

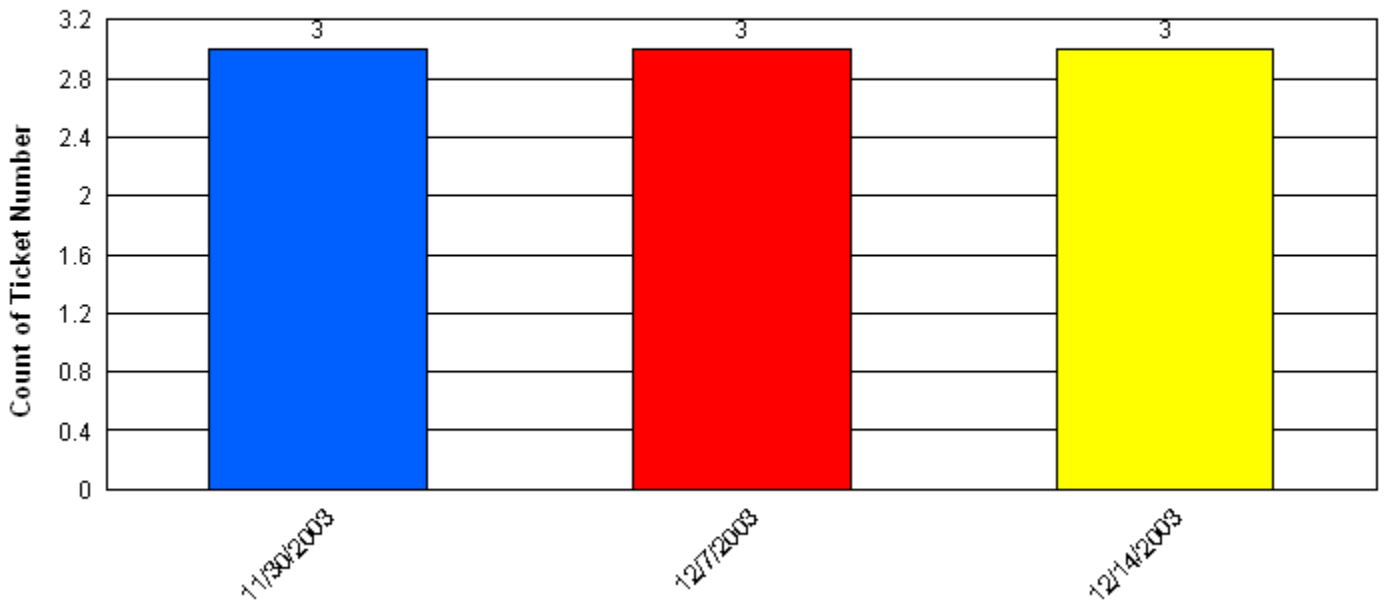
## Closed/Resolved Tickets by OIT Section

*Tickets Created Between 12/01/2003 and 12/31/2003*

DPET	Total:	<u>Create Date</u>	<u>Short Description</u>
<b>jglove1</b>			
<b>Closed</b>	<b>Total:</b>	<b>9</b>	
Ticket Number:		<u>Total:</u>	
0000078091		<b>9</b>	laptop troubles
0000078244		12/01/2003	url
0000078298		12/02/2003	South Campus Computer
0000078671		12/03/2003	Sarita's software needs
0000079391		12/09/2003	Novell LogIn
0000079425		12/17/2003	palm
0000079624		12/17/2003	syncing
0000079030		12/08/2003	Kiosk
0000079381		12/12/2003	NOVEL password
		12/17/2003	

### Count of Ticket Number / Create Date

For DPET



		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<b>Desktop Support</b>	<b>Total:</b>	<b>114</b>		
<b>Desktop</b>		<u>Total:</u>	<b>1</b>	
<b>Closed</b>		<u>Total:</u>	<b>1</b>	
Ticket Number:	0000078706	12/09/2003		remove adware/spyware side effects
<b>HD:PPP</b>		<u>Total:</u>	<b>1</b>	
<b>Closed</b>		<u>Total:</u>	<b>1</b>	
Ticket Number:	0000078685	12/09/2003		error 678
<b>afort1</b>		<u>Total:</u>	<b>2</b>	
<b>Closed</b>		<u>Total:</u>	<b>2</b>	
Ticket Number:	0000078564	12/08/2003		Mouse install
Ticket Number:	0000078903	12/11/2003		Windows AFS or NFS clients.
<b>chrism</b>		<u>Total:</u>	<b>3</b>	
<b>Closed</b>		<u>Total:</u>	<b>3</b>	
Ticket Number:	0000078812	12/10/2003		PC WinXP outlook express problem.
Ticket Number:	0000078088	12/01/2003		Outlook causes illegal op
Ticket Number:	0000079680	12/23/2003		Needs help uninstalling acrobat

<b>edortiz</b>		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>Resolved</b>		<b>Total: 39</b>	
Ticket Number:	0000079386	12/17/2003	Need a ticket for desktop support
Ticket Number:	0000079692	12/23/2003	admin 532; adobe reader 6 causes computer to lockup
<b>Closed</b>		<b>Total: 37</b>	
Ticket Number:	0000079373	12/17/2003	Customer is not receiving ip address
Ticket Number:	0000079421	12/17/2003	Update Netscape to 7
Ticket Number:	0000079423	12/17/2003	admin 804; sftwre + windows xp install
Ticket Number:	0000078103	12/01/2003	Adobe Acrobat (full version, not Reader) does not run
Ticket Number:	0000078100	12/01/2003	Win XP, getting application errors with Outlook XP
Ticket Number:	0000078121	12/01/2003	Virus protection
Ticket Number:	0000078146	12/01/2003	Outlook 2000 crashes/freezes on boot up
Ticket Number:	0000078273	12/03/2003	Needs Office2k put back on her machine
Ticket Number:	0000078466	12/04/2003	WP10 Install
Ticket Number:	0000078422	12/04/2003	BS074; re-install McAfee
Ticket Number:	0000078407	12/04/2003	Acrobat Crashing Computer, ADMIN 901
Ticket Number:	0000078235	12/02/2003	4 PCs need to be installed
Ticket Number:	0000078247	12/02/2003	Customer can not print to networked copier
Ticket Number:	0000078144	12/01/2003	PC Windows XP shutdown problem.
Ticket Number:	0000078101	12/01/2003	Large fonts
Ticket Number:	0000078162	12/02/2003	PC Windows XP Local username.
Ticket Number:	0000078080	12/01/2003	Outlook crashes as soon as opened
Ticket Number:	0000078474	12/04/2003	WinXP, crashing randomly, device driver error
Ticket Number:	0000078591	12/08/2003	Customer can not print
Ticket Number:	0000078662	12/09/2003	AD923; HP8500 not receiving printouts
Ticket Number:	0000078705	12/09/2003	MP301B; weird problems in lab machine
Ticket Number:	0000078773	12/10/2003	FA509; HP1300 not on Novell; can't delete print job
Ticket Number:	0000078942	12/11/2003	Email client problems with Netscape 7.0
Ticket Number:	0000078854	12/11/2003	Reformat and reinstall, WinXP
Ticket Number:	0000078813	12/10/2003	Faculty needs help cleaning PC
Ticket Number:	0000078799	12/10/2003	printer reports "fuser error" ; can't print legibly
Ticket Number:	0000078703	12/09/2003	PC needs sound card
Ticket Number:	0000078673	12/09/2003	PCs have porn pops
Ticket Number:	0000078842	12/11/2003	Win2k machine has adware/spyware running
Ticket Number:	0000078614	12/08/2003	XP install in alumni house office 3 and 4
Ticket Number:	0000078494	12/04/2003	Laptop needs to be looked at
Ticket Number:	0000078980	12/12/2003	Computer memory problems, freezing, UHS
Ticket Number:	0000078998	12/12/2003	New printer setup. CHEM 475
Ticket Number:	0000079149	12/15/2003	People soft time out
Ticket Number:	0000079263	12/16/2003	spyware on computer keeps popping up unsolicited sites
Ticket Number:	0000079267	12/16/2003	PC Time Track install.
Ticket Number:	0000079335	12/16/2003	Setting up software on a printer

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>josh</b>	<u>Total:</u> 23	
<b>Resolved</b>	<u>Total:</u> 1	
Ticket Number: 0000079382	12/17/2003	[Fwd: SPSS batch for windows (fwd)]
<b>Closed</b>	<u>Total:</u> 22	
Ticket Number: 0000079634	12/22/2003	Netscape setup
Ticket Number: 0000078242	12/02/2003	Win XP, Netscape 7.1, folders reappearing after they have been dele
Ticket Number: 0000078764	12/10/2003	MS Outlook problem.
Ticket Number: 0000078428	12/04/2003	Need Mathematica 5.0 Media
Ticket Number: 0000078427	12/04/2003	MS Access ODBC connection to Oracle needed for LRC logging pro
Ticket Number: 0000078277	12/03/2003	Switching mail clients from Netcape to Outlook Express
Ticket Number: 0000078229	12/02/2003	Please install Novell client on Mark Ranta's laptop
Ticket Number: 0000078208	12/02/2003	New PC needs setup
Ticket Number: 0000078173	12/02/2003	Jessica is not able to search for text with her Outlook Express.
Ticket Number: 0000078129	12/01/2003	customer unable to print
Ticket Number: 0000078112	12/01/2003	[Fwd: Palm question]
Ticket Number: 0000078394	12/04/2003	folder problems
Ticket Number: 0000078117	12/01/2003	Blue screen when trying to print attachment.
Ticket Number: 0000078936	12/11/2003	Employee cannot access UMBC webpage.
Ticket Number: 0000079264	12/16/2003	Error about missing folder and closing Document Center Image Retrei
Ticket Number: 0000079294	12/16/2003	Software conflict REQ:Josh
Ticket Number: 0000079663	12/22/2003	Netscape lost profile.
Ticket Number: 0000079368	12/17/2003	save password in Netscape 7.0 Messenger
Ticket Number: 0000079295	12/16/2003	PC needs external modem installed
Ticket Number: 0000079040	12/12/2003	HP Reflections - not connecting/unexpected word encountered
Ticket Number: 0000078792	12/10/2003	Laptop does not boot into windows; Assistance with syncing laptop to
Ticket Number: 0000078899	12/11/2003	Needs Color Printer and external modem Installed. Would prefer Josh
<b>mhartm1</b>	<u>Total:</u> 7	
<b>Closed</b>	<u>Total:</u> 7	
Ticket Number: 0000078536	12/07/2003	User receiving 0.0.0.0 IP address
Ticket Number: 0000078087	12/01/2003	Win XP, DHCP server error
Ticket Number: 0000078176	12/02/2003	Laptop's OS does not boot
Ticket Number: 0000078205	12/02/2003	unable to access wireless network
Ticket Number: 0000078381	12/04/2003	CHESTER213D: Customer can not access internet
Ticket Number: 0000078377	12/03/2003	User needs assistance with Resnet
Ticket Number: 0000078128	12/01/2003	PPP Setup
<b>mikec</b>	<u>Total:</u> 2	
<b>Closed</b>	<u>Total:</u> 2	
Ticket Number: 0000078771	12/10/2003	Abdul Ude
Ticket Number: 0000078959	12/12/2003	Re: QUOTA WARNING for your myUMBC account

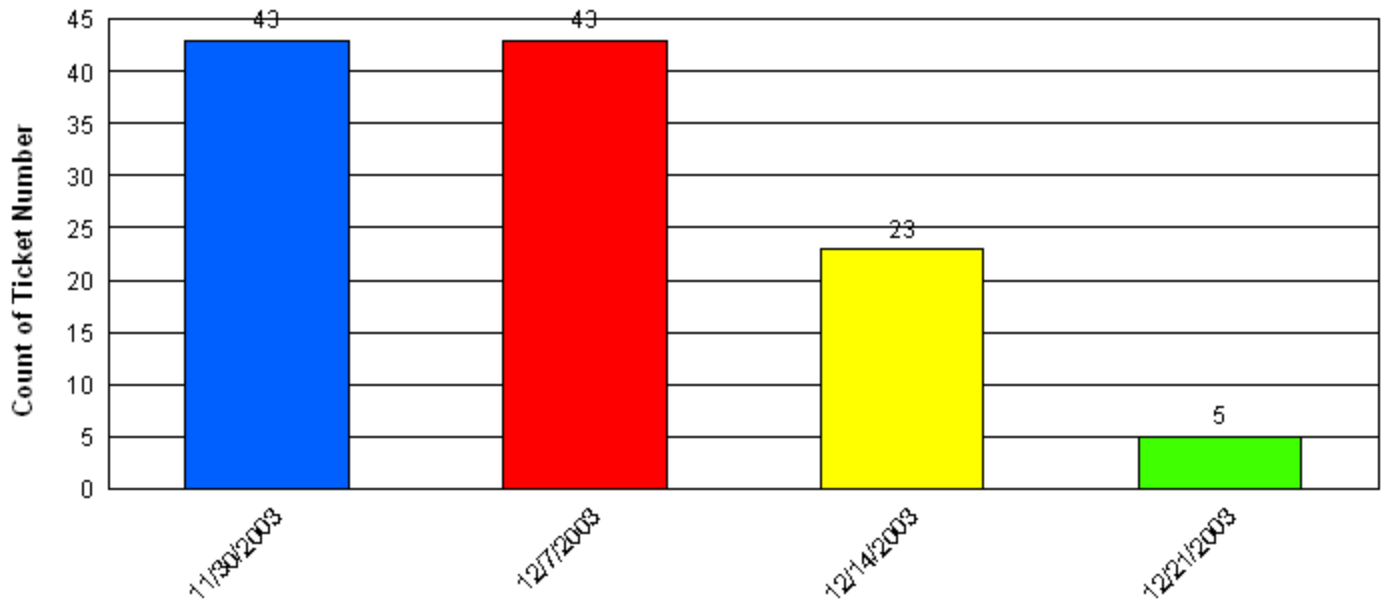
		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<b>omarn</b>		<u>Total:</u>	<b>36</b>	
	<b>Resolved</b>	<u>Total:</u>	<b>4</b>	
Ticket Number:	0000079662	12/22/2003		Printer setup in chem 472
Ticket Number:	0000079432	12/17/2003		installation of Microsoft windows and office chem105
Ticket Number:	0000079436	12/17/2003		Computer running slowly chem478
Ticket Number:	0000079435	12/17/2003		Novell client install/config chem478
	<b>Closed</b>	<u>Total:</u>	<b>32</b>	
Ticket Number:	0000079550	12/19/2003		Windows XP Install rac307
Ticket Number:	0000079187	12/15/2003		outlook express mp204
Ticket Number:	0000078086	12/01/2003		Check Hard Drive for Errors acad1141
Ticket Number:	0000078164	12/02/2003		UC124; not booting up, giving hardware error
Ticket Number:	0000078234	12/02/2003		Win XP; CPU usage 100% ad621
Ticket Number:	0000078348	12/03/2003		soc.science 503b; needs windows 2000/ MS Office installed on machin
Ticket Number:	0000078279	12/03/2003		FA443; Brother HL1240 Laser printer
Ticket Number:	0000078186	12/02/2003		PC WinXP software install. SS 004
Ticket Number:	0000078441	12/04/2003		vshwin32.exe taking up all resources on machine trc181
Ticket Number:	0000078410	12/04/2003		sony vaio Novell client install; need to print to dept Xerox ad701
Ticket Number:	0000078409	12/04/2003		Win 98 Machine Crashed, central plant 020
Ticket Number:	0000079265	12/16/2003		Windows Reformat sc4.019
Ticket Number:	0000078934	12/11/2003		Work Order Request ad901
Ticket Number:	0000078983	12/12/2003		PC with no network connection. Res life
Ticket Number:	0000079266	12/16/2003		Windows XP slowing down. SS 408 3138
Ticket Number:	0000079137	12/15/2003		MS Outlook crashes ehall
Ticket Number:	0000079280	12/16/2003		not logging into Novell and cannot print mp006
Ticket Number:	0000079305	12/16/2003		intermittent problems with Netscape and attachments lib216a
Ticket Number:	0000078555	12/08/2003		BSoD Support Requested bio487b
Ticket Number:	0000078601	12/08/2003		Acrobat Reader does not print ad224
Ticket Number:	0000078657	12/09/2003		Create Windows account on alternate machine rac c20
Ticket Number:	0000078643	12/08/2003		WinXP doesnt shutdown properly. pys326
Ticket Number:	0000078712	12/09/2003		FA464a; tree or server can't be found 53470
Ticket Number:	0000078727	12/09/2003		WinXP, Netscape 6 freezes when attempting to open HTML files
Ticket Number:	0000078782	12/10/2003		Locked out of Win XP comm,308
Ticket Number:	0000078873	12/11/2003		WinXP; cannot get valid IP phy320
Ticket Number:	0000078846	12/11/2003		WinXP, not getting connection
Ticket Number:	0000079014	12/12/2003		virus help needed sc2.017
Ticket Number:	0000078802	12/10/2003		PC IE problem. ehall207
Ticket Number:	0000078781	12/10/2003		Hacked machine needs format comm308
Ticket Number:	0000078716	12/09/2003		Needs WinXP machine reformatted mon 9:30 - 10:30 bs480
Ticket Number:	0000078701	12/09/2003		PC in Biology 364 needs inspection

