticket Number: 0000098437	08/21/2004	problem with spell check in webmail	
Ticket Number: 0000098448	08/22/2004	Certificate did not update	
Ticket Number: 0000098853	08/26/2004	Schedule of classes list only up to CMSC	
Ticket Number: 0000098466	08/23/2004	Webauth giving Internal Server Error	
Ticket Number: 0000097277	08/04/2004	Work Order Request	
Ticket Number: 0000097379	08/06/2004	Unable to view messages, "must be logged in"	
Ticket Number: 0000097336	08/05/2004	Account activation for a week to back up data	
Ticket Number: 0000097409	08/06/2004	User requests temporary account reactivation	
Ticket Number: 0000097528	08/09/2004	Fwd: Java RMI allowed on gl?	
Ticket Number: 0000097577	08/10/2004	User need to be activated	
Ticket Number: 0000097688	08/11/2004	Returning faculty needs account reactivated	
Ticket Number: 0000098480	08/23/2004	HTTP 500 Internal server in myUMBC; webauth is working	
Ticket Number: 0000097815	08/13/2004	ssh to irix problem	
Ticket Number: 0000097803	08/13/2004	rarmstr1	
Ticket Number: 0000097727	08/12/2004	Loading web pages -some show up blank, others fine	
Ticket Number: 0000097584	08/10/2004	Vacation message errors	
Ticket Number: 0000097579	08/10/2004	Carol Davison needs her email account restored.	
Ticket Number: 0000097416	08/06/2004	pagec update	
Ticket Number: 0000098314	08/20/2004	myUMBC "cannot find server"; no webauth for myUMBC only; acc	
daleg	Total: 1		
Closed	Total: 1		
Ticket Number: 0000097841	08/13/2004	alias for student orgs.	
dave	Total: 1		
Closed	Total: 1		
Ticket Number: 0000097088	08/02/2004	Login to bb5 hangs	

jcgregio		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Resolved		<u>Total:</u> 20	
Ticket Number:	0000097868	08/14/2004	Need Oracle Accounts
Ticket Number:	0000098599	08/23/2004	Work Order Request-Email addr listed improperly
Ticket Number:	0000098718	08/24/2004	Work Order Request
Ticket Number:	0000098127	08/18/2004	Create Remedy Account
Closed		<u>Total:</u> 16	
Ticket Number:	0000098410	08/20/2004	Please give access to HD:Peoplesoft tickets. Also please move Aung, u
Ticket Number:	0000098637	08/24/2004	Faculty requests CorporateTime account
Ticket Number:	0000098557	08/23/2004	Delete Account
Ticket Number:	0000098555	08/23/2004	Delete Netscape Account
Ticket Number:	0000098693	08/24/2004	Account merge
Ticket Number:	0000097023	08/02/2004	new Remedy Account Request
Ticket Number:	0000097334	08/05/2004	need to be added to NewMedia:Webdev
Ticket Number:	0000097097	08/02/2004	Adjust main screen for my current queue to include priority column
Ticket Number:	0000097096	08/02/2004	Restore 2 fields under the Options tab
Ticket Number:	0000097030	08/02/2004	Student Empl needs account
Ticket Number:	0000097025	08/02/2004	new Calendar Account
Ticket Number:	0000097660	08/11/2004	No license availabe to use remedy
Ticket Number:	0000097967	08/16/2004	Calendar Account Creation
Ticket Number:	0000098335	08/20/2004	Duplicate entries in system
Ticket Number:	0000098354	08/20/2004	Cannot make appointment in calender error occurs.
Ticket Number:	0000098212	08/19/2004	change pager #

sbrown7		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	136
		<u>Total:</u>	14
Ticket Number:	0000099278	08/30/2004	Deleted entire home directory. Please restore everything for user: gam
Ticket Number:	0000099220	08/30/2004	New employee - calendar account needed
Ticket Number:	0000098810	08/25/2004	request
Ticket Number:	0000099025	08/27/2004	New Employee
Ticket Number:	0000099126	08/28/2004	still having small problems with my webmail account
Ticket Number:	0000099289	08/30/2004	Please attach submit directory
Ticket Number:	0000099408	08/31/2004	User: tpalm requests novell account for dept Career Development Cen
Ticket Number:	0000099409	08/31/2004	User: tpalm requests novell account for dept Career Development Cen
Ticket Number:	0000099326	08/31/2004	Corporate Calendar
Ticket Number:	0000099225	08/30/2004	calendar account for new employee - dbrown
Ticket Number:	0000099135	08/28/2004	listproc ownership change
Ticket Number:	0000099062	08/27/2004	(locallims)Web List Request
Ticket Number:	0000098984	08/26/2004	owner email change
Ticket Number:	0000099431	08/31/2004	Account not active

