

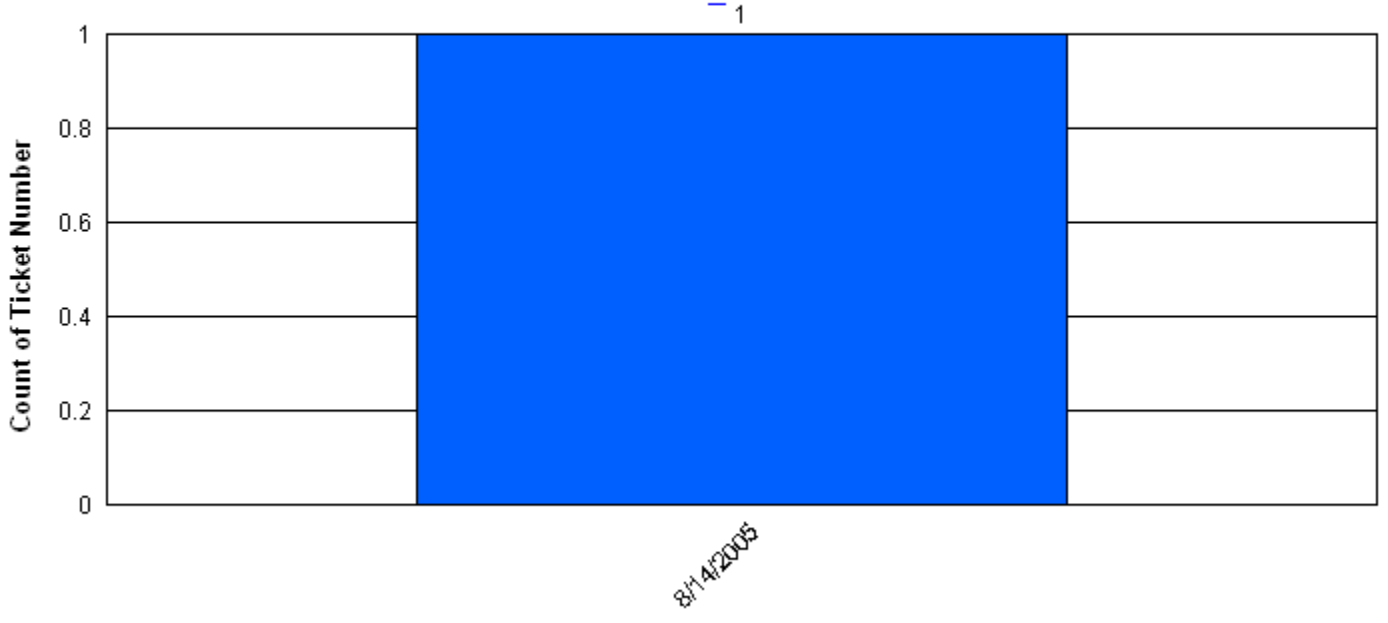
## Closed/Resolved Tickets by OIT Section

*Tickets Created Between 08/01/2005 and 08/31/2005*

<u>Academic_Administrati</u>	<u>Total:</u>	<u>Create</u> <u>Date</u>	<u>Short Description</u>
<b>busges</b>	<b>1</b>		
<b>Closed</b>		<b>Total: 1</b>	
Ticket Number: 0000122957		08/17/2005	Test for delta-aadev Remedy email option

### Count of Ticket Number / Create Date

For Academic\_Administration



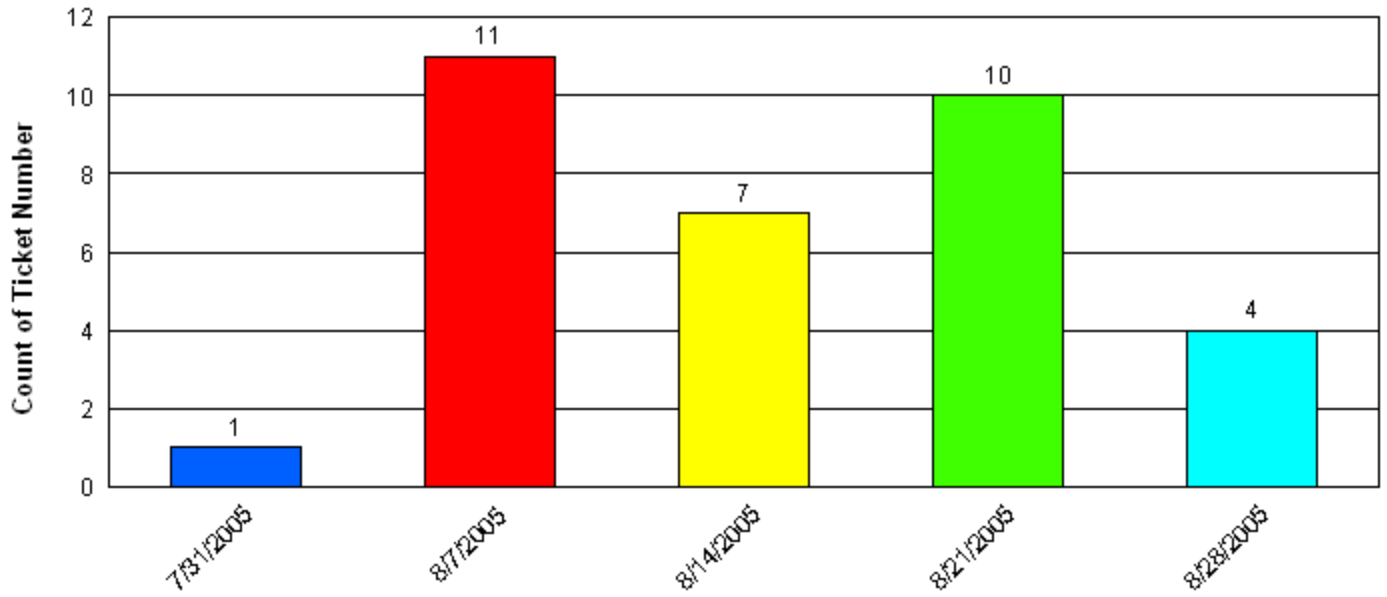
		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>BSG:Acad_Admin</b>	<b>Total:</b>	<b>33</b>	
<b>blanchet</b>		<b>Total: 12</b>	
<b>Closed</b>		<b>Total: 12</b>	
Ticket Number: 0000122796		08/15/2005	Need to produce a test file of student bills for Sallie Mae
Ticket Number: 0000123183		08/19/2005	Pilot non ssn entry for Student Parking Process to alleviate the necessi
Ticket Number: 0000123429		08/24/2005	New cashiering PC needed the receptor printer drivers installed
Ticket Number: 0000123668		08/26/2005	User cannot register her vehicle.
Ticket Number: 0000124144		08/31/2005	ABORT: ARBR3952
Ticket Number: 0000122360		08/08/2005	Questions about results of IRBR3035
Ticket Number: 0000122378		08/09/2005	ABORT: ARBR3979
Ticket Number: 0000122293		08/08/2005	ABORT: IRBR3039
Ticket Number: 0000122337		08/08/2005	Questions about the Deposit Exception Report
Ticket Number: 0000122341		08/08/2005	New updates from COCO
Ticket Number: 0000122478		08/10/2005	Sallie Mae transactions did not make it to the HP last night.
Ticket Number: 0000123362		08/23/2005	Research into some faculty/staff that should have 'rolled over' for par
<b>dina</b>		<b>Total: 6</b>	
<b>Closed</b>		<b>Total: 6</b>	
Ticket Number: 0000123328		08/23/2005	ABORT: TCBR2203
Ticket Number: 0000123515		08/25/2005	ABORT: TCBR2203
Ticket Number: 0000123580		08/25/2005	Add New Recruit Codes
Ticket Number: 0000123225		08/22/2005	ABORT: TCBR2203
Ticket Number: 0000123008		08/17/2005	Clearinghouse Submission Dates
Ticket Number: 0000123009		08/17/2005	Problem posting second degrees
<b>jason12</b>		<b>Total: 5</b>	
<b>Closed</b>		<b>Total: 5</b>	
Ticket Number: 0000123481		08/24/2005	r25 config
Ticket Number: 0000123891		08/29/2005	commons r25 install
Ticket Number: 0000123110		08/18/2005	r25 reconfig
Ticket Number: 0000122488		08/10/2005	r25 appserver process problem
Ticket Number: 0000122518		08/10/2005	r25 app server documation
<b>putro</b>		<b>Total: 10</b>	
<b>Closed</b>		<b>Total: 10</b>	
Ticket Number: 0000122390		08/09/2005	Modify RNBR2628/NSC submissions program
Ticket Number: 0000122601		08/11/2005	Modify EIS to include regional information
Ticket Number: 0000122529		08/10/2005	username
Ticket Number: 0000123049		08/18/2005	IRBR3039 fatal error...invalid school code
Ticket Number: 0000122809		08/15/2005	Unable to register for class SOWK480
Ticket Number: 0000122179		08/04/2005	ITEM_VALUES question
Ticket Number: 0000123276		08/22/2005	ECON 463 not showing room on schedule of classes
Ticket Number: 0000124277		08/31/2005	SCEQ Training
Ticket Number: 0000123324		08/22/2005	Modify SS for Social Science to be SOND for Sondheim Hall
Ticket Number: 0000124168		08/31/2005	Modify Scheduling Report to exclude SSN of teacher

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For BSG:Acad\_Admin



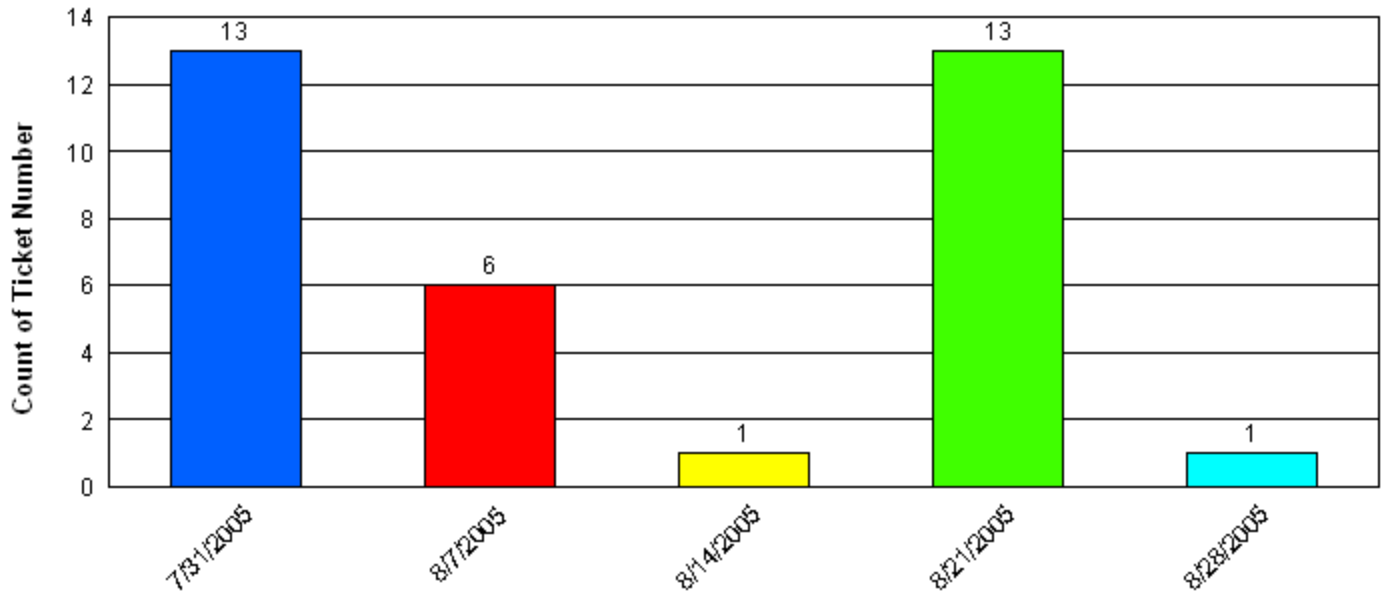
		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<b>BSG:Finance</b>	<b>Total:</b>	<b>34</b>		
<b>afinn</b>		<u>Total:</u>	<b>4</b>	
	<b>Closed</b>			
Ticket Number:	0000123641	08/26/2005		Summary rpt issue
Ticket Number:	0000121941	08/02/2005		Cannot process contract amendments
Ticket Number:	0000121972	08/02/2005		Effort Reporting
Ticket Number:	0000122490	08/10/2005		Effort Report Problem
<b>dharley</b>		<u>Total:</u>	<b>3</b>	
	<b>Resolved</b>			
Ticket Number:	0000124315	08/31/2005	<u>Total:</u> <b>1</b>	2 R*STars Password
	<b>Closed</b>			
Ticket Number:	0000123302	08/22/2005	<u>Total:</u> <b>2</b>	Update myUMBC MicroSoft Agreement License verbiage
Ticket Number:	0000122362	08/08/2005		4 Printing Change Order POs
<b>kblank</b>		<u>Total:</u>	<b>10</b>	
	<b>Resolved</b>			
Ticket Number:	0000123617	08/26/2005	<u>Total:</u> <b>1</b>	slow fs prd
	<b>Closed</b>			
Ticket Number:	0000123401	08/23/2005	<u>Total:</u> <b>9</b>	Retriever Speed
Ticket Number:	0000123538	08/25/2005		Retriever
Ticket Number:	0000123539	08/25/2005		Retriever Inquiry
Ticket Number:	0000123396	08/23/2005		2 Retriever Timing Out
Ticket Number:	0000122083	08/03/2005		retriever report (Revenue/Expenses)
Ticket Number:	0000122084	08/03/2005		Retriever Timing Out
Ticket Number:	0000122364	08/08/2005		Retriever Timing out
Ticket Number:	0000122461	08/09/2005		Retriever Inquiry Running to Error For FY05
Ticket Number:	0000122646	08/12/2005		3 Location Table Attributes
<b>psimon</b>		<u>Total:</u>	<b>14</b>	
	<b>Resolved</b>			
Ticket Number:	0000123345	08/23/2005	<u>Total:</u> <b>2</b>	4 8/31/05 AP Voucher Error
Ticket Number:	0000123524	08/25/2005		2 missing charges in PeopleSoft pcard
	<b>Closed</b>			
Ticket Number:	0000123277	08/22/2005	<u>Total:</u> <b>12</b>	4 9/7/05 Missing Visa Card transaction on PS
Ticket Number:	0000123094	08/18/2005		4 8/26/05 Vendor Problem
Ticket Number:	0000123236	08/22/2005		no success
Ticket Number:	0000123234	08/22/2005		No Success
Ticket Number:	0000123368	08/23/2005		missing charges
Ticket Number:	0000122641	08/12/2005		No records in staging table
Ticket Number:	0000121808	08/01/2005		No Success
Ticket Number:	0000121834	08/01/2005		P-Card report
Ticket Number:	0000121849	08/01/2005		Purchasing card posting problem
Ticket Number:	0000121862	08/01/2005		P-Card Report Problem
Ticket Number:	0000121829	08/01/2005		Pcard report problem
Ticket Number:	0000121819	08/01/2005		Reports for PCards
<b>slong</b>		<u>Total:</u>	<b>3</b>	
	<b>Closed</b>			
Ticket Number:	0000121956	08/02/2005	<u>Total:</u> <b>3</b>	2 - UMAPI0004 Has Unique Constraint Error
Ticket Number:	0000121999	08/02/2005		1 F&A Process needs Remedy Ticket
Ticket Number:	0000122019	08/03/2005		1 Re: F&A Process needs Remedy Ticket

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For BSG:Finance



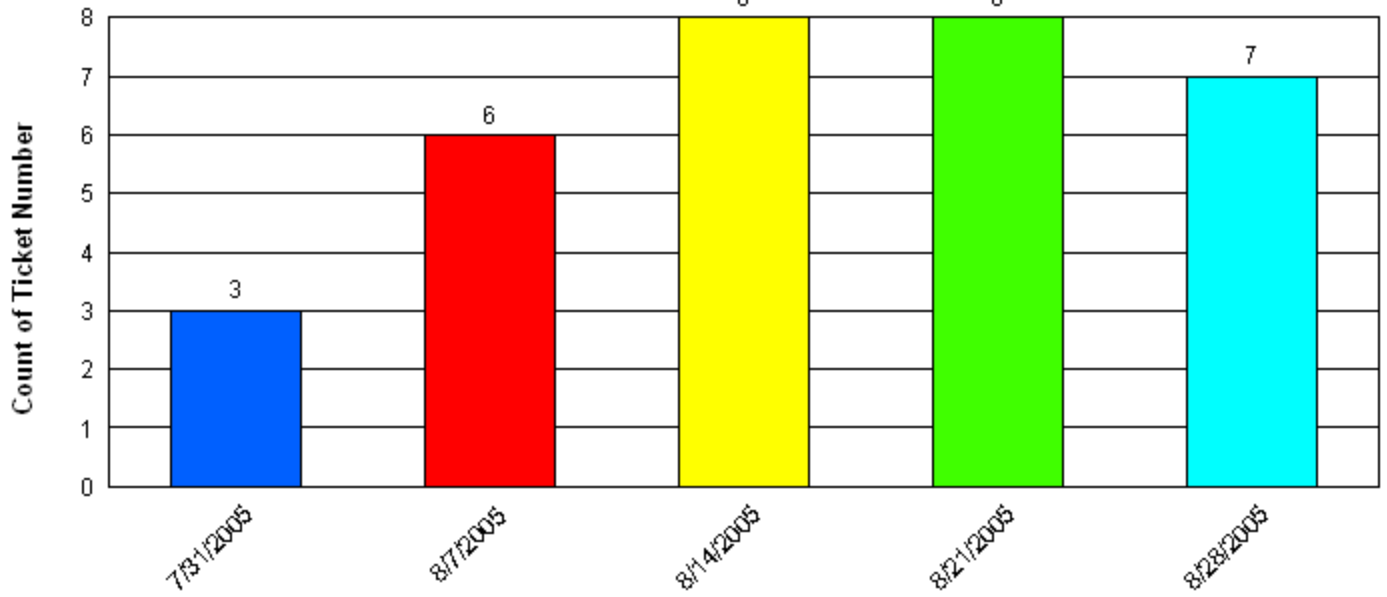
<u>BSG:HR</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
<b>byron</b>	<b>32</b>		
<b>Resolved</b>	<b>Total: 5</b>		
Ticket Number: 0000123484	08/24/2005	1	PS****:Correct UMPYI009.SQR Currently In Production -- Incorrect
<b>Closed</b>	<b>Total: 4</b>		
Ticket Number: 0000123929	08/29/2005		PS****:Trouble printing reports even though process completed succ
Ticket Number: 0000124066	08/30/2005		R0000A:Create STAT CSR and migrate record-level auditing objects t
Ticket Number: 0000123138	08/19/2005		PS****:Fix non-ee to allow hire (non-ee already in system will not al
Ticket Number: 0000121931	08/02/2005		PS**** inactivate JOB.FICA_STATUS_EE (M)Medicare only
<b>darryl</b>	<b>Total: 3</b>		
<b>Closed</b>	<b>Total: 3</b>		
Ticket Number: 0000123054	08/18/2005		P0002A:Department journal not showing unpaid leave codes
Ticket Number: 0000123072	08/18/2005		P0002A:Modify UMBNI008.SQR -- UMBC Back Out Holiday Hours t
Ticket Number: 0000123712	08/26/2005		PS****: Problems with leave accrual process
<b>dsylva</b>	<b>Total: 5</b>		
<b>Closed</b>	<b>Total: 5</b>		
Ticket Number: 0000123097	08/18/2005		Repair DBEs entered in wrong FY
Ticket Number: 0000122397	08/09/2005		PS****: Error occurs when updating a DBE
Ticket Number: 0000122480	08/10/2005		PS****:Distribution has variances
Ticket Number: 0000122673	08/12/2005		PS****:Bob wants a detailed explanation of the impact of missing f
Ticket Number: 0000122554	08/11/2005		PS****: Actuals distribution screen produces 'no matching buffer fou
<b>lrand</b>	<b>Total: 19</b>		
<b>Resolved</b>	<b>Total: 5</b>		
Ticket Number: 0000124194	08/31/2005		PS****:Generate New 2005 Actuals and 2006 Budget Files for Budge
Ticket Number: 0000124052	08/30/2005		PS****:Add DEPTID 10236 to Donique Lewis' existing row level se
Ticket Number: 0000124054	08/30/2005		PS****:Add DEPTID 10022 to Patricia Bentons existing row level s
Ticket Number: 0000124201	08/31/2005		PS****:Send copy of source code for FSKKI001.SQR to UMUC
Ticket Number: 0000124057	08/30/2005		PS****:Add DEPTID 10563 to Jim Milani's existing row level secur
<b>Closed</b>	<b>Total: 14</b>		
Ticket Number: 0000123584	08/25/2005		PS****:Grant emergency access to DEPTID's 10215 and 10212 to Ma
Ticket Number: 0000123600	08/25/2005		PS****:Update Jennifer Cathro's access to reflect DEPTID 10585, n
Ticket Number: 0000123598	08/25/2005		PS****:Grant Kim Leisey additional Row Level Security for DEPTI
Ticket Number: 0000123541	08/25/2005		PS****:Create new row-level security Permission List covering depti
Ticket Number: 0000123605	08/25/2005		PS****:Grant Kim Leisey access to the following DEPTID's: 10535,1
Ticket Number: 0000123607	08/25/2005		PS****:execute script in HRPRD to delete conflicting rows from PS_
Ticket Number: 0000122762	08/15/2005		PS****:Need a Permission List Created
Ticket Number: 0000122955	08/17/2005		PS****:Prepare August 2005 UMSA Report
Ticket Number: 0000122923	08/17/2005		PS****:Need a Permission List Established
Ticket Number: 0000123139	08/19/2005		PS****:Create Permission List for Row-Level Security for 10600 and
Ticket Number: 0000122412	08/09/2005		PS****:PS Support Request
Ticket Number: 0000122462	08/09/2005		PS****:Review Row-Level Security and Create New Permission Lists
Ticket Number: 0000121995	08/02/2005		PS****:Permission List Creation for DEPTID 10563
Ticket Number: 0000122168	08/04/2005		PS****:Permission List Creation/Security Revision

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For BSG:HR



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>BSG:Infrastructure</b>	<b>Total:</b>	<b>125</b>	
<b>BSG:Infra_HP</b>	<b>Total:</b>	<b>1</b>	
<b>Closed</b>	<b>Total:</b>	<b>1</b>	
Ticket Number: 0000122571		08/11/2005	Bthomp3-need user password reset for hp
<b>chriss</b>	<b>Total:</b>	<b>45</b>	
<b>Resolved</b>	<b>Total:</b>	<b>3</b>	
Ticket Number: 0000124011		08/30/2005	Assist Ann with file object migration
Ticket Number: 0000124304		08/31/2005	Need this script to be run in FSPRD (build for CSR #293 (alter
Ticket Number: 0000124012		08/30/2005	Please run attached script to build view in FSTST
<b>Closed</b>	<b>Total:</b>	<b>42</b>	
Ticket Number: 0000123479		08/24/2005	Script for HRDB1
Ticket Number: 0000123702		08/26/2005	Please create attached view in FSDEV
Ticket Number: 0000123516		08/25/2005	Update for FSPRD
Ticket Number: 0000122739		08/15/2005	Script for FSPRD
Ticket Number: 0000122837		08/16/2005	please run script fsdev
Ticket Number: 0000122901		08/16/2005	Pls clone hrprd from 8/9/ into hrtst2
Ticket Number: 0000122896		08/16/2005	Clone of prd
Ticket Number: 0000123250		08/22/2005	FW: script
Ticket Number: 0000122805		08/15/2005	Script for FSDEV
Ticket Number: 0000122804		08/15/2005	Restore HRTST
Ticket Number: 0000122222		08/05/2005	Table Build and Trigger for FSDEV
Ticket Number: 0000122224		08/05/2005	stat and sbx
Ticket Number: 0000122225		08/05/2005	for Chris S. - please migrate CSR 407 into FSPRD
Ticket Number: 0000122449		08/09/2005	pls clone HRPRD from tonight's(08/09) backup into HRDB1
Ticket Number: 0000122312		08/08/2005	Need this script to be run in FSDEV (CSR #304)
Ticket Number: 0000122314		08/08/2005	Need this script to be run in FSDEV (CSR #305)
Ticket Number: 0000122322		08/08/2005	Need assistance with app messaging problem in HRCA instance.
Ticket Number: 0000122333		08/08/2005	pls refresh HRDB1 from a clone of HRPRD,overnight
Ticket Number: 0000122710		08/12/2005	Need this script to be run in FSDEV (build for CSR #425 (Long
Ticket Number: 0000122697		08/12/2005	oracle database access needed
Ticket Number: 0000122665		08/12/2005	please run this in fsprd
Ticket Number: 0000122660		08/12/2005	Need this script to be run in FSDEV (build for CSR #425 (Long
Ticket Number: 0000122517		08/10/2005	pls run attached
Ticket Number: 0000122507		08/10/2005	Script for FSDEV and FSPRD
Ticket Number: 0000122430		08/09/2005	ticket
Ticket Number: 0000122425		08/09/2005	account reset
Ticket Number: 0000122421		08/09/2005	pls backup hrprd for payroll
Ticket Number: 0000122401		08/09/2005	Execute script in HRPRD
Ticket Number: 0000122348		08/08/2005	Need this script to be run in FSDEV (build for CSR #268 (State MBE
Ticket Number: 0000122315		08/08/2005	Need this script to be run in FSDEV (build for CSR #293 (alter
Ticket Number: 0000122313		08/08/2005	Need this script to be run in FSDEV (build for CSR #298)
Ticket Number: 0000122309		08/08/2005	Need this script to be run in FSDEV (build for CSR #293)
Ticket Number: 0000122257		08/05/2005	Unlock Oracle account in UMBC instance
Ticket Number: 0000122357		08/08/2005	pls run attachd sql (fix payroll buffer err - 4205)
Ticket Number: 0000121826		08/01/2005	Please refresh HRDB2 from backup of HRDB3 from evening of 7/31/
Ticket Number: 0000121820		08/01/2005	run attachd sql(updts 3671/4115 annl salaries)
Ticket Number: 0000122001		08/02/2005	STAT slow
Ticket Number: 0000122016		08/03/2005	Modify clone to set the proper retention period for reports
Ticket Number: 0000122137		08/04/2005	Remove STAT from FSUAT
Ticket Number: 0000122132		08/04/2005	Retransmit sallie mae
Ticket Number: 0000122020		08/03/2005	Please build view in FSTST and FSPRD
Ticket Number: 0000121835		08/01/2005	please run script

<b>haddaway</b>		<u>Create</u>	<u>Short Description</u>
<b>Closed</b>		<u>Date</u>	
		<u>Total:</u>	<b>10</b>
		<u>Total:</u>	<b>10</b>
Ticket Number:	0000121997	08/02/2005	new shadow user
Ticket Number:	0000122181	08/04/2005	restore/clone
Ticket Number:	0000122056	08/03/2005	Problem with Seagate Reports
Ticket Number:	0000122004	08/02/2005	new shadow accountn
Ticket Number:	0000122327	08/08/2005	New table in UMBC
Ticket Number:	0000122553	08/11/2005	Script for FSPRD
Ticket Number:	0000122564	08/11/2005	CLONE REQUEST
Ticket Number:	0000122828	08/16/2005	Please run script in FSPRD
Ticket Number:	0000123032	08/18/2005	Accounts needed to run Crystal Reports.
Ticket Number:	0000123431	08/24/2005	Please backup HRPRD Database Instance Prior to running Final Payro