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>72</b>	
<b>chris</b>		<b>Total:</b>	<b>11</b>
<b>Closed</b>		<b>Total:</b>	<b>11</b>
Ticket Number:	0000078585	12/08/2003	TST-GM-Component Approval not Locking Changes
Ticket Number:	0000078793	12/10/2003	TST-GM-MISSING ICON COMPONENTS TAB
Ticket Number:	0000078732	12/09/2003	FW: PAYROLL_1000.doc
Ticket Number:	0000078835	12/11/2003	TST-GM-APPROVAL ISSUE
Ticket Number:	0000078929	12/11/2003	TST-GM-PREAWARD SPENDING NOT GREYED AFTER RUN
Ticket Number:	0000079244	12/15/2003	TST-PC-CUSTOM REPORTS NOT RETURNING DATA
Ticket Number:	0000079021	12/12/2003	TST-AR-AR UPDATE NO SUCCESS
Ticket Number:	0000078282	12/03/2003	TST-AR-Delete MOD not in AR
Ticket Number:	0000078656	12/09/2003	TST-PC-ERROR RUNNING PC-ADJUST
Ticket Number:	0000078356	12/03/2003	TST-PC-ERROR RUNNING AP TO PC INTEGRATION
Ticket Number:	0000078333	12/03/2003	TST-AR-Create Acct Entries
<b>cnewton</b>		<b>Total:</b>	<b>4</b>
<b>Closed</b>		<b>Total:</b>	<b>4</b>
Ticket Number:	0000078901	12/11/2003	Resource ID not processed when doing contract to billing interface
Ticket Number:	0000078392	12/04/2003	proposal budget line summary
Ticket Number:	0000079460	12/18/2003	Combo Error with Acct 7099951
Ticket Number:	0000079007	12/12/2003	Chartstring Clarification
<b>mbogusl</b>		<b>Total:</b>	<b>14</b>
<b>Closed</b>		<b>Total:</b>	<b>14</b>
Ticket Number:	0000078970	12/12/2003	cancell process in UAT
Ticket Number:	0000079274	12/16/2003	Account for Tuition Reimbursement/Remission
Ticket Number:	0000079101	12/14/2003	Retriever Access
Ticket Number:	0000079019	12/12/2003	Is query - UMF PROJ RES TYPE actual expenses?
Ticket Number:	0000079008	12/12/2003	P-Card Transaction
Ticket Number:	0000078972	12/12/2003	Retriever
Ticket Number:	0000078783	12/10/2003	Procurement Card Statement Error
Ticket Number:	0000079403	12/17/2003	Fw: people soft access
Ticket Number:	0000079639	12/22/2003	Retriever printing problem
Ticket Number:	0000078231	12/02/2003	retriever
Ticket Number:	0000078445	12/04/2003	REQ Approval Role Problem
Ticket Number:	0000078261	12/03/2003	Quick instructions
Ticket Number:	0000078315	12/03/2003	Problem Reallocating Pcard Charge
Ticket Number:	0000078294	12/03/2003	SLOW
<b>rpreston</b>		<b>Total:</b>	<b>7</b>
<b>Closed</b>		<b>Total:</b>	<b>7</b>
Ticket Number:	0000078350	12/03/2003	GL PS
Ticket Number:	0000078376	12/03/2003	SARSD Journals
Ticket Number:	0000078336	12/03/2003	SAR to GL Interface
Ticket Number:	0000078641	12/08/2003	FAS Mapping Questions
Ticket Number:	0000078941	12/11/2003	Fwd: question
Ticket Number:	0000079281	12/16/2003	ARDJ2285
Ticket Number:	0000079316	12/16/2003	cant run grant reports

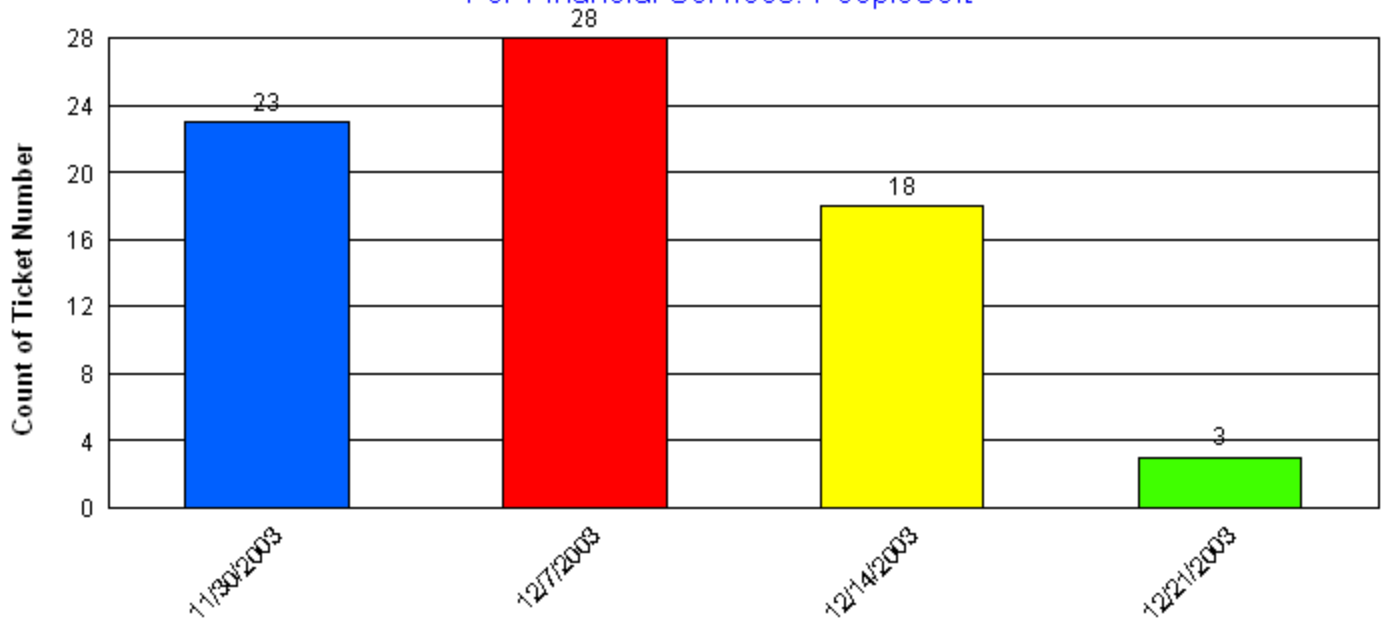
<u>weller</u>	<u>Created</u>	<u>Date</u>	<u>Short Description</u>
	<b>Total:</b>	<b>36</b>	
<b>Closed</b>	<b>Total:</b>	<b>36</b>	
Ticket Number: 0000078981	12/12/2003		Problems with Receivers - For Dot
Ticket Number: 0000079170	12/15/2003		Re: menu 272,269 where are you
Ticket Number: 0000079270	12/16/2003		Question on Pcard Reallocation vs Retriever
Ticket Number: 0000079682	12/23/2003		question re chartstring
Ticket Number: 0000079006	12/12/2003		Matching Rules for AJ (Grp 879)
Ticket Number: 0000079138	12/15/2003		Locked in processing
Ticket Number: 0000078470	12/04/2003		Access
Ticket Number: 0000079136	12/15/2003		Problems getting in to Peoplesoft Financials
Ticket Number: 0000078911	12/11/2003		RE: Resource ID not processed when doing contract to billing inter
Ticket Number: 0000078910	12/11/2003		PO # 185 distrib change needed
Ticket Number: 0000078908	12/11/2003		Reports and Which Server
Ticket Number: 0000078858	12/11/2003		Duplicates Ticket 0000078397
Ticket Number: 0000078658	12/09/2003		PS Signon problems
Ticket Number: 0000078642	12/08/2003		Re: TST - Journal delete fails when journal already budget
Ticket Number: 0000078734	12/09/2003		Requester not Authorized
Ticket Number: 0000078587	12/08/2003		Pcard query
Ticket Number: 0000078565	12/08/2003		Grant Detail Rpt not produced
Ticket Number: 0000078556	12/08/2003		Test for ps-finance@umbc.edu for Remedy
Ticket Number: 0000078506	12/05/2003		Check Rquest for Unapplied Payment
Ticket Number: 0000078138	12/01/2003		PS Bid Module Question
Ticket Number: 0000078478	12/04/2003		voucher 9199
Ticket Number: 0000078137	12/01/2003		Requisition Training
Ticket Number: 0000078216	12/02/2003		AMO Like Monthly Reports
Ticket Number: 0000078431	12/04/2003		PO 345
Ticket Number: 0000078397	12/04/2003		Receipts
Ticket Number: 0000078338	12/03/2003		[Fwd: SAR to GL Interface]
Ticket Number: 0000078334	12/03/2003		Project CV525956
Ticket Number: 0000078211	12/02/2003		Resource Type determination
Ticket Number: 0000079390	12/17/2003		ATTENTION: CLIFF
Ticket Number: 0000079430	12/17/2003		Re: Status of notice of terminated employees
Ticket Number: 0000079678	12/23/2003		Problem with Receiver screen
Ticket Number: 0000079549	12/19/2003		Item Categories
Ticket Number: 0000079542	12/19/2003		Problems printing reports in People Soft
Ticket Number: 0000079532	12/19/2003		Budgets are not showing on grant report
Ticket Number: 0000079489	12/18/2003		Looking for Journal Entry
Ticket Number: 0000079487	12/18/2003		Retriever info vs general ledger

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>416</b>		
<b>HD:Tape_Changes</b>		<u>Total:</u> <b>3</b>	
<b>Closed</b>		<u>Total:</u> <b>3</b>	
Ticket Number: 0000079693		12/23/2003	Tape Changes 12/23/03
Ticket Number: 0000078623		12/08/2003	Tape Changes 12/8/03
Ticket Number: 0000079332		12/16/2003	Mike Mcguire went into the server room
<b>HelpDesk</b>		<u>Total:</u> <b>30</b>	
<b>Closed</b>		<u>Total:</u> <b>30</b>	
Ticket Number: 0000079146		12/15/2003	Password Reset
Ticket Number: 0000079329		12/16/2003	pass reset
Ticket Number: 0000079364		12/17/2003	quota increase
Ticket Number: 0000079283		12/16/2003	missing MS Word icon
Ticket Number: 0000079282		12/16/2003	creating a myUMBC account
Ticket Number: 0000078626		12/08/2003	pass reset
Ticket Number: 0000078654		12/09/2003	customer left phonemail for quota increase
Ticket Number: 0000078668		12/09/2003	faxed info for password reset
Ticket Number: 0000078660		12/09/2003	email attachments asking to save instead of launch application
Ticket Number: 0000078904		12/11/2003	Reset password for USR0014.LRC
Ticket Number: 0000078844		12/11/2003	customer called to request quota increase
Ticket Number: 0000079520		12/18/2003	Password reset request for kfisch4
Ticket Number: 0000079658		12/22/2003	password reset for 'mnetzer'
Ticket Number: 0000079659		12/22/2003	pass reset
Ticket Number: 0000079636		12/22/2003	Changed password
Ticket Number: 0000079541		12/19/2003	Bell MT font needed for Windows
Ticket Number: 0000079657		12/22/2003	account created
Ticket Number: 0000079609		12/21/2003	Password reset request
Ticket Number: 0000079605		12/21/2003	Changed Password
Ticket Number: 0000078400		12/04/2003	contact person requesting quota increase for customer
Ticket Number: 0000078120		12/01/2003	Password reset for shsa1
Ticket Number: 0000078171		12/02/2003	browser keeps toggling between wireless and dialup
Ticket Number: 0000078430		12/04/2003	no virus found on machine
Ticket Number: 0000078408		12/04/2003	cannot login to Linux systems in the library
Ticket Number: 0000078391		12/04/2003	PINE prompting him to send attachment
Ticket Number: 0000078310		12/03/2003	when will OIT support office 2003
Ticket Number: 0000078309		12/03/2003	ftp'ing files into account
Ticket Number: 0000078306		12/03/2003	password reset for 'lwebst1'
Ticket Number: 0000078197		12/02/2003	dept. printer keeps jamming
Ticket Number: 0000078153		12/01/2003	Student account password reset request

**akhant1**

**Resolved**

Ticket Number: 0000079799

Create

Date

Total: **62**

Total: **1**

12/30/2003

Short Description

need more disk space

	<u>Close</u>	<u>Create</u> <u>Date</u>	<u>Total:</u>	<u>Short Description</u>
			<b>61</b>	
Ticket Number:	0000079457	12/18/2003		Problems with Outlook
Ticket Number:	0000079515	12/18/2003		Work Order Request
Ticket Number:	0000079791	12/29/2003		Telephones?
Ticket Number:	0000079787	12/29/2003		Suggestion
Ticket Number:	0000079773	12/29/2003		urgent: unable to log in at all
Ticket Number:	0000079761	12/28/2003		12/28 Tape change.
Ticket Number:	0000079753	12/28/2003		=?GB2312?B?1eLM9dDFz6K21LTzvNLT0NLm?= =?GB2312?B?1eLM9dDFz6K21LTzvNLT0NLm?= =?GB2312?B?1+69/LrDwvCjvw==?= No subject
Ticket Number:	0000079750	12/27/2003		
Ticket Number:	0000079728	12/25/2003		No subject
Ticket Number:	0000079717	12/24/2003		Regarding: www.ssh.fi/
Ticket Number:	0000079716	12/24/2003		Bullet Proof Web Hosting & Server
Ticket Number:	0000079712	12/24/2003		Bulk Friendly Web Hosting & Server
Ticket Number:	0000079702	12/23/2003		Microsoft office XP cd borrowed. Due 12/27
Ticket Number:	0000079701	12/23/2003		Who is your new years kiss? Find out who likes you!
Ticket Number:	0000079672	12/23/2003		Labcheck, 12/23, 12:00am
Ticket Number:	0000079670	12/22/2003		Labcheck, 12/22, 8:00pm
Ticket Number:	0000079640	12/22/2003		help about deleting email
Ticket Number:	0000079611	12/21/2003		Disk usage
Ticket Number:	0000079643	12/22/2003		WinXP, new install
Ticket Number:	0000079571	12/19/2003		GL website
Ticket Number:	0000079553	12/19/2003		Quota problems
Ticket Number:	0000079535	12/19/2003		PIN not working or resetting
Ticket Number:	0000079524	12/18/2003		Lab check 10pm 12-18-03
Ticket Number:	0000079525	12/19/2003		Lab check 12am 12-19-03
Ticket Number:	0000079518	12/18/2003		Lab Check 6pm 12/18/03
Ticket Number:	0000079507	12/18/2003		Work Order Request
Ticket Number:	0000078254	12/02/2003		Work Order Request
Ticket Number:	0000078090	12/01/2003		12/01 Tape Change.
Ticket Number:	0000078181	12/02/2003		Work Order Request
Ticket Number:	0000078439	12/04/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000078968	12/12/2003		=?gb2312?q?=CD=F5=B3=B1=B3=A9=CC=B8=B0=FC=D4=C2__
Ticket Number:	0000078552	12/08/2003		webmail question
Ticket Number:	0000078818	12/10/2003		6 PM lab check
Ticket Number:	0000078822	12/10/2003		About quota
Ticket Number:	0000078829	12/11/2003		Lab Check 9pm 12/10/03
Ticket Number:	0000078876	12/11/2003		Cant log onto Webmail
Ticket Number:	0000078875	12/11/2003		sas cds
Ticket Number:	0000078830	12/11/2003		Lab Check 12/11/03 12am
Ticket Number:	0000079065	12/12/2003		room and board payment/loan inquiry
Ticket Number:	0000078785	12/10/2003		Work Order Request
Ticket Number:	0000078651	12/09/2003		Disk Usage Problem
Ticket Number:	0000078798	12/10/2003		due 12/11: office xp 2 cd's
Ticket Number:	0000078935	12/11/2003		Request for quota increase
Ticket Number:	0000078950	12/11/2003		Lab Check 12.11.2003 10:30p
Ticket Number:	0000078955	12/12/2003		No subject
Ticket Number:	0000078967	12/12/2003		=?gb2312?q?=CD=F5=B3=B1=B3=A9=CC=B8--B5=CD=B3=C9= request of help
Ticket Number:	0000079352	12/17/2003		
Ticket Number:	0000079342	12/16/2003		Work Order Request
Ticket Number:	0000079256	12/15/2003		can't delete files
Ticket Number:	0000079151	12/15/2003		12/15 Tape Change.
Ticket Number:	0000079109	12/14/2003		Problems with squirrel mail
Ticket Number:	0000079082	12/13/2003		Work Order Request
Ticket Number:	0000078977	12/12/2003		FTP log on