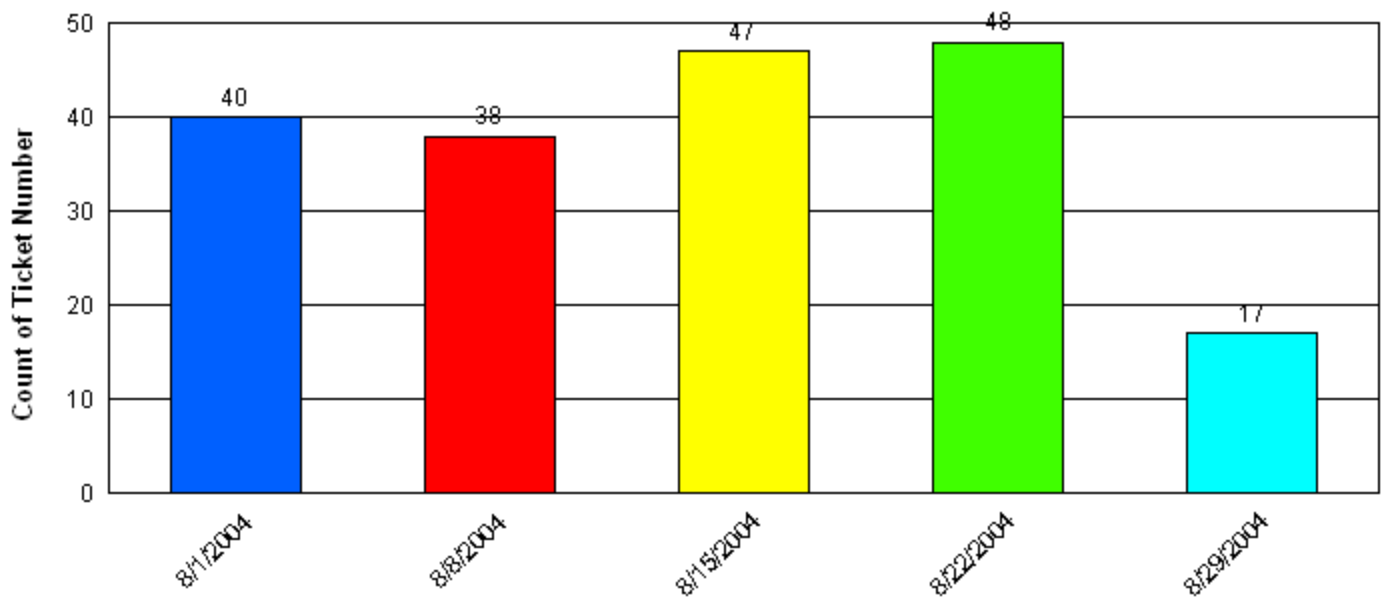
<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		122	
Ticket Number: 0000098405	08/20/2004		Listproc HTTP Down?
Ticket Number: 0000098416	08/20/2004		legit software at a tenth of the price
Ticket Number: 0000098489	08/23/2004		(crossroads2004)Web List Request
Ticket Number: 0000098494	08/23/2004		Staff Customer Requests Ownership of Email List
Ticket Number: 0000098516	08/23/2004		Log in issues.
Ticket Number: 0000098498	08/23/2004		0Activate Account for new faculty.
Ticket Number: 0000098983	08/26/2004		(e-team)Web List Request
Ticket Number: 0000098841	08/25/2004		(faculty_mentors)Web List Request
Ticket Number: 0000098722	08/25/2004		(socscifaculty)Web List Request
Ticket Number: 0000098703	08/24/2004		Please create new AFS /public/www/ volume for website
Ticket Number: 0000098695	08/24/2004		Unable to ftp
Ticket Number: 0000098694	08/24/2004		Email alias owner change
Ticket Number: 0000098589	08/23/2004		File Restore Request for www.umbc.edu/window/index.html
Ticket Number: 0000098595	08/23/2004		(gestfaculty)Web List Request
Ticket Number: 0000098572	08/23/2004		cs341 and submit system
Ticket Number: 0000098584	08/23/2004		User cannot access webmail
Ticket Number: 0000098493	08/23/2004		Faculty wants more space
Ticket Number: 0000098793	08/25/2004		No subject
Ticket Number: 0000098778	08/25/2004		Customer unable to send from home
Ticket Number: 0000098746	08/25/2004		RE: No requests found
Ticket Number: 0000098724	08/25/2004		Customer needs Calendar Account
Ticket Number: 0000098717	08/24/2004		(teyl)Web List Request
Ticket Number: 0000098439	08/22/2004		ATTN: Immediate attention required (Citi.com)
Ticket Number: 0000098430	08/21/2004		czerniak Aaron
Ticket Number: 0000099080	08/27/2004		(isrc)Web List Request
Ticket Number: 0000099210	08/30/2004		(chemengr-all)Web List Request
