

Top 10 Departments Requesting Service with # of Tickets

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

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

Psychology Admin

0000122810 Install Spybot on Faculty Machine
 0000122142 11 users need to be added to ad and have admin rights
 0000122438 Novell access
 0000121870 help with flash disk in library
 0000123117 currently in Atlanta; needs to be walked through PPP setup
 0000122264 Name Change
 0000121994 MP313: Migrate to AD
 0000122466 Re: QUOTA WARNING for your myUMBC account
 0000122548 MP 325: Computer Install for new faculty member
 0000122531 Help!
 0000121850 SS402: Need to install software. 1030-1200
 0000122329 Not able to Scan or Print to Xerox Copier 47ST
 0000122813 Re: QUOTA WARNING for your myUMBC account
 0000122543 MP301A: Activate jack# 301A-3 on the client AD vlan
 0000122560 SS507a; setup machine
 0000122098 user needs virus removed from machine.
 0000123119 Psyc 407 Fall 2005
 0000123307 Remote Peer Not Responding
 0000122138 Work Order Request-Printer needs to be downloaded from AD
 0000121858 [PC s/w] MP301: PC infected with a virus
 0000122535 Need help
 0000122305 ECS104-Student can not save their exams to floppy
 0000122083 retriever report (Revenue/Expenses)
 0000122853 Customer needs a new novell/ad account created;
 0000122412 PS****:PS Support Request
 0000123261 Customer needs Novell/AD installed; SPSS;SAS:Office; 306 MP Bu
 0000123262 Customer needs new Novell/AD account; context Psychology; ext. 5
 0000121834 P-Card report
 0000123045 [Pine's save-draft-on-kill not working correctly]
 0000123196 urgent!
 0000121899 MS Word request
 0000123199 Problem
 0000122486 Novell/AD access for new dept / PSYCH
 0000122143 Work Order Request-Not able to log into novell from laptop
 0000122437 Novell/AD account creation
 0000123168 [Fwd: CKReport.August05.rtf]
 0000121907 [Fwd: Computer set-up] 1130-130
 0000122679 UMBC laptop has blue screen of death
 0000124199 Customer would like a course creation PSYC 200 Section 0101; and P
 0000124253 quota increase request in the I: drive
 0000123701 Blackboard Community Request: Assign to New Media: Blackboard
 0000123602 PC does not print to local printer
 0000123565 MP 334; install SPSS
 0000123817 Blackboard NEW Course: Assign to New Media: Blackboard
 0000123758 Blackboard NEW Course: Assign to New Media: Blackboard
 0000123371 win98/hardware conflicts on device manager/mail being downloaded
 0000124137 Request for quota increase
 0000124147 Work Order Request-Computer is struggling to start itself
 0000124322 Weather Panel in Webmail does not appear
 0000123499 SPSS Version 12
 0000123969 Unable to update mcafee, even with firewall off
 0000123699 Blackboard COPY Course: Assign to New Media: Blackboard
 0000123657 Re: Account Deactivation Notification
 0000123931 (no subject)
 0000124222 Blackboard NEW Course: Assign to New Media: Blackboard
 0000123700 Blackboard NEW Course: Assign to New Media: Blackboard

Total Number of Tickets:

PC Software Install (Fac/Staff)
 Novell Issue (Fac/Staff)
 Novell Account Management
 PC Support Request (Fac/Staff)
 HD: Software Config/Trblshtng
 UMBC Account Name Change
 PC Support Request (Fac/Staff)
 HD: Quota
 PC Support Request (Fac/Staff)
 PC Software Install (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 HD: Quota
 Network Survey
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Online Course Misc
 HD: Software Config/Trblshtng
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Labs:PC Software Install
 Finance Technical Issues
 Novell Account Management
 HR Human Resources
 PC Support Request (Fac/Staff)
 Novell Account Management
 Finance Technical Issues
 Webmail Problem
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 HD: Software Config/Trblshtng
 Active Directory Password
 Novell Issue (Fac/Staff)
 Novell Account Management
 HD: General Info
 PC Computer Install (Fac/Staff)
 PC Support Request (Fac/Staff)
 Online Course Account Creation
 Novell Quotas
 Online Course Course Creation
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Online Course Course Creation
 Online Course Course Creation
 HD: Software Config/Trblshtng
 HD: Quota
 PC Support Request (Fac/Staff)
 Webmail Problem
 HD: CD Checkout
 HD: Software Config/Trblshtng
 Online Course Misc
 UMBC Account Deletion
 Online Course Misc
 Online Course Course Creation
 Online Course Course Creation