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<b>jeremy</b>			<b>46</b>	
	<b>Resolved</b>		<b>Total: 17</b>	
Ticket Number:	0000124295	08/31/2005		Snapshot of HRPRD restored to HRUAT
Ticket Number:	0000122630	08/11/2005		Develop automated process for a bi-weekly refresh of the HRTRN da
Ticket Number:	0000123474	08/24/2005		Backup of production and restore HRUAT
Ticket Number:	0000123722	08/26/2005		Oracle account needed
Ticket Number:	0000123837	08/29/2005		pls clone hrprd to hrtst2 (latest backup)
Ticket Number:	0000123844	08/29/2005		Update for FSPRD
Ticket Number:	0000124215	08/31/2005		pls use the attachd scripts to create tables in HRTST (there are 12)
Ticket Number:	0000124189	08/31/2005		Rebuild Views in FSUAT
Ticket Number:	0000124177	08/31/2005		Please run attached in FSPRD to resolve Remedy = 0000100360
Ticket Number:	0000124069	08/30/2005		Please run attached in FSDEV
Ticket Number:	0000124038	08/30/2005		pls run attachd in hrprd(updt addl pay 0630)
Ticket Number:	0000123996	08/30/2005		reset time detail in hrtrn
Ticket Number:	0000123950	08/29/2005		Update to XLAT values in epmdev
Ticket Number:	0000123917	08/29/2005		Please execute the attached scripts to build audit tables in HRDEV in
Ticket Number:	0000124245	08/31/2005		please run script (fsprd)
Ticket Number:	0000123953	08/29/2005		Please execute the attached scripts against HRDEV instance to create a
Ticket Number:	0000123859	08/29/2005		retriever Slow
	<b>Closed</b>		<b>Total: 29</b>	
Ticket Number:	0000123284	08/22/2005		backup
Ticket Number:	0000123382	08/23/2005		Update Statement for FSPRD
Ticket Number:	0000123386	08/23/2005		please run script in fsprd
Ticket Number:	0000123487	08/24/2005		Execute script in HRPRD
Ticket Number:	0000123425	08/24/2005		Please run attached script in FSDEV
Ticket Number:	0000123377	08/23/2005		Remove STAT from HRDB1 instance database
Ticket Number:	0000123330	08/23/2005		Execute script in HRPRD
Ticket Number:	0000122871	08/16/2005		export table
Ticket Number:	0000123235	08/22/2005		please run script FSPRD
Ticket Number:	0000123133	08/19/2005		One more time, table export
Ticket Number:	0000123101	08/18/2005		Execute script in HRPRD
Ticket Number:	0000122975	08/17/2005		Please run in FSTST
Ticket Number:	0000122941	08/17/2005		please run script to fix dups (FSPRD)
Ticket Number:	0000122940	08/17/2005		please run script in fssbx
Ticket Number:	0000122928	08/17/2005		UW_employees procedures
Ticket Number:	0000122886	08/16/2005		New view in epmdev
Ticket Number:	0000122861	08/16/2005		Pls run attachd script in hrprd(chg non-ee to ee 8553)
Ticket Number:	0000122859	08/16/2005		Script for FSPRD
Ticket Number:	0000122456	08/09/2005		Grant select on UWE in EPMDEV
Ticket Number:	0000122894	08/16/2005		Need this script to be run in FSTST (build for CSR #425 (Long
Ticket Number:	0000121912	08/02/2005		Reporting instance
Ticket Number:	0000121949	08/02/2005		Working Directory
Ticket Number:	0000122188	08/04/2005		Script for FSDEV (can wait until Friday Morning)
Ticket Number:	0000122162	08/04/2005		Script for FSSBX
Ticket Number:	0000122082	08/03/2005		Execute script in HRPRD
Ticket Number:	0000121974	08/02/2005		Grants contract NCC5494 cannot be updated
Ticket Number:	0000121937	08/02/2005		Need this script to be run in FSTST (CSR #400,
Ticket Number:	0000121856	08/01/2005		build view in FSDEV
Ticket Number:	0000121881	08/01/2005		Need this script to be run in FSTST (CSR #400,
<b>jgood</b>			<b>Total: 2</b>	
	<b>Closed</b>		<b>Total: 2</b>	
Ticket Number:	0000121975	08/02/2005		User rkhalil1 1 needs access to netsaint; Contact: Anna Snaidach at 5
Ticket Number:	0000123581	08/25/2005		schedule this script to run every morning at 5:15 AM starting tomorro

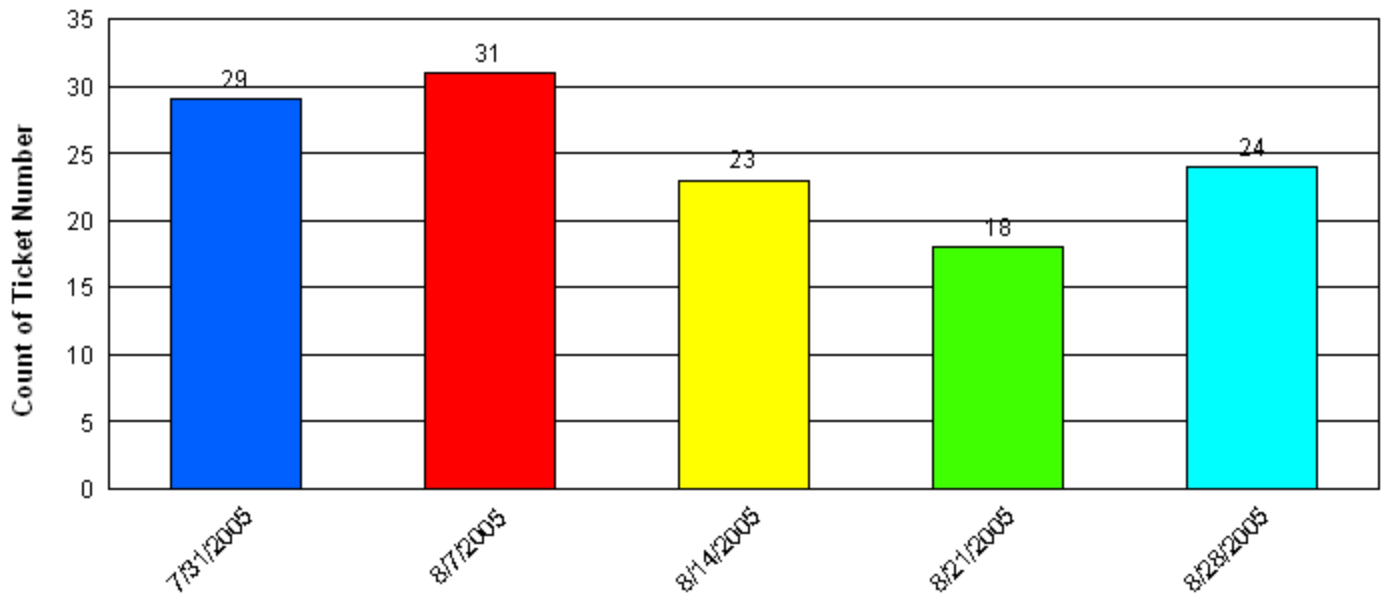
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>kirby</b>	<u>Total:</u> 1	
<b>Closed</b>	<u>Total:</u> 1	
Ticket Number: 0000122634	08/11/2005	Modify Script on HP3000 that transfers payroll files from UMCP to h
<b>kjoseph</b>	<u>Total:</u> 3	
<b>Closed</b>	<u>Total:</u> 3	
Ticket Number: 0000121822	08/01/2005	Parking Services 05/06 Prep
Ticket Number: 0000122135	08/04/2005	Adjust HP myUMBC to accept additional connections for Uportal im
Ticket Number: 0000122930	08/17/2005	test for remedy
<b>ostrove</b>	<u>Total:</u> 10	
<b>Resolved</b>	<u>Total:</u> 4	
Ticket Number: 0000124263	08/31/2005	Batch & Print Pro Print Error
Ticket Number: 0000124270	08/31/2005	Questions from the New Jersey Institute of Technology
Ticket Number: 0000123596	08/25/2005	Kathy Blank needs scp access to hr-ntps HRDB1
Ticket Number: 0000124088	08/30/2005	Batch & Print Pro Print Error
<b>Closed</b>	<u>Total:</u> 6	
Ticket Number: 0000123115	08/18/2005	HMC error
Ticket Number: 0000122250	08/05/2005	password protecting zip files on rsumbc3
Ticket Number: 0000122472	08/10/2005	Please remove serine.biosci from group DEPT (nagios)
Ticket Number: 0000122435	08/09/2005	Add new servers to Lan group on Netsaint
Ticket Number: 0000122704	08/12/2005	grad school document imaging system
Ticket Number: 0000122547	08/10/2005	legato issues
<b>riedel</b>	<u>Total:</u> 7	
<b>Resolved</b>	<u>Total:</u> 4	
Ticket Number: 0000123959	08/29/2005	Please add bluegrit.cs.umbc.edu to dept
Ticket Number: 0000124243	08/31/2005	Oracle 10g client and PHP on Marcells
Ticket Number: 0000124028	08/30/2005	Edit logwatch to ignore certain lines
Ticket Number: 0000124320	08/31/2005	kill session for mglasser in epmdev
<b>Closed</b>	<u>Total:</u> 3	
Ticket Number: 0000123614	08/25/2005	Please schedule this script on HRDEV.PS
Ticket Number: 0000123141	08/19/2005	Restore HRPRD
Ticket Number: 0000123142	08/19/2005	Legato is being flaky

Create  
Date

Short Description

## Count of Ticket Number / Create Date

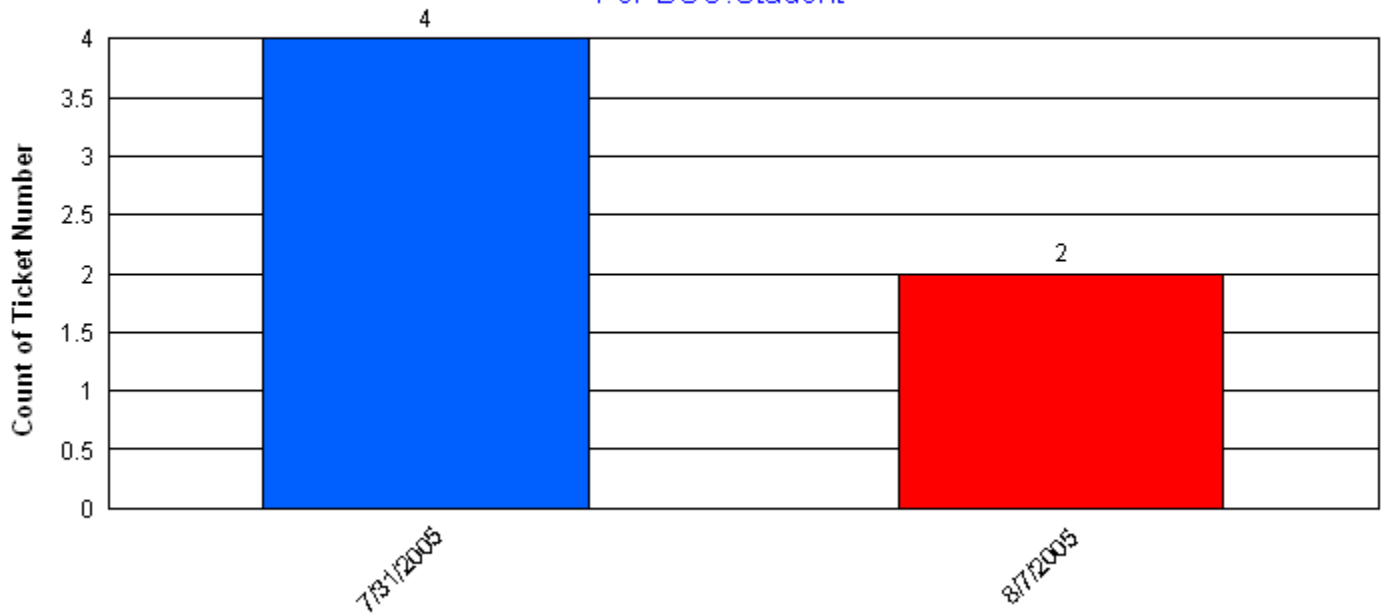
For BSG:Infrastructure



BSG:Student		<u>Create</u> <u>Date</u>	<u>Short Description</u>
<b>blanchet</b>		<b>Total: 6</b>	
<b>Closed</b>		<b>Total: 4</b>	
Ticket Number:	0000122292	08/08/2005	ABORT: ARBR3979 JMS#3374/J#7051
Ticket Number:	0000122294	08/08/2005	ABORT:TCBR2203
Ticket Number:	0000121911	08/02/2005	Abort: ARBR3952
Ticket Number:	0000122204	08/05/2005	ABORT: ARBR3979
<b>dina</b>		<b>Total: 2</b>	
<b>Closed</b>		<b>Total: 2</b>	
Ticket Number:	0000121924	08/02/2005	Dave unable to access his R25 account
Ticket Number:	0000122028	08/03/2005	Copy files for Jung

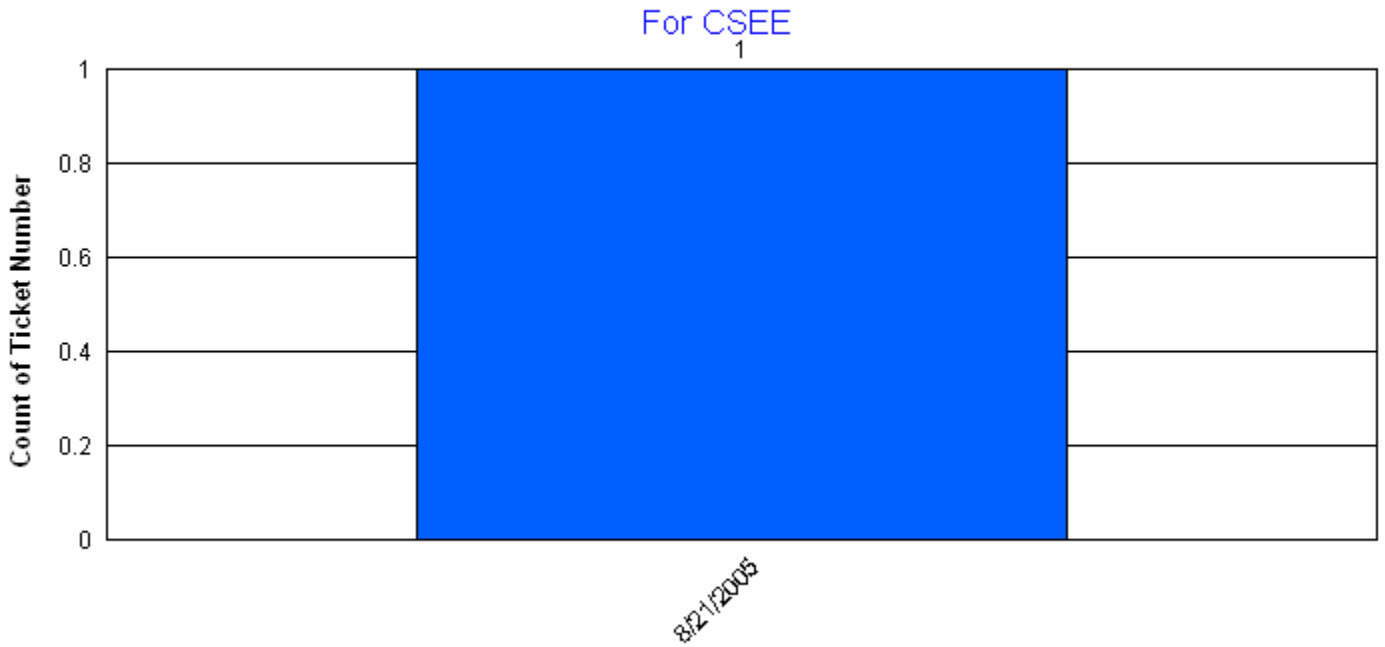
## Count of Ticket Number / Create Date

For BSG:Student



CSEE	Total:	Create Date	Short Description
bhowell1	1		
Closed	Total: 1		
Ticket Number: 0000123549		08/25/2005	[Fwd: USB Port problem]

## Count of Ticket Number / Create Date



		<u>Create</u>	<u>Short Description</u>
<b>DPET</b>	<b>Total:</b>	<b>Date</b>	
	<b>92</b>		
<b>gluo1</b>		<b>Total: 50</b>	
<b>Resolved</b>		<b>Total: 8</b>	
Ticket Number:	0000123470	08/24/2005	Projector for 8/29
Ticket Number:	0000124241	08/31/2005	No subject
Ticket Number:	0000123906	08/29/2005	ELC Lab, office disk
Ticket Number:	0000123905	08/29/2005	Computer need office disk
Ticket Number:	0000123858	08/29/2005	Rebuild computer
Ticket Number:	0000123813	08/28/2005	download question
Ticket Number:	0000123902	08/29/2005	Computer can't connect to the network
Ticket Number:	0000123711	08/26/2005	help digitalizing video
<b>Closed</b>		<b>Total: 42</b>	
Ticket Number:	0000123287	08/22/2005	Printer Problem
Ticket Number:	0000123467	08/24/2005	AD account
Ticket Number:	0000123984	08/30/2005	Computers in ELC Teachers' Work area
Ticket Number:	0000123469	08/24/2005	Getting access to file on ELC secured drive
Ticket Number:	0000123466	08/24/2005	AD account
Ticket Number:	0000123414	08/23/2005	Out Of the Office
Ticket Number:	0000123420	08/24/2005	Lisa Gambino
Ticket Number:	0000123465	08/24/2005	AD account
Ticket Number:	0000123439	08/24/2005	creat an AD account
Ticket Number:	0000123407	08/23/2005	Printer in my office
Ticket Number:	0000122783	08/15/2005	workshop tomorrow
Ticket Number:	0000122787	08/15/2005	Laptop Configuration
Ticket Number:	0000122953	08/17/2005	No Access to H: Drive
Ticket Number:	0000123179	08/19/2005	Configure PC
Ticket Number:	0000123104	08/18/2005	Logman not activated?
Ticket Number:	0000123089	08/18/2005	Put computer on AD
Ticket Number:	0000123031	08/18/2005	Master Key
Ticket Number:	0000122934	08/17/2005	Need to make sure all servers are updated and patched
Ticket Number:	0000122850	08/16/2005	Projector Setup - 8/18/2005
Ticket Number:	0000122785	08/15/2005	Possible broken Wireless Card
Ticket Number:	0000122129	08/04/2005	Removal of Room ACIV-B 460
Ticket Number:	0000121936	08/02/2005	ELC computer lab
Ticket Number:	0000122077	08/03/2005	reimage the ELC lab
Ticket Number:	0000122126	08/04/2005	LCD Monitor and Computer Set-Up - August 5, 2005
Ticket Number:	0000122153	08/04/2005	Prepare the ELC lab for the fall semester
Ticket Number:	0000122151	08/04/2005	bad port on a hub in the elc lab
Ticket Number:	0000122103	08/03/2005	Longman presentations
Ticket Number:	0000121948	08/02/2005	New Web Splash Page
Ticket Number:	0000121939	08/02/2005	Scanner Problems
Ticket Number:	0000122228	08/05/2005	Email Formatting
Ticket Number:	0000122316	08/08/2005	Sonja Follett
Ticket Number:	0000122423	08/09/2005	Novell account
Ticket Number:	0000122350	08/08/2005	[Fwd: R25 link]
Ticket Number:	0000122502	08/10/2005	Printer on 10th floor of Admin Bldg.
Ticket Number:	0000122583	08/11/2005	Novell account password
Ticket Number:	0000122594	08/11/2005	aval1 in secured drive
Ticket Number:	0000122689	08/12/2005	Adding staff to ELC Unsecured Share Drive
Ticket Number:	0000122702	08/12/2005	ISD Lab Files
Ticket Number:	0000122598	08/11/2005	ISD Lab and Drop-in Lab Flash Update
Ticket Number:	0000122586	08/11/2005	FW: Sonja Follett
Ticket Number:	0000122515	08/10/2005	toner out
Ticket Number:	0000122494	08/10/2005	Macromedia Captivate on a drop-in lab computer

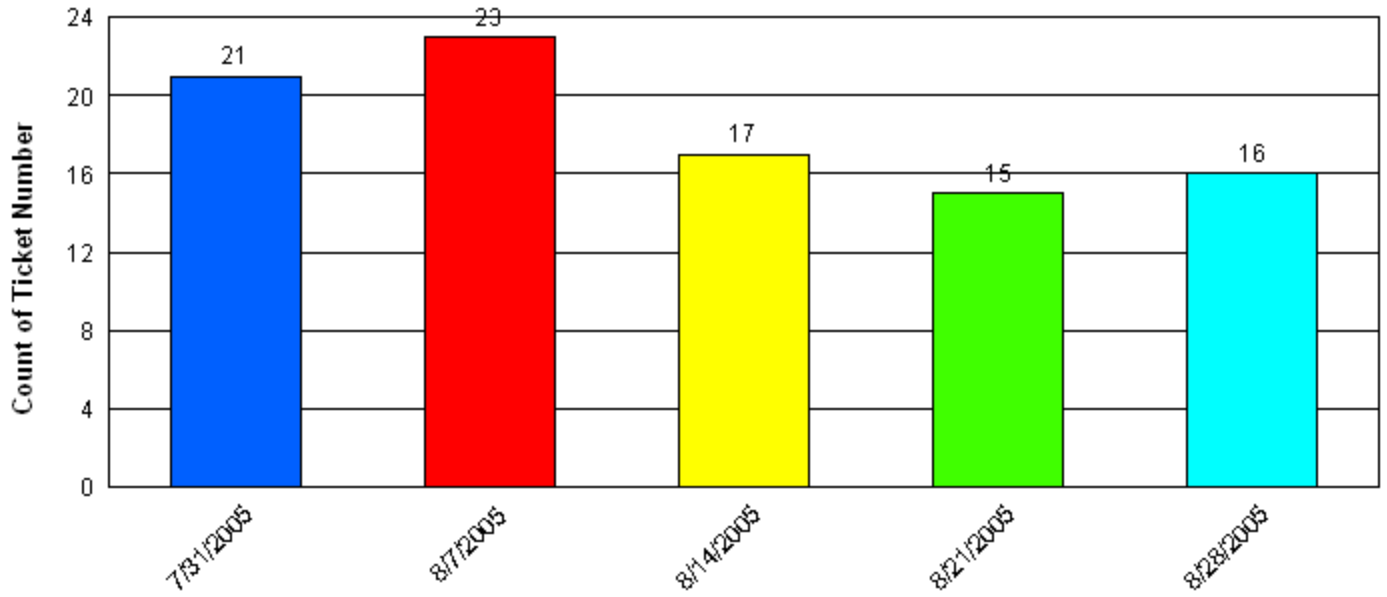
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>jglove1</b>	<b>Total: 30</b>	
<b>Resolved</b>	<b>Total: 9</b>	
Ticket Number: 0000122648	08/12/2005	Optiplex GX150
Ticket Number: 0000123586	08/25/2005	Build Winter 2006 Website
Ticket Number: 0000124013	08/30/2005	Setting up Computer Workstation
Ticket Number: 0000123993	08/30/2005	XCatalyst Review
Ticket Number: 0000123985	08/30/2005	Comcast E-Mail
Ticket Number: 0000123947	08/29/2005	Zip?
Ticket Number: 0000123940	08/29/2005	ISD Student Profile Updating
Ticket Number: 0000123957	08/29/2005	Meeting
Ticket Number: 0000123907	08/29/2005	Lab schedule
<b>Closed</b>	<b>Total: 21</b>	
Ticket Number: 0000123285	08/22/2005	ACIV-B Front Office Set-Up
Ticket Number: 0000123970	08/29/2005	access to Novell for new teachers
Ticket Number: 0000123500	08/24/2005	Hang Whiteboard
Ticket Number: 0000123288	08/22/2005	ACIV-B 461 Conference
Ticket Number: 0000122838	08/16/2005	Lisa Gambino Accounts
Ticket Number: 0000123177	08/19/2005	Order 2 Whiteboards
Ticket Number: 0000122380	08/09/2005	No: I/Secured/Inquiry information file
Ticket Number: 0000122434	08/09/2005	Active Directory Request
Ticket Number: 0000122451	08/09/2005	AD Generic User Account
Ticket Number: 0000122450	08/09/2005	Trajan Normal, and Trajan Regular
Ticket Number: 0000122666	08/12/2005	Online Order Form
Ticket Number: 0000122386	08/09/2005	Computer running slow
Ticket Number: 0000121877	08/01/2005	New class for web page ad
Ticket Number: 0000121887	08/01/2005	Obtain Access Rights for Training Centers Website
Ticket Number: 0000121964	08/02/2005	xcat log-in
Ticket Number: 0000122833	08/16/2005	Accounts for Lisa Gambino
Ticket Number: 0000122043	08/03/2005	Jack not functional
Ticket Number: 0000121982	08/02/2005	Remove Links to Class Rosters from AP Pages
Ticket Number: 0000121980	08/02/2005	Get Info on Web site
Ticket Number: 0000121889	08/01/2005	Update Training Centers Website to Reflect Erickson School
Ticket Number: 0000121916	08/02/2005	Create list of web links for AP World History
<b>stevenhl</b>	<b>Total: 12</b>	
<b>Resolved</b>	<b>Total: 3</b>	
Ticket Number: 0000124286	08/31/2005	Exporting Oracle data to Excel
Ticket Number: 0000121892	08/01/2005	Laptop for Shady Grove Faculty Member
Ticket Number: 0000123084	08/18/2005	Mouse
<b>Closed</b>	<b>Total: 9</b>	
Ticket Number: 0000122924	08/17/2005	Cannot log into machine
Ticket Number: 0000123178	08/19/2005	Projector Hanging Cost
Ticket Number: 0000121890	08/01/2005	Cell Phone
Ticket Number: 0000121950	08/02/2005	FW: Returned mail: Service unavailable
Ticket Number: 0000122432	08/09/2005	Needs to borrow a digital camera
Ticket Number: 0000122680	08/12/2005	Oracle Database report correction
Ticket Number: 0000122633	08/11/2005	Need to set up Dell Axim
Ticket Number: 0000122772	08/15/2005	URGENT HELP REQUESTED-Problem with Oracle database
Ticket Number: 0000122453	08/09/2005	Needs access to log into AD DPET Machines

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For DPET



	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>Desktop Support</b>	<b>Total: 405</b>	
<b>Desktop</b>	<b>Total: 13</b>	
<b>Closed</b>	<b>Total: 13</b>	
Ticket Number: 0000122296	08/08/2005	OTD - can not get into pc today
Ticket Number: 0000122484	08/10/2005	Chem - Just got acct info and it is not working
Ticket Number: 0000123227	08/22/2005	Parker/Geog - problem with downloading mcafee...
Ticket Number: 0000122566	08/11/2005	Moved to new office and calendar is not working
Ticket Number: 0000123226	08/22/2005	Wilt-Library - receive a legacy error when trying to unlock windows
Ticket Number: 0000122918	08/17/2005	ORL - machine froze at a security update load this morning
Ticket Number: 0000122946	08/17/2005	Terry-How can faculty access novell drives from home...
Ticket Number: 0000123042	08/18/2005	Parent-Son will be new freshman this fall....
Ticket Number: 0000123043	08/18/2005	Staff-asked what type when saving a document
Ticket Number: 0000123025	08/18/2005	Claire/type in caps for IE when trying to enter myUMBC
Ticket Number: 0000123627	08/26/2005	migrate pc to AD
Ticket Number: 0000124021	08/30/2005	Patty/do we have upgraded version of adobe
Ticket Number: 0000124085	08/30/2005	SOWK - Do mouse cords come longer
<b>brb1</b>	<b>Total: 5</b>	
<b>Resolved</b>	<b>Total: 2</b>	
Ticket Number: 0000123241	08/22/2005	Potomac 102; keeps getting kicked off every 5 min
Ticket Number: 0000124239	08/31/2005	Resnet Setup (169 ip)
<b>Closed</b>	<b>Total: 3</b>	
Ticket Number: 0000121925	08/02/2005	[PC s/w] AD811: Missing HP CLJ 4650
Ticket Number: 0000121926	08/02/2005	No sound coming out of speakers
Ticket Number: 0000121955	08/02/2005	Customer needs AD printers installed on machine; ext. 53979; Room
<b>chrism</b>	<b>Total: 12</b>	
<b>Resolved</b>	<b>Total: 2</b>	
Ticket Number: 0000124153	08/31/2005	FA437: install HP printer
Ticket Number: 0000124157	08/31/2005	Tree or server can not be found
<b>Closed</b>	<b>Total: 10</b>	
Ticket Number: 0000121806	08/01/2005	Give AD access to Vicki Sipe
Ticket Number: 0000121825	08/01/2005	Admin831: need to have access to H drive
Ticket Number: 0000122220	08/05/2005	Mia is getting an MS Access database error.
Ticket Number: 0000121967	08/02/2005	New PC setup [was: software installation]
Ticket Number: 0000122550	08/10/2005	Adding Personal Laptop to Active Directory
Ticket Number: 0000122636	08/11/2005	reference desk computer
Ticket Number: 0000122640	08/12/2005	Customers computer shuts down upon startup; ext. 52772; Room 91
Ticket Number: 0000122643	08/12/2005	No Access to H drive files
Ticket Number: 0000122618	08/11/2005	student is requesting SAS to be install on his PC.
Ticket Number: 0000122427	08/09/2005	Need oracle client installed on Testscore PC