Ticket Number: 0000099216	08/30/2004		(chemengrpart-timefac)Web List Request
Ticket Number: 0000099315	08/30/2004		(projectteamnational)Web List Request
Ticket Number: 0000099405	08/31/2004		(cmpe323)Web List Request
Ticket Number: 0000099314	08/30/2004		(projectteammaine)Web List Request
Ticket Number: 0000099180	08/30/2004		(commuting2004)Web List Request
Ticket Number: 0000099105	08/27/2004		Credit/Debit card update
Ticket Number: 0000099128	08/28/2004		Credit/Debit card update
Ticket Number: 0000099108	08/27/2004		Young babes can not to do real blowjob. airmass
Ticket Number: 0000098415	08/20/2004		Matlab license server problems
Ticket Number: 0000097794	08/13/2004		Problem: Student Announcements Listserv
Ticket Number: 0000097102	08/03/2004		Add user to email alias.
Ticket Number: 0000097054	08/02/2004		art website www.art.umbc.edu needs to be able to access as only "art.
Ticket Number: 0000097389	08/06/2004		IES E-mail forwarding changes
Ticket Number: 0000097384	08/06/2004		Create Account
Ticket Number: 0000097383	08/06/2004		Increase lib guest accounts
Ticket Number: 0000097370	08/06/2004		Corporate Time Account Creation
Ticket Number: 0000097342	08/05/2004		Request for account name "seb". by user pelias1.
Ticket Number: 0000097310	08/05/2004		=?iso-8859-1?b?SGV5IGNhbiB5b3UgcGxYXNlIGxldCBtZSBRbm9
Ticket Number: 0000097278	08/04/2004		My email folders
Ticket Number: 0000097240	08/04/2004		CS e-mail account
Ticket Number: 0000097227	08/04/2004		Activate account: "not listed as active student"
Ticket Number: 0000097195	08/03/2004		No subject
Ticket Number: 0000097186	08/03/2004		Name Change
Ticket Number: 0000097167	08/03/2004		(bes_group)Web List Request
Ticket Number: 0000097160	08/03/2004		testing
Ticket Number: 0000097119	08/03/2004		Account on Hercules.rs (core system)
Ticket Number: 0000097106	08/03/2004		Restore Mail
Ticket Number: 0000097073	08/02/2004		Unknown list owner: connect