56

Library

Total Number of Tickets:

51

0000121900	Novell account/AD join	Novell Account Management
0000122261	Library dhcp table entry deletions	HD: General Info
0000121806	Give AD access to Vicki Sipe	PC Support Request (Fac/Staff)
0000121946	FW: Novell Deletion	Novell Account Management
0000123118	AD Permissions	Active Directory Password
0000122818	staff account/Novell/AD	Active Directory Password
0000121943	[PC s/w] LIB353: Migrate PC to AD	PC Support Request (Fac/Staff)
0000121976	shearn1 - delete novell/ad acct	Novell Account Management
0000122096	Server down????????????	HD: Software Config/Trblshng
0000122476	Fake emails from listproc.umbc.edu	Hacked System
0000122658	Missing email	UNIX Misc
0000123010	5 Discrepancies between the Tabs in Retriever	Finance Technical Issues
0000122636	reference desk computer	PC Support Request (Fac/Staff)
0000122620	User is trying to install Citrix software.	PC Software Install (Fac/Staff)
0000122176	AD Permissions	Active Directory Password
0000123003	User jbeck	UMBC Account Deletion
0000122522	Removal of Permissions	Novell Account Management
0000122311	Friends database	Novell Account Management
0000122561	needs local workstation	PC Support Request (Fac/Staff)
0000122921	ILLiad	UNIX Misc
0000122511	[PC s/w] LIB255: Migrate to AD	PC Support Request (Fac/Staff)
0000121832	[PC s/w] LIB155: Home drive missing/migrate user to AD	PC Support Request (Fac/Staff)
0000122053	Friends File	LCS Support Request
0000122303	I drive is missing - Need this fixed RIGHT AWAY	Novell Issue (Fac/Staff)
0000121852	ILLIAD change	UNIX Misc
0000122533	ILLiad E-mail Problem	UNIX Misc
0000123277	4 9/7/05 Missing Visa Card transaction on PS	PS Payables
0000123061	AD join	PC Support Request (Fac/Staff)
0000122711	patrons with no addresses in patron load	LCS Support Request
0000121855	FW: restoring a file	Novell File Restore
0000122496	[site survey] LIB151: install 2 data jacks	Network Survey
0000122366	DHCP table deletions	DHCP Request
0000122676	IP Address Work	IP Address Request
0000122492	Static ip assignment	IP Address Request
0000122062	Quota increase	HD: Quota
0000122755	Patron load	LCS Support Request
0000122365	Library dhcp additions	DHCP Request
0000122364	Retriever Timing out	Finance Technical Issues
0000121938	User shearn1 - Delete email	UMBC Account Deletion
0000122055	RE: restoring a file	Novell File Restore
0000123372	Customer gets "the remote computer did not respond" when attempt	Campus Modem Problems
0000123696	Re: Account Deactivation Notification	UMBC Account Deletion
0000123979	Re: Account Deactivation Notification	UMBC Account Deletion
0000124224	Ip conflict	IP Conflict
0000124179	Corporate calendar account	CorpTime Calendar Account Requests
0000123697	Re: Account Deactivation Notification	UMBC Account Deletion
0000124237	Library duplicate ip	IP Conflict
0000123732	Two records, same person	MySQL DB Issue
0000124268	Novell user jbeck	Novell Account Management
0000123424	Patron load not transferred since 8/20	UNIX Misc
0000123665	Re: Account Deactivation Notification	UMBC Account Deletion