<b>edortiz</b>		<u>Create</u>	<u>Short Description</u>
<b>Resolved</b>		<u>Date</u>	
		<u>Total:</u> 93	
		<u>Total:</u> 17	
Ticket Number:	0000122530	08/10/2005	SIS/Reflection/HP Log IN
Ticket Number:	0000122589	08/11/2005	Office Of Student Life Printer
Ticket Number:	0000122679	08/12/2005	UMBC laptop has blue screen of death
Ticket Number:	0000122759	08/15/2005	Win 98 Desktop lost virus protection, etc
Ticket Number:	0000124100	08/30/2005	Admin. Privledges, log-in/password change, and printer problem
Ticket Number:	0000123986	08/30/2005	Dell Diagnostoc error on pc boot
Ticket Number:	0000123973	08/29/2005	Use reports Economics printing queue is stuck with error
Ticket Number:	0000123933	08/29/2005	Computer Access - Create Novell/AD access
Ticket Number:	0000123867	08/29/2005	Error Messages for Outlook Express
Ticket Number:	0000123709	08/26/2005	Ticket #123695
Ticket Number:	0000123629	08/26/2005	[Fwd: network/software install]
Ticket Number:	0000123504	08/24/2005	user is unable to bring up any one else's calendar
Ticket Number:	0000123293	08/22/2005	Work Order Request
Ticket Number:	0000123264	08/22/2005	Work Order Request
Ticket Number:	0000123165	08/19/2005	AD 906: MS Word keeps lagging
Ticket Number:	0000122690	08/12/2005	Customer PC is compromised - please backup data, reformat, reinstall
Ticket Number:	0000124269	08/31/2005	Printers to repair please

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000123286	08/22/2005	76	Work Order Request
Ticket Number: 0000123312	08/22/2005		Larry Evans/Add to AD
Ticket Number: 0000123534	08/25/2005		Commons 309: Needs Calendar Install
Ticket Number: 0000123536	08/25/2005		Commons 309; can't run any programs when trying to open Office so
Ticket Number: 0000123590	08/25/2005		Needs to sync Corporate Calendar
Ticket Number: 0000123548	08/25/2005		[Fwd: [Fwd: Shared Email Account]]
Ticket Number: 0000123387	08/23/2005		255 PUP
Ticket Number: 0000123384	08/23/2005		Laptop added to Printer
Ticket Number: 0000123321	08/22/2005		computer in a lab have no access to a newly installed printer
Ticket Number: 0000123340	08/23/2005		Setup new hard drive (old one crashed)
Ticket Number: 0000122766	08/15/2005		Customer's virus definitions are corrupted, needs a re-install; ext. 5249
Ticket Number: 0000122778	08/15/2005		Customer needs ad printers added to machine; ext. 53155; Room 232 P
Ticket Number: 0000123333	08/23/2005		Customer can not log in to workstation
Ticket Number: 0000123144	08/19/2005		Customer cannot access the i drive the rest of her drives are still there;
Ticket Number: 0000123471	08/24/2005		Staff would like office installed on his home machine (he'll bring it in
Ticket Number: 0000123095	08/18/2005		Customer would like a re-install of Office 2003; ext. 52206; Room R
Ticket Number: 0000123039	08/18/2005		Commons1B02; myDocuments, myComputer looks up when he bro
Ticket Number: 0000123033	08/18/2005		AD805: monitor has green light but hard drive is not powering on
Ticket Number: 0000123013	08/17/2005		Virus Infection
Ticket Number: 0000122971	08/17/2005		Computer Switch
Ticket Number: 0000122959	08/17/2005		I Drive
Ticket Number: 0000122944	08/17/2005		hist2 general account not working for machine ad730
Ticket Number: 0000122904	08/16/2005		Work Order-Need help w/a memory stick
Ticket Number: 0000122870	08/16/2005		Customer need AD on his machine; ext. 53488; Room 613 ADMIN B
Ticket Number: 0000123242	08/22/2005		New person starting in OIA
Ticket Number: 0000123196	08/19/2005		urgent!
Ticket Number: 0000123114	08/18/2005		connector Outlook to Calendar
Ticket Number: 0000122784	08/15/2005		Customer needs login access to a machine; ext. 52624; Room 224 Adm
Ticket Number: 0000122779	08/15/2005		VPN client
Ticket Number: 0000122244	08/05/2005		customer gets a run-time error when using internet explorer
Ticket Number: 0000122703	08/12/2005		user needs novell installed on a machine
Ticket Number: 0000122701	08/12/2005		customer needs to have ms office installed
Ticket Number: 0000122691	08/12/2005		assign IP to printer
Ticket Number: 0000122682	08/12/2005		Setup better access for XP in Chem 456
Ticket Number: 0000122681	08/12/2005		AD printer not able to connect via AD
Ticket Number: 0000122616	08/11/2005		Need to get windows pw off of machine-and setup for general use
Ticket Number: 0000122615	08/11/2005		Tree or server could not be found- Please call to contact;
Ticket Number: 0000123426	08/24/2005		PC needs to be checked out for virus and the software
Ticket Number: 0000122579	08/11/2005		Two Computers
Ticket Number: 0000122719	08/13/2005		Public Policy 417: Problems with Outlook Express and dialup settings
Ticket Number: 0000122754	08/15/2005		Since AD do not see History dept printers
Ticket Number: 0000122708	08/12/2005		Windows behaviour is strange
Ticket Number: 0000122556	08/11/2005		Several issues relating to Novell-
Ticket Number: 0000122531	08/10/2005		Help!
Ticket Number: 0000122504	08/10/2005		Password Reset for Local account on workstation
Ticket Number: 0000122499	08/10/2005		Work Order Request
Ticket Number: 0000122485	08/10/2005		Put computer on AD
Ticket Number: 0000122439	08/09/2005		request for SAS 9.1.2
Ticket Number: 0000122420	08/09/2005		Computer is frozen on a screen that says "beginning dump of physical
Ticket Number: 0000122308	08/08/2005		Customer needs AD permissions to access a certain computer; ext. 54
Ticket Number: 0000122587	08/11/2005		PUP 015; grad lab; need to be able to install software
Ticket Number: 0000122384	08/09/2005		Shockwave, Flash, Quicktime plugins for Mozilla
Ticket Number: 0000122414	08/09/2005		Customer does not have access rights to modify folders on his own ma
Ticket Number: 0000122387	08/09/2005		Not receiving a network connection

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000123405	08/23/2005	Printer problems
Ticket Number: 0000122208	08/05/2005	Customers A: disk drive is not responding; ext. 3597; Room 106EFac
Ticket Number: 0000121815	08/01/2005	Can not log onto another machine - Acct/pw not working
Ticket Number: 0000121805	08/01/2005	Pocket PC Calendar Sync
Ticket Number: 0000121891	08/01/2005	Work Order Request-Myocera not syncing with desktop
Ticket Number: 0000121917	08/02/2005	Commons 334; keeps rebooting automatically
Ticket Number: 0000121958	08/02/2005	SOWK
Ticket Number: 0000122134	08/04/2005	Customer gets only the windows log on screen and not the "novell sc
Ticket Number: 0000122105	08/03/2005	software download
Ticket Number: 0000122098	08/03/2005	user needs virus removed from machine.
Ticket Number: 0000122095	08/03/2005	Computer Tested for Viruses and Proper Configuration
Ticket Number: 0000122106	08/03/2005	No subject
Ticket Number: 0000122054	08/03/2005	Customer needs network printer added to her machine; ext. 52144; Ro
Ticket Number: 0000122037	08/03/2005	Uninstalled novell - would like it or something similar reinstalled
Ticket Number: 0000122560	08/11/2005	SS507a; setup machine
Ticket Number: 0000121970	08/02/2005	Computer is using 100 percent of memory resources to connect to the n
Ticket Number: 0000122166	08/04/2005	AD Admin access
Ticket Number: 0000122808	08/15/2005	RE: 122095 Counseling Center Printing
Ticket Number: 0000122155	08/04/2005	home computer in need of microsoft office
Ticket Number: 0000121963	08/02/2005	Customer's PC randomly shuts down over and over; ext. 52472; Roo
Ticket Number: 0000121952	08/02/2005	PC Setup
Ticket Number: 0000122027	08/03/2005	Error on boot, not being able to locate primary drives
<b>kirkley1</b>	<u>Total:</u> <b>13</b>	
<b>Resolved</b>	<u>Total:</u> <b>6</b>	
Ticket Number: 0000124316	08/31/2005	RESNET On-site: Free diagnostic: PC does not boot
Ticket Number: 0000124082	08/30/2005	Dr. Stanley Feldstein's PC/New Hard Drive
Ticket Number: 0000124045	08/30/2005	internet troubles
Ticket Number: 0000124117	08/30/2005	User is disconnected after periods of idling
Ticket Number: 0000124120	08/30/2005	User is getting Media Disconnected error
Ticket Number: 0000124223	08/31/2005	Jack Check
<b>Closed</b>	<u>Total:</u> <b>7</b>	
Ticket Number: 0000123475	08/24/2005	Customer would like Office installed on her machine; ext. 52019; Roo
Ticket Number: 0000122800	08/15/2005	Customer needs AD printer installed on machine; ext. 52380; Room 4
Ticket Number: 0000122847	08/16/2005	Installation of Acrobat/Adobe
Ticket Number: 0000121814	08/01/2005	[PC s/w] TEC1.003: No Home Drive/Migrate to AD
Ticket Number: 0000121927	08/02/2005	[PC s/w] AD1001: Can not connect to GL through WinSCP
Ticket Number: 0000122289	08/07/2005	User unable to connect at night, only in mornings
Ticket Number: 0000122508	08/10/2005	COMM335: Can not print 2-sided copies

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<b>lasuk</b>		<u>Total:</u>	<b>74</b>	
	<b>Resolved</b>	<u>Total:</u>	<b>23</b>	
Ticket Number:	0000121816	08/01/2005		[PC s/w] ITE325: Migrate to AD
Ticket Number:	0000121983	08/02/2005		[PC s/w] BS464: Re-install winxp novell & matlab.
Ticket Number:	0000123021	08/17/2005		[Mac s/w] CHEM464: having problems opening Excel File
Ticket Number:	0000123007	08/17/2005		CHEM444: Network Problems
Ticket Number:	0000123066	08/18/2005		[PC s/w] THR153: drive mappings
Ticket Number:	0000123140	08/19/2005		[PC s/w] ACIV437: Microsoft Outlook messages
Ticket Number:	0000123158	08/19/2005		RAC300: Configure Blackberry Settings
Ticket Number:	0000124150	08/31/2005		[Mac s/w] AcIV 329: setup printing
Ticket Number:	0000124105	08/30/2005		Machine needs to be joined to AD
Ticket Number:	0000124049	08/30/2005		[PC s/w] BS407: Generic login account doesn't have admin rights
Ticket Number:	0000124048	08/30/2005		Mcafee Downloads
Ticket Number:	0000124046	08/30/2005		Virex
Ticket Number:	0000123976	08/29/2005		[PC s/w] ACIV308: User can login into Novell, but not Windows Wor
Ticket Number:	0000123974	08/29/2005		[PC s/w] ACIV308: User needs printer added to AD/Novell printers
Ticket Number:	0000123962	08/29/2005		[Mac s/w] FA446: Install MS Office for Mac & hookup printer
Ticket Number:	0000124041	08/30/2005		[net] PUP304: faulty linksys 10/100 switch
Ticket Number:	0000123555	08/25/2005		doesn't allow him to create directories or postpone messages
Ticket Number:	0000123458	08/24/2005		[Mac s/w] AD222: Customer cannot see his h drive on novell.umbc.
Ticket Number:	0000123443	08/24/2005		FA545: Customer needs help with her webmail SPAM folder
Ticket Number:	0000123428	08/24/2005		Customer is not able to access the network.
Ticket Number:	0000123416	08/24/2005		[Mac s/w] BS324: Install Cisco VPN Client
Ticket Number:	0000123381	08/23/2005		RAC300: Configure Blackberry Settings
Ticket Number:	0000123311	08/22/2005		PHYS327: Activate jack# 327-B05

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
		51	
Ticket Number: 0000123305	08/22/2005		[PC s/w] TMP125: remove virus
Ticket Number: 0000123329	08/23/2005		[PC s/w] RAC321A: Can not make connection to host - Dreamweaver
Ticket Number: 0000123339	08/23/2005		[PC s/w] AD704: Customer can not print to networked ad printer
Ticket Number: 0000122763	08/15/2005		[Mac s/w] FA443: Problem with G5 and CD-RWs
Ticket Number: 0000123106	08/18/2005		TMP125: verify if jacks are live
Ticket Number: 0000123208	08/20/2005		[Mac s/w] TRC262: Cannot logon to myUMBC via Mozilla
Ticket Number: 0000123308	08/22/2005		[Mac s/w] Entourage sending and vernier non-redirect errors
Ticket Number: 0000123253	08/22/2005		[Mac s/w] Chem475D: Network and software install for Mac iBook
Ticket Number: 0000123184	08/19/2005		[PC s/w] ITE408: Trouble with installing Matlab.
Ticket Number: 0000122986	08/17/2005		New mac install in philsofhy department.
Ticket Number: 0000122227	08/05/2005		CHEM556: Win98 can't print
Ticket Number: 0000122249	08/05/2005		PUP408: Acc't need privs to AD Printers
Ticket Number: 0000122721	08/13/2005		[Mac s/w] LIB216F: not able to download new e-mail messages
Ticket Number: 0000122639	08/12/2005		Virex update on Mac
Ticket Number: 0000122628	08/11/2005		PUP420: User can't print to dep't printers
Ticket Number: 0000122627	08/11/2005		[PC s/w] AD701: User can't print from laptop
Ticket Number: 0000122575	08/11/2005		ECS021MAC07: keeps asking to reboot
Ticket Number: 0000122521	08/10/2005		[Mac s/w] Chem475D: Software installation on a Mac
Ticket Number: 0000122496	08/10/2005		[site survey] LIB151: install 2 data jacks
Ticket Number: 0000122403	08/09/2005		Chem378: Upgrade to MacOS 10.3
Ticket Number: 0000123423	08/24/2005		[Mac s/w] FA467: Install Office for Mac
Ticket Number: 0000122343	08/08/2005		[PC s/w] AD202: AD Printers do not show up in Photoshop
Ticket Number: 0000122329	08/08/2005		Not able to Scan or Print to Xerox Copier 47ST
Ticket Number: 0000122318	08/08/2005		Need latest version of virex installed on laptop MacOS 10.4.2
Ticket Number: 0000121810	08/01/2005		ERK152: may need workstation access
Ticket Number: 0000122353	08/08/2005		user's ad account doesn't have privs for dept printers
Ticket Number: 0000122209	08/05/2005		[Mac s/w] AD621: Customer needs afs client installed on his compute
Ticket Number: 0000121959	08/02/2005		generic lab account needs printer privs
Ticket Number: 0000121900	08/01/2005		Novell account/AD join
Ticket Number: 0000121894	08/01/2005		AD print queue privs required
Ticket Number: 0000121865	08/01/2005		[PC s/w] PUP228: Customer cannot print to AD printers may need a r
Ticket Number: 0000121851	08/01/2005		[PC s/w] AD925: User needs training for Oracle Calendar
Ticket Number: 0000121832	08/01/2005		[PC s/w] LIB155: Home drive missing/migrate user to AD
Ticket Number: 0000121828	08/01/2005		[PC s/w] AD205: adding a printer - App't Tues
Ticket Number: 0000122156	08/04/2005		PUP335: Migrate to AD
Ticket Number: 0000121864	08/01/2005		PUP013: user doesn't have privs to printer
Ticket Number: 0000121869	08/01/2005		AD818: Problem printing heavyweight paper from tray 1 of Xerox W
Ticket Number: 0000122192	08/04/2005		[site survey] LIB216F: Install 1 new data line
Ticket Number: 0000122190	08/04/2005		Jack Check
Ticket Number: 0000122183	08/04/2005		Takes a long time to save files to H: drive
Ticket Number: 0000122178	08/04/2005		ITE302: Apple MacOS 10.4 (Tiger) diskette needed
Ticket Number: 0000122194	08/04/2005		[PC s/w] LIB216B: Printer to be hooked up to network
Ticket Number: 0000122152	08/04/2005		SS513: New acct/machine does not allow you to log in interactively
Ticket Number: 0000122241	08/05/2005		[PC s/w] PUP446: grad student account needs AD printing privs to MI
Ticket Number: 0000122136	08/04/2005		Library PC Problems
Ticket Number: 0000122128	08/04/2005		[AD] AD717: Migrate to AD
Ticket Number: 0000122108	08/03/2005		SS404: Migrate to AD
Ticket Number: 0000122029	08/03/2005		Logging in to AD and Novell
Ticket Number: 0000122185	08/04/2005		[PC s/w] AD1011: Error when checking mail in Outlook
Ticket Number: 0000121943	08/02/2005		[PC s/w] LIB353: Migrate PC to AD
Ticket Number: 0000122210	08/05/2005		UC110: user doesn't have privs to dep't printers.

<b>maboone1</b>		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<b>Resolved</b>				
Ticket Number:	0000124332	08/31/2005		Adobe reader doesn't launch in users account.
Ticket Number:	0000123918	08/29/2005		Customer gets error while logging in: " Windows cannot load your pr
Ticket Number:	0000124188	08/31/2005		Work Order Request
		<u>Total:</u>	<b>7</b>	
<b>Closed</b>				
Ticket Number:	0000124005	08/30/2005		PP440: update SAS license on lab machines
Ticket Number:	0000124070	08/30/2005		Work Order Request
Ticket Number:	0000122301	08/08/2005		Install/Setup pc for Testscore Service
Ticket Number:	0000122305	08/08/2005		ECS104-Student can not save their exams to floppy
		<u>Total:</u>	<b>4</b>	

<b>mclaren</b>		<u>Create</u>	<u>Short Description</u>
<b>Resolved</b>		<u>Date</u>	
		<u>Total:</u> <b>68</b>	
		<u>Total:</u> <b>21</b>	
Ticket Number:	0000124312	08/31/2005	customer needs to have printer installed and some software
Ticket Number:	0000124308	08/31/2005	Customer needs network printers intalled on his machine; ext. 5782; O
Ticket Number:	0000123491	08/24/2005	4 comps in Career Development center
Ticket Number:	0000124236	08/31/2005	[PC s/w] ACIV426: Novell printers are "not available"
Ticket Number:	0000124139	08/31/2005	office computer is not working
Ticket Number:	0000124080	08/30/2005	RAC 210: no I drive
Ticket Number:	0000124079	08/30/2005	RAC 212: calendar install
Ticket Number:	0000124078	08/30/2005	RAC 212; no I drive
Ticket Number:	0000124076	08/30/2005	RAC 213: no I drive
Ticket Number:	0000124077	08/30/2005	RAC 213; needs calendar client install
Ticket Number:	0000123934	08/29/2005	Novell/AD install request
Ticket Number:	0000123851	08/29/2005	Erickson 052: Install McAfee on her Computer
Ticket Number:	0000123633	08/26/2005	Customer cannot log in to his computer because login is stuck on old u
Ticket Number:	0000123636	08/26/2005	Customer came back from vacation and has no printers; Needs AD pr
Ticket Number:	0000123573	08/25/2005	Customer needs AD/Novell installed on her laptop; 432 ACIV;
Ticket Number:	0000123526	08/25/2005	AD
Ticket Number:	0000123505	08/24/2005	printer needs to be added to the computer
Ticket Number:	0000123383	08/23/2005	Work Order Request-Access2003 error
Ticket Number:	0000123432	08/24/2005	Customer needs Novell/Ad installed on her new computer; ext. 55959
Ticket Number:	0000123422	08/24/2005	Adding Windows to AD
Ticket Number:	0000123395	08/23/2005	need active directory loaded on PC

	<u>Create</u>		<u>Short Description</u>
	<u>Date</u>	<u>Total:</u>	
<b>Closed</b>		<b>47</b>	
Ticket Number: 0000123261	08/22/2005		Customer needs Novell/AD installed; SPSS;SAS:Office; 306 MP Bui
Ticket Number: 0000123366	08/23/2005		PUP 226: ColorLaserJet2500N LED lights blinking
Ticket Number: 0000123380	08/23/2005		Install Frontpage
Ticket Number: 0000123480	08/24/2005		new computer needs configuring
Ticket Number: 0000123530	08/25/2005		PUP 222; update McAfee
Ticket Number: 0000123556	08/25/2005		In regards to ticket: 123187; Customer is able to print but now has his
Ticket Number: 0000123619	08/26/2005		Winxp MS Office install.
Ticket Number: 0000123542	08/25/2005		McAfee and Spybot software install
Ticket Number: 0000123510	08/24/2005		over the quota
Ticket Number: 0000123455	08/24/2005		Blankout AD password for DAS1
Ticket Number: 0000123373	08/23/2005		Customer cannot print to network printer; Room 420 Public Policy; e
Ticket Number: 0000123348	08/23/2005		PC can not print to networked printer
Ticket Number: 0000123358	08/23/2005		Machine needs to be joined
Ticket Number: 0000122803	08/15/2005		Laptops
Ticket Number: 0000123058	08/18/2005		Erickson 070; print processor does not exist
Ticket Number: 0000123052	08/18/2005		2 new pc's to be setup for network/ad access
Ticket Number: 0000123046	08/18/2005		Work Order Request-Attach dell gx-110 to ad
Ticket Number: 0000123034	08/18/2005		Put computer on AD
Ticket Number: 0000123028	08/18/2005		Have not been able to print for 2 weeks-can not see network printer
Ticket Number: 0000122948	08/17/2005		Put computer on AD
Ticket Number: 0000122933	08/17/2005		Machine needs to be joined to AD in a new context
Ticket Number: 0000122927	08/17/2005		Networking a new Office Computer
Ticket Number: 0000122976	08/17/2005		HELP!
Ticket Number: 0000123187	08/19/2005		novell login and printer
Ticket Number: 0000123171	08/19/2005		remove Novell
Ticket Number: 0000123134	08/19/2005		New employee needs novell/ad access on a machine; ext. 56885; Alu
Ticket Number: 0000123344	08/23/2005		New PC Install
Ticket Number: 0000123065	08/18/2005		Customer needs AD installed on his new computer; MAC; ext. 52949;
Ticket Number: 0000123059	08/18/2005		Customer would like AD installed on the laptop; ext. 52312; Room 7
Ticket Number: 0000122812	08/15/2005		Need AD installed on 4 UMBC machines
Ticket Number: 0000122864	08/16/2005		Put computer on AD
Ticket Number: 0000122860	08/16/2005		Customer needs access permissions to a machine; ext. 52004; Room F
Ticket Number: 0000122872	08/16/2005		room aciv a wing 426; Network printer does not print; ext. 58023; off
Ticket Number: 0000122295	08/08/2005		Machine needs to be joined to AD
Ticket Number: 0000122299	08/08/2005		Join to AD
Ticket Number: 0000122325	08/08/2005		Computer needs to be added to AD; 311 commons; ext. 51884;
Ticket Number: 0000122670	08/12/2005		AD printer access
Ticket Number: 0000122433	08/09/2005		Active Directory Request
Ticket Number: 0000122046	08/03/2005		Work Order Request-Add machine to AD
Ticket Number: 0000121854	08/01/2005		ACIV-416; need to join AD
Ticket Number: 0000122063	08/03/2005		H: drive does not map when customer logs in
Ticket Number: 0000122810	08/15/2005		Install Spybot on Faculty Machine
Ticket Number: 0000122138	08/04/2005		Work Order Request-Printer needs to be downloaded from AD
Ticket Number: 0000122080	08/03/2005		No H drive
Ticket Number: 0000123061	08/18/2005		AD join
Ticket Number: 0000122035	08/03/2005		FA526: migrate PC to AD
Ticket Number: 0000121895	08/01/2005		AD login error: "trust relationship between this computer..."
<b>mikec</b>		<b>1</b>	
		<b>1</b>	
<b>Closed</b>			
Ticket Number: 0000122381	08/09/2005		Card swipe access

<b>omarn</b>		<u>Create</u>	<u>Short Description</u>
<b>Resolved</b>		<u>Date</u>	
		<u>Total:</u>	<b>101</b>
		<u>Total:</u>	<b>18</b>
Ticket Number:	0000122511	08/10/2005	[PC s/w] LIB255: Migrate to AD
Ticket Number:	0000123070	08/18/2005	Customer cannot use yahoo messenger after AD install; ext. 3488; Ro
Ticket Number:	0000123120	08/18/2005	Set Up a moved computer.
Ticket Number:	0000123390	08/23/2005	Dell Laptop Installed
Ticket Number:	0000124053	08/30/2005	Customer would like to have windows XP Pro installed on new machi
Ticket Number:	0000123955	08/29/2005	Customer asked Omar to install an ethernet cord for her once it arriv
Ticket Number:	0000123944	08/29/2005	unable to view .pdf files from the library catalogs
Ticket Number:	0000123919	08/29/2005	not booting in Windows
Ticket Number:	0000123646	08/26/2005	AD account modification.
Ticket Number:	0000123630	08/26/2005	Network copier has lost the option print a booklet for muptiple users; e
Ticket Number:	0000123602	08/25/2005	PC does not print to local printer
Ticket Number:	0000123531	08/25/2005	Customer is getting an error when she turns on her desktop; ext. 5779;
Ticket Number:	0000123496	08/24/2005	Work Order Request
Ticket Number:	0000123399	08/23/2005	Two machines need to be hooked up
Ticket Number:	0000123252	08/22/2005	FA 445; can't login to workstation
Ticket Number:	0000123318	08/22/2005	error: "Virus definition files are corrupted"
Ticket Number:	0000123397	08/23/2005	Corporate Calendar
Ticket Number:	0000123582	08/25/2005	New Pc Install

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000123289	08/22/2005	83	Customer cannot print to network printer/copier; ext. 53365; Room 2
Ticket Number: 0000123337	08/23/2005		Need win fixer uninstalled
Ticket Number: 0000123294	08/22/2005		IN regards to ticket 122668 Customer called back and said they can n
Ticket Number: 0000122741	08/15/2005		Ticket 122642
Ticket Number: 0000122758	08/15/2005		Keith Wiley Printer Problems 900-1100
Ticket Number: 0000122756	08/15/2005		Problem opening file on the R: drive c
Ticket Number: 0000122743	08/15/2005		Re: Ticket 122642
Ticket Number: 0000123238	08/22/2005		Work Order Request
Ticket Number: 0000123124	08/19/2005		Outlook Corp Time Connector
Ticket Number: 0000123102	08/18/2005		Several Issues c
Ticket Number: 0000123027	08/18/2005		Computer can't get to printers
Ticket Number: 0000123016	08/17/2005		customer needs 2 computers connected to the network 1000-100
Ticket Number: 0000122970	08/17/2005		authorization
Ticket Number: 0000122878	08/16/2005		Work Order Request-Still can not print to network printer 1100-100
Ticket Number: 0000122852	08/16/2005		Ticket 122642 c
Ticket Number: 0000122845	08/16/2005		Missing H drive 1000-1130
Ticket Number: 0000123146	08/19/2005		Customer would like her old data on the local hard drive transferred t
Ticket Number: 0000122791	08/15/2005		Valerie Thomas' new email address
Ticket Number: 0000122245	08/05/2005		My PC Does not turn off! 1100-100
Ticket Number: 0000122272	08/07/2005		No subject-Help with Corporate Time Calendar
Ticket Number: 0000122653	08/12/2005		Printer can't print 2-sided anytime
Ticket Number: 0000123129	08/19/2005		Customer has lost access to all of her network drives; ext. 52453; Stud
Ticket Number: 0000122623	08/11/2005		BS364: upgrade from SAS 9.0 to 9.1.2
Ticket Number: 0000123621	08/26/2005		Printing error resulting in halted printing
Ticket Number: 0000122603	08/11/2005		printout doesn't show what is previewed 1130-100
Ticket Number: 0000122600	08/11/2005		clear print que for education.umbc hp4050 printer 1130-100
Ticket Number: 0000122590	08/11/2005		Printer for the Advisor to SEB
Ticket Number: 0000122582	08/11/2005		Work Order Request 10-1130
Ticket Number: 0000122569	08/11/2005		Desktop setup pc last week / H & I drives missing
Ticket Number: 0000122729	08/14/2005		Work Order Request-Unable to update McAfee
Ticket Number: 0000123145	08/19/2005		Customer cannot log into AD on her machine; ext. 52312; Room 730 A
Ticket Number: 0000122698	08/12/2005		proxy settings on office PC
Ticket Number: 0000122696	08/12/2005		updating VPN client but gets error
Ticket Number: 0000122683	08/12/2005		122664Customer needs Novell/AD installed on machine; ext. 53139; A
Ticket Number: 0000122668	08/12/2005		Printer doesn't print from PCs but prints from Macs 830-1000
Ticket Number: 0000122664	08/12/2005		Room 344PUB; Computer locked up completely last night; ext. 2160;
Ticket Number: 0000122663	08/12/2005		Ticket Request
Ticket Number: 0000122561	08/11/2005		needs local workstation
Ticket Number: 0000122559	08/11/2005		SS211F: move data and setup new machine
Ticket Number: 0000122541	08/10/2005		PageMaker install 900-1030
Ticket Number: 0000122535	08/10/2005		Need help
Ticket Number: 0000122534	08/10/2005		EMAIL PROBLEM 830-1000
Ticket Number: 0000122523	08/10/2005		User cannot log into a machine with his AD account; ext. 52483; Roo
Ticket Number: 0000122516	08/10/2005		[Fwd: SAS software (un)availability]
Ticket Number: 0000122509	08/10/2005		computer repair
Ticket Number: 0000122624	08/11/2005		Laptop
Ticket Number: 0000122446	08/09/2005		CD broke in the CD drive
Ticket Number: 0000122442	08/09/2005		Need hard disk cleaned off/reformatted for new employee 1000-100
Ticket Number: 0000122402	08/09/2005		Windows XP reformat
Ticket Number: 0000122388	08/09/2005		Novell Install 11-1230
Ticket Number: 0000122344	08/08/2005		computer not powering up1000-1200
Ticket Number: 0000122252	08/05/2005		user needs to have WinXP reinstalled tuesday 900
Ticket Number: 0000122557	08/11/2005		SAS - Install on laptop
Ticket Number: 0000123096	08/18/2005		Check out floppy drive - not able to save to it