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000078960	12/12/2003	Work Order Request
Ticket Number:	0000078958	12/12/2003	=?GB2312?Q?=C2=F2MP3=B7=C7=D2=AA=C8=A5=B0=B0=C9=
Ticket Number:	0000078951	12/12/2003	Lab Check 12-12-03 12:00 lab check
Ticket Number:	0000078948	12/11/2003	Lab Check 12/11/03 6pm
Ticket Number:	0000078945	12/11/2003	User requests temporary quota increase to delete large email
Ticket Number:	0000078952	12/12/2003	±±´óÇâ»ªÉİİîªÄ¿Äê,øÓèÆóÒµ2.5ÍðÓªÀàŃµ²¹Û
Ticket Number:	0000078947	12/11/2003	Best Lab Deals - Moving Sale - FINAL SALE DAYS

<b>anna</b>		<u>Create</u>	<u>Short Description</u>
<b>Resolved</b>		<u>Date</u>	
		<u>Total:</u>	
		<u>Total:</u>	
Ticket Number:	0000079715	12/24/2003	Request to be removed from old blackboard courses
Ticket Number:	0000079726	12/25/2003	Removal from course
Ticket Number:	0000079810	12/30/2003	Blackboard Courses Deletion Request
Ticket Number:	0000079813	12/30/2003	Another Blackboard Courses Deletion Request
		<b>135</b>	
		<b>4</b>	

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		<b>131</b>	
Ticket Number: 0000079395	12/17/2003		Account problem
Ticket Number: 0000079398	12/17/2003		e-mail quota
Ticket Number: 0000079517	12/18/2003		Cy@lus is superior because 241184
Ticket Number: 0000079637	12/22/2003		Re: Policies
Ticket Number: 0000079594	12/20/2003		Singh Cars 4 less
Ticket Number: 0000079596	12/20/2003		friday entertainment
Ticket Number: 0000079593	12/20/2003		lose it
Ticket Number: 0000079586	12/20/2003		Please unsubscribe me
Ticket Number: 0000079578	12/20/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000079531	12/19/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000079522	12/18/2003		=?GB2312?B?t1tC5+tPrzKjN5dXmtcTSqr+q1b0/Pz8=?=
Ticket Number: 0000079516	12/18/2003		=?GB2312?B?t1tC5+tPrzKjN5dXmtcTSqr+q1b0/Pz8=?=
Ticket Number: 0000079502	12/18/2003		Test
Ticket Number: 0000079612	12/21/2003		enjoy it
Ticket Number: 0000079600	12/21/2003		auto bonanza c 8
Ticket Number: 0000079599	12/21/2003		Graduate Now With Your Degree.
Ticket Number: 0000079597	12/20/2003		Mortgage rates are still down..1.95%
Ticket Number: 0000079490	12/18/2003		Quota increase...
Ticket Number: 0000079442	12/17/2003		help her
Ticket Number: 0000079449	12/18/2003		Aromatherapy Candles Lotions Home Decor
Ticket Number: 0000079447	12/18/2003		=?GB2312?B?t7LT7r/GvLyy+sa3z98=?=
Ticket Number: 0000079446	12/18/2003		Work Order Request
Ticket Number: 0000078412	12/04/2003		Error
Ticket Number: 0000079346	12/16/2003		lose it
Ticket Number: 0000078092	12/01/2003		Create email account for a new Crestone consultant
Ticket Number: 0000078308	12/03/2003		Whats your favourite?
Ticket Number: 0000078307	12/03/2003		hi
Ticket Number: 0000078332	12/03/2003		UMBC
Ticket Number: 0000078278	12/03/2003		FW: Virus Detected In Mail Sent To You!
Ticket Number: 0000078266	12/03/2003		Lab Check 12.3.2003 6:30am
Ticket Number: 0000078265	12/03/2003		disk usage problem
Ticket Number: 0000078263	12/03/2003		Lab Check 12.3.2003 3am
Ticket Number: 0000078257	12/02/2003		lab reservation request
Ticket Number: 0000078253	12/02/2003		Labcheck 12-2 18.50
Ticket Number: 0000078245	12/02/2003		File Transfers through Trillian
Ticket Number: 0000078194	12/02/2003		US STOCK MARKET - HTDS Medical Research---CANCER Trial
Ticket Number: 0000078465	12/04/2003		help!
Ticket Number: 0000078452	12/04/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000078436	12/04/2003		registration for spring 2004
Ticket Number: 0000078438	12/04/2003		Error reoccured
Ticket Number: 0000078423	12/04/2003		account is deactivated but customer is still using labs
Ticket Number: 0000078413	12/04/2003		error
Ticket Number: 0000078390	12/04/2003		Registering for classes
Ticket Number: 0000078380	12/04/2003		12:30am 12-4-03 Lab Check
Ticket Number: 0000078379	12/04/2003		Work Order Form
Ticket Number: 0000078369	12/03/2003		9pm 12-3-03 Lab Check
Ticket Number: 0000078360	12/03/2003		hi
Ticket Number: 0000078303	12/03/2003		Fw: Returned Mail: Re: network
Ticket Number: 0000078301	12/03/2003		Not listed as active student or fac.
Ticket Number: 0000078780	12/10/2003		Spring registration problems
Ticket Number: 0000078132	12/01/2003		No subject
Ticket Number: 0000079061	12/12/2003		Extra space
Ticket Number: 0000078502	12/05/2003		Labchek 12-5 2.30
Ticket Number: 0000078503	12/05/2003		LabCheck 12-5 6.30

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000078118	12/01/2003	Quota
Ticket Number:	0000078762	12/10/2003	customer may not be able to receive email
Ticket Number:	0000079063	12/12/2003	Disk Space
Ticket Number:	0000079258	12/16/2003	=?GB2312?B?s8/Qxbf+zvGjrMirufrK17zSzczaz9r/J0tTD4rfRz8jX9s3
Ticket Number:	0000079257	12/16/2003	Lab Check 12/16/03 12am
Ticket Number:	0000079250	12/15/2003	6 PM lab check
Ticket Number:	0000079240	12/15/2003	3D Studio Max 241117
Ticket Number:	0000079144	12/15/2003	VPN keeps timing out
Ticket Number:	0000079106	12/14/2003	No subject
Ticket Number:	0000079086	12/13/2003	Tape changes for 12/13/03
Ticket Number:	0000079062	12/12/2003	Work Order Request
Ticket Number:	0000079190	12/15/2003	Student not listed as active
Ticket Number:	0000079353	12/17/2003	friday entertainment
Ticket Number:	0000079351	12/17/2003	Lab check 12:00 am 12/16
Ticket Number:	0000079350	12/17/2003	myUMBC problems
Ticket Number:	0000079348	12/16/2003	Lab check 12/16 10:10pm
Ticket Number:	0000079347	12/16/2003	Work Order Request
Ticket Number:	0000079340	12/16/2003	Labcheck 12-16 18.15
Ticket Number:	0000079330	12/16/2003	Account creation
Ticket Number:	0000079328	12/16/2003	LAST CHANCE IN 2003 to find out who likes you!
Ticket Number:	0000079326	12/16/2003	Cant check email or log into lab computer, gets bad password
Ticket Number:	0000079312	12/16/2003	quota
Ticket Number:	0000079341	12/16/2003	Work Order Request
Ticket Number:	0000079345	12/16/2003	Work Order Request
Ticket Number:	0000079296	12/16/2003	No subject
Ticket Number:	0000079291	12/16/2003	Staff needs temporary quota increase.
Ticket Number:	0000079033	12/12/2003	Question
Ticket Number:	0000078969	12/12/2003	Workorder
Ticket Number:	0000078490	12/04/2003	Mcafee CD loan
Ticket Number:	0000078512	12/05/2003	e-mail problem
Ticket Number:	0000078528	12/07/2003	No subject
Ticket Number:	0000078880	12/11/2003	unenroll
Ticket Number:	0000078859	12/11/2003	E-mail problem
Ticket Number:	0000078837	12/11/2003	configuring Netscape 7.1 for UMBC mail
Ticket Number:	0000078828	12/11/2003	Happy Holidays! Find out who likes you!
Ticket Number:	0000078826	12/10/2003	Think abo;ut how much a new m;ortgage will save you!
Ticket Number:	0000078821	12/10/2003	Best Lab Deals - Moving Sale - FINAL SALE DAYS
Ticket Number:	0000078820	12/10/2003	Remove Classes
Ticket Number:	0000078819	12/10/2003	Weblog and webspace
Ticket Number:	0000078649	12/09/2003	Good poem one side it introduces and it gives
Ticket Number:	0000078923	12/11/2003	Need assistance on disk usage problem
Ticket Number:	0000078888	12/11/2003	Best Lab Deals - Moving Sale - FINAL SALE DAYS
Ticket Number:	0000078887	12/11/2003	Disk Usage
Ticket Number:	0000078648	12/09/2003	Lab Check 12am 12/9/03
Ticket Number:	0000078647	12/08/2003	Windows XP Professional will be only \$35.00 !!! ztt ci
Ticket Number:	0000078646	12/08/2003	Lab Check 9:30pm 12-8-03
Ticket Number:	0000078639	12/08/2003	Ironclad Investment! OTC "CMKK" The Sizzle of Entertainment & Se
Ticket Number:	0000078625	12/08/2003	create remedy account
Ticket Number:	0000078619	12/08/2003	cannot create account, not an active student
Ticket Number:	0000078702	12/09/2003	Marketing Service
Ticket Number:	0000078608	12/08/2003	not listed as active faculty or staff
Ticket Number:	0000078786	12/10/2003	machine reformatted, need to create UMBC profile for calendar
Ticket Number:	0000078769	12/10/2003	Quota
Ticket Number:	0000078761	12/10/2003	Not listed as active student
Ticket Number:	0000078755	12/10/2003	ÉÏ°ÉÔË¼ÚĐÄÏçÖ,ÄÏ

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000078749	12/10/2003	help desk?
Ticket Number:	0000078744	12/09/2003	Error Viewing Email Through Webmail
Ticket Number:	0000078740	12/09/2003	labcheck 12-9 19.00
Ticket Number:	0000078684	12/09/2003	No subject
Ticket Number:	0000078787	12/10/2003	quota warning
Ticket Number:	0000078677	12/09/2003	Please configure spam filter for romona arthur
Ticket Number:	0000078665	12/09/2003	Quota warning for my UMBC account
Ticket Number:	0000078663	12/09/2003	Work Order Request
Ticket Number:	0000078559	12/08/2003	Disk Quota Error
Ticket Number:	0000078548	12/08/2003	Lab Check 6pm 12/7/03
Ticket Number:	0000078543	12/07/2003	lab check
Ticket Number:	0000078525	12/06/2003	Lab Check 6pm 12/6/03
Ticket Number:	0000078526	12/06/2003	Lab check 12/06 9 PM
Ticket Number:	0000078529	12/07/2003	high disk usage
Ticket Number:	0000078522	12/06/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000078520	12/06/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000078650	12/09/2003	Utilities 240995
Ticket Number:	0000078570	12/08/2003	Web space
Ticket Number:	0000078741	12/09/2003	Help!
Ticket Number:	0000078500	12/05/2003	12:00a 12-5-03 Lab Check
Ticket Number:	0000078493	12/04/2003	Lab Check 6pm 12/04/03
Ticket Number:	0000078495	12/04/2003	Lab Check 12.4.2003 10pm
<b>anoop1</b>		<u>Total:</u> 4	
<b>Closed</b>		<u>Total:</u> 4	
Ticket Number:	0000078471	12/04/2003	MS Office XP borrowed
Ticket Number:	0000078600	12/08/2003	due12/9 : spss v 10.1 1 cd
Ticket Number:	0000078598	12/08/2003	due 12/8; borrowed SAS v 8.1 4 cd's
Ticket Number:	0000078708	12/09/2003	due 12/09 ; sas 4 cd's
<b>ha2</b>		<u>Total:</u> 6	
<b>Closed</b>		<u>Total:</u> 6	
Ticket Number:	0000078150	12/01/2003	Office XP
Ticket Number:	0000079591	12/20/2003	Thousands are changing to smart sp@m control lymphoma
Ticket Number:	0000079608	12/21/2003	Fwd: Save Today From A Trusted Source.....
Ticket Number:	0000079610	12/21/2003	=?GB2312?B?obbG28attcTS1cr1obctw9fM2MThv8u/rc7E1vg=?=
Ticket Number:	0000079590	12/20/2003	question about webmail
Ticket Number:	0000079606	12/21/2003	Sitemanager, --> 80%!....carleton2350lo
<b>jperron1</b>		<u>Total:</u> 2	
<b>Closed</b>		<u>Total:</u> 2	
Ticket Number:	0000078549	12/08/2003	home info
Ticket Number:	0000078560	12/08/2003	CASH OUT ALERT
<b>kherna1</b>		<u>Total:</u> 11	
<b>Closed</b>		<u>Total:</u> 11	
Ticket Number:	0000078839	12/11/2003	Laptop problems, won't reboot
Ticket Number:	0000078885	12/11/2003	Creat Account
Ticket Number:	0000079284	12/16/2003	tape change for 12/16/2003
Ticket Number:	0000079334	12/16/2003	Might have a e-mail problem
Ticket Number:	0000079433	12/17/2003	6 PM Lab check
Ticket Number:	0000079441	12/17/2003	Labcheck 12-17-03 9pm
Ticket Number:	0000079444	12/18/2003	Work Order Request
Ticket Number:	0000078178	12/02/2003	Availability of statistical packages for student use
Ticket Number:	0000078240	12/02/2003	disc usage
Ticket Number:	0000078185	12/02/2003	[Fwd: Virus Detected In Mail Sent To You!]
Ticket Number:	0000078384	12/04/2003	RESNET Down: All routers and 3 core servers.

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
<b>kincaid</b>			
<b>Closed</b>	<b>Total:</b>	<b>1</b>	
Ticket Number: 0000079169		12/15/2003	Pin for Registration
<b>mdo1</b>	<b>Total:</b>	<b>3</b>	
<b>Closed</b>	<b>Total:</b>	<b>3</b>	
Ticket Number: 0000079135		12/15/2003	Account reactivation request
Ticket Number: 0000079315		12/16/2003	office xp 2 cds due 12/17
Ticket Number: 0000078320		12/03/2003	Customer needs networked printer installed on his machine
<b>moneill1</b>	<b>Total:</b>	<b>7</b>	
<b>Closed</b>	<b>Total:</b>	<b>7</b>	
Ticket Number: 0000078713		12/09/2003	Walker Ave CD Machine is not getting a network connection
Ticket Number: 0000078401		12/04/2003	UMBC Account Password Reset for kim25
Ticket Number: 0000079470		12/18/2003	Tape Change 12/18
Ticket Number: 0000079009		12/12/2003	UMBC Account Password Reset for schaar
Ticket Number: 0000079220		12/15/2003	UMBC Account Password Reset for cooke1
Ticket Number: 0000078588		12/08/2003	UMBC Account Password reset for sgelhal
Ticket Number: 0000078714		12/09/2003	cannot connect to internet
<b>myers</b>	<b>Total:</b>	<b>4</b>	
<b>Closed</b>	<b>Total:</b>	<b>4</b>	
Ticket Number: 0000079172		12/15/2003	New HP accounts
Ticket Number: 0000079307		12/16/2003	PSYC 304/Freiberg
Ticket Number: 0000079308		12/16/2003	CHEM 101/LaCourse
Ticket Number: 0000079417		12/17/2003	Create HP Account
<b>nitinr1</b>	<b>Total:</b>	<b>9</b>	
<b>Closed</b>	<b>Total:</b>	<b>9</b>	
Ticket Number: 0000079499		12/18/2003	Password reset requested
Ticket Number: 0000078715		12/09/2003	password reset requested
Ticket Number: 0000078305		12/03/2003	Borrowed Office XP 2CDs.
Ticket Number: 0000078239		12/02/2003	SAS 4 cds borrowed
Ticket Number: 0000078926		12/11/2003	Password Reset requested
Ticket Number: 0000079017		12/12/2003	Office XP borrowed
Ticket Number: 0000079036		12/12/2003	Password reset requested
Ticket Number: 0000078473		12/04/2003	Password reset requested
Ticket Number: 0000078720		12/09/2003	due: 12/10, SAS, 4's cd loan
<b>r1</b>	<b>Total:</b>	<b>11</b>	
<b>Closed</b>	<b>Total:</b>	<b>11</b>	
Ticket Number: 0000078521		12/06/2003	Work Order Request
Ticket Number: 0000078532		12/07/2003	hi
Ticket Number: 0000078664		12/09/2003	Work Order Request
Ticket Number: 0000078667		12/09/2003	Re: new account name (fwd)
Ticket Number: 0000078638		12/08/2003	Office XP CD checkout
Ticket Number: 0000078538		12/07/2003	No subject
Ticket Number: 0000078682		12/09/2003	password reset
Ticket Number: 0000079068		12/12/2003	wireless connection ?
Ticket Number: 0000078075		12/01/2003	McAfee cd loan
Ticket Number: 0000078444		12/04/2003	1.95% Mortgage Rate - NO JOKE
Ticket Number: 0000078420		12/04/2003	password reset