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000097273	08/04/2004	please close this account
Ticket Number:	0000097259	08/04/2004	Name change for new account
Ticket Number:	0000097258	08/04/2004	Calendar account for new employee
Ticket Number:	0000097253	08/04/2004	Novelle and Calendar Account Creation
Ticket Number:	0000097069	08/02/2004	Calendar account for faculty
Ticket Number:	0000097032	08/02/2004	[Fwd: email account for my lab]
Ticket Number:	0000097022	08/02/2004	Needs a mail Restore
Ticket Number:	0000097883	08/15/2004	Faculty Customer Requests New Web Volume
Ticket Number:	0000097913	08/16/2004	Needs forwarding to change for "financialservices" account.
Ticket Number:	0000097922	08/16/2004	Must be logged in to view this page
Ticket Number:	0000097940	08/16/2004	Class names for project submission
Ticket Number:	0000097969	08/16/2004	Class listserve
Ticket Number:	0000097986	08/17/2004	Account needed - New cedar employee for PS - Debi Leal
Ticket Number:	0000098279	08/19/2004	(sllc2004)Web List Request
Ticket Number:	0000098273	08/19/2004	Work Order Request
Ticket Number:	0000098172	08/18/2004	bmg
Ticket Number:	0000098150	08/18/2004	(womeninit)Web List Request
Ticket Number:	0000098117	08/18/2004	Calendar Account Creation
Ticket Number:	0000098113	08/18/2004	don't want any more pages for psoft/system's stuff
Ticket Number:	0000098112	08/18/2004	FW: Error Condition Re: Invalid request
Ticket Number:	0000098111	08/18/2004	(sappho)Web List Request
Ticket Number:	0000098090	08/17/2004	Re: Re: Re: Your document
Ticket Number:	0000098069	08/17/2004	(amst490-0201)Web List Request
Ticket Number:	0000098063	08/17/2004	New Employee
Ticket Number:	0000098045	08/17/2004	(campus-it-staff)Web List Request
Ticket Number:	0000098050	08/17/2004	Request to Activate /public/www/ Web Volume
Ticket Number:	0000098044	08/17/2004	(oit-technical-staff)Web List Request
Ticket Number:	0000097982	08/17/2004	Work Order Request-Calendar account request
Ticket Number:	0000097968	08/16/2004	(athens)Web List Request
Ticket Number:	0000098272	08/19/2004	Calendar account
Ticket Number:	0000098223	08/19/2004	Novell / AD accounts needed for 2 new employees in ATHL dept
Ticket Number:	0000098221	08/19/2004	Calendar accounts needed for 2 new employees / Athletics
Ticket Number:	0000098202	08/19/2004	Website Redirect
Ticket Number:	0000098189	08/18/2004	help please
Ticket Number:	0000098187	08/18/2004	(cmsc203-0401)Web List Request
Ticket Number:	0000097953	08/16/2004	Unable to access Alumni Account: lgrego2
Ticket Number:	0000097916	08/16/2004	new Calendar account
Ticket Number:	0000097908	08/16/2004	new employee - calendar account needed
Ticket Number:	0000098301	08/19/2004	(grad-discuss)Web List Request
Ticket Number:	0000097396	08/06/2004	Account on Hercules
Ticket Number:	0000097471	08/09/2004	Spam filtering: Whitelisted emails are still being caught by spam
Ticket Number:	0000097860	08/13/2004	Work Order Request
Ticket Number:	0000097838	08/13/2004	[Fwd: list LLCLIST: List Message Rejected]
Ticket Number:	0000097837	08/13/2004	deleting mail alias
Ticket Number:	0000097910	08/16/2004	need change password privs in Webadmin
Ticket Number:	0000097771	08/12/2004	(aaeduc771_8720)Web List Request
Ticket Number:	0000097754	08/12/2004	New Accounts
Ticket Number:	0000097752	08/12/2004	List Ownership - Missing my Lists!
Ticket Number:	0000097744	08/12/2004	Hi Calendar
Ticket Number:	0000098053	08/17/2004	Tau Beta Pi website
Ticket Number:	0000097631	08/11/2004	request to set up unix submit for CMSC331 section 0101
Ticket Number:	0000097613	08/10/2004	AFS web volume creation request
Ticket Number:	0000097601	08/10/2004	Corporate Calendar
Ticket Number:	0000097581	08/10/2004	Corporate Time Account
Ticket Number:	0000097573	08/10/2004	User Synthia Paige Needs a myUMBC, novell account and calendar a