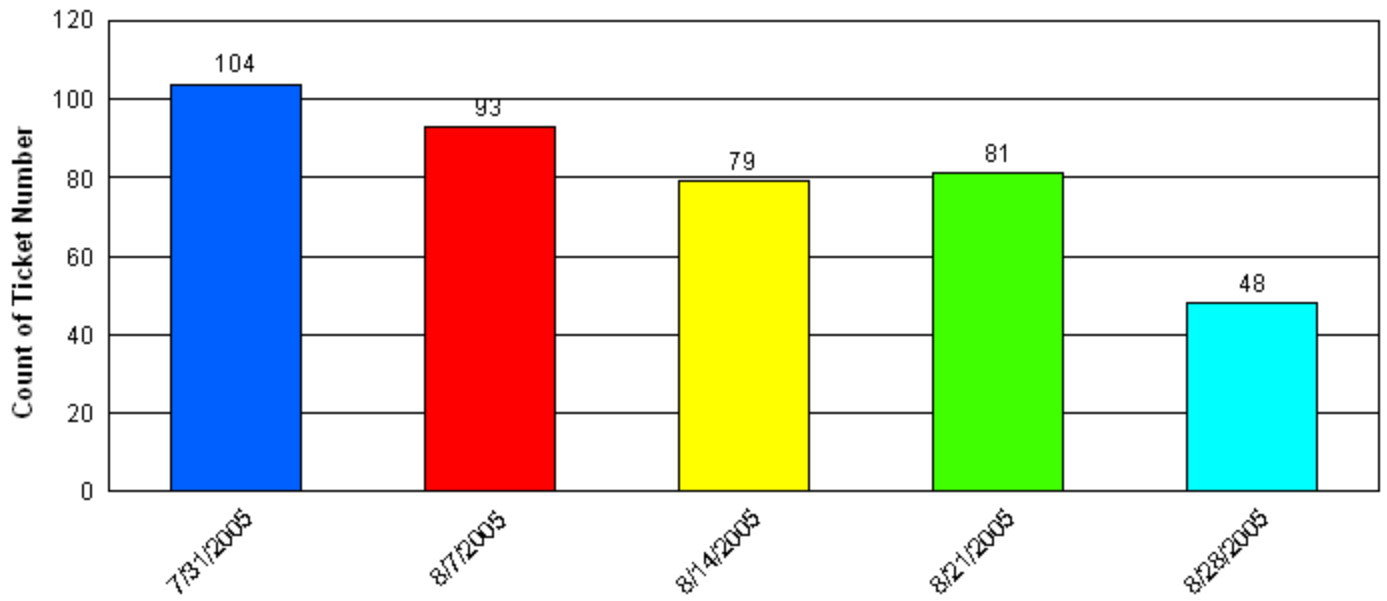
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000121850	08/01/2005	SS402: Need to install software. 1030-1200
Ticket Number:	0000121993	08/02/2005	PUP 320 PC print function not operate today. 1100-100
Ticket Number:	0000122400	08/09/2005	Work Order Request 10-1130
Ticket Number:	0000122324	08/08/2005	Desktop needs reformat? 1000-100
Ticket Number:	0000122143	08/04/2005	Work Order Request-Not able to log into novell from laptop
Ticket Number:	0000122142	08/04/2005	11 users need to be added to ad and have admin rights
Ticket Number:	0000122120	08/04/2005	COMPUTERS IN DELTA TRAINING ROOM 830-1000
Ticket Number:	0000122115	08/03/2005	novel login
Ticket Number:	0000122131	08/04/2005	MS Office not showing up under programs
Ticket Number:	0000122097	08/03/2005	Customer needs netscape uninstalled and reinstalled (version 7); ext 5
Ticket Number:	0000122118	08/04/2005	Can not get past the Novell login box
Ticket Number:	0000122642	08/12/2005	Network Xerox printer cannot be printed to. Jobs that get sent to it do
Ticket Number:	0000122032	08/03/2005	As per Omar - machine needs to be reformatted
Ticket Number:	0000121942	08/02/2005	New PC Setup
Ticket Number:	0000122189	08/04/2005	Customer no longer has access to "kubiet" drive 900-1130
Ticket Number:	0000121940	08/02/2005	1000-1200 SPSS, Adobe, Office installed on computer; ext. 52160 Co
Ticket Number:	0000121907	08/01/2005	[Fwd: Computer set-up] 1130-130
Ticket Number:	0000121899	08/01/2005	MS Word request
Ticket Number:	0000121896	08/01/2005	new UMBC laptop install request
Ticket Number:	0000121863	08/01/2005	RAC c-20; no sound, not even system beeps 213
Ticket Number:	0000121848	08/01/2005	Cannot log into computer (new coach at the rac);ext. RAC 213;
Ticket Number:	0000121837	08/01/2005	Old ticket closed (121215) Problem was not resolved 1000-1230
Ticket Number:	0000121817	08/01/2005	Pc receives blue screen after ms updates 1000-1200
Ticket Number:	0000121998	08/02/2005	user requests installation of MS Word and Adobe Printer driver
Ticket Number:	0000121990	08/02/2005	McAfee Virus Definitions are corrupted
Ticket Number:	0000121968	08/02/2005	Customer cannot see his H drive after the migration; ext. 51505; Roo
Ticket Number:	0000121965	08/02/2005	Customer needs to have computer reformatted for Windows XP; ext. 5
Ticket Number:	0000121962	08/02/2005	AD access for ksaid1@umbc.edu
Ticket Number:	0000121951	08/02/2005	1030-1200 AD printers installed on machine; ext. 52089; Room PP 2
<b>talder1</b>		<u>Total:</u>	<b>18</b>
	<b>Resolved</b>	<u>Total:</u>	<b>4</b>
Ticket Number:	0000122677	08/12/2005	Customer cannot log into the modem; 410-363-3113;
Ticket Number:	0000123914	08/29/2005	Error: "Invalid boot diskette. Please insert boot diskette in A:"
Ticket Number:	0000124192	08/31/2005	Balance AAP is not printing - NEED TO PRINT REPORT OUT TODA
Ticket Number:	0000123436	08/24/2005	New pc setup
	<b>Closed</b>	<u>Total:</u>	<b>14</b>
Ticket Number:	0000122815	08/15/2005	Novell Install
Ticket Number:	0000123220	08/21/2005	User is unable to access Resnet page
Ticket Number:	0000123267	08/22/2005	optimize machine
Ticket Number:	0000121809	08/01/2005	[PC s/w] UC116: re-join AD/Trust relationship error
Ticket Number:	0000122044	08/03/2005	networking problems
Ticket Number:	0000121901	08/01/2005	Customer cannot log into her computer after joining to AD; ext. 58023
Ticket Number:	0000121966	08/02/2005	local admin privileges
Ticket Number:	0000121858	08/01/2005	[PC s/w] MP301: PC infected with a virus
Ticket Number:	0000121821	08/01/2005	No H drive
Ticket Number:	0000121906	08/01/2005	web server question
Ticket Number:	0000121871	08/01/2005	[unsupported] CHEM240: Windows 98 & Peaknet 5.21
Ticket Number:	0000121807	08/01/2005	[PC s/w] FA455: No network printers
Ticket Number:	0000122268	08/06/2005	Verify account access
Ticket Number:	0000122303	08/08/2005	I drive is missing - Need this fixed RIGHT AWAY

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For Desktop Support



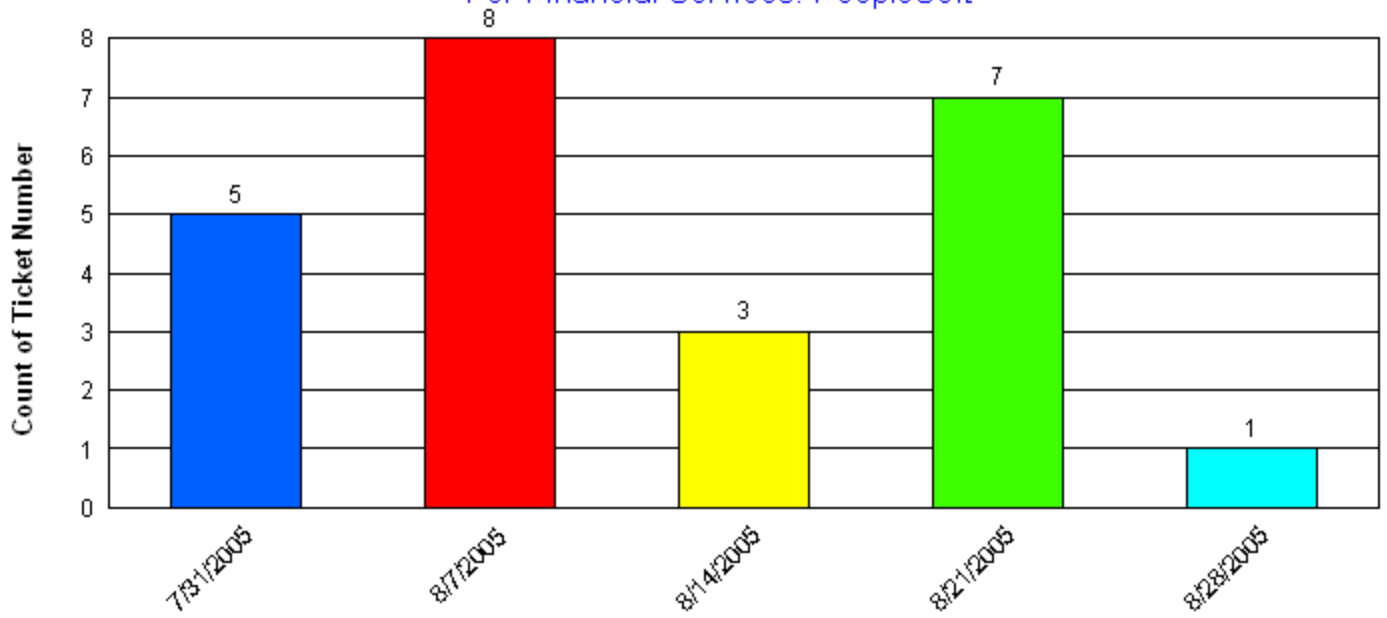
		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>Financial Services: Peo</b>	<b>Total:</b>	<b>24</b>	
<b>cnewton</b>		<b>Total: 1</b>	
<b>Resolved</b>		<b>Total: 1</b>	
Ticket Number: 0000123240		08/22/2005	Dept# not accepted by Chartfield
<b>rpreston</b>		<b>Total: 3</b>	
<b>Closed</b>		<b>Total: 3</b>	
Ticket Number: 0000122382		08/09/2005	Payroll Discrepancy
Ticket Number: 0000122510		08/10/2005	RE: Retros
Ticket Number: 0000122573		08/11/2005	Fed Ex invoices on Pcard
<b>tkuonen</b>		<b>Total: 20</b>	
<b>Closed</b>		<b>Total: 20</b>	
Ticket Number: 0000122258		08/05/2005	New AR User ID
Ticket Number: 0000122505		08/10/2005	Retros
Ticket Number: 0000122520		08/10/2005	Requisition for Goods
Ticket Number: 0000122537		08/10/2005	PC_PO_TO_PC
Ticket Number: 0000122674		08/12/2005	Peggy Ingle PeoppleSoft access
Ticket Number: 0000122602		08/11/2005	question
Ticket Number: 0000121844		08/01/2005	Dr. Hayden's revised access form
Ticket Number: 0000122041		08/03/2005	Fringes charged to the wrong place
Ticket Number: 0000121991		08/02/2005	Role Change
Ticket Number: 0000121945		08/02/2005	PS FIN Access
Ticket Number: 0000123332		08/23/2005	Security Change to Enter Budget Info
Ticket Number: 0000123537		08/25/2005	Running Non-Grant Project Reports
Ticket Number: 0000124074		08/30/2005	Add Approval for Requisition Requestor
Ticket Number: 0000123498		08/24/2005	FETCH
Ticket Number: 0000123367		08/23/2005	HR Account Codes
Ticket Number: 0000123391		08/23/2005	Requisition Approval Security
Ticket Number: 0000122747		08/15/2005	RE: Budget Status Report
Ticket Number: 0000123393		08/23/2005	Remedy
Ticket Number: 0000123182		08/19/2005	Security Access for new employee
Ticket Number: 0000122898		08/16/2005	AR Deleted Deposits

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For Financial Services: PeopleSoft



<b>Helpdesk</b>	<b>Total:</b>	<u>Create</u> <u>Date</u>	<u>Short Description</u>
<b>HD:Tape_Changes</b>	<b>507</b>	<b>Total: 21</b>	
<b>Closed</b>		<b>Total: 21</b>	
Ticket Number: 0000122841		08/16/2005	Tuesday / August 16th - Daily tape change
Ticket Number: 0000123128		08/19/2005	8/19/05 HelpDesk Tape Change
Ticket Number: 0000123204		08/20/2005	Saturday 8/20 daily tape change
Ticket Number: 0000123251		08/22/2005	Monday, August 22 daily tape change
Ticket Number: 0000123215		08/21/2005	8/21/05 2:00pm tape change
Ticket Number: 0000122929		08/17/2005	8/17: HD Tape Change
Ticket Number: 0000123354		08/23/2005	Tuesday - August 23 / Daily tape change
Ticket Number: 0000124166		08/31/2005	HD Tape Change 8/31/05
Ticket Number: 0000123820		08/28/2005	Tape changes for 8/28/05
Ticket Number: 0000123623		08/26/2005	HD Tape Change 8/26/05
Ticket Number: 0000123550		08/25/2005	Thursday, August 25th Tape change
Ticket Number: 0000123418		08/24/2005	8/24 HD Tape Change
Ticket Number: 0000121813		08/01/2005	HD Tape Change 8/1/05
Ticket Number: 0000122013		08/03/2005	HD Tape Change 8/3/05
Ticket Number: 0000123048		08/18/2005	8/18- Daily tape change
Ticket Number: 0000122275		08/07/2005	8/7/05 2:00pm tape change
Ticket Number: 0000122133		08/04/2005	Daily tape change - Thursday 8/4
Ticket Number: 0000122217		08/05/2005	8/5/05: Tape change
Ticket Number: 0000122574		08/11/2005	8/11 - Daily tape change - thursday
Ticket Number: 0000122650		08/12/2005	HD Tape Change 8/12/05
Ticket Number: 0000122726		08/14/2005	8/14/05 2:00pm tape change

<b>HD_Operational_Support_BSG</b>		<u>Create</u>		<u>Short Description</u>
<b>Closed</b>		<u>Date</u>	<u>Total:</u> 31	
		<u>Total:</u>	31	
Ticket Number:	0000122428	08/09/2005		biol106 / hanson
Ticket Number:	0000122656	08/12/2005		CHEM 124 daSilva
Ticket Number:	0000122655	08/12/2005		CHEM 102 Kalicretenos
Ticket Number:	0000122429	08/09/2005		chem124 / daSilva
Ticket Number:	0000122498	08/10/2005		biol106 / hanson
Ticket Number:	0000122497	08/10/2005		psyc304 / freiberg - exam4
Ticket Number:	0000122213	08/05/2005		CHEM 124 daSilva
Ticket Number:	0000122212	08/05/2005		BIOL 106 Hanson
Ticket Number:	0000121971	08/02/2005		biol106 - hanson
Ticket Number:	0000121914	08/02/2005		SYBM4125 Logfile Tape
Ticket Number:	0000122159	08/04/2005		freiberg / psyc304
Ticket Number:	0000122407	08/09/2005		AXBR4574/Payroll Entry Forms
Ticket Number:	0000121915	08/02/2005		Backup July 2005 ByRequest
Ticket Number:	0000122211	08/05/2005		CHEM 102 Kalivretenox
Ticket Number:	0000123265	08/22/2005		8/22 HPUMBC1,2,3 Tape Change
Ticket Number:	0000124165	08/31/2005		HPUMBC1,2,3 Tapes changed
Ticket Number:	0000123349	08/23/2005		Lisa,usr0014.book - pw's are not working
Ticket Number:	0000123270	08/22/2005		CHEM 102L Final
Ticket Number:	0000123435	08/24/2005		Need session aborted for csauter,usr0065.advs
Ticket Number:	0000123341	08/23/2005		Willie/UHS - sar not working
Ticket Number:	0000122829	08/16/2005		BIOL 106 Exam 1
Ticket Number:	0000123074	08/18/2005		ifsm310 - green
Ticket Number:	0000123077	08/18/2005		psyc305 - freiberg
Ticket Number:	0000123137	08/19/2005		BIOL 106/Hanson
Ticket Number:	0000123266	08/22/2005		Expired Tape Rotation HPUMB1,2,3
Ticket Number:	0000123156	08/19/2005		CHEM 102 Kalivretenos
Ticket Number:	0000123136	08/19/2005		CHEM 124 daSilva
Ticket Number:	0000123075	08/18/2005		chem102L - brothers
Ticket Number:	0000122963	08/17/2005		freiberg / psyc304
Ticket Number:	0000122932	08/17/2005		CHEM 124/daSilva
Ticket Number:	0000122931	08/17/2005		BIOL 106 Exam1

**HelpDesk**

**Resolved**

Ticket Number: 0000124115

Create

Date

Total: 144

Total: 1

08/30/2005

Short Description

FW: Corporate Calendar/Oracle

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		<b>143</b>	
Ticket Number: 0000123257	08/22/2005		baney-do not know userid or pw
Ticket Number: 0000123338	08/23/2005		mbottiq - need to activate acct
Ticket Number: 0000123403	08/23/2005		password reset request
Ticket Number: 0000123402	08/23/2005		password reset request
Ticket Number: 0000123392	08/23/2005		Create email account for Phil Seng/Philosophy Dept
Ticket Number: 0000123863	08/29/2005		Need help in creating umbc acct
Ticket Number: 0000123336	08/23/2005		gmiddl1-acct/pw not working
Ticket Number: 0000123335	08/23/2005		bang1 - need pw reset
Ticket Number: 0000123258	08/22/2005		Baney-ecs025,general walk thru with email/myumbc
Ticket Number: 0000123272	08/22/2005		password reset
Ticket Number: 0000123865	08/29/2005		ruby1 - need help with user id / pw
Ticket Number: 0000123853	08/29/2005		angelas1 - need id verified / pw reset
Ticket Number: 0000123852	08/29/2005		elaineH1 - need id verified and pw reset
Ticket Number: 0000123850	08/29/2005		jor1 - need id verify and pw reset
Ticket Number: 0000123848	08/29/2005		New freshman - can not register vehicle
Ticket Number: 0000123841	08/29/2005		Grad Student - Trying to create account - not working
Ticket Number: 0000123673	08/26/2005		password reset request
Ticket Number: 0000124062	08/30/2005		New employee - Marina Shwratz/needs email acct
Ticket Number: 0000123562	08/25/2005		Faculty - Need acct setup for TA Stephanie Miller
Ticket Number: 0000123991	08/30/2005		Teresa/LRC - new employee what needs to be done
Ticket Number: 0000123961	08/29/2005		password reset request
Ticket Number: 0000123960	08/29/2005		password reset request
Ticket Number: 0000124193	08/31/2005		Student - In library, do not know user id or password
Ticket Number: 0000123925	08/29/2005		reset ps
Ticket Number: 0000123924	08/29/2005		password reset
Ticket Number: 0000124195	08/31/2005		hooper - need to verify user id and pw
Ticket Number: 0000123869	08/29/2005		richburg - pw still not working
Ticket Number: 0000123868	08/29/2005		richburg - need password reset
Ticket Number: 0000124151	08/31/2005		New Freshman - need acct
Ticket Number: 0000124148	08/31/2005		Nafi - are we having network problems
Ticket Number: 0000124143	08/31/2005		ellias1-Need to verify id and password
Ticket Number: 0000124145	08/31/2005		Library - General use pc's/students having problems logging on
Ticket Number: 0000124141	08/31/2005		New Freshman/do not know acct info
Ticket Number: 0000124140	08/31/2005		l.purcell - need to lookup id and password
Ticket Number: 0000124036	08/30/2005		Have novell acct - need to change pw
Ticket Number: 0000124035	08/30/2005		nahia ogeil - need pw reset
Ticket Number: 0000124034	08/30/2005		Parent of Freshman/Account already exists....
Ticket Number: 0000124249	08/31/2005		Student-having trouble logging into a computer lab
Ticket Number: 0000124227	08/31/2005		Password reset
Ticket Number: 0000124209	08/31/2005		e.zhang - need pw reset for ed10
Ticket Number: 0000124206	08/31/2005		Student - received delete notice...I need my acct
Ticket Number: 0000124207	08/31/2005		boadu - need id verified and pw reset
Ticket Number: 0000124200	08/31/2005		magore not able to log in
Ticket Number: 0000124182	08/31/2005		Sue/Have a student that needs bb access
Ticket Number: 0000124170	08/31/2005		Peter Groffman - Adjunct Prof/Geog
Ticket Number: 0000124031	08/30/2005		Parent - problem in trying to create acct for son
Ticket Number: 0000124030	08/30/2005		New Staff member - need help in creating acct
Ticket Number: 0000124020	08/30/2005		benbell1 - do not remember acct id - have password
Ticket Number: 0000124019	08/30/2005		Kelly - Econ
Ticket Number: 0000124008	08/30/2005		failed to connect to imap
Ticket Number: 0000124004	08/30/2005		New student - need help w/password
Ticket Number: 0000124003	08/30/2005		New student - need help w/creating acct
Ticket Number: 0000123992	08/30/2005		R.Storch - new pt faculty member/needs account
Ticket Number: 0000123551	08/25/2005		password reset for rohini l

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000123523	08/25/2005	Still not able to log into pc
Ticket Number:	0000123521	08/25/2005	Student-offcampus/receiving too many stock emails...
Ticket Number:	0000123519	08/25/2005	j.beck - imap server not connecting
Ticket Number:	0000123483	08/24/2005	Email account for Rosemary Hutzler
Ticket Number:	0000123454	08/24/2005	password reset
Ticket Number:	0000123445	08/24/2005	jmurphy - need password reset
Ticket Number:	0000123427	08/24/2005	Need to change user id - married 4 yrs ago and never changed this....
Ticket Number:	0000123421	08/24/2005	PW reset other day for bang1 - not working for myumbc
Ticket Number:	0000123417	08/24/2005	Faculty - want to know where students can use software and where the
Ticket Number:	0000122745	08/15/2005	Mary - need to turn off vacation msg
Ticket Number:	0000122749	08/15/2005	cole3-need pw reset
Ticket Number:	0000122836	08/16/2005	Need email pw reset
Ticket Number:	0000123194	08/19/2005	password reset request
Ticket Number:	0000123247	08/22/2005	New Student-forgot id/need this to register
Ticket Number:	0000123113	08/18/2005	Password Reset
Ticket Number:	0000123098	08/18/2005	mtesesco / gest center - mail not working,have not received any today
Ticket Number:	0000123085	08/18/2005	hand3 - needs pw reset
Ticket Number:	0000123083	08/18/2005	Keep receiving email from a listproc that I do not belong to....
Ticket Number:	0000123082	08/18/2005	Need pw reset for ash11
Ticket Number:	0000123273	08/22/2005	password reset
Ticket Number:	0000122925	08/17/2005	Dave-Made changes to schedule for 104 - please reprint
Ticket Number:	0000122920	08/17/2005	Student-create acct,pc froze-forgot pw
Ticket Number:	0000122919	08/17/2005	How do I block a specific address
Ticket Number:	0000122917	08/17/2005	Student/Offcampus-heard about worm this weekend...
Ticket Number:	0000122916	08/17/2005	Staff / Looking for a students email address
Ticket Number:	0000122888	08/16/2005	User unable to add/or drop class
Ticket Number:	0000123091	08/18/2005	password reset
Ticket Number:	0000122751	08/15/2005	Having problems accessing calendar/email
Ticket Number:	0000122811	08/15/2005	password reset request
Ticket Number:	0000123249	08/22/2005	New Student-forgot id/need this to register
Ticket Number:	0000123246	08/22/2005	Athl-New Employee/old employee's name still appears on pc
Ticket Number:	0000123244	08/22/2005	Student-Offcampus/how do i access my email address
Ticket Number:	0000123239	08/22/2005	Sue/Engl - can not delete mail now
Ticket Number:	0000123237	08/22/2005	Sue/Engl - how do I get umbc to come up as a homepage
Ticket Number:	0000123050	08/18/2005	PJSmith - have not received any new mails.....
Ticket Number:	0000123044	08/18/2005	Need vpn access
Ticket Number:	0000123041	08/18/2005	B.Simon - forgot how to sent to a group in webmail
Ticket Number:	0000123232	08/22/2005	setting up Mozilla Profile; change Trash management
Ticket Number:	0000123245	08/22/2005	password reset
Ticket Number:	0000122949	08/17/2005	Parent/should be install norton....
Ticket Number:	0000122794	08/15/2005	Password reset
Ticket Number:	0000123228	08/22/2005	Sue-Engl/no mail accts, asking me to set one up
Ticket Number:	0000122240	08/05/2005	password reset request
Ticket Number:	0000123047	08/18/2005	Athl - New employee, was told to call you for account
Ticket Number:	0000122219	08/05/2005	password reset request
Ticket Number:	0000122047	08/03/2005	Reset password
Ticket Number:	0000122045	08/03/2005	Need password reset
Ticket Number:	0000122025	08/03/2005	Student-can not access myumbc
Ticket Number:	0000122021	08/03/2005	Smith/Chem- ssh to gl not working
Ticket Number:	0000122014	08/03/2005	email quota
Ticket Number:	0000121947	08/02/2005	password not working from home
Ticket Number:	0000121930	08/02/2005	SEcurity Password Reactivate
Ticket Number:	0000121929	08/02/2005	Password Reset
Ticket Number:	0000121928	08/02/2005	Need access to business services VPN
Ticket Number:	0000121918	08/02/2005	AI-Summer Faculty - setup spam filter yesterday-still receiving mails

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000121913	08/02/2005	EHS/Increase quota for mail
Ticket Number:	0000121893	08/01/2005	Please reset myUMBC password
Ticket Number:	0000121876	08/01/2005	HD Password
Ticket Number:	0000121841	08/01/2005	Need vpn access for Business Systems
Ticket Number:	0000122408	08/09/2005	myUMBC account creation for Sara Abbott
Ticket Number:	0000121875	08/01/2005	HD PAssword
Ticket Number:	0000121932	08/02/2005	Athl-communications dept - can not delete mail @ 99% quota
Ticket Number:	0000122254	08/05/2005	password reset request
Ticket Number:	0000122273	08/07/2005	password reset request
Ticket Number:	0000122514	08/10/2005	Password Reset
Ticket Number:	0000122495	08/10/2005	bass / secretary calling to increase quota
Ticket Number:	0000122479	08/10/2005	Student/ Trying to access myUMBC and it is asking for a pin #
Ticket Number:	0000122489	08/10/2005	Faculty/scan on demand picks trojan-can not fix this
Ticket Number:	0000122460	08/09/2005	password reset request
Ticket Number:	0000122459	08/09/2005	password reset request
Ticket Number:	0000123109	08/18/2005	password reset
Ticket Number:	0000122475	08/10/2005	Need help in configuring outlook
Ticket Number:	0000122399	08/09/2005	Need email pw reset
Ticket Number:	0000122398	08/09/2005	Need pw reset for mail
Ticket Number:	0000122351	08/08/2005	How do I setup whitelist
Ticket Number:	0000122671	08/12/2005	password reset request
Ticket Number:	0000122614	08/11/2005	coreyb1 - need pw reset
Ticket Number:	0000122611	08/11/2005	pw not working from account created yesterday
Ticket Number:	0000122597	08/11/2005	Odell - quota warning of 90% was received
Ticket Number:	0000122596	08/11/2005	password change
Ticket Number:	0000122584	08/11/2005	Password reset
Ticket Number:	0000122578	08/11/2005	faxed photo ID to reset Password
Ticket Number:	0000122563	08/11/2005	Pincus - several mail msgs going to spam folder that I would like
Ticket Number:	0000122542	08/10/2005	password reset request
Ticket Number:	0000122709	08/12/2005	password reset request
Ticket Number:	0000122692	08/12/2005	password reset request
Ticket Number:	0000122672	08/12/2005	password reset request
Ticket Number:	0000122396	08/09/2005	Need pw reset for mail
Ticket Number:	0000122352	08/08/2005	password reset request