<b>ramosm1</b>		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>Resolved</b>		<b>Total: 27</b>	
		<b>Total: 5</b>	
Ticket Number:	0000079820	12/31/2003	99 Ways to Beat the IRS
Ticket Number:	0000079821	12/31/2003	99 Ways to Beat the IRS
Ticket Number:	0000079822	12/31/2003	=?GB2312?B?obbG28attcTS1cr1obctw9fM2MThv8u/rc7E1vg=?=
Ticket Number:	0000079827	12/31/2003	=?GB2312?B?obbG28attcTS1cr1obctw9fM2MThv8u/rc7E1vg=?=
Ticket Number:	0000079815	12/30/2003	Who is your new years kiss? Find out who likes you!
<b>Closed</b>		<b>Total: 22</b>	
Ticket Number:	0000079409	12/17/2003	Tape Changes 12/17/03
Ticket Number:	0000079629	12/22/2003	Changed Tapes
Ticket Number:	0000079628	12/22/2003	Office XP CD Loan
Ticket Number:	0000079558	12/19/2003	Tape changes 12/19/03
Ticket Number:	0000079569	12/19/2003	Finally, a smart sp@m control solution you can trust
Ticket Number:	0000079584	12/20/2003	Our lowest Mortgage rate ever.. 1.95%
Ticket Number:	0000079573	12/19/2003	guaranteed weight loss program vkkuf
Ticket Number:	0000079476	12/18/2003	At last, smart filtering technology that works
Ticket Number:	0000078492	12/04/2003	Course Schedule '04
Ticket Number:	0000078341	12/03/2003	Registration Problem.
Ticket Number:	0000078501	12/05/2003	Happy December! Find out who likes you!
Ticket Number:	0000078119	12/01/2003	MS Office XP loan
Ticket Number:	0000078510	12/05/2003	Tape Change 12.5.2003
Ticket Number:	0000079079	12/13/2003	=?GB2312?B?v9W85NPyw/vM2LzbIDY41KoyMDBNy83T8sP7?=-
Ticket Number:	0000079088	12/13/2003	do it twice
Ticket Number:	0000079081	12/13/2003	=?GB2312?B?v9W85NPyw/vM2LzbIDY41KoyMDBNy83T8sP7?=-
Ticket Number:	0000079080	12/13/2003	get it up
Ticket Number:	0000078491	12/04/2003	folder problems
Ticket Number:	0000078577	12/08/2003	Office XP Pro Checkout
Ticket Number:	0000078524	12/06/2003	get it up
Ticket Number:	0000078498	12/04/2003	Capture Your Holiday Moments
Ticket Number:	0000078497	12/04/2003	Student needs help setting up PPP

stcyr

Create

Date

Total: 58

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		58	
Ticket Number: 0000078517	12/06/2003		Work Order Request
Ticket Number: 0000078527	12/07/2003		No subject
Ticket Number: 0000078881	12/11/2003		Win XP; Difficulty booting machine
Ticket Number: 0000078871	12/11/2003		QUOTA INCREASE
Ticket Number: 0000078869	12/11/2003		Workstation Password problem
Ticket Number: 0000078849	12/11/2003		Increase quota
Ticket Number: 0000078836	12/11/2003		Increase quota
Ticket Number: 0000078566	12/08/2003		Quota Increase for faculty
Ticket Number: 0000078943	12/11/2003		Work Order Request
Ticket Number: 0000079038	12/12/2003		Increase quota
Ticket Number: 0000079297	12/16/2003		VPN Question
Ticket Number: 0000079343	12/16/2003		ECS005 VCR cabinet key loan
Ticket Number: 0000079171	12/15/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000079161	12/15/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000079147	12/15/2003		Close to quota
Ticket Number: 0000079053	12/12/2003		quota, deleted messages
Ticket Number: 0000079042	12/12/2003		request
Ticket Number: 0000079005	12/12/2003		User over quota
Ticket Number: 0000078276	12/03/2003		Increase quota for account cleaning
Ticket Number: 0000078318	12/03/2003		management of disk space
Ticket Number: 0000078169	12/02/2003		Increase quota for deletion
Ticket Number: 0000078139	12/01/2003		Office XP CD loan
Ticket Number: 0000078131	12/01/2003		Quota increase request for 'tanuja1'
Ticket Number: 0000078116	12/01/2003		pin number
Ticket Number: 0000079508	12/18/2003		JOE REGIER
Ticket Number: 0000078111	12/01/2003		disk space
Ticket Number: 0000078083	12/01/2003		Increase quota for file deletion
Ticket Number: 0000078082	12/01/2003		deleting a large file
Ticket Number: 0000078077	12/01/2003		lab check 5:30 am
Ticket Number: 0000078076	12/01/2003		Lab check 2:50 am
Ticket Number: 0000078464	12/04/2003		Virex antiviruxs checked out
Ticket Number: 0000079454	12/18/2003		Aromatherapy Candles Lotions Home Decor
Ticket Number: 0000078342	12/03/2003		Please increase quota for pwong1
Ticket Number: 0000078340	12/03/2003		Quota increase for aehson1
Ticket Number: 0000078290	12/03/2003		Netscape 7.1 folder/quota issues
Ticket Number: 0000078289	12/03/2003		Have amazing s\ex up to 20 times per day cucaor
Ticket Number: 0000078287	12/03/2003		New staff member account
Ticket Number: 0000078248	12/02/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000078238	12/02/2003		Mac Log off error in Labs
Ticket Number: 0000078212	12/02/2003		Disk Usage
Ticket Number: 0000078206	12/02/2003		English Writing Lab - Network Interface Card for New Printer
Ticket Number: 0000078345	12/03/2003		Increase quota to delete large message
Ticket Number: 0000078159	12/02/2003		Lab Check 12am 12/2/03
Ticket Number: 0000078154	12/01/2003		9:30pm Lab Check 12-1-03
Ticket Number: 0000078149	12/01/2003		6 PM lab check
Ticket Number: 0000078074	12/01/2003		Lab Check 11/30/03 6pm
Ticket Number: 0000078329	12/03/2003		Quota increase request for 'blass'
Ticket Number: 0000078330	12/03/2003		Question about networking
Ticket Number: 0000079566	12/19/2003		no emails
Ticket Number: 0000079768	12/29/2003		=?GB2312?B?yc+6o0lCTbHKvMexvqGit/7O8cb3oaLMqMq9u/qhor
Ticket Number: 0000079763	12/28/2003		=?GB2312?B?wM/F89PR1Nq0y7j4xPqw3cTqo6E=?=
Ticket Number: 0000079630	12/22/2003		Account
Ticket Number: 0000079620	12/22/2003		Disk Quota
Ticket Number: 0000079588	12/20/2003		Work Order Request

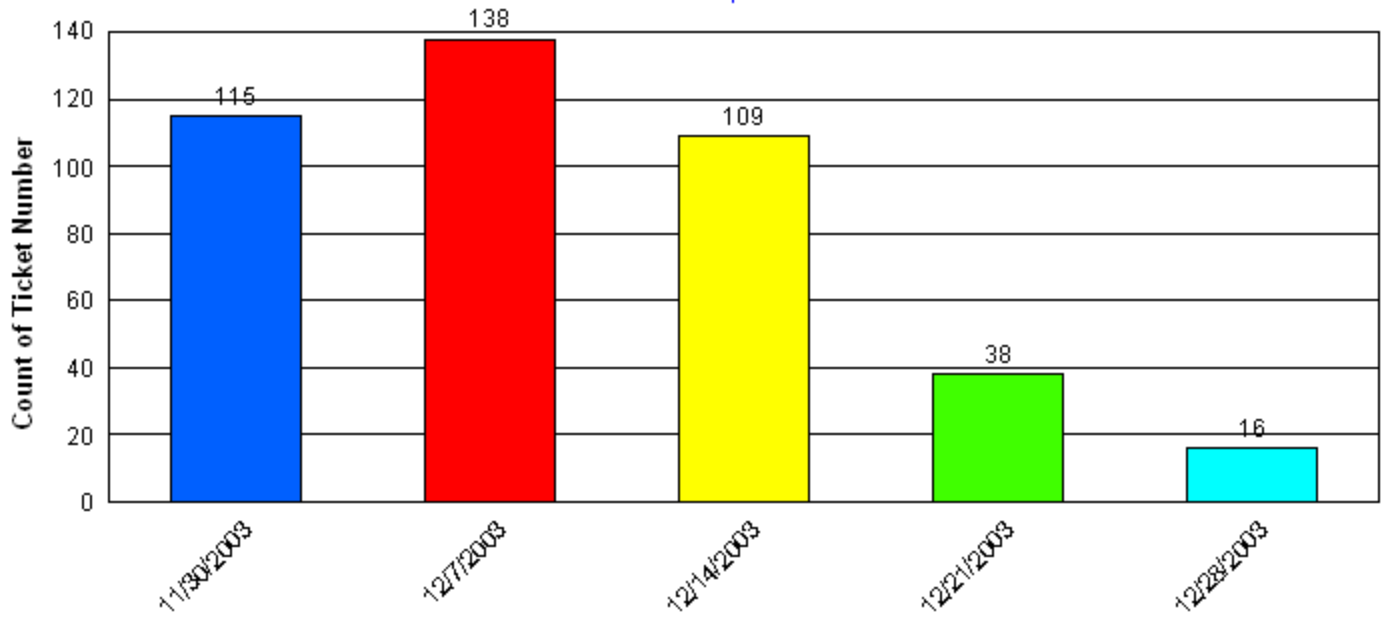
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000079523	12/18/2003	A virus/worm in sqlserver.exe?
Ticket Number: 0000079526	12/19/2003	Work Order Request
Ticket Number: 0000079434	12/17/2003	Online student with passcode problems
Ticket Number: 0000079466	12/18/2003	Needs quota increase
<b>talder1</b>	<u>Total:</u> <b>43</b>	
	<u>Total:</u> <b>43</b>	
<b>Closed</b>		
Ticket Number: 0000079572	12/19/2003	labcheck 12-19 18.30
Ticket Number: 0000079581	12/20/2003	Business Services
Ticket Number: 0000079577	12/20/2003	tape for CMSC
Ticket Number: 0000079616	12/22/2003	Labcheck 12.20
Ticket Number: 0000079615	12/22/2003	Lab Check 6pm 12/21/03
Ticket Number: 0000079613	12/21/2003	Labcheck 12/21 9:00pm
Ticket Number: 0000079603	12/21/2003	=?GB2312?B?obbG28attcTS1cr1obctw9fM2MThv8u/rc7E1vg=?=
Ticket Number: 0000079601	12/21/2003	blackboard
Ticket Number: 0000079602	12/21/2003	=?GB2312?B?obbG28attcTS1cr1obctw9fM2MThv8u/rc7E1vg=?=
Ticket Number: 0000079595	12/20/2003	Lab Check 12/20 9 PM
Ticket Number: 0000079592	12/20/2003	Lab Check 6pm 12/20/03
Ticket Number: 0000079589	12/20/2003	Tape changes for 12/20/03
Ticket Number: 0000078698	12/09/2003	Office XP cd loan
Ticket Number: 0000078204	12/02/2003	English Writing Lab - New Printer Setup
Ticket Number: 0000078447	12/04/2003	questions about viruses.
Ticket Number: 0000078429	12/04/2003	Increase quota for deletion of large files
Ticket Number: 0000078417	12/04/2003	Deleting large e-mail files
Ticket Number: 0000078314	12/03/2003	Tape Changes 12-3-03
Ticket Number: 0000078251	12/02/2003	needs a quota increase
Ticket Number: 0000078250	12/02/2003	Attached survey
Ticket Number: 0000078949	12/11/2003	Netscape email, and Pine email
Ticket Number: 0000079069	12/12/2003	12/12 9:30pm Lab check.
Ticket Number: 0000079074	12/13/2003	Question Concerning my UMBC Account
Ticket Number: 0000079090	12/13/2003	Disk Usage is not right
Ticket Number: 0000079122	12/15/2003	labcheck dec 13 2003
Ticket Number: 0000079114	12/14/2003	9 PM lab check
Ticket Number: 0000079112	12/14/2003	Labcheck 12-14 15.00
Ticket Number: 0000079096	12/14/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000079093	12/13/2003	Lab Check 12/13/03 9 PM
Ticket Number: 0000079092	12/13/2003	Regarding: www.ssh.fi/
Ticket Number: 0000079091	12/13/2003	Lab Check 12/13/03 6pm
Ticket Number: 0000079083	12/13/2003	Lab Check 12/13/03 3PM
Ticket Number: 0000078523	12/06/2003	Account increase for alternate email address
Ticket Number: 0000078537	12/07/2003	'Work Order Request
Ticket Number: 0000078539	12/07/2003	Quota increase request
Ticket Number: 0000078731	12/09/2003	12/9 Tape Changes
Ticket Number: 0000078833	12/11/2003	12/11/03 Tape changes
Ticket Number: 0000079121	12/15/2003	Lab Check 6pm 12/14/03
Ticket Number: 0000079064	12/12/2003	labcheck 12-12 18.45
Ticket Number: 0000078704	12/09/2003	request
Ticket Number: 0000078531	12/07/2003	Question on Password
Ticket Number: 0000078540	12/07/2003	Account increase request
Ticket Number: 0000078541	12/07/2003	Account increase request

Create  
Date

Short Description

## Count of Ticket Number / Create Date

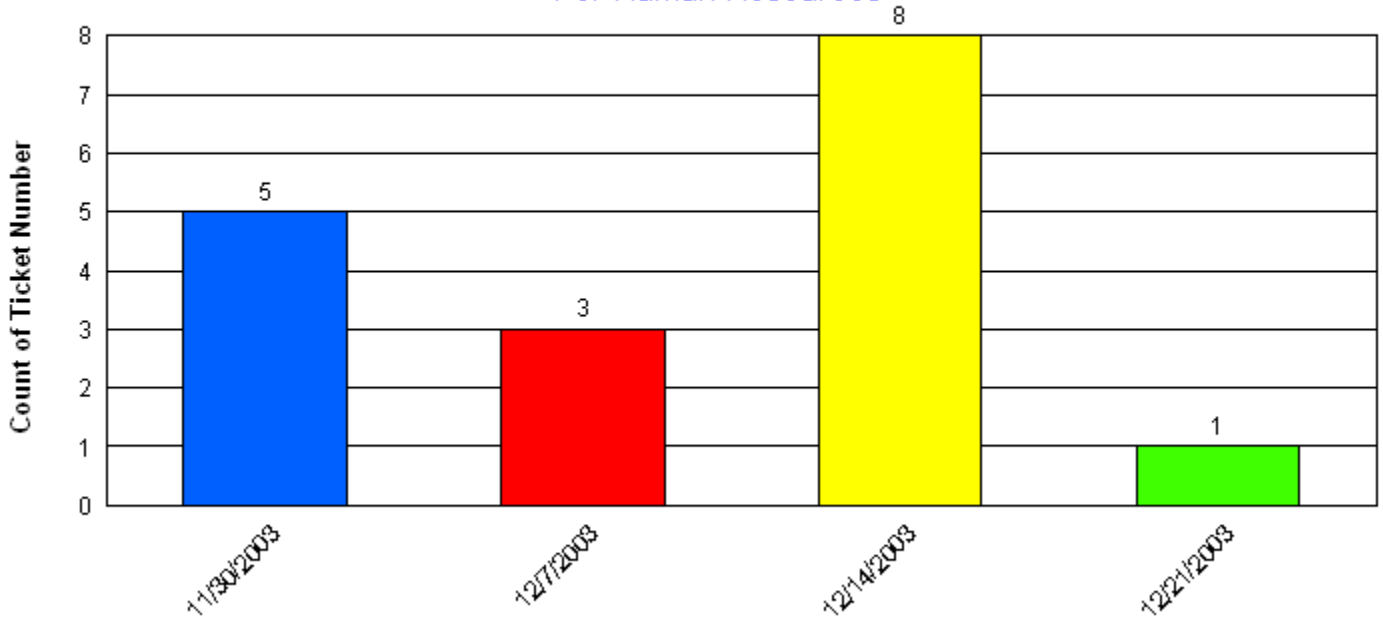
For Helpdesk



Human Resources	Total:	Create Date	Short Description
<b>mcnamara</b>	<b>17</b>		
<b>Closed</b>	<b>3</b>		
Ticket Number: 0000078607		12/08/2003	Delivered Retro Program
Ticket Number: 0000079467		12/18/2003	Employee has 2 primary jobs, causing EPM load failure
Ticket Number: 0000079638		12/22/2003	PAR Security Confirmation
<b>rsanders</b>	<b>14</b>		
<b>Closed</b>	<b>14</b>		
Ticket Number: 0000079497		12/18/2003	GL Interface
Ticket Number: 0000079501		12/18/2003	Pay line Status
Ticket Number: 0000079503		12/18/2003	Missing Positions -- 2 Queries
Ticket Number: 0000079533		12/19/2003	HR Remedy Hours
Ticket Number: 0000078177		12/02/2003	Employees enrolled in more than one base retirement plan
Ticket Number: 0000078339		12/03/2003	Employee payroll status
Ticket Number: 0000078182		12/02/2003	Salary Plan Discrepancies
Ticket Number: 0000078337		12/03/2003	UMBC Change PAR
Ticket Number: 0000078293		12/03/2003	PI Terminated in HR - Royce Hanson
Ticket Number: 0000078789		12/10/2003	FW: HR/Benefits
Ticket Number: 0000078886		12/11/2003	Delta HRMS - positions and pay sheets
Ticket Number: 0000079180		12/15/2003	Distribution Errors for PR-07
Ticket Number: 0000079292		12/16/2003	Run Custom Pay Distribution and GL Interface
Ticket Number: 0000079272		12/16/2003	Positions