Human Resources

0000122791	Valerie Thomas' new email address
0000123078	P0002A:Modify UM_EMPLRCD_LEAVEBAL_SWAPS Query to r
0000123060	P0002A:Modify UMBNI005.SQR -- UMBC Leave Plan Eligibility (
0000122175	Email Address Change
0000123073	P0002A:Modify UM_BNI007 (AE) -- Leave Accrual Process to refe
0000123072	P0002A:Modify UMBNI008.SQR -- UMBC Back Out Holiday Hours t
0000122421	pls backup hrprd for payroll
0000123138	PS****:Fix non-ee to allow hire (non-ee already in system will not a
0000122357	pls run atchd sql (fix payroll buffer err - 4205)
0000122462	PS****:Review Row-Level Security and Create New Permission Lis

Total Number of Tickets:

UMBC Account Name Change
HR Time and Labor
HR Time and Labor
UMBC Account Name Change
HR Time and Labor
HR Time and Labor
BSG:Database Management
HR Technical Issues
BSG:Database Management
HR Security

0000123127	Customer is still having problems connecting to the internet on the 4	Campus Modem Problems
0000123139	PS****:Create Permission List for Row-Level Security for 10600 an	HR Security
0000122866	Skillsoft Account access?	Online Course Training
0000123079	P0002A:Modify UMBNR009 -- UMBC Setup for Detailed Leave to	HR Time and Labor
0000123080	P0002A:Modify UMBNR003.SQR -- UMBC Detailed Leave Report t	HR Time and Labor
0000123090	P0002A:Modify UM_PARCHNGE_INIT Page to Reference PS_DEP	HR Human Resources
0000123081	P0002A:Modify UMPYR009.SQR -- Employee Timesheets to	HR Time and Labor
0000122171	PS****:Create necessary Perm. Lists for Individual Depts w/o them	HR Security
0000122847	Installation of Acrobat/Adobe	PC Support Request (Fac/Staff)
0000121815	Can not log onto another machine - Acct/pw not working	Novell Issue (Fac/Staff)
0000122625	P0002A:Modify UM_TIME_DETAIL Component / UM_TIME_ENTRY_	HR Time and Labor
0000122389	PS****:Sometimes the position and/or jobcode is incorrect in earni	HR Payroll
0000121820	run attdhd sql(updts 3671/4115 annl salaries)	BSG:Database Management
0000122959	I Drive	PC Support Request (Fac/Staff)
0000122762	PS****:Need a Permission List Created	HR Security
0000122952	[PC s/w] UC116A: database control panel	PC Support Request (Fac/Staff)
0000122955	PS****:Prepare August 2005 UMSA Report	HR Technical Issues
0000123054	P0002A:Department journal not showing unpaid leave codes	HR Human Resources
0000122746	HR website unavailable; 403 Forbidden	UNIX Misc
0000121931	PS**** inactivate JOB.FICA_STATUS_EE (M)Medicare only	HR Technical Issues
0000122923	PS****:Need a Permission List Established	HR Security
0000122120	COMPUTERS IN DELTA TRAINING ROOM 830-1000	PC Support Request (Fac/Staff)
0000123024	Admin. Network	Check Network Jack (Fac/Staff)
0000122363	recover network file	Novell File Restore
0000122580	PS *** fix umpyi026 (loadback) as a result of the production proble	HR Technical Issues
0000123584	PS****:Grant emergency access to DEPTID's 10215 and 10212 to M	HR Security
0000123712	PS****: Problems with leave accrual process	HR Payroll
0000123598	PS****:Grant Kim Leisey additional Row Level Security for DEPTI	HR Security
0000123605	PS****:Grant Kim Leisey access to the following DEPTID's: 10535	HR Security
0000123541	PS****:Create new row-level security Permission List covering dept	HR Security
0000123635	PS****:Investigate mismatch between dept/position/jobcode on ear	HR Payroll
0000123607	PS****:execute script in HRPRD to delete conflicting rows from PS	HR Technical Issues
0000124327	PS****:Modify existing SQL Script to produce VETS 100 extract f	HR Human Resources
0000123600	PS****:Update Jennifer Cathro's access to reflect DEPTID 10585, n	HR Security
0000123956	quota increase request	HD: Quota
0000124052	PS****:Add DEPTID 10236 to Donique Lewis' existing row level s	HR Security
0000123854	RE: Account Deactivation Notification	Email Request
0000123484	PS****:Correct UMPYI009.SQR Currently In Production -- Incorr	HR Payroll