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<b>anna</b>		<u>Total:</u>	<b>47</b>	
<b>Resolved</b>		<u>Total:</u>	<b>22</b>	
Ticket Number:	0000124261	08/31/2005		Screensaver Setting
Ticket Number:	0000124264	08/31/2005		Work Order Request-PC shuts off frequently
Ticket Number:	0000124337	08/31/2005		Blackboard
Ticket Number:	0000122512	08/10/2005		missing data in "Unix @ UMBC"
Ticket Number:	0000123326	08/22/2005		Question about McAfee VirusScan
Ticket Number:	0000124185	08/31/2005		Work Order Request-Can not get other websites
Ticket Number:	0000124176	08/31/2005		Work Order Request-Unable to find link to OIT webmail
Ticket Number:	0000124160	08/31/2005		How do you setup groups in OUTLOOK
Ticket Number:	0000124126	08/30/2005		About e-mail and web page
Ticket Number:	0000124118	08/30/2005		MATLAB
Ticket Number:	0000123956	08/29/2005		quota increase request
Ticket Number:	0000123923	08/29/2005		Interactive Video Network
Ticket Number:	0000123886	08/29/2005		Work Order Request
Ticket Number:	0000123826	08/28/2005		Email Quota
Ticket Number:	0000123822	08/28/2005		Work Order Request-Off campus connection questions
Ticket Number:	0000123888	08/29/2005		Work Order Request
Ticket Number:	0000123776	08/27/2005		anti-virus update
Ticket Number:	0000123451	08/24/2005		VPN software
Ticket Number:	0000123203	08/20/2005		MS site liscence question
Ticket Number:	0000123977	08/29/2005		IT help requested
Ticket Number:	0000123946	08/29/2005		No subject-What is me email address
Ticket Number:	0000122565	08/11/2005		question about anti virus software
<b>Closed</b>		<u>Total:</u>	<b>25</b>	
Ticket Number:	0000123612	08/25/2005		VPN Setup
Ticket Number:	0000123363	08/23/2005		Search kaput?
Ticket Number:	0000123624	08/26/2005		Password reset
Ticket Number:	0000123566	08/25/2005		Work Order Request
Ticket Number:	0000123546	08/25/2005		links
Ticket Number:	0000123404	08/23/2005		deleting emails from imap.umbc.edu
Ticket Number:	0000122753	08/15/2005		FW: Leiser email?
Ticket Number:	0000123224	08/22/2005		Good Day..
Ticket Number:	0000123201	08/19/2005		HTTP Error 403
Ticket Number:	0000123168	08/19/2005		[Fwd: CKReport.August05.rtf]
Ticket Number:	0000122776	08/15/2005		Fw: UMBC Account Creation
Ticket Number:	0000122915	08/17/2005		OIT Downloads dont work
Ticket Number:	0000123117	08/18/2005		currently in Atlanta; needs to be walked through PPP setup
Ticket Number:	0000122549	08/10/2005		Out Of the Office
Ticket Number:	0000123357	08/23/2005		OIT home page problem
Ticket Number:	0000122604	08/11/2005		photoshop software request
Ticket Number:	0000122572	08/11/2005		"not setup for procmail filtering"
Ticket Number:	0000122551	08/10/2005		Can I block an e-mail address?
Ticket Number:	0000122199	08/04/2005		Trying to delete email but having error
Ticket Number:	0000122087	08/03/2005		myUMBC SAS Software Download links broken
Ticket Number:	0000122146	08/04/2005		adding a new meeting
Ticket Number:	0000122154	08/04/2005		AntiVirus for MAC OS X
Ticket Number:	0000122180	08/04/2005		[Fwd: Staff Contact Information Needed]
Ticket Number:	0000122191	08/04/2005		Degree Navigator
Ticket Number:	0000122200	08/04/2005		NEVERMIND Ticket 0000122199

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>egabri1</b>	<u>Total:</u> 4	
<b>Closed</b>	<u>Total:</u> 4	
Ticket Number: 0000122356	08/08/2005	quota increase request
Ticket Number: 0000123212	08/21/2005	GL FTP site down
Ticket Number: 0000123818	08/28/2005	User is getting "Media Disconnected" on multiple jacks
Ticket Number: 0000123936	08/29/2005	Printer cannot be printed to.
<b>ha2</b>	<u>Total:</u> 17	
<b>Resolved</b>	<u>Total:</u> 1	
Ticket Number: 0000123371	08/23/2005	win98/hardware conflicts on device manager/mail being downloaded
<b>Closed</b>	<u>Total:</u> 16	
Ticket Number: 0000123520	08/25/2005	Work Order Request-Not able to use WinSCP
Ticket Number: 0000123720	08/26/2005	Novell account needed
Ticket Number: 0000123210	08/20/2005	Yun Kim's invitation
Ticket Number: 0000123197	08/19/2005	B E S T L A B D E A L S - Centrifuge
Ticket Number: 0000123199	08/19/2005	Problem
Ticket Number: 0000122527	08/10/2005	cant get into pub directory
Ticket Number: 0000122538	08/10/2005	backing up local folders on netscape
Ticket Number: 0000122718	08/13/2005	Microsoft Money Premium 2005 - \$19.95
Ticket Number: 0000122722	08/13/2005	Macromedia Dreamweaver Mx 2004 plus Templates Pro - \$29.95
Ticket Number: 0000122669	08/12/2005	Customer cannot log into the modem; 410-433-6979
Ticket Number: 0000122631	08/11/2005	Problems with Corporate Time PocketPC Sync
Ticket Number: 0000122076	08/03/2005	LDAP Address Book Connection Problems
Ticket Number: 0000121978	08/02/2005	relaying denied
Ticket Number: 0000122160	08/04/2005	Work Order Request
Ticket Number: 0000122186	08/04/2005	Filtering email
Ticket Number: 0000122005	08/03/2005	loss of updated modified file

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
<b>kherna1</b>			
<b>Resolved</b>			
Ticket Number: 0000124233	<u>Total:</u>	54	
	<u>Total:</u>	1	
	08/31/2005		request for internet access

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		53	
Ticket Number: 0000123346	08/23/2005		Incoming Freshman/ Unable to Register Vehicle in MYUMBC
Ticket Number: 0000124274	08/31/2005		User is unable to log into AD
Ticket Number: 0000123570	08/25/2005		myUMBC Account Creation for Debra Schwartz
Ticket Number: 0000123563	08/25/2005		myUMBC Account Creation for Adalain Holton
Ticket Number: 0000123564	08/25/2005		Wall Jack is broken cannot put cable into it; ext. 28449; Room Walke
Ticket Number: 0000123499	08/24/2005		SPSS Version 12
Ticket Number: 0000123409	08/23/2005		corporate time
Ticket Number: 0000123413	08/23/2005		Closing Checklist 8-23-05 10 p.m.
Ticket Number: 0000122740	08/15/2005		Increase quota
Ticket Number: 0000122748	08/15/2005		request
Ticket Number: 0000123218	08/21/2005		worm going around
Ticket Number: 0000123217	08/21/2005		8/21/05 2:00pm phone mail check
Ticket Number: 0000123216	08/21/2005		8/21/05 2:00pm lab check
Ticket Number: 0000123219	08/21/2005		8/21/05 5:00pm phone mail check
Ticket Number: 0000123213	08/21/2005		8/21/05 11:30am phone mail check
Ticket Number: 0000123209	08/20/2005		Closing lab ticket; Closed lab 021;
Ticket Number: 0000123195	08/19/2005		8/19/05 5:00pm lab check
Ticket Number: 0000123223	08/21/2005		8/21/05 10:00pm lab check
Ticket Number: 0000123186	08/19/2005		Im still getting mass e-mails!!!
Ticket Number: 0000123222	08/21/2005		8/21/05 8:00pm phone mail check
Ticket Number: 0000123221	08/21/2005		8/21/05 8:00pm lab check
Ticket Number: 0000123181	08/19/2005		email
Ticket Number: 0000123159	08/19/2005		mcafee problem
Ticket Number: 0000123126	08/19/2005		Opening labcheck; Opened ECS 021 and 104;
Ticket Number: 0000123125	08/19/2005		Opening phonemail check; no new messages;
Ticket Number: 0000123122	08/18/2005		Closing Checklist 8/18/05 10 p.m.
Ticket Number: 0000123088	08/18/2005		Work Order Request-Student can not log into lab computer
Ticket Number: 0000123361	08/23/2005		Account Expiration?
Ticket Number: 0000122914	08/16/2005		mail alias
Ticket Number: 0000122912	08/16/2005		Closing 8-16-05
Ticket Number: 0000122821	08/15/2005		need new account for Delena W. Murphy
Ticket Number: 0000122820	08/15/2005		Work Order Request-Problems logging into BB
Ticket Number: 0000122819	08/15/2005		need account created for Delena W Murphy
Ticket Number: 0000122750	08/15/2005		Password Reset for Sae Gye Kwon
Ticket Number: 0000123116	08/18/2005		No subject
Ticket Number: 0000122022	08/03/2005		antivirus download
Ticket Number: 0000122202	08/05/2005		Wireless and myUMBC access
Ticket Number: 0000122187	08/04/2005		Password Reset for Melissa Cantin
Ticket Number: 0000122172	08/04/2005		On Campus Job Fair
Ticket Number: 0000122007	08/03/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000122003	08/02/2005		inquiries
Ticket Number: 0000121979	08/02/2005		virus
Ticket Number: 0000121969	08/02/2005		SAS v8 License file
Ticket Number: 0000121842	08/01/2005		Customer gets "Authentication failed" when he dials in; ext. 41036380
Ticket Number: 0000121954	08/02/2005		8/2/2005: tape change
Ticket Number: 0000121961	08/02/2005		webmail problems
Ticket Number: 0000121903	08/01/2005		WinSCP Download
Ticket Number: 0000122320	08/08/2005		ticket # 121716
Ticket Number: 0000122513	08/10/2005		B E S T L A B D E A L S - Derma Care Gloves
Ticket Number: 0000122695	08/12/2005		VPN access
Ticket Number: 0000122632	08/11/2005		Novell and Active Directory Access from a Macintosh
Ticket Number: 0000122465	08/09/2005		quota increase request
Ticket Number: 0000122328	08/08/2005		Server Error Message

<b>kincaid</b>		<u>Create</u>	<u>Short Description</u>
<b>Resolved</b>		<u>Date</u>	
		<u>Total:</u>	<b>113</b>
		<u>Total:</u>	<b>9</b>
Ticket Number:	0000121922	08/02/2005	Work Order Request-Trying to host umbc weather webpage from yo
Ticket Number:	0000124029	08/30/2005	oracle calendar sign-in
Ticket Number:	0000124137	08/31/2005	Request for quota increase
Ticket Number:	0000124156	08/31/2005	Bob Preston needs a 25MB increase for his email quota.
Ticket Number:	0000124124	08/30/2005	Disk Quota
Ticket Number:	0000123011	08/17/2005	New account for PT Instructor-Dr.
Ticket Number:	0000123942	08/29/2005	Restrict VPN Access
Ticket Number:	0000123683	08/26/2005	Is this for real?
Ticket Number:	0000123713	08/26/2005	password change

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000123313	08/22/2005	<b>104</b>	Thank You (Anna)..
Ticket Number: 0000123394	08/23/2005		request
Ticket Number: 0000123461	08/24/2005		Isabel is having email problems.
Ticket Number: 0000123508	08/24/2005		OIT website links not working
Ticket Number: 0000123511	08/24/2005		Work Order Request-Password reset
Ticket Number: 0000124161	08/31/2005		Work Order Request
Ticket Number: 0000124142	08/31/2005		Ticket 0000123645
Ticket Number: 0000123835	08/29/2005		No subject
Ticket Number: 0000124138	08/31/2005		Net-Temps Career News
Ticket Number: 0000123583	08/25/2005		[Fwd: spam messages]
Ticket Number: 0000123554	08/25/2005		spyware software
Ticket Number: 0000123514	08/24/2005		FYI
Ticket Number: 0000123509	08/24/2005		RICH ON NET ÅĐ°;ØÃ;Ô´ ONLINE ÍÑ´©ÃÔÂÐ
Ticket Number: 0000123506	08/24/2005		B E S T L A B D E A L S - Lab Coats
Ticket Number: 0000123486	08/24/2005		Quota Increase
Ticket Number: 0000123460	08/24/2005		Link exchange
Ticket Number: 0000123433	08/24/2005		Net-Temps Career News
Ticket Number: 0000123376	08/23/2005		Work Order Request
Ticket Number: 0000123316	08/22/2005		Thank You (Anna)..
Ticket Number: 0000122742	08/15/2005		email attachment problem
Ticket Number: 0000122883	08/16/2005		Survey #2 for a blackboard course
Ticket Number: 0000122890	08/16/2005		Password Reset
Ticket Number: 0000123243	08/22/2005		Please activate account -
Ticket Number: 0000123148	08/19/2005		email account request
Ticket Number: 0000123064	08/18/2005		Spam Question
Ticket Number: 0000123055	08/18/2005		Customer gets "Tree or server cannot be found" error when trying to l
Ticket Number: 0000123024	08/18/2005		Admin. Network
Ticket Number: 0000123022	08/18/2005		lug.umbc.edu and ssh
Ticket Number: 0000122974	08/17/2005		RE: Computer Switch
Ticket Number: 0000122962	08/17/2005		Matlab Upgrade
Ticket Number: 0000122913	08/16/2005		Out Of the Office
Ticket Number: 0000122911	08/16/2005		mapped drives
Ticket Number: 0000122922	08/17/2005		ip problem
Ticket Number: 0000122823	08/15/2005		email account
Ticket Number: 0000122807	08/15/2005		test message
Ticket Number: 0000122813	08/15/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000122788	08/15/2005		No Access
Ticket Number: 0000122221	08/05/2005		Terra Term Setup Problems
Ticket Number: 0000122235	08/05/2005		SPAM
Ticket Number: 0000122657	08/12/2005		FW: Returned mail: response error
Ticket Number: 0000122621	08/11/2005		Using webspace as forum system
Ticket Number: 0000122593	08/11/2005		How do you change the view from showing edit icons in margin to a n
Ticket Number: 0000122577	08/11/2005		Brand new software
Ticket Number: 0000122654	08/12/2005		account viability
Ticket Number: 0000122544	08/10/2005		No subject
Ticket Number: 0000122532	08/10/2005		No subject
Ticket Number: 0000122525	08/10/2005		umbc blackboard access for ABET accreditation visitor
Ticket Number: 0000122797	08/15/2005		edirectory down
Ticket Number: 0000122372	08/08/2005		Out Of the Office
Ticket Number: 0000122371	08/08/2005		Notification
Ticket Number: 0000122370	08/08/2005		I'm confused
Ticket Number: 0000122338	08/08/2005		Security for Payroll Entry
Ticket Number: 0000122297	08/08/2005		Site Licensed Software Pages
Ticket Number: 0000122291	08/07/2005		UMBC account

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000122346	08/08/2005	Cisco VPN for Mac
Ticket Number:	0000122278	08/07/2005	.vacation.db
Ticket Number:	0000122271	08/07/2005	transferring to trash
Ticket Number:	0000122466	08/09/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000122481	08/10/2005	User Name
Ticket Number:	0000122411	08/09/2005	Yun Kim's invitation
Ticket Number:	0000122424	08/09/2005	User was just accepted to UMBC; old account is inactive
Ticket Number:	0000122394	08/09/2005	[Fwd: QUOTA WARNING]
Ticket Number:	0000122393	08/09/2005	probable virus email received
Ticket Number:	0000122376	08/09/2005	Out Of the Office
Ticket Number:	0000122269	08/06/2005	No subject
Ticket Number:	0000122265	08/06/2005	Microsoft Digital Image Suite Pro v10.0 - \$19.95
Ticket Number:	0000122261	08/05/2005	Library dhcp table entry deletions
Ticket Number:	0000122359	08/08/2005	myUMBC Account Creation for Taifa Hibbert
Ticket Number:	0000122096	08/03/2005	Server down?????????????
Ticket Number:	0000122094	08/03/2005	Work Order Request-Exceeded my quota
Ticket Number:	0000122092	08/03/2005	[Fwd: RE: MacCarthy Computer Account]
Ticket Number:	0000122081	08/03/2005	No subject
Ticket Number:	0000122031	08/03/2005	OPSCAN 10 Service Call
Ticket Number:	0000122017	08/03/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000122009	08/03/2005	Net-Temps Career News
Ticket Number:	0000122008	08/03/2005	Brand New Penis Enhancement Product
Ticket Number:	0000122006	08/03/2005	Job hunting.
Ticket Number:	0000121944	08/02/2005	Work Order Request-Using Outlook/can not access server
Ticket Number:	0000122165	08/04/2005	disk usage
Ticket Number:	0000122239	08/05/2005	quota increase request
Ticket Number:	0000122375	08/09/2005	Pinnacle Liquid Edition 6.0 - \$39.95
Ticket Number:	0000122121	08/04/2005	corporate time
Ticket Number:	0000122119	08/04/2005	Re: hfs11 / hfs12 fileserver downtime, July 17 2005
Ticket Number:	0000122114	08/03/2005	70% discounts on popular software
Ticket Number:	0000122111	08/03/2005	Mail Access
Ticket Number:	0000122377	08/09/2005	Update
Ticket Number:	0000122107	08/03/2005	SAS for Mac OS X
Ticket Number:	0000122102	08/03/2005	Application for Oncampus employment opportunities in OIT -
Ticket Number:	0000122101	08/03/2005	Application for Oncampus employment opportunities in OIT
Ticket Number:	0000122100	08/03/2005	UMBC SSL Digital Certificate?
Ticket Number:	0000121920	08/02/2005	8/2/2005: opening phonemail
Ticket Number:	0000121910	08/01/2005	delete a HUGE message??
Ticket Number:	0000121904	08/01/2005	Lost junk drive
Ticket Number:	0000121888	08/01/2005	[Fwd: accessing MYUMBC as an alumni]
Ticket Number:	0000121921	08/02/2005	8/2/2005: opening checklist
Ticket Number:	0000121860	08/01/2005	11am phonemail; No new messages;
Ticket Number:	0000121836	08/01/2005	Isabel needs her email quota increased by 25MB.
Ticket Number:	0000122558	08/11/2005	Re: Incoming Message
Ticket Number:	0000121973	08/02/2005	2 pm phonemail check;
Ticket Number:	0000122110	08/03/2005	Cisco VPN Download Page
Ticket Number:	0000122109	08/03/2005	<a href="http://www.umbc.edu/oit/sans/desktopsupport/downloads/download.h">http://www.umbc.edu/oit/sans/desktopsupport/downloads/download.h</a>
Ticket Number:	0000122214	08/05/2005	software
Ticket Number:	0000122090	08/03/2005	Disk Usage
Ticket Number:	0000123315	08/22/2005	Thank You (Anna)..

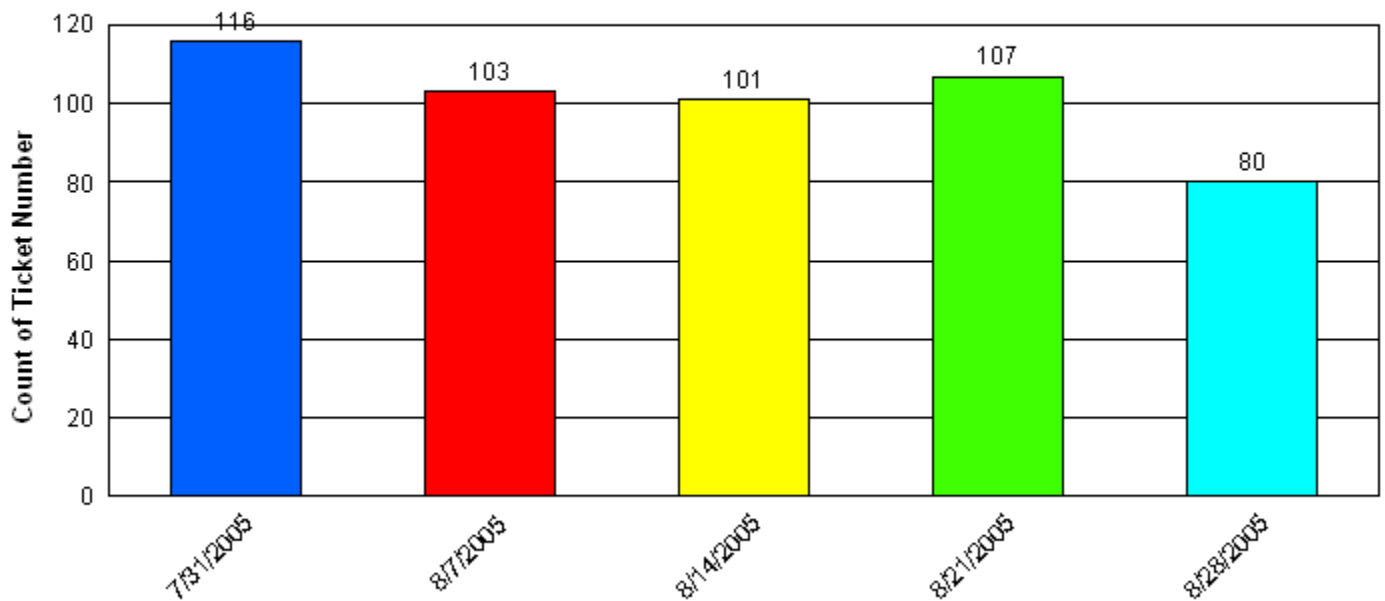
<b>myers</b>		<u>Create</u>	<u>Short Description</u>
<b>Resolved</b>		<u>Date</u>	
		<u>Total:</u>	<b>54</b>
		<u>Total:</u>	<b>8</b>
Ticket Number:	0000123099	08/18/2005	Remove Tom Taylor from HP1, HP3, VPN
Ticket Number:	0000123473	08/24/2005	Add Student Links to myUMBC`
Ticket Number:	0000124022	08/30/2005	Delete USR0079.FAID and USR0080.FAID
Ticket Number:	0000123990	08/30/2005	myUMBC accounts for Career Development
Ticket Number:	0000123878	08/29/2005	HD Phonemail Weekend 8/26-8/27
Ticket Number:	0000123846	08/29/2005	Amber Light/Service Call Needed HPUMBC3 Disk Array
Ticket Number:	0000123801	08/27/2005	Closing list 8-27-05
Ticket Number:	0000123705	08/26/2005	Re: Access to VPN Dialer

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000123268	08/22/2005	46	Payroll Entry Forms
Ticket Number: 0000123879	08/29/2005		Phone Mail Check
Ticket Number: 0000123770	08/27/2005		HD Tape Change 8/27/05
Ticket Number: 0000123659	08/26/2005		HP Account for Lisa Gambino
Ticket Number: 0000123616	08/26/2005		Opening Lab check; Opened 021;
Ticket Number: 0000123613	08/25/2005		Closing List 8-25-05 10 p.m.
Ticket Number: 0000123378	08/23/2005		2pm Phonemail check;
Ticket Number: 0000123365	08/23/2005		Customer cannot access her S drive in the OIR machine; ext. 55779; R
Ticket Number: 0000123303	08/22/2005		8/22 Phone Mail Check 2:00
Ticket Number: 0000122733	08/14/2005		8/14/05 8:00pm lab check
Ticket Number: 0000122734	08/14/2005		8/14/05 8:00pm phone mail check
Ticket Number: 0000123157	08/19/2005		Activate Account for Dr. Cheryl M. North-Coleman
Ticket Number: 0000122877	08/16/2005		User Name - New Employee
Ticket Number: 0000122868	08/16/2005		Leslie Stein/HP1 and HP3 account for FAID
Ticket Number: 0000122858	08/16/2005		need help
Ticket Number: 0000122247	08/05/2005		HP Account: Nick Yeates
Ticket Number: 0000122735	08/14/2005		8/14/05 10:00pm lab check
Ticket Number: 0000122638	08/12/2005		Opening Phonemail; 3 new messages;
Ticket Number: 0000122207	08/05/2005		Quota
Ticket Number: 0000122193	08/04/2005		[PC s/w] LIB214: Customer needs to have a computer connected
Ticket Number: 0000122062	08/03/2005		Quota increase
Ticket Number: 0000121866	08/01/2005		VPN accounts needed
Ticket Number: 0000121957	08/02/2005		HP Account Christina Doty+
Ticket Number: 0000121977	08/02/2005		Delete Sally Hearn USR0003.LIB
Ticket Number: 0000122049	08/03/2005		Tera Term Problems
Ticket Number: 0000121960	08/02/2005		Email account for Jacqueline M. Wilson
Ticket Number: 0000122158	08/04/2005		Hp Account: Jacqueline Wilson
Ticket Number: 0000122260	08/05/2005		Jack Prostko's mailbox is full
Ticket Number: 0000122279	08/07/2005		quota increase request
Ticket Number: 0000122474	08/10/2005		HD Tape Change 8/10/05
Ticket Number: 0000122585	08/11/2005		8/11/05 Phonemail messages
Ticket Number: 0000122647	08/12/2005		opening labcheck;
Ticket Number: 0000122705	08/12/2005		quota increase request
Ticket Number: 0000122732	08/14/2005		Returning student needs account reactivated
Ticket Number: 0000122730	08/14/2005		8/14/05 5:00pm phone mail check
Ticket Number: 0000122728	08/14/2005		8/14/05 2:00pm phone mail check
Ticket Number: 0000122727	08/14/2005		8/14/05 2:00pm lab check
Ticket Number: 0000122723	08/14/2005		8/14/05 11:30am phone mail check
Ticket Number: 0000122713	08/12/2005		VPN/Reflections Accounts
Ticket Number: 0000122712	08/12/2005		8/12/05 5:00pm lab check
Ticket Number: 0000122699	08/12/2005		8/12/05 2:00pm lab check
Ticket Number: 0000122629	08/11/2005		User needs his disk quota increased
Ticket Number: 0000122568	08/11/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000122469	08/09/2005		closing on 8.9
Ticket Number: 0000122413	08/09/2005		Virex
Ticket Number: 0000122287	08/07/2005		Work Order Request-Mail box is full

<b>rkhalil1</b>		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>Resolved</b>		<b>Total: 22</b>	
Ticket Number:	0000123558	08/25/2005	Customer is unable to install SAS gets an error messages; ext. 52636; R
Ticket Number:	0000123634	08/26/2005	SAS CD checkout; Due back Monday 29 12:00 PM;
<b>Closed</b>		<b>Total: 20</b>	
Ticket Number:	0000123532	08/25/2005	No subject
Ticket Number:	0000122262	08/05/2005	8/05/2005 5:00pm lab check
Ticket Number:	0000122274	08/07/2005	8/7/05 11:30am phone mail check
Ticket Number:	0000122290	08/07/2005	8/7/05 10:00pm lab check
Ticket Number:	0000122288	08/07/2005	8/7/05 8:00pm lab check
Ticket Number:	0000122282	08/07/2005	8/7/05 5:00pm phone mail check
Ticket Number:	0000122277	08/07/2005	8/7/05 2:00pm phone mail
Ticket Number:	0000122276	08/07/2005	8/7/05 2:00pm lab check
Ticket Number:	0000122270	08/06/2005	Work Order Request-Forgot password to umbc acct
Ticket Number:	0000122263	08/05/2005	Work Order Request-Forgot password
Ticket Number:	0000122198	08/04/2005	8/4/05 10:00pm lab check
Ticket Number:	0000122218	08/05/2005	Opening lab check;
Ticket Number:	0000122205	08/05/2005	Opening phonemail check; No new messages
Ticket Number:	0000122093	08/03/2005	Link for CorpTime
Ticket Number:	0000122050	08/03/2005	11 AM phonemail check; No new messages;
Ticket Number:	0000122033	08/03/2005	8/3/2005: opening checklist
Ticket Number:	0000122030	08/03/2005	8/3/2005: opening phonemail
Ticket Number:	0000121986	08/02/2005	Work Order Request-Need to access myumbc account
Ticket Number:	0000121870	08/01/2005	help with flash disk in library
Ticket Number:	0000122197	08/04/2005	8/4/05 8:00pm lab check