## Count of Ticket Number / Create Date

For Human Resources



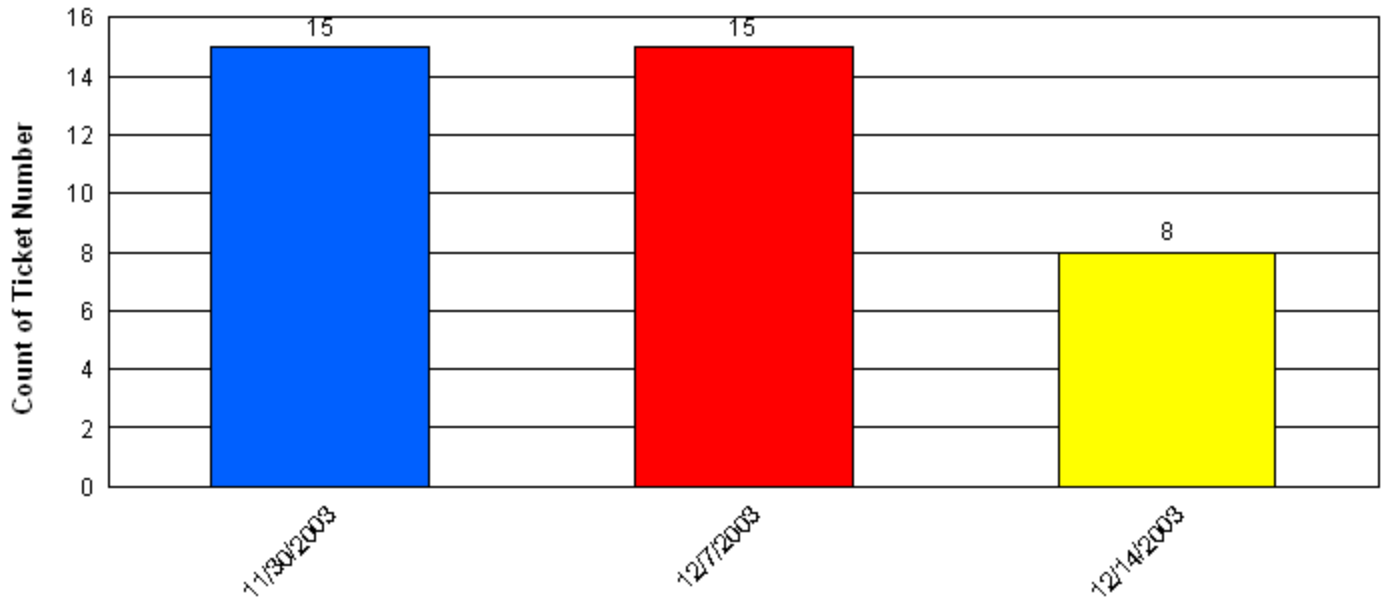
<u>LAN</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
<b>LAN</b>	<b>38</b>		
<b>Closed</b>	<b>Total: 1</b>		
Ticket Number: 0000078754	12/10/2003	1	ACIV 312; printer not responding
<b>jesse</b>	<b>Total: 18</b>		
<b>Closed</b>	<b>Total: 18</b>		
Ticket Number: 0000078486	12/04/2003		Employee needs access to several printers.
Ticket Number: 0000078586	12/08/2003		HR Dept I: Drive Full
Ticket Number: 0000078634	12/08/2003		KEVIN JOHNS
Ticket Number: 0000078681	12/09/2003		Employee needs to use Cost Accounting folder.
Ticket Number: 0000078620	12/08/2003		more server storage space request
Ticket Number: 0000078621	12/08/2003		attn LAN - more disk space needed
Ticket Number: 0000078866	12/11/2003		Cancel account
Ticket Number: 0000078794	12/10/2003		Novell quota request.
Ticket Number: 0000079321	12/16/2003		Cannot share MS Access file on novell with other users
Ticket Number: 0000078711	12/09/2003		attn LAN - Novell Access
Ticket Number: 0000078297	12/03/2003		New Novell Account
Ticket Number: 0000078295	12/03/2003		New Network Printer
Ticket Number: 0000078188	12/02/2003		Create Novell Account
Ticket Number: 0000078228	12/02/2003		Delete wraup's account
Ticket Number: 0000078140	12/01/2003		Please create Novell account for Mark Ranta
Ticket Number: 0000078151	12/01/2003		User wants to have two simulataneous logins with novell
Ticket Number: 0000078190	12/02/2003		User requests increase of Departmental Quota
Ticket Number: 0000079547	12/19/2003		Novell H: increase request.
<b>ostrove</b>	<b>Total: 16</b>		
<b>Closed</b>	<b>Total: 16</b>		
Ticket Number: 0000078108	12/01/2003		disable accounts
Ticket Number: 0000078451	12/04/2003		Missing files
Ticket Number: 0000078217	12/02/2003		printer queue expunge
Ticket Number: 0000078215	12/02/2003		does umbc have a certain software component in femlab ?
Ticket Number: 0000078192	12/02/2003		file restore
Ticket Number: 0000078126	12/01/2003		disable account
Ticket Number: 0000078107	12/01/2003		Disable account
Ticket Number: 0000078925	12/11/2003		Novell folder access
Ticket Number: 0000079236	12/15/2003		ecs005:computer freezes after logging in
Ticket Number: 0000079186	12/15/2003		Request for Novell access from the Web for research assistants
Ticket Number: 0000079185	12/15/2003		OIA Shared drive full
Ticket Number: 0000078940	12/11/2003		User cannot acces Windows .2kprofile
Ticket Number: 0000079113	12/14/2003		Work Order Request
Ticket Number: 0000078563	12/08/2003		attn: LAN - Disable Novell account access
Ticket Number: 0000078596	12/08/2003		Old Account Notice
Ticket Number: 0000078726	12/09/2003		Customer facing problems with accessing sound files
<b>vladimir</b>	<b>Total: 3</b>		
<b>Closed</b>	<b>Total: 3</b>		
Ticket Number: 0000078676	12/09/2003		Novell file restore request.
Ticket Number: 0000079206	12/15/2003		file restore for bov1.dat
Ticket Number: 0000079422	12/17/2003		FW: file restoration - please expedite

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For LAN



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>New Media</b>	<b>Total:</b>	<b>231</b>	
<b>NewMedia</b>		<u>Total:</u>	<b>1</b>
<b>Closed</b>		<u>Total:</u>	<b>1</b>
Ticket Number:	0000079077	12/13/2003	Blackboard Course: Assign to New Media: Blackboard
<b>darnold</b>		<u>Total:</u>	<b>19</b>
<b>Closed</b>		<u>Total:</u>	<b>19</b>
Ticket Number:	0000079117	12/14/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079157	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079193	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079324	12/16/2003	PeopleSoft
Ticket Number:	0000079252	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079251	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079249	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079224	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079223	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079222	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079194	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079177	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079176	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079159	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079142	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079697	12/23/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079698	12/23/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079134	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079163	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
<b>fritz</b>		<u>Total:</u>	<b>2</b>
<b>Closed</b>		<u>Total:</u>	<b>2</b>
Ticket Number:	0000079229	12/15/2003	Re: UMBC Bb Server Reboot Today at 4:30 p.m.
Ticket Number:	0000078479	12/04/2003	RE: UMBC Blackboard Update: Fall 2003

<b>rarmstro</b>		<u>Create</u>	<u>Short Description</u>
<b>Resolved</b>		<u>Date</u>	
		<u>Total:</u>	<b>207</b>
		<u>Total:</u>	<b>11</b>
Ticket Number:	0000079574	12/19/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079738	12/26/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079775	12/29/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079802	12/30/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079818	12/31/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079817	12/31/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079801	12/30/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079760	12/28/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079706	12/23/2003	Re: UMBC Blackboard To Be Down All Day, Dec. 24
Ticket Number:	0000079585	12/20/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079683	12/23/2003	Blackboard Course: Assign to New Media: Blackboard

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		<b>196</b>	
Ticket Number: 0000079393	12/17/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079695	12/23/2003		Re:something other than Blackboard
Ticket Number: 0000079649	12/22/2003		Fwd: blackboard
Ticket Number: 0000079607	12/21/2003		Blackboard down?
Ticket Number: 0000079537	12/19/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079536	12/19/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079534	12/19/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079530	12/19/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079512	12/18/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079511	12/18/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079510	12/18/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079506	12/18/2003		Request For Course
Ticket Number: 0000079554	12/19/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079759	12/28/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079557	12/19/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079439	12/17/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079438	12/17/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079028	12/12/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078357	12/03/2003		Re: UMBC Blackboard Update: Fall 2003
Ticket Number: 0000078370	12/03/2003		Re: UMBC Blackboard Update: Fall 2003
Ticket Number: 0000078368	12/03/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078366	12/03/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078365	12/03/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078363	12/03/2003		Blackboard Demo: Assign to New Media: Blackboard
Ticket Number: 0000078362	12/03/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078361	12/03/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078359	12/03/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078358	12/03/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078432	12/04/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078425	12/04/2003		Re: UMBC Blackboard Update: Fall 2003
Ticket Number: 0000078424	12/04/2003		Unable to open my digital drop box
Ticket Number: 0000078419	12/04/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078416	12/04/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078414	12/04/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078405	12/04/2003		Courses for Spring 2004
Ticket Number: 0000078404	12/04/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078396	12/04/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078460	12/04/2003		2004 Blackboard
Ticket Number: 0000078443	12/04/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078442	12/04/2003		[Fwd: blackboard problem]
Ticket Number: 0000078435	12/04/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078434	12/04/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078395	12/04/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078383	12/04/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078382	12/04/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078378	12/03/2003		blackboard quizzes
Ticket Number: 0000078374	12/03/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078375	12/03/2003		Re: UMBC Blackboard Update: Fall 2003
Ticket Number: 0000078373	12/03/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078371	12/03/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078344	12/03/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078393	12/04/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078343	12/03/2003		Re: Course 'IFSM425_0101_FA2003' quota exceeded
Ticket Number: 0000078480	12/04/2003		Re: UMBC Blackboard Update: Fall 2003

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000078482	12/04/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078483	12/04/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078636	12/08/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078631	12/08/2003	RE: Course 'IFSM450_0101_SP2004' quota exceeded
Ticket Number:	0000078618	12/08/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078617	12/08/2003	Course 'IFSM450_0101_SP2004' quota exceeded
Ticket Number:	0000078616	12/08/2003	Course 'IFSM450_0101_SP2004' quota exceeded
Ticket Number:	0000078615	12/08/2003	Course 'IFSM450_0101_SP2004' quota exceeded
Ticket Number:	0000078606	12/08/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078605	12/08/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078604	12/08/2003	Enrollment Request for PSYC 200 Developmental Psychology (PSYC2
Ticket Number:	0000078594	12/08/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078590	12/08/2003	Copy Blackboard Course for sp2004
Ticket Number:	0000078584	12/08/2003	Spring 04 blackboard
Ticket Number:	0000078909	12/11/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078578	12/08/2003	Re: UMBC Blackboard Update: Fall 2003
Ticket Number:	0000078571	12/08/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078906	12/11/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078914	12/11/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078913	12/11/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078915	12/11/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078896	12/11/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078884	12/11/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078883	12/11/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078882	12/11/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078878	12/11/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079289	12/16/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078788	12/10/2003	Blackboard course creation
Ticket Number:	0000078675	12/09/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078661	12/09/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078533	12/07/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078530	12/07/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078518	12/06/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078514	12/05/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078513	12/05/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078496	12/04/2003	Work Order Request
Ticket Number:	0000078485	12/04/2003	Blackboard organization
Ticket Number:	0000078484	12/04/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078897	12/11/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078850	12/11/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078831	12/11/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078825	12/10/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078823	12/10/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078824	12/10/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079015	12/12/2003	Blackboard course copy
Ticket Number:	0000078725	12/09/2003	Database Connection Unavailable
Ticket Number:	0000078691	12/09/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078920	12/11/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078933	12/11/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078931	12/11/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078930	12/11/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079048	12/12/2003	Course 'IFSM413C_0101_SP2004' quota exceeded
Ticket Number:	0000079047	12/12/2003	Course 'IFSM413C_0101_SP2004' quota exceeded
Ticket Number:	0000079049	12/12/2003	Course 'IFSM413C_0101_SP2004' quota exceeded
Ticket Number:	0000079054	12/12/2003	Blackboard Course: Assign to New Media: Blackboard

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000079046	12/12/2003	Course 'IFSM413C_0101_SP2004' quota exceeded
Ticket Number:	0000079045	12/12/2003	Course 'IFSM413C_0101_SP2004' quota exceeded
Ticket Number:	0000079044	12/12/2003	Course 'IFSM413C_0101_SP2004' quota exceeded
Ticket Number:	0000079076	12/13/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000078997	12/12/2003	Course 'IFSM425_0101_SP2004' quota exceeded
Ticket Number:	0000079370	12/17/2003	blackboard accounts for Spring 04
Ticket Number:	0000079369	12/17/2003	604 and 606/406
Ticket Number:	0000079302	12/16/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079290	12/16/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079254	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079248	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079247	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079246	12/15/2003	No subject
Ticket Number:	0000079241	12/15/2003	ENGL/IFSM 387
Ticket Number:	0000079239	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079237	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079235	12/15/2003	RE: UMBC Bb Server Reboot Today at 4:30 p.m.
Ticket Number:	0000079234	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079233	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079226	12/15/2003	new courses
Ticket Number:	0000079207	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079201	12/15/2003	Course 'ART323_0201_SP2004' quota exceeded
Ticket Number:	0000079200	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079199	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079198	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079197	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079175	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079160	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079158	12/15/2003	Re: UMBC Blackboard Update: Fall 2003
Ticket Number:	0000079156	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079154	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079145	12/15/2003	Course 'BIOL100H_0101_SP2004' quota exceeded
Ticket Number:	0000079143	12/15/2003	Course 'BIOL100H_0101_SP2004' quota exceeded
Ticket Number:	0000079141	12/15/2003	Course 'BIOL100H_0101_SP2004' quota exceeded
Ticket Number:	0000079140	12/15/2003	Course 'BIOL100H_0101_SP2004' quota exceeded
Ticket Number:	0000079139	12/15/2003	Course 'BIOL100H_0101_SP2004' quota exceeded
Ticket Number:	0000079133	12/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079120	12/14/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079119	12/14/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079118	12/14/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079111	12/14/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079110	12/14/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079108	12/14/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079107	12/14/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079104	12/14/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079103	12/14/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079105	12/14/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079099	12/14/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079100	12/14/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079098	12/14/2003	Course 'IFSM295_0301_SP2004' quota exceeded
Ticket Number:	0000079094	12/14/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079078	12/13/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079075	12/13/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079067	12/12/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079066	12/12/2003	Blackboard Course: Assign to New Media: Blackboard