Chemistry BioChem - Academic

0000122227	CHEM556: Win98 can't print	PC Support Request (Fac/Staff)
0000122682	Setup better access for XP in Chem 456	PC Support Request (Fac/Staff)
0000122970	authorization	Active Directory Password
0000123014	access permission	Titan
0000123253	[Mac s/w] Chem475D: Network and software install for Mac iBook	Macintosh Install (Fac/Staff)
0000121837	Old ticket closed (121215) Problem was not resolved 1000-1230	PC Support Request (Fac/Staff)
0000123021	[Mac s/w] CHEM464: having problems opening Excel File	Macintosh Support Request (Fac/Staff)
0000122766	Customer's virus definitions are corrupted, needs a re-install; ext. 52	PC Support Request (Fac/Staff)
0000122775	[Mac s/w] CHEM405C: Tiger printing bug.	PC Support Request (Fac/Staff)
0000122759	Win 98 Desktop lost virus protection, etc	PC Support Request (Fac/Staff)
0000122831	FW: Cartridge for course CHEM101_0101_FA2005	Online Course Misc
0000122324	Desktop needs reformat? 1000-100	PC Support Request (Fac/Staff)
0000122737	Blackboard - additional instructor	Online Course Misc
0000121959	generic lab account needs printer privs	Novell Printing
0000122245	My PC Does not turn off! 1100-100	PC Software Install (Fac/Staff)
0000122107	SAS for Mac OS X	PC Support Request (Fac/Staff)
0000122639	Virex update on Mac	Macintosh Support Request (Fac/Staff)
0000122074	List Deletion Request: CHEM351L	Mailing Lists
0000122396	Need pw reset for mail	HD: Password
0000122073	List Deletion Request: CHEM102L	Mailing Lists
0000121871	[unsupported] CHEM240: Windows 98 & Peaknet 5.21	PC Support Request (Fac/Staff)
0000122403	Chem378: Upgrade to Macos 10.3	Mac Software Install (Fac/Staff)
0000122075	List Deletion Request: CHEM352L	Mailing Lists

Total Number of Tickets:

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0000122654	account viability	HD: General Info
0000122521	[Mac s/w] Chem475D: Software installation on a Mac	Macintosh Support Request (Fac/Staff)
0000122071	List Deletion Request: CHEM100	Mailing Lists
0000122105	software download	Novell Account Management
0000121933	Port Activation in chemistry Building	Dead/Slow Network Jack
0000122072	List Deletion Request: CHEM351	Mailing Lists
0000122582	Work Order Request 10-1130	PC Support Request (Fac/Staff)
0000123690	List Proc Not Working	Mailing Lists
0000123798	Re: Account Deactivation Notification	UMBC Account Deletion
0000124246	Customer needs a new Novell/AD account set up; ext. 5782	Novell Account Management
0000123895	incorrect major in 'Major & Advising' section of myUMBC even aft	Individual myUMBC Errors
0000124303	Importing word files	Online Course Misc
0000124233	request for internet access	HD: Accounts
0000124308	Customer needs network printers intalled on his machine; ext. 5782;	PC Support Request (Fac/Staff)
0000123344	New PC Install	PC Computer Install (Fac/Staff)
0000124275	authorization	Titan
0000124293	Customer reports a threatening email from hotmail from an on campu	Harassment
0000124016	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000124326	Chem 274: Activate 2 jacks	Dead/Slow Network Jack
0000124167	Bb Course merge	Online Course Course Creation
0000123986	Dell Diagnostic error on pc boot	PC Support Request (Fac/Staff)
0000124042	Chem145; virus-infected and printing issues	PC Support Request (Fac/Staff)
0000124017	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc

Computer Sci Elec Engineering

0000122854	[Do by COB Monday] Software to be installed on OIT Linux environ	OIT Lab Linux Image
0000122284	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000122865	[New Ticket] CSEE IP and Jack changes	IP Address Request
0000122283	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000122662	User needs a Novell password reset	Novell Account Password
0000122724	Problem in web page redirections from UMBC servers	UMBC Web Redirect
0000122392	Assistance in deploying an assessment on Bb	Online Course Misc
0000122487	Can not see class info thru myumbc again....	Individual myUMBC Errors
0000122395	Email message that was not delivered	UNIX Misc
0000122058	Re: Ticket #0000121996 (fixed IP update!!!)	DNS Entry Modification
0000121996	fixed IP update!!	DNS Entry Modification
0000122122	blackboard tests	Online Course Misc
0000122539	[unsupported] Problem access external mail server from on-campus	Firewall Issues
0000122248	ENEE 302 Blackboard Portal	Online Course Misc
0000122286	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000122260	Jack Prostko's mailbox is full	HD: Quota
0000121978	relaying denied	HD: Software Config/Trblshtng
0000123248	Dial-up access performance	Campus Modem Problems
0000123269	Work Order Request	UNIX Misc
0000123193	Work Order Request	Remedy Account Request
0000123208	[Mac s/w] TRC262: Cannot logon to myUMBC via Mozilla	Macintosh Support Request (Fac/Staff)
0000121906	web server question	Resnet Setup
0000123301	problem w/ DHCP	IP Address Request
0000123283	submit system class name	Project Submission System
0000121981	DNS entry request	DNS Entry Modification
0000123035	[site survey] ITE320/321/372: renovation/new construction	Network Survey
0000124234	Add other CMSC 202 sections	Online Course Misc
0000124097	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000123462	please reset Novell password	Novell Account Password
0000124055	add list owner	Mailing Lists
0000123971	Re: Account Deactivation Notification	UMBC Account Deletion
0000123412	Work Order Request	AFS File Space Requests
0000124334	Teaching at UMBC	Online Course Course Creation
0000123569	(cs671)Web List Request	Email Request
0000123649	cs202 - allow submit for my account	Project Submission System
0000123367	HR Account Codes	PS Projects
0000123908	Work Order Request	Dead/Slow Network Jack
0000124307	Work Order Request	IP Address Request

Total Number of Tickets:

0000124015 Blackboard NEW Course: Assign to New Media: Blackboard
0000123549 [Fwd: USB Port problem]
0000124002 Linux - Spice3 receives seg

Online Course Course Creation
PC Support Request (Fac/Staff)
UNIX Misc

Biology - Academic

Total Number of Tickets:

40

0000122464 upgrading neanderthal.biosci OS
0000121823 modify dhcp & dns setting for an ethernet to serial box
0000122690 Customer PC is compromised - please backup data, reformat, reins
0000122738 RHEL account and group for biosci
0000121983 [PC s/w] BS464: Re-install winxp novell & matlab.
0000123166 user's last name is spelled wrong on myUMBC
0000123172 Work Order Request
0000123171 remove Novell
0000122703 user needs novell installed on a machine
0000122862 HELP - Permission
0000122388 Novell Install 11-1230
0000122391 Novell/AD Account Creation
0000123321 computer in a lab have no access to a newly installed printer
0000122086 printhost queue setup
0000123016 customer needs 2 computers connected to the network 1000-100
0000122623 BS364: upgrade from SAS 9.0 to 9.1.2
0000123444 making my course available
0000123919 not booting in Windows
0000123884 Grad Students/Biology Dept access to printers
0000124109 BIOL 100 Honors, Fall 2005
0000124053 Customer would like to have windows XP Pro installed on new mach
0000123416 [Mac s/w] BS324: Install Cisco VPN Client
0000123395 need active directory loaded on PC
0000124049 [PC s/w] BS407: Generic login account doesn't have admin rights
0000124118 MATLAB
0000123714 Blackboard NEW Course: Assign to New Media: Blackboard
0000123683 Is this for real?
0000123737 Re: Account Deactivation Notification
0000123591 Student access to biol 625
0000123636 Customer came back from vacation and has no printers; Needs AD p
0000123882 Blackboard DELETE Course: Assign to New Media: Blackboard
0000123874 Blackboard DELETE Course: Assign to New Media: Blackboard
0000123872 Blackboard DELETE Course: Assign to New Media: Blackboard
0000123791 Re: Account Deactivation Notification
0000123803 Re: Account Deactivation Notification
0000123856 Work Order Request
0000123544 (ribosome2006)Web List Request
0000123337 Need win fixer uninstalled
0000124184 access to Blackboard for Biol 425 and 625
0000123374 Requesting List - Problem