## Count of Ticket Number / Create Date

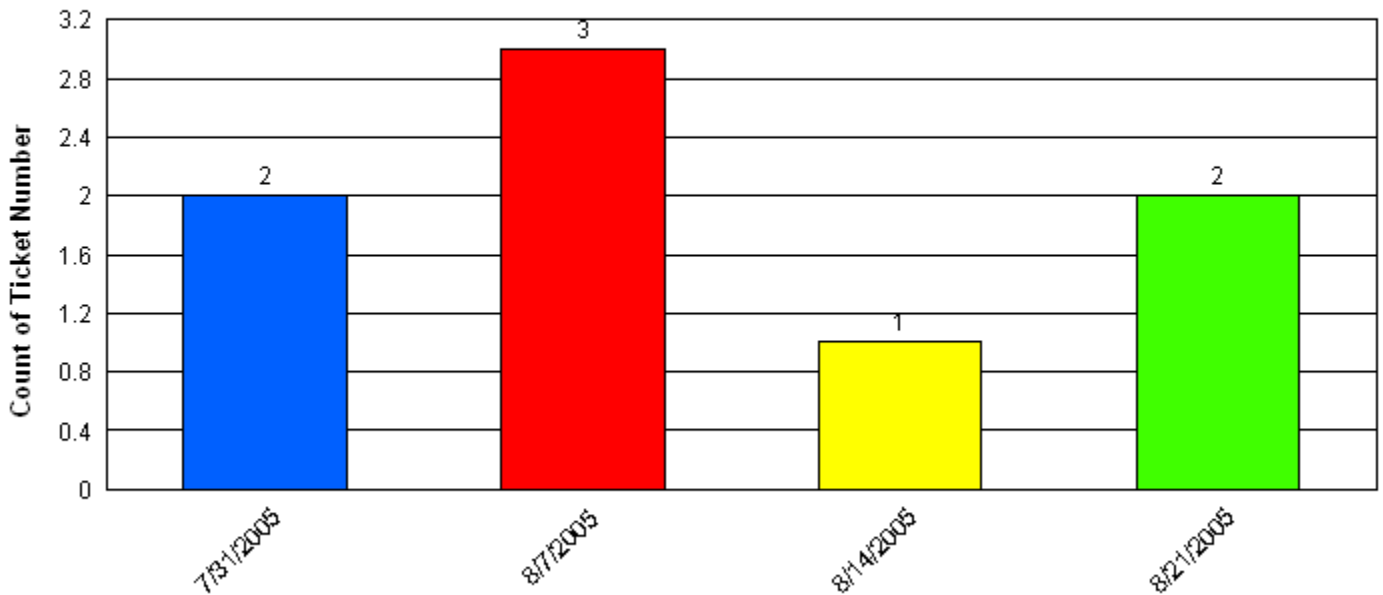
For Helpdesk



Human Resources		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>Total:</b>		<b>8</b>	
<b>mcnamara</b>		<b>Total:</b>	<b>8</b>
<b>Resolved</b>		<b>Total:</b>	<b>3</b>
Ticket Number:	0000121984	08/02/2005	Faculty Rank not consistent with Jbbcode
Ticket Number:	0000122608	08/11/2005	Faculty whose Rank is not consistent with jobcode
Ticket Number:	0000123296	08/22/2005	Faculty Rank not consistent with Jobcode
<b>Closed</b>		<b>Total:</b>	<b>5</b>
Ticket Number:	0000123559	08/25/2005	Dept Info Needed
Ticket Number:	0000122951	08/17/2005	Blank Birthdate in HR
Ticket Number:	0000121985	08/02/2005	Employees without Active Primary Job
Ticket Number:	0000122609	08/11/2005	Employee without active primary job
Ticket Number:	0000122617	08/11/2005	employee payment method empty

## Count of Ticket Number / Create Date

For Human Resources



<u>LAN</u>	<u>Total:</u>	<u>Create</u> <u>Date</u>	<u>Short Description</u>
LAN	161		
Closed	Total: 1		
Ticket Number: 0000122079		08/03/2005	password reset

		<u>Create</u>	
		<u>Date</u>	
<u>jesse</u>		<u>Total:</u>	<b>152</b>
<b>Resolved</b>		<u>Total:</u>	<b>32</b>
<u>Ticket Number:</u>			<u>Short Description</u>
Ticket Number: 0000124268	08/31/2005		Novell user jbeck
Ticket Number: 0000124289	08/31/2005		General Novell Account /ADfor Student Affairs/Bus Services Center
Ticket Number: 0000124279	08/31/2005		Calendar acct
Ticket Number: 0000122897	08/16/2005		Novell access
Ticket Number: 0000123647	08/26/2005		New novell account request.
Ticket Number: 0000123695	08/26/2005		AD account creation.
Ticket Number: 0000124246	08/31/2005		Customer needs a new Novell/AD account set up; ext. 5782
Ticket Number: 0000124253	08/31/2005		quota increase request in the I: drive
Ticket Number: 0000124091	08/30/2005		Request
Ticket Number: 0000124090	08/30/2005		(AD) please allow darnol1 login to CHEMICAL-2.CENG.UMBC.ED
Ticket Number: 0000124089	08/30/2005		Problems saving files to H: drive
Ticket Number: 0000124064	08/30/2005		increase dept shared disk quota
Ticket Number: 0000124086	08/30/2005		Access to Network Drive
Ticket Number: 0000124027	08/30/2005		New Employee - Marie Gore needs Novell/AD access
Ticket Number: 0000124025	08/30/2005		Court5 - still having printing problems
Ticket Number: 0000123997	08/30/2005		Need access to AD
Ticket Number: 0000123999	08/30/2005		Novell/AD Accounts for Shelly Duncan/Joanna Campbell
Ticket Number: 0000123988	08/30/2005		ATTN Ms Barb: New Employee
Ticket Number: 0000123954	08/29/2005		Please help
Ticket Number: 0000123943	08/29/2005		DPET Active Directory Computer Access
Ticket Number: 0000123941	08/29/2005		Disable account
Ticket Number: 0000123922	08/29/2005		Access Request
Ticket Number: 0000123890	08/29/2005		Work Order Request
Ticket Number: 0000123719	08/26/2005		AD access needed
Ticket Number: 0000123707	08/26/2005		Novell/AD Account for new Faculty/Chemistry
Ticket Number: 0000123663	08/26/2005		Novell account request.
Ticket Number: 0000123644	08/26/2005		Customer kweiss needs a new novell/ad account activated ;
Ticket Number: 0000123571	08/25/2005		Calendar account for New Employee
Ticket Number: 0000123628	08/26/2005		Novell/AD Account for Melissa Hughes
Ticket Number: 0000123642	08/26/2005		Novell/AD Access for Part Time English Dept Fac Members
Ticket Number: 0000123632	08/26/2005		Customer needs new novell/ad account; ext. 52010;
Ticket Number: 0000123492	08/24/2005		generic AD account for student

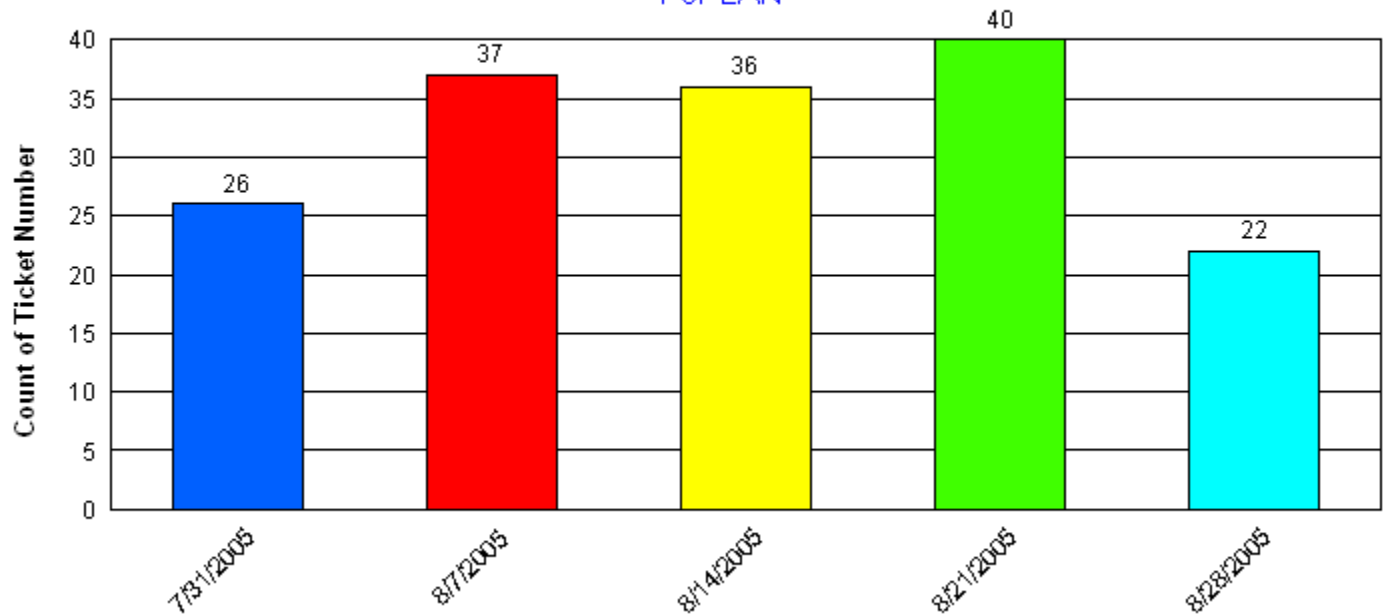
	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000123260	08/22/2005	120	Need AD passwor reset
Ticket Number: 0000123263	08/22/2005		new Novell Account
Ticket Number: 0000123278	08/22/2005		Request From Education Department
Ticket Number: 0000123262	08/22/2005		Customer needs new Novell/AD account; context Psychology; ext. 52
Ticket Number: 0000123334	08/23/2005		Novell/AD Password Reset
Ticket Number: 0000123574	08/25/2005		Customer needs a novell account and ad account setup; 410-893-7030
Ticket Number: 0000123561	08/25/2005		Novell/AD Account Creation
Ticket Number: 0000123557	08/25/2005		Novell/AD Account Creation
Ticket Number: 0000123522	08/25/2005		Novell/AD Account Creation
Ticket Number: 0000123489	08/24/2005		User needs novell account under 2 departments
Ticket Number: 0000123472	08/24/2005		AD Account for Guerman Kornilov
Ticket Number: 0000123464	08/24/2005		Give user access to computer(AD)
Ticket Number: 0000123462	08/24/2005		please reset Novell password
Ticket Number: 0000123459	08/24/2005		Create AD account
Ticket Number: 0000123457	08/24/2005		Access to another individual's H: drive
Ticket Number: 0000123447	08/24/2005		Email and AD account
Ticket Number: 0000123452	08/24/2005		Novell File Permissions
Ticket Number: 0000123437	08/24/2005		AD account
Ticket Number: 0000124205	08/31/2005		New Employee-Novell/AD access needed
Ticket Number: 0000123588	08/25/2005		New Employee / Novell/AD acct needed
Ticket Number: 0000123375	08/23/2005		Elimination of Novell and AD account
Ticket Number: 0000123350	08/23/2005		Customer was given a novell ID of pabbon1 and cannot log in; ext. 5
Ticket Number: 0000123300	08/22/2005		Request - new account/Novell-AD
Ticket Number: 0000123298	08/22/2005		Need ability to print to HPLJ8100 (print dispatch printers)
Ticket Number: 0000122771	08/15/2005		Access Right
Ticket Number: 0000122761	08/15/2005		Heather Fanning
Ticket Number: 0000122793	08/15/2005		Novell/AD Account Creation
Ticket Number: 0000122806	08/15/2005		Activate Novell account
Ticket Number: 0000122835	08/16/2005		Lesley Stein Moved
Ticket Number: 0000122869	08/16/2005		Jean is not able to see her H:\ drive on the internet.
Ticket Number: 0000123254	08/22/2005		User needs a novell account password/ad reset; ext. 52166;
Ticket Number: 0000123162	08/19/2005		IES/Access to department files
Ticket Number: 0000123118	08/18/2005		AD Permissions
Ticket Number: 0000123107	08/18/2005		new Novell Account
Ticket Number: 0000123105	08/18/2005		Need Novell/AD access
Ticket Number: 0000123306	08/22/2005		calendar account
Ticket Number: 0000123071	08/18/2005		access to specific directory limited to customer & contact
Ticket Number: 0000123037	08/18/2005		Reset Novell/AD password
Ticket Number: 0000123030	08/18/2005		AD account
Ticket Number: 0000122943	08/17/2005		New Employee - Needs Novell/AD
Ticket Number: 0000123229	08/22/2005		Reset novell/ad password - not working this morning
Ticket Number: 0000123478	08/24/2005		Access to Folder
Ticket Number: 0000123482	08/24/2005		Novell/AD Account for Rosemary Hutzler
Ticket Number: 0000122937	08/17/2005		Undergraduate Education Share Creation
Ticket Number: 0000122921	08/17/2005		ILLiad
Ticket Number: 0000122899	08/16/2005		Ticket ID#0000122651
Ticket Number: 0000122892	08/16/2005		Customer needs Novell /AD password reset; ext. 52382;
Ticket Number: 0000122885	08/16/2005		Problem saving file to H: drive
Ticket Number: 0000122882	08/16/2005		File missing
Ticket Number: 0000122875	08/16/2005		Novell Account/AD
Ticket Number: 0000122849	08/16/2005		Novell/AD access for new employee
Ticket Number: 0000122977	08/17/2005		New Employee-Novell/AD access
Ticket Number: 0000122968	08/17/2005		new novell account
Ticket Number: 0000122965	08/17/2005		Novel/AD Account

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000122960	08/17/2005	Access to context
Ticket Number:	0000122947	08/17/2005	Calendar account for new employees
Ticket Number:	0000122853	08/16/2005	Customer needs a new novell/ad account created;
Ticket Number:	0000122818	08/15/2005	staff account/Novell/AD
Ticket Number:	0000122363	08/08/2005	recover network file
Ticket Number:	0000123230	08/22/2005	Please call when done - Need Novell/AD access for SOCY dept
Ticket Number:	0000121988	08/02/2005	Novelle Account needed
Ticket Number:	0000123012	08/17/2005	New Employee - Calendar acct
Ticket Number:	0000121833	08/01/2005	Need AD pw reset for tvalais
Ticket Number:	0000121838	08/01/2005	Need Novell/AD accts
Ticket Number:	0000121855	08/01/2005	FW: restoring a file
Ticket Number:	0000122473	08/10/2005	Cancel Accounts
Ticket Number:	0000122169	08/04/2005	request
Ticket Number:	0000122147	08/04/2005	SJP Access
Ticket Number:	0000122125	08/04/2005	Novel/AD Account
Ticket Number:	0000122055	08/03/2005	RE: restoring a file
Ticket Number:	0000122051	08/03/2005	AD Printer access
Ticket Number:	0000122176	08/04/2005	AD Permissions
Ticket Number:	0000122039	08/03/2005	Novell/Ad account for new employee
Ticket Number:	0000122024	08/03/2005	AD ACCOUNT For Shawnisha Hester
Ticket Number:	0000122023	08/03/2005	NOVELL ACCOUNT For Shawnisha Hester
Ticket Number:	0000122012	08/03/2005	Katie McGuire's Accounts
Ticket Number:	0000121987	08/02/2005	Access to J: Drive
Ticket Number:	0000121938	08/02/2005	User shearn1 - Delete email
Ticket Number:	0000122091	08/03/2005	Novell Account/AD Access Jacqueline M. Wilson
Ticket Number:	0000121923	08/02/2005	Account safstudent1 does not have access to J drive for div of stu aff
Ticket Number:	0000122834	08/16/2005	Accounts for Lisa Gambino
Ticket Number:	0000121897	08/01/2005	Novell/AD account request
Ticket Number:	0000121859	08/01/2005	Karen needs access to a Novell folder and not another.
Ticket Number:	0000121852	08/01/2005	ILLIAD change
Ticket Number:	0000123067	08/18/2005	Novell/AD access for new employee
Ticket Number:	0000122232	08/05/2005	new novell account & AD access
Ticket Number:	0000122595	08/11/2005	Access right
Ticket Number:	0000122591	08/11/2005	Novell/AD account for Daniel Hall - (danhall1)
Ticket Number:	0000122588	08/11/2005	Access right
Ticket Number:	0000122567	08/11/2005	Please increase novell/AD logins
Ticket Number:	0000122908	08/16/2005	AD login and network concerns, CHEMICAL-[12].CENG.UMBC.ED
Ticket Number:	0000122540	08/10/2005	Generic AD Account
Ticket Number:	0000122533	08/10/2005	ILLiad E-mail Problem
Ticket Number:	0000122773	08/15/2005	Drive disappered
Ticket Number:	0000122493	08/10/2005	Need novell/ad password reset
Ticket Number:	0000122714	08/12/2005	Novell AD Accounts
Ticket Number:	0000122700	08/12/2005	needs access to J drive (same as contact person)
Ticket Number:	0000122688	08/12/2005	would like to access Econ & Geog dept shared drives no matter which
Ticket Number:	0000122686	08/12/2005	Novell access
Ticket Number:	0000122678	08/12/2005	Work Order Request-Need finaid context as well
Ticket Number:	0000122662	08/12/2005	User needs a Novell password reset
Ticket Number:	0000122651	08/12/2005	Shared Drive access
Ticket Number:	0000122486	08/10/2005	Novell/AD access for new dept / PSYCH
Ticket Number:	0000122452	08/09/2005	Access to log into DPET Machines
Ticket Number:	0000122447	08/09/2005	New employee - Novell/AD access needed
Ticket Number:	0000122438	08/09/2005	Novell access
Ticket Number:	0000122437	08/09/2005	Novell/AD account creation
Ticket Number:	0000122431	08/09/2005	Testscore account has no network printers assigned to it
Ticket Number:	0000122391	08/09/2005	Novell/AD Account Creation

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000122383	08/09/2005	Missing Novell Share File
Ticket Number:	0000122522	08/10/2005	Removal of Permissions
Ticket Number:	0000122519	08/10/2005	account needs AD login access for DPET context
Ticket Number:	0000122506	08/10/2005	set up account
Ticket Number:	0000122503	08/10/2005	Customer needs novell and AD account; ext. 52930;
Ticket Number:	0000122367	08/08/2005	Problems updating McAfee from on-campus
Ticket Number:	0000122342	08/08/2005	Work Order Request
Ticket Number:	0000122409	08/09/2005	Novell/AD Account Creation
Ticket Number:	0000122319	08/08/2005	Access right
Ticket Number:	0000122246	08/05/2005	Work Order Request-Please add to Novell/AD
Ticket Number:	0000122304	08/08/2005	Can not save doc's to I drive - Out of space
<b>vladimir</b>		<u>Total:</u>	<b>8</b>
	<b>Resolved</b>	<u>Total:</u>	<b>2</b>
Ticket Number:	0000122935	08/17/2005	Problems with updating Virus Definitions; McAfee 8
Ticket Number:	0000124250	08/31/2005	[PC s/w] COMM2B11: saointerns, student5 can't login to AD on new P
	<b>Closed</b>	<u>Total:</u>	<b>6</b>
Ticket Number:	0000122307	08/08/2005	Need to have Novell/AD access for Honors College
Ticket Number:	0000122311	08/08/2005	Friends database
Ticket Number:	0000122379	08/09/2005	Need TESTSCORE acct for new pc setup for testscoring services
Ticket Number:	0000122331	08/08/2005	McAfee Updates
Ticket Number:	0000122255	08/05/2005	Access to shared I drive
Ticket Number:	0000121840	08/01/2005	Customer cannot log into her computer; ext. 54752; Room Library 21

## Count of Ticket Number / Create Date

For LAN



<b>New Media</b>	<u>Total:</u>	<u>Create</u> <u>Date</u>	<u>Short Description</u>
<b>NewMedia:BlackBoard</b>	<b>183</b>		
<b>Closed</b>	<u>Total:</u>	<b>1</b>	
Ticket Number: 0000124075		08/30/2005	Faculty - do not see my class site for fall
<b>darnold</b>	<u>Total:</u>	<b>9</b>	
<b>Resolved</b>	<u>Total:</u>	<b>1</b>	
Ticket Number: 0000123930		08/29/2005	-Fall frenzy calendar/Incorrect email given
<b>Closed</b>	<u>Total:</u>	<b>8</b>	
Ticket Number: 0000123525		08/25/2005	Web Site
Ticket Number: 0000122760		08/15/2005	forbidden to enter site on this server
Ticket Number: 0000122786		08/15/2005	Website Problems
Ticket Number: 0000121868		08/01/2005	Requesting a current events web log
Ticket Number: 0000122524		08/10/2005	Unable to connect to UMBC Server
Ticket Number: 0000122562		08/11/2005	Links on web page
Ticket Number: 0000122570		08/11/2005	admin access to umbc.edu/research
Ticket Number: 0000122866		08/16/2005	Skillssoft Account access?

<b>ebenson1</b>		<u>Create</u>	<u>Short Description</u>
<b>Resolved</b>		<u>Date</u>	
		<u>Total:</u>	<b>75</b>
		<u>Total:</u>	<b>25</b>
Ticket Number:	0000124252	08/31/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000124254	08/31/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000124260	08/31/2005	combining courses in Blackboard
Ticket Number:	0000123322	08/22/2005	pls set up Blackboard shell for ecad 489 - fall semester
Ticket Number:	0000123444	08/24/2005	making my course available
Ticket Number:	0000123615	08/25/2005	Missing Blackboard Course, Broken Blackboard Help
Ticket Number:	0000123967	08/29/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000124016	08/30/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000124032	08/30/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124050	08/30/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124229	08/31/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124228	08/31/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000124225	08/31/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000124199	08/31/2005	Customer would like a course creation PSYC 200 Section 0101; and P
Ticket Number:	0000124163	08/31/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000124114	08/30/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124113	08/30/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124097	08/30/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124094	08/30/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124092	08/30/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124065	08/30/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124060	08/30/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124043	08/30/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124017	08/30/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000124015	08/30/2005	Blackboard NEW Course: Assign to New Media: Blackboard

	<u>Created</u>	<u>Date</u>	<u>Short Description</u>
<b>Closed</b>		<b>Total:</b>	<b>50</b>
Ticket Number:	0000123259	08/22/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123280	08/22/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123275	08/22/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123292	08/22/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123706	08/26/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123701	08/26/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123700	08/26/2005	Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number:	0000123638	08/26/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123637	08/26/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123599	08/25/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123597	08/25/2005	New Blackboard Course Creation
Ticket Number:	0000123591	08/25/2005	New Bb Course Request Form (web) appears broken?
Ticket Number:	0000123513	08/24/2005	Student access to biol 625
Ticket Number:	0000123512	08/24/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123370	08/23/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123352	08/23/2005	Customer would like ENCE 612 added to his blackboard created; ext.
Ticket Number:	0000123351	08/23/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123347	08/23/2005	Blackboard
Ticket Number:	0000123291	08/22/2005	Blackboard
Ticket Number:	0000123279	08/22/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000122842	08/16/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000122966	08/17/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000122967	08/17/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000122972	08/17/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000122998	08/17/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000123063	08/18/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123185	08/19/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123255	08/22/2005	Blackboard access for ENME482L and ENME403
Ticket Number:	0000123206	08/20/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123295	08/22/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000123020	08/17/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000122973	08/17/2005	Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number:	0000122969	08/17/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000122843	08/17/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000122903	08/16/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000122248	08/16/2005	removal of classes
Ticket Number:	0000122248	08/05/2005	ENEE 302 Blackboard Portal
Ticket Number:	0000122286	08/07/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000122422	08/09/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000122441	08/09/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000122284	08/07/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000122283	08/07/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000122731	08/14/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000122725	08/14/2005	problem with blackboard
Ticket Number:	0000122716	08/14/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000122706	08/12/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000122196	08/12/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000122196	08/04/2005	students unable to view the course.
Ticket Number:	0000121861	08/01/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000121880	08/01/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000121878	08/01/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000121867	08/01/2005	Blackboard NEW Course: Assign to New Media: Blackboard
		<b>Total:</b>	<b>1</b>
<b>jward</b>			
<b>Closed</b>		<b>Total:</b>	<b>1</b>
Ticket Number:	0000123419	08/24/2005	Change Risk Management name to Environment Safety and Health on

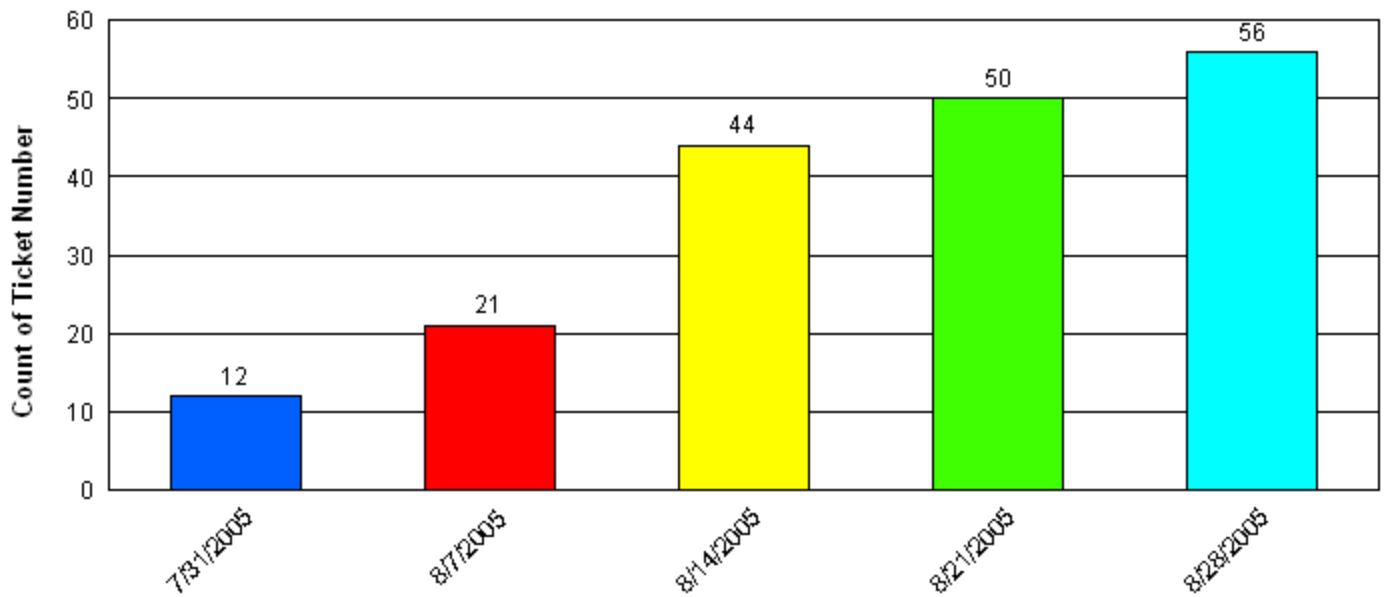
		<u>Create</u>	
		<u>Date</u>	
<b>rarmstro</b>		<u>Total:</u>	<b>97</b>
<b>Resolved</b>		<u>Total:</u>	<b>32</b>
<u>Ticket Number:</u>	<u>0000124262</u>	<u>08/31/2005</u>	<u>EDUC 650</u>
Ticket Number:	0000124334	08/31/2005	Teaching at UMBC
Ticket Number:	0000123802	08/27/2005	BLACKBOARD and library resources as faculty
Ticket Number:	0000123864	08/29/2005	YOU PUT THE WRONG NAME ON MY 312/602 BLACKBOARD
Ticket Number:	0000124184	08/31/2005	access to Blackboard for Biol 425 and 625
Ticket Number:	0000123805	08/27/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123815	08/28/2005	need new course
Ticket Number:	0000123981	08/29/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123980	08/29/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123968	08/29/2005	ta for my courses
Ticket Number:	0000123951	08/29/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123931	08/29/2005	(no subject)
Ticket Number:	0000123910	08/29/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123903	08/29/2005	course name
Ticket Number:	0000123883	08/29/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123882	08/29/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000123874	08/29/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000123872	08/29/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000123817	08/28/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124234	08/31/2005	Add other CMSC 202 sections
Ticket Number:	0000124222	08/31/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124167	08/31/2005	Bb Course merge
Ticket Number:	0000124136	08/31/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124134	08/31/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124131	08/30/2005	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000124129	08/30/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124127	08/30/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124111	08/30/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124109	08/30/2005	BIOL 100 Honors, Fall 2005
Ticket Number:	0000124099	08/30/2005	Blackboard emergency
Ticket Number:	0000124119	08/30/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000123809	08/27/2005	No subject