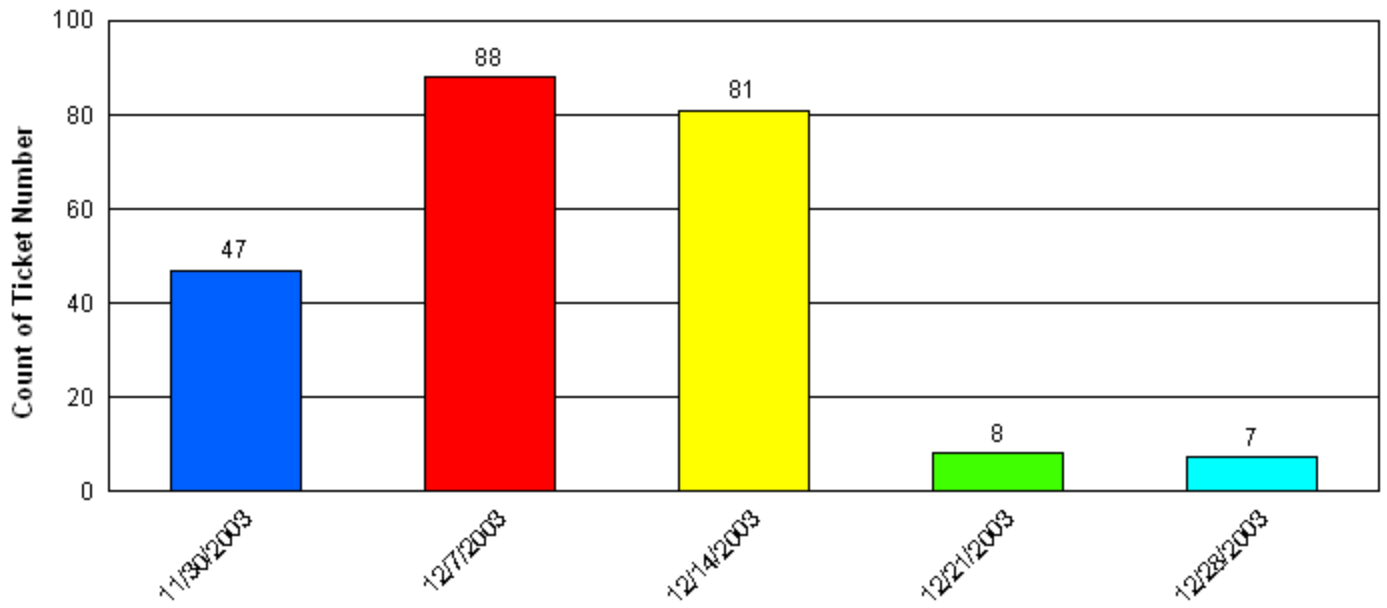
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000079057	12/12/2003	Course 'HIST101_0101_SP2004' quota exceeded
Ticket Number: 0000079231	12/15/2003	Blackboard Course: Assign to New Media: Blackboard course
Ticket Number: 0000079055	12/12/2003	Course 'IFSM413C_0101_SP2004' quota exceeded
Ticket Number: 0000079050	12/12/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079052	12/12/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079089	12/13/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079087	12/13/2003	bb course deletions
Ticket Number: 0000079085	12/13/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079084	12/13/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078994	12/12/2003	Course 'IFSM425_0101_SP2004' quota exceeded
Ticket Number: 0000078993	12/12/2003	Course 'IFSM425_0101_SP2004' quota exceeded
Ticket Number: 0000078991	12/12/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078989	12/12/2003	Course 'IFSM733_0101_SP2004' quota exceeded
Ticket Number: 0000078988	12/12/2003	Course 'IFSM733_0101_SP2004' quota exceeded
Ticket Number: 0000078985	12/12/2003	Course 'IFSM733_0101_SP2004' quota exceeded
Ticket Number: 0000078987	12/12/2003	Course 'IFSM733_0101_SP2004' quota exceeded
Ticket Number: 0000078984	12/12/2003	Course 'IFSM733_0101_SP2004' quota exceeded
Ticket Number: 0000079037	12/12/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079027	12/12/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079002	12/12/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079001	12/12/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079000	12/12/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078996	12/12/2003	Course 'IFSM425_0101_SP2004' quota exceeded
Ticket Number: 0000078999	12/12/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078995	12/12/2003	Course 'IFSM425_0101_SP2004' quota exceeded
Ticket Number: 0000078971	12/12/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079004	12/12/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000079003	12/12/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078954	12/12/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078946	12/11/2003	anonymous postings
Ticket Number: 0000078938	12/11/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000078937	12/11/2003	Blackboard Course: Assign to New Media: Blackboard
<b>vergil</b>	<u>Total:</u> 2	
<b>Closed</b>	<u>Total:</u> 2	
Ticket Number: 0000078135	12/01/2003	myUMBC Announcements - Winter and Spring 04 dates
Ticket Number: 0000078172	12/02/2003	myUMBC link from <a href="http://www.umbc.edu/StudentLink">http://www.umbc.edu/StudentLink</a> broken

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For New Media



		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<b>OIT Business Systems: N</b>	<b>Total:</b>	<b>161</b>		
<b>BSG:Operational_Support</b>				
<b>Closed</b>				
		<u>Total:</u>	<b>3</b>	
Ticket Number:	0000078398	12/04/2003		MVBR4025
Ticket Number:	0000078399	12/04/2003		MVBR4024 MVA Flag Sending Tape
Ticket Number:	0000079538	12/19/2003		MVBR4023 MVA Flag Return Tape Tape#102
<b>BSG:SA_Records_Support</b>				
<b>Closed</b>				
		<u>Total:</u>	<b>1</b>	
		<u>Total:</u>	<b>1</b>	
Ticket Number:	0000078845	12/11/2003		not showing results but document is done

**BSG:Web\_Infrastructure**

Create

Date

Total: **120**

Short Description

	<u>Create</u>	
	<u>Date</u>	<u>Short Description</u>
<b>Closed</b>	<b>Total:</b>	<b>120</b>
Ticket Number: 0000079167	12/15/2003	EHS 471/Polk
Ticket Number: 0000078609	12/08/2003	SOCY 101 Dr. Trela
Ticket Number: 0000079168	12/15/2003	biol 304/stephen miller
Ticket Number: 0000078611	12/08/2003	CSEE 100 Henry Katz
Ticket Number: 0000078622	12/08/2003	BIOL 304
Ticket Number: 0000078696	12/09/2003	psyc200 / hussey-gardner
Ticket Number: 0000078688	12/09/2003	psyc100 / obrien
Ticket Number: 0000078690	12/09/2003	psyc210 / shimoff
Ticket Number: 0000078777	12/10/2003	ecad210-0501 / armor
Ticket Number: 0000078776	12/10/2003	psyc340 / blass
Ticket Number: 0000078775	12/10/2003	socy562 / hoyer
Ticket Number: 0000078774	12/10/2003	ifsm425 / everhart
Ticket Number: 0000078855	12/11/2003	IFSM 295
Ticket Number: 0000078856	12/11/2003	ifsm 300/401 and 501 Dana Smith
Ticket Number: 0000078760	12/10/2003	anth211-201 / frankowski
Ticket Number: 0000078759	12/10/2003	anth211-301 / frankowski
Ticket Number: 0000078758	12/10/2003	psyc335 / provine
Ticket Number: 0000078751	12/10/2003	ehs302 / lebowitz
Ticket Number: 0000078905	12/11/2003	PSYC 100 Dr. Jordan
Ticket Number: 0000078894	12/11/2003	psyc370 / provine
Ticket Number: 0000078893	12/11/2003	geog110 / rabenhorst
Ticket Number: 0000078892	12/11/2003	geog110 / rabenhorst
Ticket Number: 0000078891	12/11/2003	econ385 / takacs
Ticket Number: 0000078877	12/11/2003	ECON122 / davis
Ticket Number: 0000079012	12/12/2003	CHEM 123
Ticket Number: 0000078834	12/11/2003	chem102 / weglein
Ticket Number: 0000078805	12/10/2003	chem351 / perks
Ticket Number: 0000078750	12/10/2003	psyc200 / schaeffe
Ticket Number: 0000078747	12/10/2003	chem102 / weglein
Ticket Number: 0000078763	12/10/2003	Exam correction to PSYC340 / blass
Ticket Number: 0000078695	12/09/2003	ecad360 / cohen
Ticket Number: 0000078694	12/09/2003	socy101 / servatius
Ticket Number: 0000078693	12/09/2003	psyc285 / freiberg
Ticket Number: 0000078689	12/09/2003	psyc100 / obrien
Ticket Number: 0000078779	12/10/2003	ecad210-0601 / armor
Ticket Number: 0000078753	12/10/2003	poli 250 / fletcher
Ticket Number: 0000078752	12/10/2003	psyc370 / provine
Ticket Number: 0000078613	12/08/2003	PSYC 100 Dr. Jordan
Ticket Number: 0000078610	12/08/2003	CSEE 486 F. Green
Ticket Number: 0000078928	12/11/2003	PSYC 335/Dr. PRovine
Ticket Number: 0000079365	12/17/2003	econ121 - croteau
Ticket Number: 0000079363	12/17/2003	psyc205 - freiberg
Ticket Number: 0000079362	12/17/2003	phys112 - mcmillan
Ticket Number: 0000079361	12/17/2003	sowk260 - mcclellan
Ticket Number: 0000079360	12/17/2003	sowk470 - bembry
Ticket Number: 0000079356	12/17/2003	biol303 - blumberg, exam 5
Ticket Number: 0000079355	12/17/2003	biol303 - blumberg, exam 4
Ticket Number: 0000079317	12/16/2003	ehs475 / polk
Ticket Number: 0000079314	12/16/2003	psyc200 / sonnenschein
Ticket Number: 0000079311	12/16/2003	BIOL 107/WEber
Ticket Number: 0000079310	12/16/2003	PSYC 200/Schultz
Ticket Number: 0000079309	12/16/2003	BIOL 301/Omland
Ticket Number: 0000079306	12/16/2003	ECON 101/301 & 501
Ticket Number: 0000079260	12/16/2003	socy101 / kleinberg

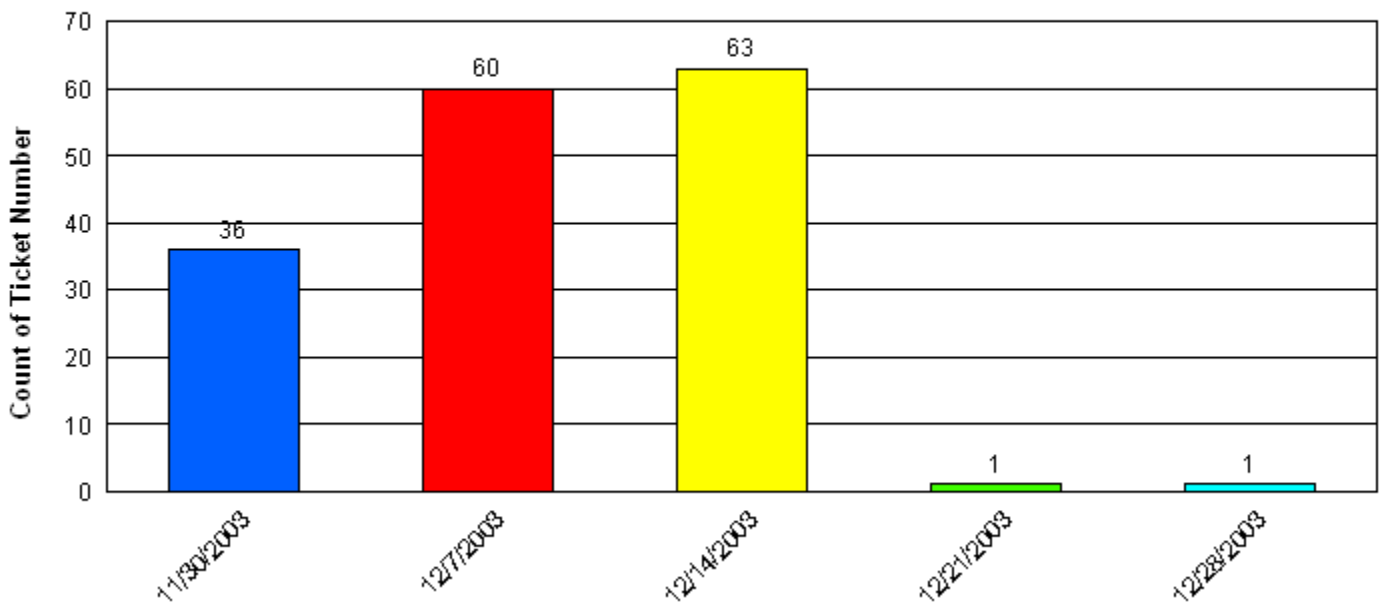
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000079262	12/16/2003	phys105 / dymski - exam 6
Ticket Number:	0000079214	12/15/2003	psyc 285/Parker
Ticket Number:	0000079213	12/15/2003	PSYC 304/Freibergh
Ticket Number:	0000079210	12/15/2003	biol100 / lake
Ticket Number:	0000079209	12/15/2003	biol100 / lake
Ticket Number:	0000079367	12/17/2003	biol251 - fkeischmann
Ticket Number:	0000079366	12/17/2003	econ122 - davis
Ticket Number:	0000079357	12/17/2003	econ101 / thomas - 1101
Ticket Number:	0000079358	12/17/2003	econ101 / thomas - 1201
Ticket Number:	0000079128	12/15/2003	econ101 1801 - ng
Ticket Number:	0000079261	12/16/2003	phys105 / dymski - exam 5
Ticket Number:	0000079216	12/15/2003	econ 121/crouteu
Ticket Number:	0000079215	12/15/2003	EHS 471/Polk
Ticket Number:	0000079127	12/15/2003	econ101 1701 - ng
Ticket Number:	0000079126	12/15/2003	anth211 / san antonio
Ticket Number:	0000079025	12/12/2003	psyc332 / blass
Ticket Number:	0000079023	12/12/2003	geog311 / tokay
Ticket Number:	0000079022	12/12/2003	econ102 / palmateer
Ticket Number:	0000079018	12/12/2003	BIOL 442/Eisenmann/Bierberich
Ticket Number:	0000079181	12/15/2003	biol100/100h - sokolove
Ticket Number:	0000079011	12/12/2003	PSYC 390/Dr. Rabin
Ticket Number:	0000079359	12/17/2003	psyc382 - dahlquist
Ticket Number:	0000079132	12/15/2003	econ312 0201 - carpenter
Ticket Number:	0000079131	12/15/2003	econ312 0101 - carpenter
Ticket Number:	0000079130	12/15/2003	socy101 / servatius
Ticket Number:	0000079129	12/15/2003	biol430 / bustos
Ticket Number:	0000079013	12/12/2003	PHYSICS 111/Dr. Dymski Exam 4 and Exam 5
Ticket Number:	0000078982	12/12/2003	sowk390j / dvorak
Ticket Number:	0000078961	12/12/2003	psyc370 / provine
Ticket Number:	0000078963	12/12/2003	sowk388 / vourlekis
Ticket Number:	0000079383	12/17/2003	ehs302 / lebowitz
Ticket Number:	0000079384	12/17/2003	biol302 / gethmann
Ticket Number:	0000079400	12/17/2003	chem351 / perks
Ticket Number:	0000079412	12/17/2003	biol302 / gethmann
Ticket Number:	0000079450	12/18/2003	econ102 0501 / thomas
Ticket Number:	0000079453	12/18/2003	chem102 - weglein / No update
Ticket Number:	0000079529	12/19/2003	psyc380 / anderson
Ticket Number:	0000079495	12/18/2003	econ312 0201 / carpenter
Ticket Number:	0000079494	12/18/2003	econ312 0201 / carpenter
Ticket Number:	0000079462	12/18/2003	sowk / lynch
Ticket Number:	0000079461	12/18/2003	sowk360 / mcclellan
Ticket Number:	0000079456	12/18/2003	psyc335 / warwick
Ticket Number:	0000079452	12/18/2003	chem102 - weglein
Ticket Number:	0000079414	12/17/2003	socy320 / kleinberg
Ticket Number:	0000079413	12/17/2003	socy/wmst332 - lottes
Ticket Number:	0000079625	12/22/2003	chem351 / perks
Ticket Number:	0000079404	12/17/2003	geog110 / dubois
Ticket Number:	0000079399	12/17/2003	econ312 / carpenter
Ticket Number:	0000079451	12/18/2003	econ102 0601 / thomas
Ticket Number:	0000078710	12/09/2003	psyc100 - shimoff/catania
Ticket Number:	0000078468	12/04/2003	CHEM 351L quiz rerun
Ticket Number:	0000078463	12/04/2003	Testbook Edits for BIOL 302 Exam 1,2,3
Ticket Number:	0000078462	12/04/2003	BIOL 100/100H
Ticket Number:	0000078457	12/04/2003	PSYC 380
Ticket Number:	0000078456	12/04/2003	PSYC 200/401