UNIX Misc
PC Support Request (Fac/Staff)
PC Computer Install (Fac/Staff)
UNIX Misc
PC Computer Install (Fac/Staff)
Individual myUMBC Errors
DHCP Request
PC Support Request (Fac/Staff)
PC Software Install (Fac/Staff)
AFS File Space Requests
PC Computer Install (Fac/Staff)
Novell Account Management
PC Support Request (Fac/Staff)
UNIX Misc
PC Support Request (Fac/Staff)
PC Software Install (Fac/Staff)
Online Course Misc
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
Online Course Misc
PC Support Request (Fac/Staff)
Macintosh Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
HD: Software Config/Trblshtng
Online Course Misc
HD: Software Config/Trblshtng
UMBC Account Deletion
Online Course Misc
PC Support Request (Fac/Staff)
Online Course Misc
Online Course Misc
Online Course Misc
UMBC Account Deletion
UMBC Account Deletion
PC Support Request (Fac/Staff)
Email Request
PC Support Request (Fac/Staff)
Online Course Misc
Mailing Lists

Physical Education

Total Number of Tickets:

40

0000122947 Calendar account for new employees
0000122950 Customer needs jack JK220-19-17-15 in the study center in the RAC
0000122977 New Employee-Novell/AD access
0000122644 New Employee
0000122657 FW: Returned mail: response error
0000123198 [site survey] RAC 2nd Fl: install 1 data line for Plasma Display
0000122280 e-mail restor request
0000121968 Customer cannot see his H drive after the migration; ext. 51505; Roo
0000122943 New Employee - Needs Novell/AD
0000122911 mapped drives
0000122281 Contents of "Sent" in e-mail have disappeared.
0000122426 New Employees need access to corporate calendar
0000122444 Calendar acct for new employee NEAL
0000122443 Novell/AD access needed for new employee NEAL
0000122445 New Employee-calendar acct needed
0000122436 Calendar account for new employee

CorpTime Calendar Account Requests
Dead/Slow Network Jack
Novell Account Management
Novell Account Management
HD: Software Config/Trblshtng
Install Network Jack
AFS File Restore Request
PC Support Request (Fac/Staff)
Novell Account Management
HD: General Info
Malware General
CorpTime Calendar Account Requests
CorpTime Calendar Account Requests
Novell Account Management
CorpTime Calendar Account Requests
CorpTime Calendar Account Requests

0000122440	Novell/AD access - New employee - BLUM (user id)	Novell Account Management
0000123012	New Employee - Calendar acct	CorpTime Calendar Account Requests
0000122556	Several issues relating to Novell-	Novell Issue (Fac/Staff)
0000122481	User Name	HD: General Info
0000122447	New employee - Novell/AD access needed	Novell Account Management
0000122189	Customer no longer has access to "kubiet" drive 900-1130	Novell Issue (Fac/Staff)
0000122473	Cancel Accounts	UMBC Account Deletion
0000122816	RAC220: Activate Jack	Dead/Slow Network Jack
0000122845	Missing H drive 1000-1130	Novell Issue (Fac/Staff)
0000122744	Cancel Account	Novell Account Management
0000123390	Dell Laptop Installed	PC Computer Install (Fac/Staff)
0000123663	Novell account request.	Novell Account Management
0000123666	www modification.	UNIX Misc
0000124279	Calendar acct	CorpTime Calendar Account Requests
0000123329	[PC s/w] RAC321A: Can not make connection to host - Dreamweave	PC Support Request (Fac/Staff)
0000124115	FW: Corporate Calendar/Oracle	PC Support Request (Fac/Staff)
0000124174	Calendar acct needed	CorpTime Calendar Account Requests
0000124205	New Employee-Novell/AD access needed	Novell Account Management
0000124089	Problems saving files to H: drive	Novell Quotas
0000124096	Novell/AD accts needed	Novell Account Management
0000123622	Restore "INBOX" mail	Webmail Problem
0000123988	ATTN Ms Barb: New Employee	Novell Account Management
0000124037	Corporate Calendar for Kevin Philyaw	CorpTime Calendar Account Requests
0000123397	Corporate Calendar	PC Support Request (Fac/Staff)