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		65	
Ticket Number: 0000123299	08/22/2005		Please delete the following courses
Ticket Number: 0000123411	08/23/2005		Work Order Request
Ticket Number: 0000124047	08/30/2005		Blackboard COPY Course: Assign to New Media: Blackboard training
Ticket Number: 0000124009	08/30/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000123913	08/29/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000123796	08/27/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000123795	08/27/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000123794	08/27/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000123793	08/27/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000123788	08/27/2005		New Course
Ticket Number: 0000123782	08/27/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000123769	08/27/2005		blackboard question
Ticket Number: 0000123758	08/26/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000123714	08/26/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000123678	08/26/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000123664	08/26/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000123660	08/26/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000123655	08/26/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000123639	08/26/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000123626	08/26/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000123568	08/25/2005		Blackboard Shells & Students for Fall 2005?
Ticket Number: 0000123476	08/24/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000123400	08/23/2005		help with online homework
Ticket Number: 0000122737	08/15/2005		Blackboard - additional instructor
Ticket Number: 0000122826	08/15/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000122825	08/15/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000122824	08/15/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000122817	08/15/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000122801	08/15/2005		Bb for fall classes (3rd attempt to send)
Ticket Number: 0000122798	08/15/2005		Importing content
Ticket Number: 0000122790	08/15/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000122789	08/15/2005		CMSC 341 fall 2005 blackboard
Ticket Number: 0000122777	08/15/2005		ps
Ticket Number: 0000123173	08/19/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000123167	08/19/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000123149	08/19/2005		new shells /renaming shells
Ticket Number: 0000123123	08/18/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000123119	08/18/2005		Psyc 407 Fall 2005
Ticket Number: 0000123057	08/18/2005		separate sections
Ticket Number: 0000122961	08/17/2005		Assignments folder gone
Ticket Number: 0000122954	08/17/2005		Customer would like course content from old course copied to new c
Ticket Number: 0000123191	08/19/2005		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000123189	08/19/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000122846	08/16/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000122844	08/16/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000123147	08/19/2005		export course
Ticket Number: 0000122831	08/16/2005		FW: Cartridge for course CHEM101_0101_FA2005
Ticket Number: 0000122827	08/15/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000122757	08/15/2005		balckboard
Ticket Number: 0000121884	08/01/2005		Delete Blackboard Course
Ticket Number: 0000122112	08/03/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000122122	08/04/2005		blackboard tests
Ticket Number: 0000122127	08/04/2005		No subject
Ticket Number: 0000122448	08/09/2005		Fall courses

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000122113	08/03/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000122392	08/09/2005	Assistance in deploying an assessment on Bb
Ticket Number:	0000122457	08/09/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000122458	08/09/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000122468	08/09/2005	Student's email address reported wrong in blackboard
Ticket Number:	0000122477	08/10/2005	courses/announcements
Ticket Number:	0000122526	08/10/2005	Blackboard course creation wizard...
Ticket Number:	0000122552	08/11/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000122467	08/09/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000122345	08/08/2005	Delete Blackboard courses
Ticket Number:	0000122454	08/09/2005	RE: Fall courses

## Count of Ticket Number / Create Date

For New Media



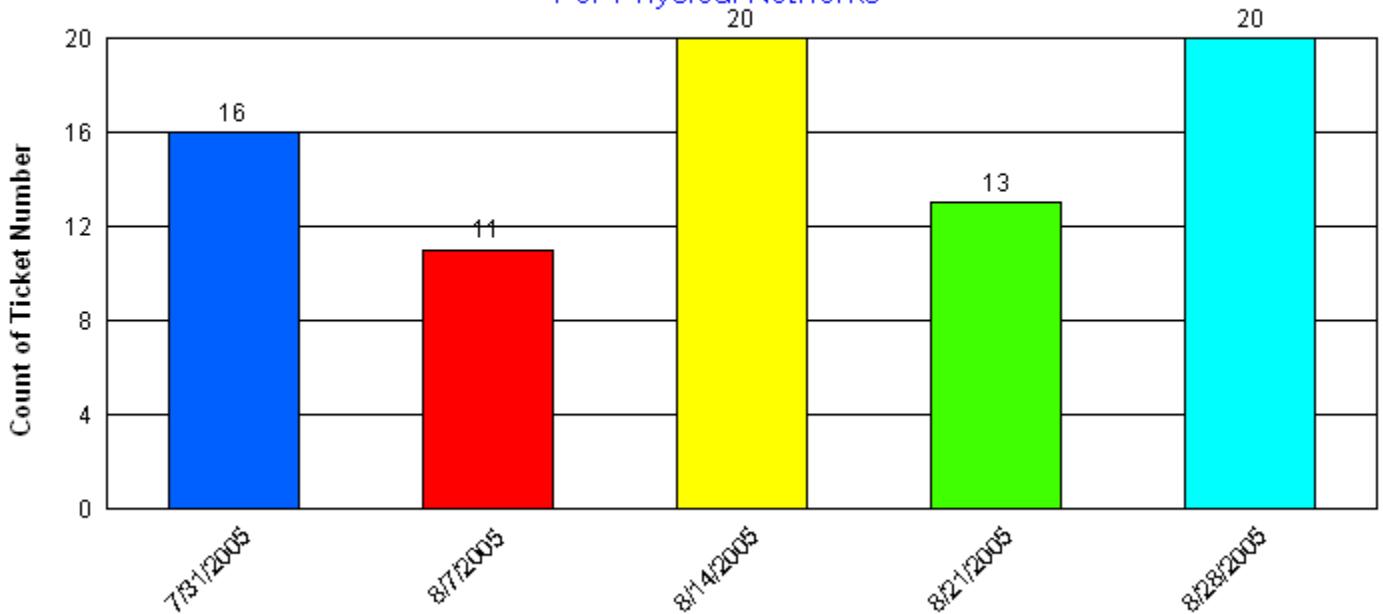
		<u>Create</u>	
		<u>Date</u>	<u>Short Description</u>
<b>Physical Networks</b>	<b>Total:</b>	<b>80</b>	
<b>Telcom</b>		<b>Total:</b>	<b>1</b>
<b>Resolved</b>		<b>Total:</b>	<b>1</b>
Ticket Number: 0000123170		08/19/2005	[site survey] AD211A: Install 1 new data line, Assign IP, & create A
<b>beakja1</b>		<b>Total:</b>	<b>12</b>
<b>Resolved</b>		<b>Total:</b>	<b>8</b>
Ticket Number: 0000123356		08/23/2005	AD705: Re-activate dead jack
Ticket Number: 0000123342		08/23/2005	need jack activated in ITE
Ticket Number: 0000124104		08/30/2005	Work Order Request-Check jack
Ticket Number: 0000124023		08/30/2005	AD726: re-activate dead jack
Ticket Number: 0000124018		08/30/2005	ECS 005 (Windows Side) - ECS005PC15
Ticket Number: 0000123799		08/27/2005	Many users reporting limited or no connectivity
Ticket Number: 0000123576		08/25/2005	Customer is asking for a Jack 222-2 in room 222 RAC to be activate
Ticket Number: 0000123175		08/19/2005	IP address doesn't reverse to umbc.edu
<b>Closed</b>		<b>Total:</b>	<b>4</b>
Ticket Number: 0000123150		08/19/2005	2nd floor of BIO BUILDING is reported as down from the customer; e
Ticket Number: 0000123176		08/19/2005	Jack in walker basement set as resnet, but that is wrong
Ticket Number: 0000122613		08/11/2005	Customer cannot log in to resnet; Westhall office and her apartment; e
Ticket Number: 0000122104		08/03/2005	ECS 329a network jack needs to be checked
<b>bushong1</b>		<b>Total:</b>	<b>17</b>
<b>Resolved</b>		<b>Total:</b>	<b>6</b>
Ticket Number: 0000123164		08/19/2005	Customer says that the jack in her room is broken (physically); ext. 5
Ticket Number: 0000124213		08/31/2005	Data jack activation
Ticket Number: 0000124024		08/30/2005	Activate Jack 311-B04
Ticket Number: 0000124326		08/31/2005	Chem 274: Activate 2 jacks
Ticket Number: 0000124196		08/31/2005	Activate Network Jacks
Ticket Number: 0000123438		08/24/2005	[Fwd: Re: Here is the list]
<b>Closed</b>		<b>Total:</b>	<b>11</b>
Ticket Number: 0000123463		08/24/2005	Customer says her resnet jack does not work; ext. 526562; Room 3121
Ticket Number: 0000122816		08/15/2005	RAC220: Activate Jack
Ticket Number: 0000122950		08/17/2005	Customer needs jack JK220-19-17-15 in the study center in the RAC r
Ticket Number: 0000122881		08/16/2005	Port activation
Ticket Number: 0000122840		08/16/2005	Tree or server can not be found
Ticket Number: 0000121996		08/02/2005	fixed IP update!!
Ticket Number: 0000122206		08/05/2005	2 Network Jacks Down in ECS005A
Ticket Number: 0000122058		08/03/2005	Re: Ticket #0000121996 (fixed IP update!!!)
Ticket Number: 0000122042		08/03/2005	Jack not functional
Ticket Number: 0000122543		08/10/2005	MP301A: Activate jack# 301A-3 on the client AD vlan
Ticket Number: 0000122694		08/12/2005	Work Order Request-Jack on roof of ACIV is not working
<b>cmckin1</b>		<b>Total:</b>	<b>4</b>
<b>Resolved</b>		<b>Total:</b>	<b>3</b>
Ticket Number: 0000124321		08/31/2005	Please update DNS and DHCP
Ticket Number: 0000123587		08/25/2005	Static IPs
Ticket Number: 0000123847		08/29/2005	Research Park - Room 210/Network connections not working
<b>Closed</b>		<b>Total:</b>	<b>1</b>
Ticket Number: 0000123448		08/24/2005	PHYS327: Jack Activation

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>damian</b>	<u>Total:</u> 10	
<b>Resolved</b>	<u>Total:</u> 7	
Ticket Number: 0000124033	08/30/2005	change VPN address class
Ticket Number: 0000123453	08/24/2005	Cannot access server from off campus
Ticket Number: 0000123694	08/26/2005	Error when working on Gen 6 server
Ticket Number: 0000124072	08/30/2005	Port forwarding for bit torrent.
Ticket Number: 0000123901	08/29/2005	UC206: Activate jack# 206-19
Ticket Number: 0000123497	08/24/2005	Printer IP problem.
Ticket Number: 0000123163	08/19/2005	ACIV138: static IP via Cisco VPN client trying to connect to UWMad
<b>Closed</b>	<u>Total:</u> 3	
Ticket Number: 0000121908	08/01/2005	Problems access http://wintermute.org:10000/ from UMBC
Ticket Number: 0000121933	08/02/2005	Port Activation in chemistry Building
Ticket Number: 0000122015	08/03/2005	Is the new ethernet jack on the printer vlan?
<b>markc</b>	<u>Total:</u> 3	
<b>Closed</b>	<u>Total:</u> 3	
Ticket Number: 0000122366	08/08/2005	DHCP table deletions
Ticket Number: 0000122365	08/08/2005	Library dhcp additions
Ticket Number: 0000122492	08/10/2005	Static ip assignment
<b>natb1</b>	<u>Total:</u> 1	
<b>Closed</b>	<u>Total:</u> 1	
Ticket Number: 0000122361	08/08/2005	Jack Activation
<b>rays1</b>	<u>Total:</u> 16	
<b>Resolved</b>	<u>Total:</u> 8	
Ticket Number: 0000123908	08/29/2005	Work Order Request
Ticket Number: 0000124212	08/31/2005	static IP address for iMac G5 in FA537
Ticket Number: 0000124240	08/31/2005	Work Order Request
Ticket Number: 0000124224	08/31/2005	Ip conflict
Ticket Number: 0000124067	08/30/2005	Port block
Ticket Number: 0000123871	08/29/2005	AC219PC13 MAC Address Change
Ticket Number: 0000124237	08/31/2005	Library duplicate ip
Ticket Number: 0000124307	08/31/2005	Work Order Request
<b>Closed</b>	<u>Total:</u> 8	
Ticket Number: 0000122865	08/16/2005	[New Ticket] CSEE IP and Jack changes
Ticket Number: 0000122867	08/16/2005	Need DNS
Ticket Number: 0000122891	08/16/2005	IP for a server
Ticket Number: 0000122089	08/03/2005	Request for static IP address
Ticket Number: 0000122253	08/05/2005	Request Static IP Address
Ticket Number: 0000122676	08/12/2005	IP Address Work
Ticket Number: 0000122599	08/11/2005	Static IP
Ticket Number: 0000122491	08/10/2005	IP/DNS Change for the GIS Lab in Sociology Building

<u>zicka</u>	<u>Close</u>	<u>Create Date</u>	<u>Short Description</u>
		<b>Total: 16</b>	
	<b>Closed</b>	<b>Total: 16</b>	
Ticket Number:	0000122310	08/08/2005	Hi - Internet problem
Ticket Number:	0000121823	08/01/2005	modify dhcp & dns setting for an ethernet to serial box
Ticket Number:	0000121981	08/02/2005	DNS entry request
Ticket Number:	0000121989	08/02/2005	DNS entry addition
Ticket Number:	0000122182	08/04/2005	Request for static IP address
Ticket Number:	0000121909	08/01/2005	Work Order Request
Ticket Number:	0000121857	08/01/2005	Customer gets "Authentication failed" when she dials in;
Ticket Number:	0000122752	08/15/2005	Need ip information for new grad school document imaging system
Ticket Number:	0000123053	08/18/2005	[Fwd: FW: Lentigen Corporation problem with Reverse DNS]
Ticket Number:	0000123068	08/18/2005	Modem problem dialing into campus
Ticket Number:	0000123127	08/19/2005	Customer is still having problems connecting to the internet on the 41
Ticket Number:	0000123172	08/19/2005	Work Order Request
Ticket Number:	0000123056	08/18/2005	Modem issues for the past 3 weeks....
Ticket Number:	0000122832	08/16/2005	Modem issue dialing long distance
Ticket Number:	0000123301	08/22/2005	problem w/ DHCP
Ticket Number:	0000123533	08/25/2005	DNS Update for ECS104A Lab Computers

## Count of Ticket Number / Create Date

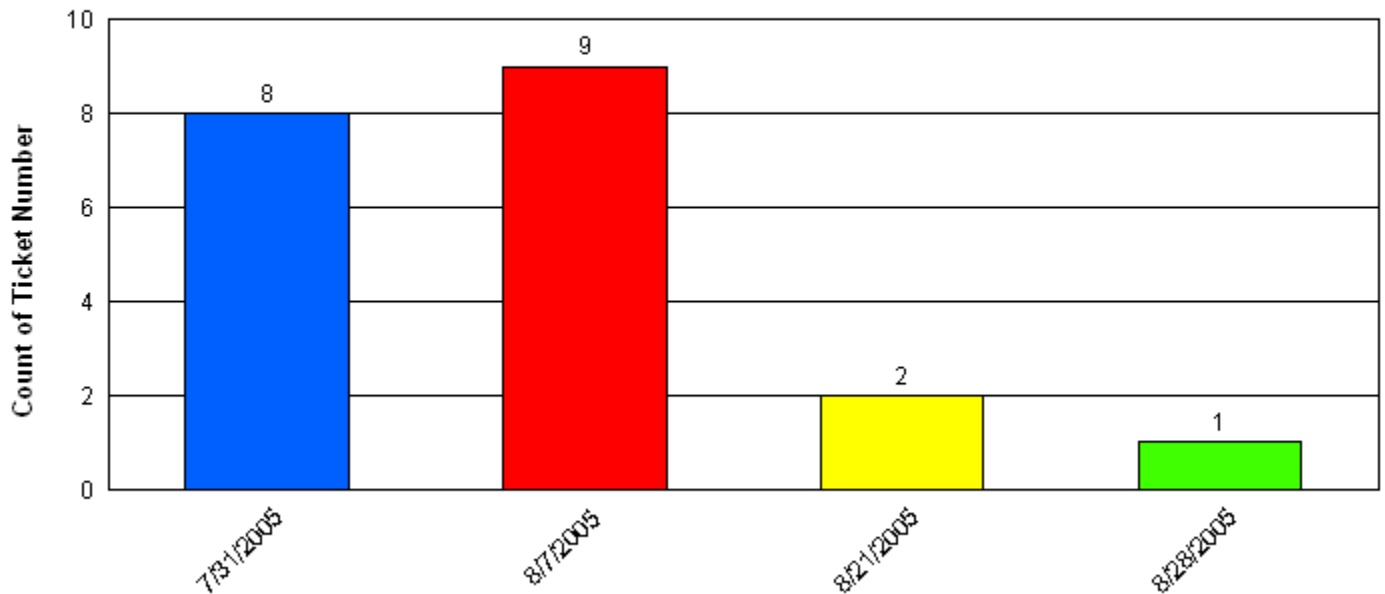
For Physical Networks



Security	Total:	Create Date	Short Description
<b>Security:Extern-case</b>	<b>20</b>		
<b>Closed</b>	<b>Total: 1</b>		
Ticket Number: 0000122267	08/06/2005		Fwd: Attack
<b>akhant1</b>	<b>Total: 8</b>		
<b>Resolved</b>	<b>Total: 1</b>		
Ticket Number: 0000124098	08/30/2005		Ambush Alarm System and Response
<b>Closed</b>	<b>Total: 7</b>		
Ticket Number: 0000123355	08/23/2005		spam being marked as /not/ spam
Ticket Number: 0000122417	08/09/2005		FW: Case ID 26359817 - Notice of Claimed Infringement (fwd) jwal
Ticket Number: 0000122476	08/10/2005		Fake emails from listproc.umbc.edu
Ticket Number: 0000122720	08/13/2005		SPAM COMPLAINT: ***** (fwd)
Ticket Number: 0000122717	08/13/2005		Announcing a New Anti-Malware Website: Malware Help. Org
Ticket Number: 0000122470	08/10/2005		Amtel Dealer Newsletter - July 2005
Ticket Number: 0000121905	08/01/2005		New Rabbit Monoclonal Abs from Epitomics
<b>andy</b>	<b>Total: 11</b>		
<b>Resolved</b>	<b>Total: 1</b>		
Ticket Number: 0000123772	08/27/2005		Program e-mail address needs password change
<b>Closed</b>	<b>Total: 10</b>		
Ticket Number: 0000121879	08/01/2005		[Fwd: large attack to...]
Ticket Number: 0000122099	08/03/2005		SSH login attempt from UMBC
Ticket Number: 0000122116	08/04/2005		abuse report - 130.85.94.152
Ticket Number: 0000122164	08/04/2005		[Fwd: Fwd: A new major market score?]
Ticket Number: 0000122163	08/04/2005		[Fwd: Attack]
Ticket Number: 0000122266	08/06/2005		Fwd: SSH Login Probe From your network
Ticket Number: 0000122635	08/11/2005		Fwd: SPAM COMPLAINT: *****
Ticket Number: 0000122693	08/12/2005		[Fwd: [ANS] Virus received from 130.85.86.56]
Ticket Number: 0000122546	08/10/2005		[Fwd: REN-ISAC darknet report 2005-08-09 24 hours GMT]
Ticket Number: 0000122339	08/08/2005		Fwd: [ISOTicket:87868] UT/ABUSE: Web Defacement/ Compromise

## Count of Ticket Number / Create Date

For Security



<b>SysCore</b>	<u>Total:</u>	<u>Create</u> <u>Date</u>	<u>Short Description</u>
<b>SysCore:Calendar</b>		<u>Total:</u> 2	
<b>Closed</b>		<u>Total:</u> 2	
Ticket Number: 0000123861		08/29/2005	Calendar not working for another employee in our area
Ticket Number: 0000123860		08/29/2005	repeating meetings in Calendar
<b>SysCore:myUMBC</b>		<u>Total:</u> 1	
<b>Closed</b>		<u>Total:</u> 1	
Ticket Number: 0000122939		08/17/2005	faculty now having to enter a pin number when using fac features in my

<b>banz</b>		<u>Create</u>	<u>Short Description</u>
<b>Resolved</b>		<u>Date</u>	
		<u>Total:</u>	<b>57</b>
		<u>Total:</u>	<b>26</b>
Ticket Number:	0000123842	08/29/2005	Re: Account Deactivation Notification
Ticket Number:	0000124001	08/30/2005	Re: Account Deactivation Notification
Ticket Number:	0000123840	08/29/2005	Re: Account Deactivation Notification
Ticket Number:	0000123839	08/29/2005	Re: Account Deactivation Notification
Ticket Number:	0000123833	08/29/2005	Re: Account Deactivation Notification
Ticket Number:	0000123829	08/28/2005	Re: Account Deactivation Notification
Ticket Number:	0000123803	08/27/2005	Re: Account Deactivation Notification
Ticket Number:	0000123800	08/27/2005	Re: Account Deactivation Notification
Ticket Number:	0000123787	08/27/2005	Re: Account Deactivation Notification Reply
Ticket Number:	0000123783	08/27/2005	Re: Account Deactivation Notification
Ticket Number:	0000123778	08/27/2005	Re: Account Deactivation Notification
Ticket Number:	0000123987	08/30/2005	Re: Account Deactivation Notification
Ticket Number:	0000123982	08/29/2005	Re: Account Deactivation Notification
Ticket Number:	0000123979	08/29/2005	Re: Account Deactivation Notification
Ticket Number:	0000123972	08/29/2005	RE: Account Deactivation Notification
Ticket Number:	0000123971	08/29/2005	Re: Account Deactivation Notification
Ticket Number:	0000123966	08/29/2005	UMBC Authentication questions?
Ticket Number:	0000123964	08/29/2005	Re: Account Deactivation Notification
Ticket Number:	0000123877	08/29/2005	Re: Account Deactivation Notification
Ticket Number:	0000124133	08/30/2005	Re: Account Deactivation Notification
Ticket Number:	0000124130	08/30/2005	Re: Account Deactivation Notification
Ticket Number:	0000124123	08/30/2005	Re: Account Deactivation Notification
Ticket Number:	0000124110	08/30/2005	Re: Account Deactivation Notification
Ticket Number:	0000124071	08/30/2005	Can not log in to email or gl
Ticket Number:	0000124063	08/30/2005	periodic core dumps in PINE
Ticket Number:	0000124014	08/30/2005	Re: Account Deactivation Notification

	<u>Create</u>		<u>Short Description</u>
	<u>Date</u>	<u>Total:</u>	
<b>Closed</b>		<b>31</b>	
Ticket Number: 0000123849	08/29/2005		java C compiler in linux
Ticket Number: 0000123398	08/23/2005		customer cannot log in to myUMBC
Ticket Number: 0000123507	08/24/2005		GL man pages.
Ticket Number: 0000123517	08/25/2005		FTP site for GL down for the 3rd time this week
Ticket Number: 0000123680	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123717	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123736	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123742	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123892	08/29/2005		SERVER REPORT
Ticket Number: 0000123785	08/27/2005		Re: Account Deactivation Notification
Ticket Number: 0000123784	08/27/2005		Re: Account Deactivation Notification
Ticket Number: 0000123779	08/27/2005		Re: Account Deactivation Notification
Ticket Number: 0000123767	08/27/2005		Re: Account Deactivation Notification
Ticket Number: 0000123762	08/27/2005		Re: Account Deactivation Notification
Ticket Number: 0000123761	08/27/2005		Re: Account Deactivation Notification
Ticket Number: 0000123760	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123756	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123754	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123748	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123747	08/26/2005		FW: Account Deactivation Notification
Ticket Number: 0000123745	08/26/2005		RE: Account Deactivation Notification
Ticket Number: 0000123744	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000124051	08/30/2005		RE: UMBC Account Maintenance Notification
Ticket Number: 0000123737	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123733	08/26/2005		javac does not work
Ticket Number: 0000123682	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123592	08/25/2005		Switch Lab printing to Pharos
Ticket Number: 0000123528	08/25/2005		Re: YOUR PASSWORD HAS BEEN SUCCESSFULLY UPDATED
Ticket Number: 0000123343	08/23/2005		Not able to log into linux or gl
Ticket Number: 0000123331	08/23/2005		FTP site down again today
Ticket Number: 0000123233	08/22/2005		Unable to connect to gl ftp site
<b>daleg</b>		<b>18</b>	
<b>Resolved</b>		<b>7</b>	
Ticket Number: 0000124322	08/31/2005		Weather Panel in Webmail does not appear
Ticket Number: 0000122854	08/16/2005		[Do by COB Monday] Software to be installed on OIT Linux environ
Ticket Number: 0000124309	08/31/2005		FW: Account Deactivation Notification. USER: rsingh4
Ticket Number: 0000124002	08/30/2005		Linux - Spice3 receives seg
Ticket Number: 0000124116	08/30/2005		Please remove my name from the list. Thanks
Ticket Number: 0000124103	08/30/2005		add staff to p/w changing privs
Ticket Number: 0000123666	08/26/2005		www modification.
<b>Closed</b>		<b>11</b>	
Ticket Number: 0000123320	08/22/2005		Webpage development access
Ticket Number: 0000123604	08/25/2005		Alumnus wants contents of userpages www folder deleted
Ticket Number: 0000123595	08/25/2005		request
Ticket Number: 0000123578	08/25/2005		need to write blog to research site
Ticket Number: 0000123485	08/24/2005		(test)Web List Request
Ticket Number: 0000122895	08/16/2005		No subject
Ticket Number: 0000123200	08/19/2005		MySQL Account
Ticket Number: 0000122942	08/17/2005		mlax - who is the owner and can I be added as an owner
Ticket Number: 0000122404	08/09/2005		Printer Queue not working
Ticket Number: 0000121992	08/02/2005		quota issue
Ticket Number: 0000122173	08/04/2005		Customer not able to access email account

<b>dave</b>	<u>Create</u>	
	<u>Date</u>	<u>Short Description</u>
<b>Resolved</b>	<u>Total:</u>	<b>1</b>
Ticket Number: 0000124336	<u>Total:</u>	<b>1</b>
	08/31/2005	Blackboard Not Responding

**jcgriego**

Create

Date

Total: 137

Short Description

<b>Resolved</b>	<u>Create</u> <u>Date</u>	<u>Total:</u>	<u>Short Description</u>
		<b>67</b>	
Ticket Number: 0000123103	08/18/2005		Need Oracle database accounts for all students in IS420 Sec-
Ticket Number: 0000123718	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123735	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123743	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123749	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123958	08/29/2005		Re: Account Deactivation Notification
Ticket Number: 0000123948	08/29/2005		Disable Remedy Access
Ticket Number: 0000123939	08/29/2005		Re: Account Deactivation Notification
Ticket Number: 0000123937	08/29/2005		Re: Account Deactivation Notification
Ticket Number: 0000123932	08/29/2005		Re: Account Deactivation Notification
Ticket Number: 0000124173	08/31/2005		Add to HD:PPP calendar
Ticket Number: 0000123912	08/29/2005		Change entry in pagec
Ticket Number: 0000123899	08/29/2005		Re: Account Deactivation Notification
Ticket Number: 0000123896	08/29/2005		Re: Account Deactivation Notification
Ticket Number: 0000123889	08/29/2005		Re: Account Deactivation Notification
Ticket Number: 0000123880	08/29/2005		Re: Account Deactivation Notification
Ticket Number: 0000123900	08/29/2005		Re: Account Deactivation Notification
Ticket Number: 0000123836	08/29/2005		Re: Account Deactivation Notification
Ticket Number: 0000123832	08/29/2005		Re: Account Deactivation Notification
Ticket Number: 0000123830	08/28/2005		Re: Account Deactivation Notification
Ticket Number: 0000123828	08/28/2005		Re: Account Deactivation Notification
Ticket Number: 0000123827	08/28/2005		Re: Account Deactivation Notification
Ticket Number: 0000123816	08/28/2005		Re: Account Deactivation Notification
Ticket Number: 0000123812	08/28/2005		Re: Account Deactivation Notification
Ticket Number: 0000123811	08/28/2005		Re: Account Deactivation Notification
Ticket Number: 0000123810	08/27/2005		RE: Account Deactivation Notification
Ticket Number: 0000123808	08/27/2005		Re: Account Deactivation Notification
Ticket Number: 0000123807	08/27/2005		Re: Account Deactivation Notification
Ticket Number: 0000123806	08/27/2005		RE: Account Deactivation Notification
Ticket Number: 0000123798	08/27/2005		Re: Account Deactivation Notification
Ticket Number: 0000123792	08/27/2005		Re: Account Deactivation Notification
Ticket Number: 0000124221	08/31/2005		Remedy Account problems
Ticket Number: 0000124217	08/31/2005		Re: Account Deactivation Notification
Ticket Number: 0000124285	08/31/2005		Re: Account Deactivation Notification
Ticket Number: 0000124174	08/31/2005		Calendar acct needed
Ticket Number: 0000124202	08/31/2005		add users to pclabs group in remedy
Ticket Number: 0000124158	08/31/2005		Re: Account Deactivation Notification
Ticket Number: 0000124122	08/30/2005		Returning user needs account reactivated
Ticket Number: 0000124121	08/30/2005		Re: Account Deactivation Notification
Ticket Number: 0000124255	08/31/2005		Re: Account Deactivation Notification
Ticket Number: 0000124059	08/30/2005		Re: Account Deactivation Notification
Ticket Number: 0000124044	08/30/2005		Re: Account Deactivation Notification
Ticket Number: 0000123791	08/27/2005		Re: Account Deactivation Notification
Ticket Number: 0000123789	08/27/2005		RE: Account Deactivation Notification
Ticket Number: 0000123780	08/27/2005		Re: Account Deactivation Notification
Ticket Number: 0000123777	08/27/2005		Re: Account Deactivation Notification
Ticket Number: 0000123775	08/27/2005		Re: Account Deactivation Notification
Ticket Number: 0000123773	08/27/2005		Re: Account Deactivation Notification
Ticket Number: 0000123766	08/27/2005		Re: Account Deactivation Notification
Ticket Number: 0000123764	08/27/2005		Re: Account Deactivation Notification
Ticket Number: 0000123763	08/27/2005		Re: Account Deactivation Notification
Ticket Number: 0000123774	08/27/2005		Re: Account Deactivation Notification
Ticket Number: 0000123759	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123755	08/26/2005		Re: Account Deactivation Notification