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000078458	12/04/2003	CHEM 351L
Ticket Number:	0000078415	12/04/2003	status of Spring 2004 schedule display
Ticket Number:	0000078459	12/04/2003	CHEM 3511 Exam 5
Ticket Number:	0000078411	12/04/2003	status of Spring 2004
Ticket Number:	0000078232	12/02/2003	psyc 200/401/dschultz
Ticket Number:	0000078225	12/02/2003	ehs 302/lebowitz
Ticket Number:	0000078224	12/02/2003	chem 1021/brothers
Ticket Number:	0000078223	12/02/2003	psyc 100/jordan
Ticket Number:	0000078221	12/02/2003	geog 110 - jeffrey
Ticket Number:	0000078220	12/02/2003	ehs 302/lebowitz
Ticket Number:	0000078219	12/02/2003	psyc 335 - provine
<b>blanchet</b>		<u>Total:</u>	<b>11</b>
<b>Closed</b>		<u>Total:</u>	<b>11</b>
Ticket Number:	0000078078	12/01/2003	ABORT: ARBM3933 JMS#9324 JOB#3226
Ticket Number:	0000078388	12/04/2003	ABORT: ARBM4428 JMS# 9784 JOB#3660
Ticket Number:	0000078311	12/03/2003	The 'test' crossover for 200401 aborted
Ticket Number:	0000078267	12/03/2003	ABORT: ARBM4428
Ticket Number:	0000078084	12/01/2003	SCCU reports missing
Ticket Number:	0000079498	12/18/2003	Recieved email from Sallie Mae that 3 students had errored out of the b
Ticket Number:	0000079500	12/18/2003	Question concerning 'due date' on spring bills
Ticket Number:	0000079165	12/15/2003	Sallie Mae file from 12/8 not showing up on students accounts
Ticket Number:	0000078554	12/08/2003	Winter Crossover Extract aborted on Friday due to no FAID records
Ticket Number:	0000078898	12/11/2003	Housing Deposits from Spring 2003
Ticket Number:	0000079178	12/15/2003	SCCU reports have conflicting totals on them
<b>dina</b>		<u>Total:</u>	<b>7</b>
<b>Closed</b>		<u>Total:</u>	<b>7</b>
Ticket Number:	0000078719	12/09/2003	Change registration processes to not say STARS
Ticket Number:	0000079793	12/29/2003	Scheduling question
Ticket Number:	0000078288	12/03/2003	Strange issues with CCD/DCI Balancer
Ticket Number:	0000078291	12/03/2003	Translation tables needed
Ticket Number:	0000078387	12/04/2003	ABORT: RDBR2057 JMS 8 JOB#3697
Ticket Number:	0000078469	12/04/2003	Questions about the Academic Progress Report
Ticket Number:	0000078386	12/04/2003	ABORT: TCBR2203 JMS 9788 JOB#3665
<b>paulr</b>		<u>Total:</u>	<b>7</b>
<b>Closed</b>		<u>Total:</u>	<b>7</b>
Ticket Number:	0000078180	12/02/2003	Request for Access to "Announcements" section of myUMBC
Ticket Number:	0000078437	12/04/2003	Registration Internal Server Error
Ticket Number:	0000078402	12/04/2003	Spring 2004 class schedule from UMBC homepage
Ticket Number:	0000078304	12/03/2003	500 Internal Server Error
Ticket Number:	0000078292	12/03/2003	No subject
Ticket Number:	0000078581	12/08/2003	Customer cannot view academic schedule/Incorrect info under myumb
Ticket Number:	0000078808	12/10/2003	Change references on registration pages to exclude STARS
<b>psimon</b>		<u>Total:</u>	<b>2</b>
<b>Closed</b>		<u>Total:</u>	<b>2</b>
Ticket Number:	0000078724	12/09/2003	Degree Navigation Export Groups not working
Ticket Number:	0000079208	12/15/2003	Problem with printing official transcripts

<u>putro</u>	<u>Close</u>	<u>Create Date</u>	<u>Short Description</u>
		<b>Total: 10</b>	
	<b>Closed</b>	<b>Total: 10</b>	
Ticket Number:	0000078089	12/01/2003	Kathie needs access
Ticket Number:	0000078326	12/03/2003	SOWK 390S showing up on web and shouldn't
Ticket Number:	0000078145	12/01/2003	Documentation Needed
Ticket Number:	0000078579	12/08/2003	Work Order Request
Ticket Number:	0000078900	12/11/2003	Can't enter applicants for EDU, EDA, EDI Special Advanced Student
Ticket Number:	0000078722	12/09/2003	Review applications for multiple grade processings
Ticket Number:	0000078973	12/12/2003	Summer Term Rollover Aborted...no term dates
Ticket Number:	0000079323	12/16/2003	How do I change an academic probation
Ticket Number:	0000079183	12/15/2003	User Support
Ticket Number:	0000079029	12/12/2003	Printer assignments

## Count of Ticket Number / Create Date

For OIT Business Systems: Non PeopleSoft



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>OIT Business Systems: P</b>	<b>Total:</b>	<b>156</b>	
<b>PS:Fin_Tech</b>		<b>Total: 2</b>	
<b>Closed</b>		<b>Total: 2</b>	
Ticket Number: 0000078418		12/04/2003	status of Peoplesoft - down?
Ticket Number: 0000078488		12/04/2003	user could not log into FSTST 2 tier
<b>chriss</b>		<b>Total: 26</b>	
<b>Closed</b>		<b>Total: 26</b>	
Ticket Number: 0000078707		12/09/2003	db script
Ticket Number: 0000078322		12/03/2003	script run
Ticket Number: 0000078281		12/03/2003	Restore byRequest payroll for June and July in 2003
Ticket Number: 0000078102		12/01/2003	New Table - Please Run Script
Ticket Number: 0000079375		12/17/2003	Refresh HRSBX from most recent backup of HRPRD
Ticket Number: 0000079491		12/18/2003	Build script for hrprd
Ticket Number: 0000079540		12/19/2003	Build script for hrdev
Ticket Number: 0000079496		12/18/2003	Restores
Ticket Number: 0000079641		12/22/2003	run script and report results
Ticket Number: 0000079568		12/19/2003	Stat
Ticket Number: 0000079567		12/19/2003	run scripts in FSPRD
Ticket Number: 0000078965		12/12/2003	bounce FSTST
Ticket Number: 0000079010		12/12/2003	bounce HRUAT and FSTST app serv
Ticket Number: 0000079372		12/17/2003	Create Tables
Ticket Number: 0000079320		12/16/2003	Create View
Ticket Number: 0000079303		12/16/2003	Create View
Ticket Number: 0000079277		12/16/2003	Tables
Ticket Number: 0000079211		12/15/2003	Bounce hruat app server
Ticket Number: 0000079205		12/15/2003	Build script for bundle testing in hruat
Ticket Number: 0000079058		12/12/2003	run script in FSPRD
Ticket Number: 0000079024		12/12/2003	Build view - hrdev
Ticket Number: 0000078974		12/12/2003	SQL Statement for hruat
Ticket Number: 0000078975		12/12/2003	please run script in FSPRD
Ticket Number: 0000078544		12/07/2003	Please Refresh HRUAT from most recent backup of HRPRD
Ticket Number: 0000078851		12/11/2003	FSPRD Update
Ticket Number: 0000078655		12/09/2003	Build script for hrprd and hrtst2
<b>enoch</b>		<b>Total: 4</b>	
<b>Closed</b>		<b>Total: 4</b>	
Ticket Number: 0000079031		12/12/2003	ByRequest Accounts
Ticket Number: 0000079039		12/12/2003	please change ip for sa-ntps.ps to 130.85.32.64
Ticket Number: 0000078233		12/02/2003	ByRequest accounts for USR0071.FAID Cory Ziegenfuss and
Ticket Number: 0000078214		12/02/2003	add system to chem (non critical) ipa.chem
<b>haddaway</b>		<b>Total: 9</b>	
<b>Closed</b>		<b>Total: 9</b>	
Ticket Number: 0000078106		12/01/2003	PeopleSoft Support Site & Production Oracle databases
Ticket Number: 0000078198		12/02/2003	Rebuild Temp Tables
Ticket Number: 0000078122		12/01/2003	Course seat counts not showing up properly
Ticket Number: 0000079469		12/18/2003	Build script for hrdev
Ticket Number: 0000079474		12/18/2003	Create Tables
Ticket Number: 0000078932		12/11/2003	Shadow BSPACE to Oracle
Ticket Number: 0000078957		12/12/2003	ABORT: WHSERV JMS#797 JOB#416
Ticket Number: 0000078670		12/09/2003	alter script for hrtst2
Ticket Number: 0000078912		12/11/2003	No subject

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
<b>jeremy</b>	<u>Total:</u>	<b>5</b>	
<b>Closed</b>	<u>Total:</u>	<b>5</b>	
Ticket Number: 0000078595	12/08/2003		need retriever userid
Ticket Number: 0000078745	12/10/2003		Build script for hrtst2
Ticket Number: 0000078924	12/11/2003		FW:
Ticket Number: 0000078801	12/10/2003		New Table Create - FSPRD
Ticket Number: 0000078966	12/12/2003		Please bounce the hruat app server at 9:00am 12/12/2003
<b>jgood</b>	<u>Total:</u>	<b>2</b>	
<b>Closed</b>	<u>Total:</u>	<b>2</b>	
Ticket Number: 0000078717	12/09/2003		Reconfigure domain information for app messaging in hruat
Ticket Number: 0000079418	12/17/2003		FSTST Backup
<b>jking</b>	<u>Total:</u>	<b>23</b>	
<b>Closed</b>	<u>Total:</u>	<b>23</b>	
Ticket Number: 0000079556	12/19/2003		FS Tools Patch
Ticket Number: 0000079806	12/30/2003		App Engine Trace in FSDEV
Ticket Number: 0000079652	12/22/2003		Bounce app server & process scheduler in fsfix
Ticket Number: 0000078165	12/02/2003		Payroll Files
Ticket Number: 0000078183	12/02/2003		Reboot App Server
Ticket Number: 0000078202	12/02/2003		HR App messaging in hrtst
Ticket Number: 0000078349	12/03/2003		Bounce FSPRD/Clear cache
Ticket Number: 0000078275	12/03/2003		FSTST - Tux error
Ticket Number: 0000078222	12/02/2003		Retriever Reports
Ticket Number: 0000078193	12/02/2003		Periodic payroll emails
Ticket Number: 0000078645	12/08/2003		Drop HRTST2 App Server, Clear Cache, and Start App Server
Ticket Number: 0000078907	12/11/2003		System Slow - 11am to 12pm
Ticket Number: 0000078814	12/10/2003		Bounce Servers on FSUAT
Ticket Number: 0000079687	12/23/2003		Bounce app server & process scheduler in fsdev
Ticket Number: 0000078810	12/10/2003		Clear Cache Tonight?
Ticket Number: 0000078739	12/09/2003		Application Engine Trace
Ticket Number: 0000078790	12/10/2003		Application Engine
Ticket Number: 0000079385	12/17/2003		chown on file/dir /tmp/BP2_BI_SQRS and /tmp/BP2_BI_CBLS
Ticket Number: 0000078978	12/12/2003		Pub/sub servers for hruat bootied?
Ticket Number: 0000079337	12/16/2003		No subject
Ticket Number: 0000079339	12/16/2003		please disregard ticket# 79337 - Do not run script
Ticket Number: 0000079153	12/15/2003		Bounce FSTST app srv ... again
Ticket Number: 0000079221	12/15/2003		Bounce HRCA app server
<b>jking4</b>	<u>Total:</u>	<b>6</b>	
<b>Closed</b>	<u>Total:</u>	<b>6</b>	
Ticket Number: 0000078817	12/10/2003		PeopleCode Change
Ticket Number: 0000078105	12/01/2003		ENCUMBRANCE OVERRIDE
Ticket Number: 0000079560	12/19/2003		HRDEV Subscription app message error--Test please ignore
Ticket Number: 0000079563	12/19/2003		HRDEV Publication app message error--Test please ignore
Ticket Number: 0000079561	12/19/2003		HRDEV Publication app message error--Test please ignore
Ticket Number: 0000079776	12/29/2003		SQL to Cleanup Tables
<b>jpatna1</b>	<u>Total:</u>	<b>5</b>	
<b>Closed</b>	<u>Total:</u>	<b>5</b>	
Ticket Number: 0000079633	12/22/2003		Security for Philosophy (dept 10018)
Ticket Number: 0000079677	12/23/2003		NEW DEPARTMENT CODE FOR STUDENT SUPPORT SERVIC
Ticket Number: 0000078319	12/03/2003		TimeTrax Correction
Ticket Number: 0000078687	12/09/2003		Timetrax Data Corrections
Ticket Number: 0000079276	12/16/2003		Retro Update Program

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
<b>kirby</b>	<u>Total:</u>	5	
<b>Closed</b>	<u>Total:</u>	5	
Ticket Number: 0000078551	12/08/2003		Convert FAS Batch to PS for 10/12
Ticket Number: 0000078568	12/08/2003		HPUMBC3 system failure
Ticket Number: 0000078652	12/09/2003		Test for use with consultants
Ticket Number: 0000078633	12/08/2003		test for last assigned field in remedy
Ticket Number: 0000078553	12/08/2003		test for remedy ps-hr@umbc.edu
<b>lrاند</b>	<u>Total:</u>	25	
<b>Closed</b>	<u>Total:</u>	25	
Ticket Number: 0000078592	12/08/2003		FW: Question on program to address problems with primary jobs
Ticket Number: 0000078692	12/09/2003		Phone book directory
Ticket Number: 0000079455	12/18/2003		attn: HR Peoplesoft
Ticket Number: 0000078841	12/11/2003		Grant Kay Smith (Username KSMITH) access to DEPTID's 10303 and
Ticket Number: 0000078860	12/11/2003		Grant users STONE and KROSE access to DEPTID's 10143 and 101
Ticket Number: 0000078918	12/11/2003		Grant users BARRETT and AGEFFE1 row-level security to DEPTID'
Ticket Number: 0000078872	12/11/2003		Security Access for Sue Bosley
Ticket Number: 0000078865	12/11/2003		Change row-level security on user profile from DP10345 to DP10253
Ticket Number: 0000078863	12/11/2003		Change row-level security to include DEPTID 10137 (Delta)
Ticket Number: 0000078862	12/11/2003		Change row-level security for users JSHRYOCK and JBURGEE to D
Ticket Number: 0000078852	12/11/2003		Grant Corey Green (Username CGREEN) access to DEPTID's 10221,
Ticket Number: 0000078800	12/10/2003		Security Access to 2 depts
Ticket Number: 0000078766	12/10/2003		Grant Joy in Budget Office (username CQIAN1) access to retro funct
Ticket Number: 0000078919	12/11/2003		Grant access to DEPTID's 10286, 10287, and 10302 to usernames JB
Ticket Number: 0000078921	12/11/2003		Grant user NABELL access to DEPTID's 10286 and 10287
Ticket Number: 0000079378	12/17/2003		Security Access-Off Campus Student Svcs
Ticket Number: 0000079155	12/15/2003		Security Access
Ticket Number: 0000078922	12/11/2003		Grant users CAPLES and DSTIVE2 access to DEPTID 10366 and all
Ticket Number: 0000079428	12/17/2003		Security for Ramona Arthur
Ticket Number: 0000078236	12/02/2003		Dept Access for Position Data Retrieval
Ticket Number: 0000078125	12/01/2003		PS-HR Security Setup
Ticket Number: 0000078174	12/02/2003		Accessibility to Position Reports
Ticket Number: 0000078840	12/11/2003		Grant Dee Young (Username DEYOUNG) access to all DEPTID's su
Ticket Number: 0000079380	12/17/2003		Security-Off Campus Student Services
Ticket Number: 0000079468	12/18/2003		Security Access-The Commons (dept 10343)
<b>preston</b>	<u>Total:</u>	8	
<b>Closed</b>	<u>Total:</u>	8	
Ticket Number: 0000078142	12/01/2003		GL Interface
Ticket Number: 0000078325	12/03/2003		TST-AR-APP ENGINE ERROR
Ticket Number: 0000078355	12/03/2003		TST-AP-ERROR RUNNING PAYMENT POST
Ticket Number: 0000078354	12/03/2003		TST-AP-ERROR RUNNING VOUCHER POST
Ticket Number: 0000078576	12/08/2003		TST-XX Voucher Post and Payment Post are Failing
Ticket Number: 0000078644	12/08/2003		TST-GL NVision 8.43 not running
Ticket Number: 0000078746	12/10/2003		TST_GL Retriever
Ticket Number: 0000078653	12/09/2003		TST-GL-Retriever (open periods)