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000097570	08/10/2004	New Accounts
Ticket Number:	0000097551	08/10/2004	subscribe
Ticket Number:	0000097520	08/09/2004	User woycheck needs novell account for advising dept. Also needs ca
Ticket Number:	0000097449	08/08/2004	(demsinternal)Web List Request
Ticket Number:	0000097741	08/12/2004	List Ownership - Missing my Lists!
Ticket Number:	0000097712	08/12/2004	Messages not delivered on payroll-preparers List
Ticket Number:	0000097663	08/11/2004	Email restore request.
Ticket Number:	0000097661	08/11/2004	ISJOBS Archives
Ticket Number:	0000097691	08/11/2004	(phapotal)Web List Request
Ticket Number:	0000097635	08/11/2004	need to add class to submit system
Ticket Number:	0000097440	08/08/2004	Make \$171
Ticket Number:	0000097407	08/06/2004	User's name appears incorrect in AD, LDAP, etc
Ticket Number:	0000097414	08/06/2004	my last name is spelled wrong

Count of Ticket Number / Create Date

For SysCore



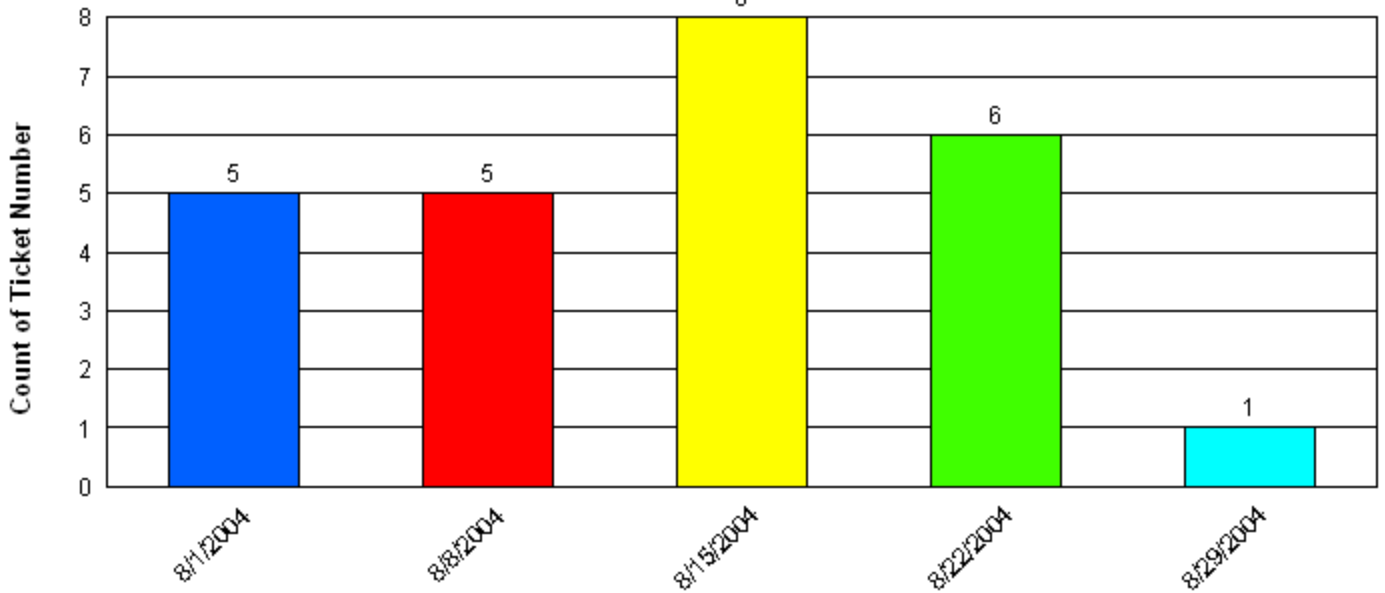
SysDept	Total:	<u>Create</u> <u>Date</u>	<u>Short Description</u>
champ		<u>Total:</u> 9	
Closed		<u>Total:</u> 9	
Ticket Number: 0000097596		08/10/2004	[Fwd: Request the installation of Abuqus on Zeus.]
Ticket Number: 0000097697		08/11/2004	runtime error
Ticket Number: 0000097958		08/16/2004	CFDRC Code
Ticket Number: 0000098140		08/18/2004	Pickup CComputer in L Zhu lab to reinstall
Ticket Number: 0000098007		08/17/2004	login
Ticket Number: 0000098554		08/23/2004	Printer - ECS230
Ticket Number: 0000098526		08/23/2004	Student needs access to the CAD machines
Ticket Number: 0000097064		08/02/2004	[Fwd: Re: Status of two computers]
Ticket Number: 0000097318		08/05/2004	network problem
laura		<u>Total:</u> 11	
Closed		<u>Total:</u> 11	
Ticket Number: 0000097689		08/11/2004	8/11/2004: tape change
Ticket Number: 0000096995		08/01/2004	Tape changes for 8/1/2004
Ticket Number: 0000099301		08/30/2004	8/30/2004: Tape change
Ticket Number: 0000098728		08/25/2004	Chem Move - Jack net change (not working) updated.. see log
Ticket Number: 0000097495		08/09/2004	testing ignore
Ticket Number: 0000097496		08/09/2004	test2 ignore
Ticket Number: 0000098321		08/20/2004	Look into Amber8 for klssig1 for SeleyGroup.
Ticket Number: 0000098163		08/18/2004	GroupF lab move to 448
Ticket Number: 0000098169		08/18/2004	groupgprinter
Ticket Number: 0000098303		08/19/2004	New Octane2 is here :)
Ticket Number: 0000098056		08/17/2004	Chem Move, DNS/DHCP change for Fabris lab printer (still proble
randy		<u>Total:</u> 5	
Closed		<u>Total:</u> 5	
Ticket Number: 0000098673		08/24/2004	kali Scheduler Problems
Ticket Number: 0000098669		08/24/2004	kali scheduler Problem
Ticket Number: 0000098815		08/25/2004	OpenPBS Problem
Ticket Number: 0000097187		08/03/2004	Math Cluster Request (fwd)
Ticket Number: 0000097249		08/04/2004	Re: Question about Phenotype (access) (fwd)

Create
Date

Short Description

Count of Ticket Number / Create Date

For SysDept



Total Remedy Tickets Closed or Resolved between 08/01/2004 and 08/31/2004 : 2135

Count of Ticket Number / Create Date & HD Department Section