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000123753	08/26/2005	Re: Account Deactivation Notification
Ticket Number:	0000123752	08/26/2005	RE: Account Deactivation Notification
Ticket Number:	0000123751	08/26/2005	Re: Account Deactivation Notification
Ticket Number:	0000123750	08/26/2005	Re: Account Deactivation Notification
Ticket Number:	0000123746	08/26/2005	Re: Account Deactivation Notification
Ticket Number:	0000123740	08/26/2005	Re: Account Deactivation Notification
Ticket Number:	0000123732	08/26/2005	Two records, same person
Ticket Number:	0000123857	08/29/2005	Incorrect Personal Information
Ticket Number:	0000123618	08/26/2005	reset resource password for Calendar account
Ticket Number:	0000123256	08/22/2005	[Fwd: Re: FS Desktop Support]
Ticket Number:	0000124335	08/31/2005	Re: Account Deactivation Notification
Ticket Number:	0000124284	08/31/2005	I need a few people added to all of the physnet groups
Ticket Number:	0000124325	08/31/2005	Re: Account Deactivation Notification

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
		<b>70</b>	
Ticket Number: 0000123379	08/23/2005		rid1@umbc.edu
Ticket Number: 0000123654	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123657	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123667	08/26/2005		RE: Account Deactivation Notification
Ticket Number: 0000123684	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123679	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123677	08/26/2005		RE: Account Deactivation Notification
Ticket Number: 0000123676	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123675	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123674	08/26/2005		Out of Office AutoReply: Account Deactivation Notification
Ticket Number: 0000123671	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123670	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123669	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123724	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123723	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123721	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123716	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123710	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123703	08/26/2005		regarding umbc e-mail acct.
Ticket Number: 0000123698	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123697	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123696	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123693	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123692	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123726	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123691	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123689	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123688	08/26/2005		RE: Account Deactivation Notification
Ticket Number: 0000123687	08/26/2005		Re: Account Deactivation Notification USER: jdewit1
Ticket Number: 0000123686	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123824	08/28/2005		RE: Account Deactivation Notification
Ticket Number: 0000123814	08/28/2005		Re: UMBC Account Maintenance Notification
Ticket Number: 0000123771	08/27/2005		Re: Account Deactivation Notification
Ticket Number: 0000123741	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123739	08/26/2005		account deletion notice
Ticket Number: 0000123738	08/26/2005		RE: Account Deactivation Notification
Ticket Number: 0000123734	08/26/2005		RE: Account Deactivation Notification: currnet faculty memmer, do n
Ticket Number: 0000123730	08/26/2005		No subject
Ticket Number: 0000123729	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000124259	08/31/2005		Re: Account Deactivation Notification
Ticket Number: 0000124096	08/30/2005		Novell/AD accts needed
Ticket Number: 0000123921	08/29/2005		Test email
Ticket Number: 0000123911	08/29/2005		Re: Account Deactivation Notification
Ticket Number: 0000123887	08/29/2005		Re: Account Deactivation Notification
Ticket Number: 0000123866	08/29/2005		RE: Account Deactivation Notification
Ticket Number: 0000123854	08/29/2005		RE: Account Deactivation Notification
Ticket Number: 0000123658	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123656	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123653	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123648	08/26/2005		RE: Account Deactivation Notification
Ticket Number: 0000123650	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123651	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123725	08/26/2005		Re: Account Deactivation Notification
Ticket Number: 0000123359	08/23/2005		Add to group

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000122755	08/15/2005	Patron load
Ticket Number:	0000123665	08/26/2005	Re: Account Deactivation Notification
Ticket Number:	0000123166	08/19/2005	user's last name is spelled wrong on myUMBC
Ticket Number:	0000123193	08/19/2005	Work Order Request
Ticket Number:	0000123661	08/26/2005	Remedy password reset
Ticket Number:	0000122900	08/16/2005	Need some pagec stuff changed
Ticket Number:	0000122767	08/15/2005	Please change Remedy group assignments for natb1
Ticket Number:	0000123424	08/24/2005	Patron load not transferred since 8/20
Ticket Number:	0000122216	08/05/2005	Work Order Request-Change name in directory server
Ticket Number:	0000122184	08/04/2005	Adjustment for Remedy Email options
Ticket Number:	0000122059	08/03/2005	Please add me to HelpDesk Queue
Ticket Number:	0000122060	08/03/2005	Mark Accts 'Not Current' so no one assigns tickets to person
Ticket Number:	0000122000	08/02/2005	New chair needs sec'y setup with designate access
Ticket Number:	0000122237	08/05/2005	User requests this account deleted because it is a duplicate; 443-852-3
Ticket Number:	0000122323	08/08/2005	Test Message for armail
Ticket Number:	0000122405	08/09/2005	Edirectory
<b>paulr</b>		<u>Total:</u> <b>6</b>	
<b>Closed</b>		<u>Total:</u> <b>6</b>	
Ticket Number:	0000122251	08/05/2005	Tiffany Gierasc
Ticket Number:	0000122487	08/10/2005	Can not see class info thru myumbc again....
Ticket Number:	0000123018	08/17/2005	user is unable to go past the redirecting page of myUMBC
Ticket Number:	0000123160	08/19/2005	Online Student Organization Registration From Fails
Ticket Number:	0000123547	08/25/2005	No date to register showing up in myumbc
Ticket Number:	0000123645	08/26/2005	Class schedule not showing up.

<b>sbrown7</b>		<u>Create</u>	<u>Short Description</u>
<b>Resolved</b>		<u>Date</u>	
		<u>Total:</u> <b>209</b>	
		<u>Total:</u> <b>19</b>	
Ticket Number:	0000123622	08/26/2005	Restore "INBOX" mail
Ticket Number:	0000124231	08/31/2005	Customer has lost all her inbox mails and can no longer recieve messa
Ticket Number:	0000124169	08/31/2005	Access to Corporate Time
Ticket Number:	0000124055	08/30/2005	add list owner
Ticket Number:	0000124040	08/30/2005	Account still will not allow her to log in....
Ticket Number:	0000124037	08/30/2005	Corporate Calendar for Kevin Philyaw
Ticket Number:	0000124026	08/30/2005	New Employee - Marie Gore needs calendar acct
Ticket Number:	0000123995	08/30/2005	Calendar Accounts
Ticket Number:	0000123963	08/29/2005	sending emails
Ticket Number:	0000123949	08/29/2005	Access to VPAF website
Ticket Number:	0000123945	08/29/2005	user 'demshak' left university
Ticket Number:	0000123928	08/29/2005	User is unable to log into her e-mail
Ticket Number:	0000124179	08/31/2005	Corporate calendar account
Ticket Number:	0000123640	08/26/2005	need url
Ticket Number:	0000124275	08/31/2005	authorization
Ticket Number:	0000124329	08/31/2005	FYC-Board Listproc
Ticket Number:	0000124330	08/31/2005	Create Corporate Time Resource for Commons 004
Ticket Number:	0000124305	08/31/2005	Delete account
Ticket Number:	0000124282	08/31/2005	I need two calendar accounts created

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		<b>190</b>	
Ticket Number: 0000122744	08/15/2005		Cancel Account
Ticket Number: 0000122781	08/15/2005		Calendar Account Creation
Ticket Number: 0000122990	08/17/2005		(dh)Web List Request
Ticket Number: 0000122989	08/17/2005		(warehouse)Web List Request
Ticket Number: 0000122988	08/17/2005		(greenhouse)Web List Request
Ticket Number: 0000122987	08/17/2005		(finearts)Web List Request
Ticket Number: 0000122985	08/17/2005		(acadsv)Web List Request
Ticket Number: 0000122984	08/17/2005		(chem)Web List Request
Ticket Number: 0000122983	08/17/2005		(sdsc)Web List Request
Ticket Number: 0000122982	08/17/2005		(uc)Web List Request
Ticket Number: 0000122981	08/17/2005		(sondheim)Web List Request
Ticket Number: 0000123001	08/17/2005		(pup)Web List Request
Ticket Number: 0000122999	08/17/2005		(commons)Web List Request
Ticket Number: 0000122997	08/17/2005		(mathpsych)Web List Request
Ticket Number: 0000122996	08/17/2005		(physicsbldg)Web List Request
Ticket Number: 0000122995	08/17/2005		(daycare)Web List Request
Ticket Number: 0000122994	08/17/2005		(rac)Web List Request
Ticket Number: 0000122993	08/17/2005		(tec2)Web List Request
Ticket Number: 0000122992	08/17/2005		(aciva)Web List Request
Ticket Number: 0000122991	08/17/2005		(acivb)Web List Request
Ticket Number: 0000123069	08/18/2005		New Employee - calendar account
Ticket Number: 0000123026	08/18/2005		Service Request-Setup conference room as a resource
Ticket Number: 0000123019	08/17/2005		No subject
Ticket Number: 0000123014	08/17/2005		access permission
Ticket Number: 0000123006	08/17/2005		(ite)Web List Request
Ticket Number: 0000123005	08/17/2005		(trc)Web List Request
Ticket Number: 0000123004	08/17/2005		(eng)Web List Request
Ticket Number: 0000123003	08/17/2005		User jbeck
Ticket Number: 0000123002	08/17/2005		(surge)Web List Request
Ticket Number: 0000123207	08/20/2005		seb account access
Ticket Number: 0000123205	08/20/2005		important
Ticket Number: 0000123202	08/20/2005		From Willie.
Ticket Number: 0000123192	08/19/2005		Request for Corporate Time account
Ticket Number: 0000123169	08/19/2005		Employee Separation-Adam Trice
Ticket Number: 0000123314	08/22/2005		owner of list can't manage it or send messages
Ticket Number: 0000123155	08/19/2005		(cahssdirectors)Web List Request
Ticket Number: 0000123154	08/19/2005		(cahsslist)Web List Request
Ticket Number: 0000123153	08/19/2005		(cahssdirectors)Web List Request
Ticket Number: 0000123214	08/21/2005		Spelling error
Ticket Number: 0000123135	08/19/2005		(alumnibldg)Web List Request
Ticket Number: 0000123132	08/19/2005		(erickson)Web List Request
Ticket Number: 0000123131	08/19/2005		(orl)Web List Request
Ticket Number: 0000123130	08/19/2005		(centralplt)Web List Request
Ticket Number: 0000123108	08/18/2005		new Calendar
Ticket Number: 0000123087	08/18/2005		(m17)Web List Request
Ticket Number: 0000123086	08/18/2005		Listproc corrections
Ticket Number: 0000123076	08/18/2005		New calendar resources
Ticket Number: 0000122980	08/17/2005		(bio)Web List Request
Ticket Number: 0000122979	08/17/2005		(library)Web List Request
Ticket Number: 0000122978	08/17/2005		(admin)Web List Request
Ticket Number: 0000123000	08/17/2005		(fm)Web List Request
Ticket Number: 0000122964	08/17/2005		Oracle Account (calendar)
Ticket Number: 0000122945	08/17/2005		(psyc215)Web List Request
Ticket Number: 0000122862	08/16/2005		HELP - Permission

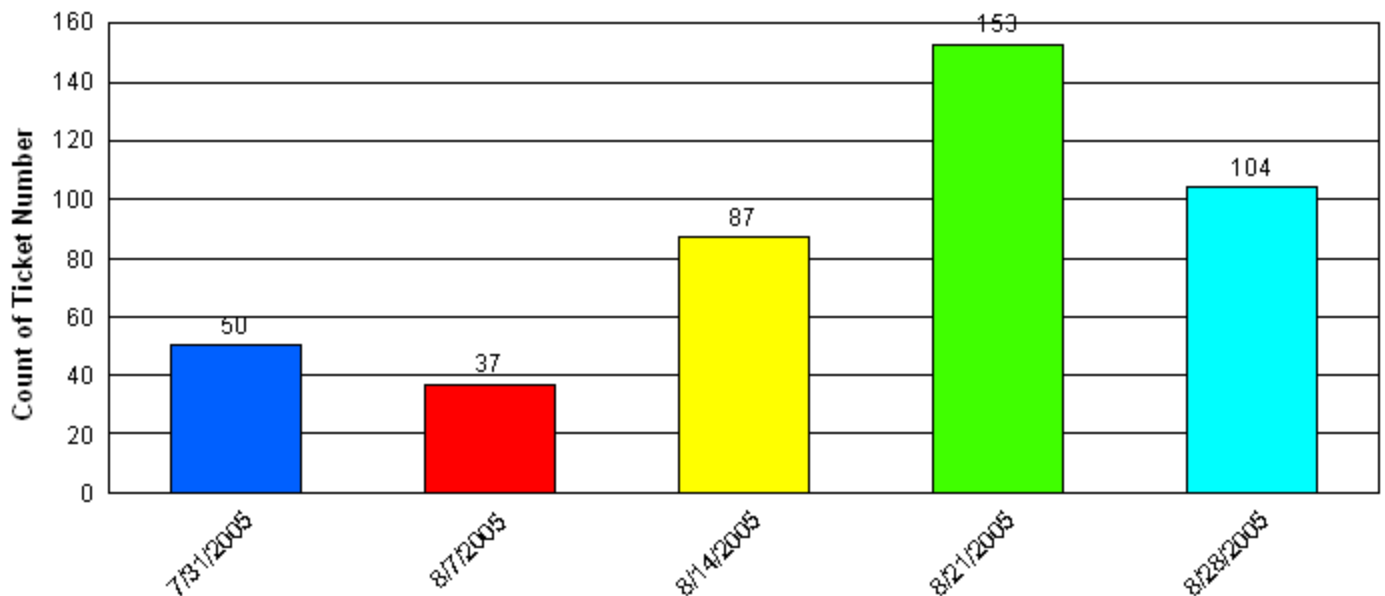
		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000122857	08/16/2005	(coeitchairs)Web List Request
Ticket Number:	0000122856	08/16/2005	(coeitdirectors)Web List Request
Ticket Number:	0000122855	08/16/2005	(coeitdirectors)Web List Request
Ticket Number:	0000122848	08/16/2005	Calendar acct for new employee Stacey Morrison
Ticket Number:	0000123503	08/24/2005	Student Class lists
Ticket Number:	0000122822	08/15/2005	need account set up for Delena W. Murphy
Ticket Number:	0000122799	08/15/2005	request for large quota
Ticket Number:	0000122795	08/15/2005	Campus Web Server is Serving Blank Pages
Ticket Number:	0000122792	08/15/2005	Problems logging in to myUMBC
Ticket Number:	0000123151	08/19/2005	(cahsschairs)Web List Request
Ticket Number:	0000122907	08/16/2005	Mail restore request
Ticket Number:	0000122905	08/16/2005	List Deletion Request: ERICKSONEVENTS
Ticket Number:	0000122902	08/16/2005	(allofprojectteam.)Web List Request
Ticket Number:	0000122887	08/16/2005	Novell/AD acct
Ticket Number:	0000122880	08/16/2005	Calendar acct
Ticket Number:	0000122774	08/15/2005	Directory search broken?
Ticket Number:	0000122770	08/15/2005	New account needed
Ticket Number:	0000122746	08/15/2005	HR website unavailable; 403 Forbidden
Ticket Number:	0000122764	08/15/2005	Please create Calendar account for Nathan Buesgens
Ticket Number:	0000122769	08/15/2005	403 Forbidden error when trying to access Reslife web site
Ticket Number:	0000122768	08/15/2005	403 Forbidden error when accessing techcenter web page
Ticket Number:	0000123269	08/22/2005	Work Order Request
Ticket Number:	0000123297	08/22/2005	Re: Important Notification
Ticket Number:	0000123290	08/22/2005	Add room to resource in Oracle Calendar
Ticket Number:	0000123385	08/23/2005	Alias created for Tina Murphy
Ticket Number:	0000123440	08/24/2005	List Deletion Request: CHPDM_DIRECTOR_SEARCH_COMMITTE
Ticket Number:	0000123446	08/24/2005	Disk Quota
Ticket Number:	0000124271	08/31/2005	(departmentheads)Web List Request
Ticket Number:	0000124164	08/31/2005	(llc642fa05)Web List Request
Ticket Number:	0000124162	08/31/2005	(eng1383fa05)Web List Request
Ticket Number:	0000124128	08/30/2005	User has not received email since May
Ticket Number:	0000124081	08/30/2005	RAC 210: new calendar account
Ticket Number:	0000124095	08/30/2005	(meyerhoffbuildingdedicationlist)Web List Request
Ticket Number:	0000123649	08/26/2005	cs202 - allow submit for my account
Ticket Number:	0000123620	08/26/2005	Calendar account request.
Ticket Number:	0000123608	08/25/2005	User would like a calendar account.
Ticket Number:	0000124324	08/31/2005	(hcteamleaders)Web List Request
Ticket Number:	0000124313	08/31/2005	(teamupsilon)Web List Request
Ticket Number:	0000124310	08/31/2005	(greekdrama06)Web List Request
Ticket Number:	0000124294	08/31/2005	(counselors)Web List Request
Ticket Number:	0000124276	08/31/2005	(coeit)Web List Request
Ticket Number:	0000123589	08/25/2005	New employee - Calendar account needed
Ticket Number:	0000123575	08/25/2005	(ihu)Web List Request
Ticket Number:	0000123569	08/25/2005	(cs671)Web List Request
Ticket Number:	0000123567	08/25/2005	New Account
Ticket Number:	0000123544	08/25/2005	(ribosome2006)Web List Request
Ticket Number:	0000123494	08/24/2005	corporate calendar account
Ticket Number:	0000123490	08/24/2005	Corporate Calendar
Ticket Number:	0000123456	08/24/2005	New HD employee - Create calendar account
Ticket Number:	0000123708	08/26/2005	Oracle Calendar Account
Ticket Number:	0000123690	08/26/2005	List Proc Not Working
Ticket Number:	0000123441	08/24/2005	List Deletion Request: IDS-DIRECTOR-SEARCH-COMMITTEE
Ticket Number:	0000123430	08/24/2005	Calendar Account Modification
Ticket Number:	0000123374	08/23/2005	Requesting List - Problem
Ticket Number:	0000123353	08/23/2005	New student employee @ helpdesk needs account

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000123325	08/22/2005	New Webmail Problem
Ticket Number:	0000123282	08/22/2005	Please re-confirm your active subscription to our mailing list.
Ticket Number:	0000123283	08/22/2005	submit system class name
Ticket Number:	0000122226	08/05/2005	user is unable to access webmail
Ticket Number:	0000122280	08/07/2005	e-mail restor request
Ticket Number:	0000122285	08/07/2005	(mdtesol)Web List Request
Ticket Number:	0000122335	08/08/2005	Customer cannot login to myUMBC/Squirrel Mail
Ticket Number:	0000122724	08/14/2005	Problem in web page redirections from UMBC servers
Ticket Number:	0000122715	08/12/2005	Oracle Accounts
Ticket Number:	0000122687	08/12/2005	umbc.edu/promise quota increase request
Ticket Number:	0000122685	08/12/2005	Corporate Calendar Account: User ID: hibbert
Ticket Number:	0000122659	08/12/2005	email Account
Ticket Number:	0000122649	08/12/2005	Please disable Mail Client
Ticket Number:	0000122644	08/12/2005	New Employee
Ticket Number:	0000122637	08/11/2005	movieSville.com Top 10 Lists
Ticket Number:	0000122626	08/11/2005	inquiry
Ticket Number:	0000122592	08/11/2005	Calendar account for Daniel Hall (danhall1)
Ticket Number:	0000122909	08/16/2005	ISD list Manager - email change
Ticket Number:	0000122545	08/10/2005	php permissions
Ticket Number:	0000122482	08/10/2005	conf MAPLE Norman88 owners marinor@dhhm.state.md.us
Ticket Number:	0000122395	08/09/2005	Email message that was not delivered
Ticket Number:	0000122436	08/09/2005	Calendar account for new employee
Ticket Number:	0000122373	08/08/2005	passwords
Ticket Number:	0000122368	08/08/2005	request for access
Ticket Number:	0000122355	08/08/2005	CHAIRS-DIRECTORS list
Ticket Number:	0000122334	08/08/2005	Customer unable to login myUMBC/Squirrel Mail
Ticket Number:	0000122332	08/08/2005	Customer unable to login to myUMBC/Squirrel Mail
Ticket Number:	0000122321	08/08/2005	Vacation Message occasionally replies even though it is disabled
Ticket Number:	0000122306	08/08/2005	(bsg-infra)Web List Request
Ticket Number:	0000122463	08/09/2005	No subject
Ticket Number:	0000122445	08/09/2005	New Employee-calendar acct needed
Ticket Number:	0000122444	08/09/2005	Calendar acct for new employee NEAL
Ticket Number:	0000122443	08/09/2005	Novell/AD access needed for new employee NEAL
Ticket Number:	0000122440	08/09/2005	Novell/AD access - New employee - BLUM (user id)
Ticket Number:	0000122426	08/09/2005	New Employees need access to corporate calendar
Ticket Number:	0000122406	08/09/2005	Customer needs a CorpTime Account;
Ticket Number:	0000122410	08/09/2005	Calendar Account Creation
Ticket Number:	0000122298	08/08/2005	Oracle Calendar
Ticket Number:	0000122281	08/07/2005	Contents of "Sent" in e-mail have disappeared.
Ticket Number:	0000122234	08/05/2005	Customer cannot access webmail; 410-256-8834
Ticket Number:	0000122264	08/05/2005	Name Change
Ticket Number:	0000122259	08/05/2005	user is unable to log into webmail.umbc.edu
Ticket Number:	0000122231	08/05/2005	Can't access to titan.umbc.edu
Ticket Number:	0000123406	08/23/2005	Guest User Name and Password Request
Ticket Number:	0000122088	08/03/2005	Calendar Account: dinah
Ticket Number:	0000122086	08/03/2005	prinhost queue setup
Ticket Number:	0000122078	08/03/2005	Novell & Calendar
Ticket Number:	0000122075	08/03/2005	List Deletion Request: CHEM352L
Ticket Number:	0000122002	08/02/2005	THIS FRIDAY : Static-X : American Head Charge : Blood Simple : A
Ticket Number:	0000123603	08/25/2005	ACTiVATE Program
Ticket Number:	0000121976	08/02/2005	shearn1 - delete novell/ad accts
Ticket Number:	0000122018	08/03/2005	AFS read/write access [was: FTP access]
Ticket Number:	0000121953	08/02/2005	Changing Name in GECOS Field
Ticket Number:	0000121946	08/02/2005	FW: Novell Deletion
Ticket Number:	0000122038	08/03/2005	Corporate time for new employee

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000121919	08/02/2005	Name Change/Oracle Calendar
Ticket Number:	0000121902	08/01/2005	Request for Access
Ticket Number:	0000121898	08/01/2005	New employee needs a Calendar account
Ticket Number:	0000121874	08/01/2005	shared mailbox modification
Ticket Number:	0000122201	08/04/2005	One for you, one for him and one for her; Seven Swords DVD
Ticket Number:	0000122238	08/05/2005	e-mail restore request
Ticket Number:	0000122148	08/04/2005	(llcgraduates)Web List Request
Ticket Number:	0000122141	08/04/2005	Customer can not access their www folder
Ticket Number:	0000122123	08/04/2005	Oracle Account (calendar)
Ticket Number:	0000122130	08/04/2005	Change Mail Forwarding
Ticket Number:	0000122074	08/03/2005	List Deletion Request: CHEM351L
Ticket Number:	0000122073	08/03/2005	List Deletion Request: CHEM102L
Ticket Number:	0000122072	08/03/2005	List Deletion Request: CHEM351
Ticket Number:	0000122071	08/03/2005	List Deletion Request: CHEM100
Ticket Number:	0000122057	08/03/2005	(scsupport)Web List Request
Ticket Number:	0000122175	08/04/2005	Email Address Change
Ticket Number:	0000122048	08/03/2005	Customer is saying that he is not receiving email at his myumbc accou
Ticket Number:	0000122036	08/03/2005	Create Shared Mailbox
Ticket Number:	0000122026	08/03/2005	FW: Computer Account Setup
Ticket Number:	0000121845	08/01/2005	Can not activate account - Please activate account
Ticket Number:	0000121839	08/01/2005	Need calendar account
Ticket Number:	0000121847	08/01/2005	Delete email account: lawson@umbc.edu
Ticket Number:	0000121846	08/01/2005	Delete lawson@umbc.edu
Ticket Number:	0000122174	08/04/2005	CorporateCalendar Account for Richard Mason
Ticket Number:	0000121811	08/01/2005	Disable User Account
Ticket Number:	0000121824	08/01/2005	Pls terminate email account immediately

## Count of Ticket Number / Create Date

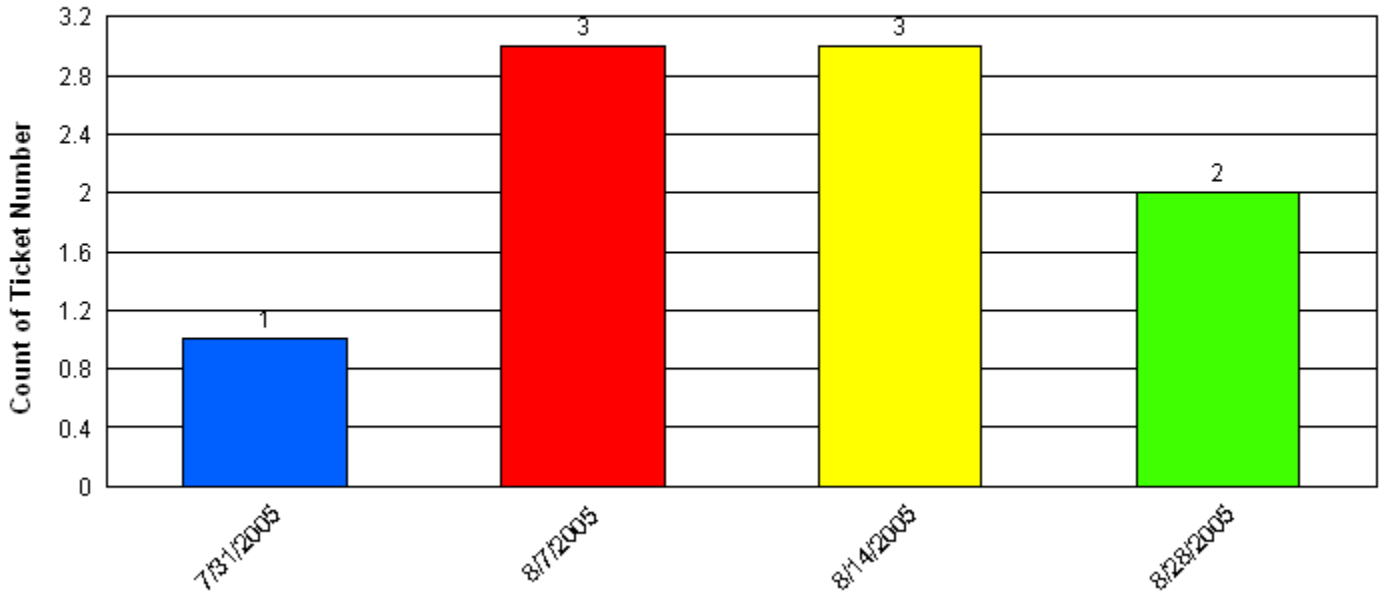
For SysCore



<u>SysDept</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
<b>laura</b>	<b>9</b>		
<b>Resolved</b>		<b>Total: 7</b>	
Ticket Number: 0000123920		08/29/2005	1
<b>Closed</b>		<b>Total: 6</b>	
Ticket Number: 0000122203		08/05/2005	1
Ticket Number: 0000122528		08/10/2005	1
Ticket Number: 0000122605		08/11/2005	1
Ticket Number: 0000122738		08/15/2005	1
Ticket Number: 0000122876		08/16/2005	1
Ticket Number: 0000122874		08/16/2005	1
<b>randy</b>		<b>Total: 2</b>	
<b>Resolved</b>		<b>Total: 1</b>	
Ticket Number: 0000124323		08/31/2005	1
<b>Closed</b>		<b>Total: 1</b>	
Ticket Number: 0000122330		08/08/2005	1

## Count of Ticket Number / Create Date

For SysDept



Create

Date

Short Description

Total Remedy Tickets Closed or Resolved between

08/01/2005 and 08/31/2005 : 2152

## Count of Ticket Number / Create Date & HD Department Section