DPET Marketing

0000122834	Accounts for Lisa Gambino
0000122076	LDAP Address Book Connection Problems
0000122631	Problems with Corporate Time PocketPC Sync
0000123031	Master Key
0000122077	reimage the ELC lab
0000123089	Put computer on AD
0000122632	Novell and Active Directory Access from a Macintosh
0000122785	Possible broken Wireless Card
0000122383	Missing Novell Share File
0000122451	AD Generic User Account
0000122434	Active Directory Request
0000122452	Access to log into DPET Machines
0000122433	Active Directory Request
0000121889	Update Training Centers Website to Reflect Erickson School
0000121887	Obtain Access Rights for Training Centers Website
0000122153	Prepare the ELC lab for the fall semester
0000122540	Generic AD Account
0000122432	Needs to borrow a digital camera
0000122043	Jack not functional
0000122937	Undergraduate Education Share Creation
0000122024	AD ACCOUNT For Shawnisha Hester
0000121950	FW: Returned mail: Service unavailable
0000121948	New Web Splash Page
0000122934	Need to make sure all servers are updated and patched
0000122023	NOVELL ACCOUNT For Shawnisha Hester
0000124178	ID#0000120342 connect@umbc.edu
0000123947	Zip?
0000123948	Disable Remedy Access
0000123943	DPET Active Directory Computer Access
0000123586	Build Winter 2006 Website
0000123414	Out Of the Office
0000123989	Novell Access & Active Directory Accounts for New ELC Instructo
0000123993	XCatalyst Review
0000123407	Printer in my office
0000123452	Novell File Permissions
0000123942	Restrict VPN Access
0000123941	Disable account

Total Number of Tickets:

Novell Account Management
HD: Software Config/Trblshntg
Email Request
DPET
DPET Support Request
DPET Support Request
Novell Issue (Fac/Staff)
DPET Support Request
Novell File Restore
DPET Support Request
DPET Support Request
Active Directory Password
PC Support Request (Fac/Staff)
DPET Support Request
DPET Support Request
Novell Account Management
DPET Support Request
DPET Support Request
Novell Quotas
Active Directory Password
DPET Support Request
DPET Support Request
DPET Support Request
Novell Account Management
UMBC Email Alias
DPET Support Request
Remedy Account Request
PC Support Request (Fac/Staff)
DPET Support Request
DPET Support Request
Novell Account Management
DPET Support Request
DPET Support Request
Novell Issue (Fac/Staff)
HD: Software Config/Trblshntg
Novell Account Management

Education - Academic

Total Number of Tickets:

33

0000122800 Customer needs AD printer installed on machine; ext. 52380; Room 4
 0000121854 ACIV-416; need to join AD
 0000122892 Customer needs Novell /AD password reset; ext. 52382;
 0000123278 Request From Education Department
 0000122148 (llcgraduates)Web List Request
 0000122788 No Access
 0000122160 Work Order Request
 0000122872 room aciv a wing 426; Network printer does not print; ext. 58023; of
 0000123230 Please call when done - Need Novell/AD access for SOCY dept
 0000122812 Need AD installed on 4 UMBC machines
 0000122954 Customer would like course content from old course copied to new c
 0000121901 Customer cannot log into her computer after joining to AD; ext. 5802
 0000122897 Novell access
 0000123411 Work Order Request
 0000123406 Guest User Name and Password Request
 0000123497 Printer IP problem.
 0000123787 Re: Account Deactivation Notification Reply
 0000124091 Request
 0000124301 [site survey] AcIV428: install 1 data line
 0000124025 Court5 - still having printing problems
 0000124309 FW: Account Deactivation Notification. USER: rsingh4
 0000123460 Link exchange
 0000123467 AD account
 0000123894 [Mac s/w] ACIV416:Customer cannot get a list of contexts under her
 0000123864 YOU PUT THE WRONG NAME ON MY 312/602 BLACKBOARD
 0000123736 Re: Account Deactivation Notification
 0000124278 Request
 0000123954 Please help
 0000124262 EDUC 650
 0000124236 [PC s/w] ACIV426: Novell printers are "not available"
 0000123944 unable to view .pdf files from the library catalogs
 0000123495 Statement of Payroll Charges
 0000124260 combining courses in Blackboard

PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Novell Account Password
 Novell Account Management
 Email Request
 PC Support Request (Fac/Staff)
 Email Request
 PC Support Request (Fac/Staff)
 Active Directory Password
 PC Support Request (Fac/Staff)
 Online Course Course Creation
 PC Support Request (Fac/Staff)
 Novell Account Management
 Online Course Misc
 UMBC Arbitrary Account
 IP Address Request
 UMBC Account Deletion
 Novell Account Management
 Network Survey
 Novell Printing
 UMBC Account Deletion
 UMBC Campus Web Pages
 DPET Support Request
 Novell Issue (Fac/Staff)
 Online Course Misc
 UMBC Account Deletion
 Active Directory Password
 Novell Account Management
 Online Course Misc
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 HR Human Resources
 Online Course Misc

History Academic

Total Number of Tickets:

33

0000122754 Since AD do not see History dept printers
 0000123146 Customer would like her old data on the local hard drive transferred t
 0000122973 Blackboard NEW Course: Assign to New Media: Blackboard
 0000123145 Customer cannot log into AD on her machine; ext. 52312; Room 73
 0000122128 [AD] AD717: Migrate to AD
 0000122969 Blackboard NEW Course: Assign to New Media: Blackboard
 0000122190 Jack Check
 0000122972 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000122698 proxy settings on office PC
 0000122927 Networking a new Office Computer
 0000123059 Customer would like AD installed on the laptop; ext. 52312; Room 7
 0000122524 Unable to connect to UMBC Server
 0000122627 [PC s/w] AD701: User can't print from laptop
 0000122721 [Mac s/w] LIB216F: not able to download new e-mail messages
 0000122615 Tree or server could not be found- Please call to contact;
 0000122944 hist2 general account not working for machine ad730
 0000121952 PC Setup
 0000122321 Vacation Message occassionally replies even though it is disabled
 0000122815 Novell Install
 0000121840 Customer cannot log into her computer; ext. 54752; Room Library 2
 0000123555 doesn't allow him to create directories or postpone messages
 0000123916 [PC s/w] AD719A: Restricting printing with Active Directory comput
 0000123356 AD705: Re-activate dead jack
 0000123582 New Pc Install
 0000123339 [PC s/w] AD704: Customer can not print to networked ad printer

PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Online Course Course Creation
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Online Course Course Creation
 Check Network Jack (Fac/Staff)
 Online Course Misc
 PC Support Request (Fac/Staff)
 PC Computer Install (Fac/Staff)
 PC Support Request (Fac/Staff)
 UMBC Campus Web Pages
 PC Software Install (Fac/Staff)
 Macintosh Support Request (Fac/Staff)
 Novell Issue (Fac/Staff)
 Novell Issue (Fac/Staff)
 PC Support Request (Fac/Staff)
 Webadmin/Webauth Service
 PC Computer Install (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Dead/Slow Network Jack
 PC Computer Install (Fac/Staff)
 Novell Printing

0000123706 Blackboard NEW Course: Assign to New Media: Blackboard
 0000123520 Work Order Request-Not able to use WinSCP
 0000123518 Computer takes a long time to start up
 0000124128 User has not received email since May
 0000124008 failed to connect to imap
 0000124216 Blackboard classes
 0000123626 Blackboard NEW Course: Assign to New Media: Blackboard
 0000124023 AD726: re-activate dead jack

Online Course Course Creation
 HD: Software Config/Trblshtng
 PC Support Request (Fac/Staff)
 IMAP Server Problem
 HD: Software Config/Trblshtng
 Online Course Misc
 Online Course Course Creation
 Dead/Slow Network Jack

Top 10 UMBC Departments Requesting Service