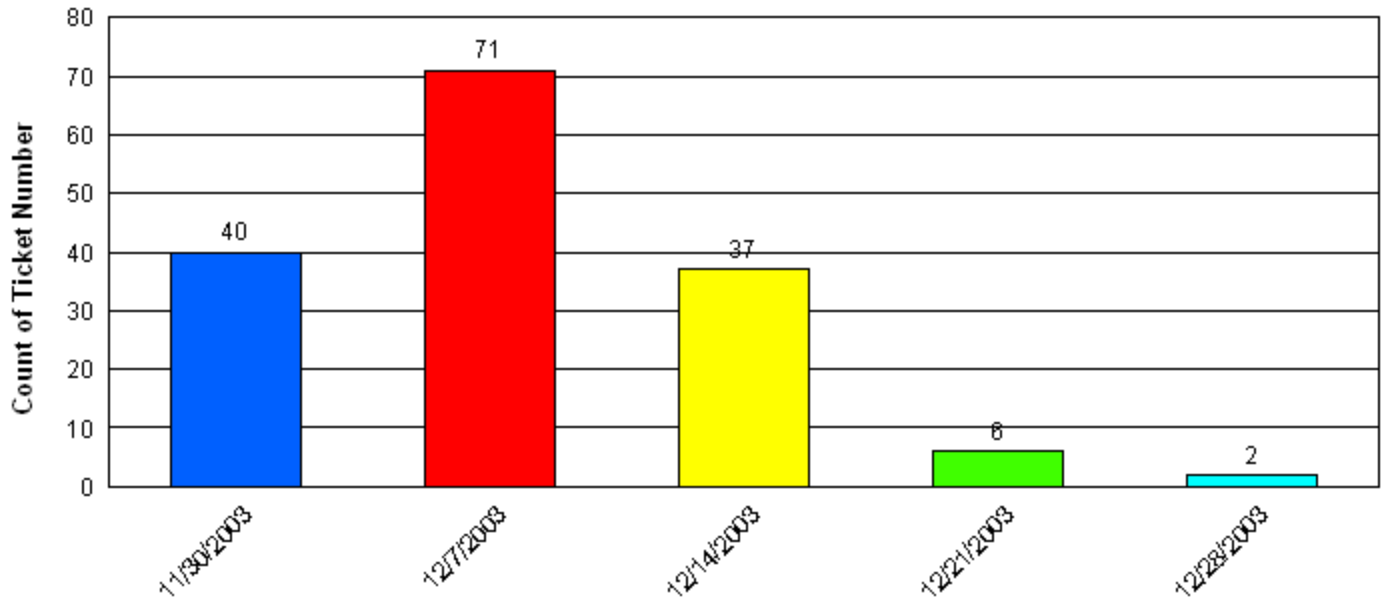
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>roster</b>	<u>Total:</u> 17	
<b>Resolved</b>	<u>Total:</u> 1	
Ticket Number: 0000078569	12/08/2003	TST-PCRD Reconcile Bank Statement error on retrieve
<b>Closed</b>	<u>Total:</u> 16	
Ticket Number: 0000079402	12/17/2003	Request to copy BI source files
Ticket Number: 0000078269	12/03/2003	P-card data load
Ticket Number: 0000078450	12/04/2003	SMTP in FSDEV 3-tier
Ticket Number: 0000078324	12/03/2003	PRD Problems today
Ticket Number: 0000078838	12/11/2003	TST-GM-PROPOSAL HEADER STATUS INCORRECT
Ticket Number: 0000078152	12/01/2003	FSPOM003 Custom Field not on page in PRD
Ticket Number: 0000078504	12/05/2003	TST-PO POMOD003 PO Classif
Ticket Number: 0000078811	12/10/2003	TST-PCARD Tcode Problems
Ticket Number: 0000078757	12/10/2003	AR update not working in PRD
Ticket Number: 0000078602	12/08/2003	TST-PO-Field Missing in RFQ
Ticket Number: 0000078505	12/05/2003	TST-PO POTRN002 Dispatch POs
Ticket Number: 0000078557	12/08/2003	TST-PCRD Load Statement error
Ticket Number: 0000078558	12/08/2003	TST-PCRD Load Statement error
Ticket Number: 0000078964	12/12/2003	data download
Ticket Number: 0000079192	12/15/2003	bounce FSTST App Server
Ticket Number: 0000079371	12/17/2003	[Fwd: Re: App Messenger]
<b>slong</b>	<u>Total:</u> 19	
<b>Closed</b>	<u>Total:</u> 19	
Ticket Number: 0000078979	12/12/2003	JE2136
Ticket Number: 0000079043	12/12/2003	Retriever Access
Ticket Number: 0000079504	12/18/2003	Processes Not Finishing
Ticket Number: 0000078669	12/09/2003	Locked JE
Ticket Number: 0000078718	12/09/2003	FW: HR Combo Edit Explode Process
Ticket Number: 0000078847	12/11/2003	FW: R* access code
Ticket Number: 0000078870	12/11/2003	JE 2112 IS LOCKED
Ticket Number: 0000078791	12/10/2003	Retriever access
Ticket Number: 0000078243	12/02/2003	FW: Tech Request
Ticket Number: 0000078115	12/01/2003	Retriever access for new user needed
Ticket Number: 0000078272	12/03/2003	TST-AR-APP ENGINE ERROR
Ticket Number: 0000078316	12/03/2003	Locked JE
Ticket Number: 0000078312	12/03/2003	FW: RUMBA/ FMIS access
Ticket Number: 0000078271	12/03/2003	TST-PC-ERROR TESTING RESOURCE SAVE
Ticket Number: 0000078143	12/01/2003	Retriever access
Ticket Number: 0000078136	12/01/2003	RE: Query developed for PCard
Ticket Number: 0000079427	12/17/2003	Retriever access
Ticket Number: 0000079548	12/19/2003	Retriever access
Ticket Number: 0000079691	12/23/2003	FW: Emailing: fsgli001_36333.txt

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For OIT Business Systems: PeopleSoft



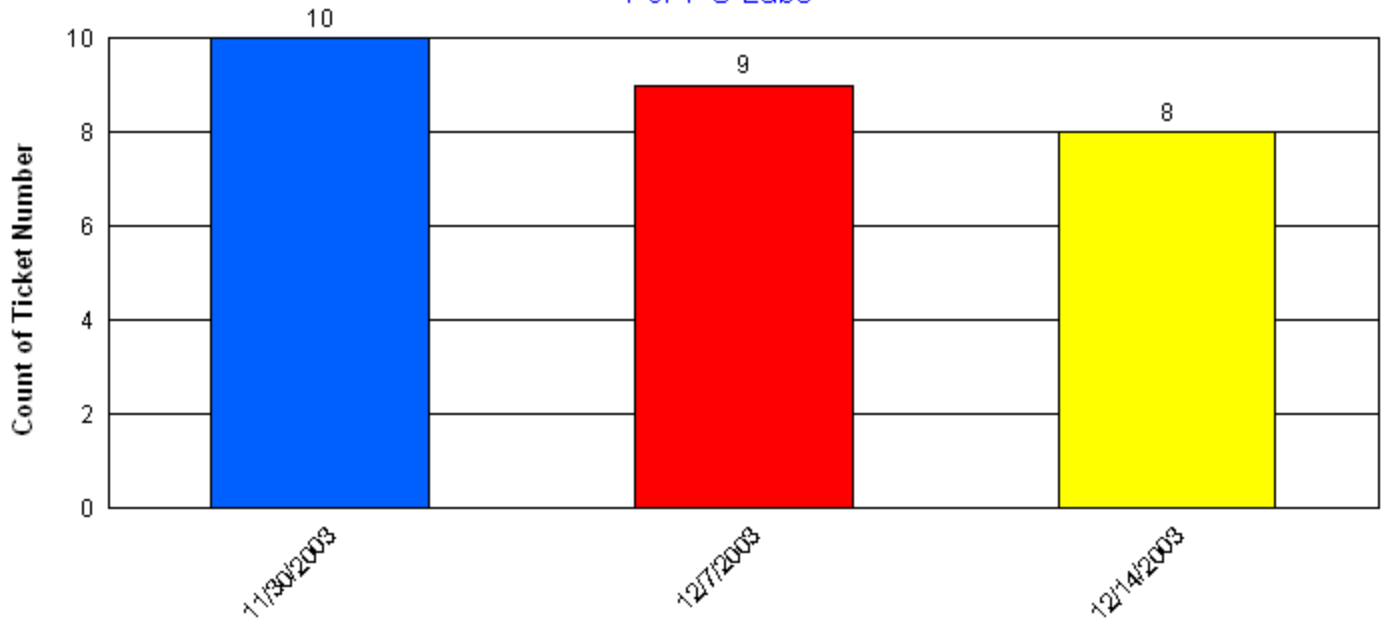
		<u>Create</u>		<u>Short Description</u>
<b>PC Labs</b>	<u>Total:</u>	<u>Date</u>		
		<b>27</b>		
<b>lasuk</b>		<u>Total:</u>	<b>23</b>	
	<b>Closed</b>	<u>Total:</u>	<b>23</b>	
Ticket Number:	0000079429	12/17/2003		Please install Mathematica 5
Ticket Number:	0000079519	12/18/2003		Mouse missing in ECS 114 lab
Ticket Number:	0000078709	12/09/2003		ECS021/336: Printer Center lack-o-security: Someone deleted the de
Ticket Number:	0000078201	12/02/2003		ECS 122 PC16
Ticket Number:	0000078426	12/04/2003		chem 390: keeps prompting her to enter her password
Ticket Number:	0000078331	12/03/2003		need os x installed
Ticket Number:	0000078246	12/02/2003		MacOS 9.2 locking up at random.
Ticket Number:	0000078203	12/02/2003		Work Order Request
Ticket Number:	0000078187	12/02/2003		PHYS304B: mathematica license
Ticket Number:	0000078099	12/01/2003		Slow access speeds for email through Netscape 7
Ticket Number:	0000078567	12/08/2003		Computer Mouse and Keyboard cables cut through
Ticket Number:	0000078737	12/09/2003		GCC Elite 12/600 N/USB printer not compatible with OSX.
Ticket Number:	0000078861	12/11/2003		Install OSX on Labtop
Ticket Number:	0000078853	12/11/2003		MatLab software install
Ticket Number:	0000078889	12/11/2003		ECS 104 a row of computers out of power. Exam going on
Ticket Number:	0000078627	12/08/2003		can't get new messages
Ticket Number:	0000078575	12/08/2003		CHEM390: Missing messages on a mac
Ticket Number:	0000079179	12/15/2003		Handheld support request
Ticket Number:	0000079299	12/16/2003		Mac OS X 10.3 (Panther) Upgrade
Ticket Number:	0000079336	12/16/2003		Computer and printer not talking
Ticket Number:	0000079243	12/15/2003		Macos X: Email attachments
Ticket Number:	0000079242	12/15/2003		Macos x; ppp; how to save my login password in the keychain.
Ticket Number:	0000079232	12/15/2003		Another cut mouse cord, ecs021pc30
	<b>madhu1</b>	<u>Total:</u>	<b>4</b>	
	<b>Closed</b>	<u>Total:</u>	<b>4</b>	
Ticket Number:	0000078742	12/09/2003		Erickson 225A Ext:7670 - Problems getting an IP address
Ticket Number:	0000078160	12/02/2003		Chester: 130.85 ip, can't load resnet homepage
Ticket Number:	0000078328	12/03/2003		WinXP, getting 169 ip
Ticket Number:	0000078207	12/02/2003		Chesapeake 327; Resnet connection

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For PC Labs

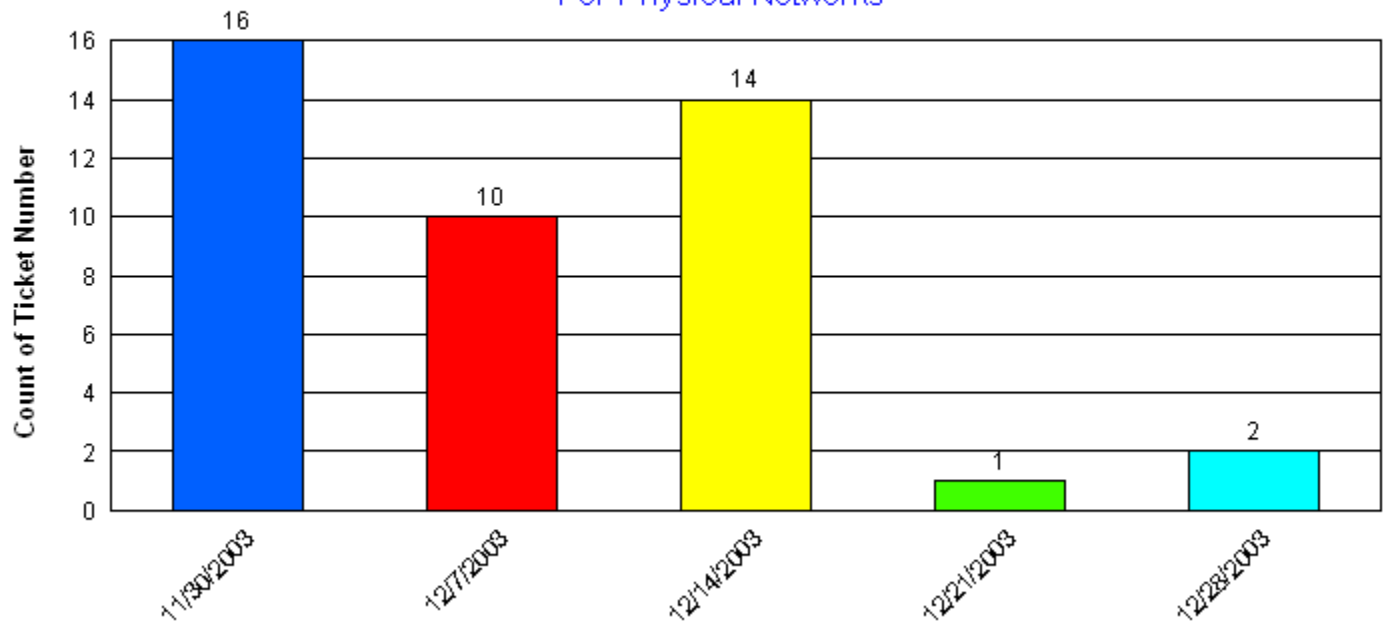


		<u>Create</u>	
		<u>Date</u>	<u>Short Description</u>
<b>Physical Networks</b>	<b>Total:</b>	<b>43</b>	
<b>PhyNet</b>		<b>Total:</b>	<b>1</b>
<b>Closed</b>		<b>Total:</b>	<b>1</b>
Ticket Number: 0000078085		12/01/2003	checking status of ACIV outage
<b>beakja1</b>		<b>Total:</b>	<b>3</b>
<b>Closed</b>		<b>Total:</b>	<b>3</b>
Ticket Number: 0000078081		12/01/2003	ACIV 4th floor, cannot get IP
Ticket Number: 0000079464		12/18/2003	No network connection, ECS 305
Ticket Number: 0000079227		12/15/2003	run line or transfer line
<b>cmckin1</b>		<b>Total:</b>	<b>3</b>
<b>Resolved</b>		<b>Total:</b>	<b>1</b>
Ticket Number: 0000079152		12/15/2003	Very weak signal in ADM427
<b>Closed</b>		<b>Total:</b>	<b>2</b>
Ticket Number: 0000078597		12/08/2003	enable
Ticket Number: 0000078679		12/09/2003	Windows XP no network connection.
<b>damian</b>		<b>Total:</b>	<b>5</b>
<b>Closed</b>		<b>Total:</b>	<b>5</b>
Ticket Number: 0000078477		12/04/2003	Food Services Time clocks down.
Ticket Number: 0000078487		12/04/2003	need access to legato.ps.umbc.edu
Ticket Number: 0000078113		12/01/2003	Wicomioca 23C: User cannot connect to Resnet
Ticket Number: 0000078148		12/01/2003	User can no longer get on network
Ticket Number: 0000078346		12/03/2003	problem
<b>rays1</b>		<b>Total:</b>	<b>1</b>
<b>Closed</b>		<b>Total:</b>	<b>1</b>
Ticket Number: 0000078804		12/10/2003	need a line run to rack a1
<b>vicki</b>		<b>Total:</b>	<b>18</b>
<b>Closed</b>		<b>Total:</b>	<b>18</b>
Ticket Number: 0000079164		12/15/2003	please change fozyy.umbc.edu's ip
Ticket Number: 0000079060		12/12/2003	Problems on a line run in 012
Ticket Number: 0000079051		12/12/2003	networks (URGENT/IMPORTANT)
Ticket Number: 0000079059		12/12/2003	Please Activate Jacks for Registration
Ticket Number: 0000079275		12/16/2003	networks (IMPORTANT)
Ticket Number: 0000079354		12/17/2003	SS B1g: 0th, 1st, 2nd, 4th floors routers appear down in NOC2
Ticket Number: 0000079173		12/15/2003	Static IP for Physical Plant server
Ticket Number: 0000079219		12/15/2003	networks (IMPORTANT)
Ticket Number: 0000079217		12/15/2003	networks DNS change
Ticket Number: 0000079426		12/17/2003	assign ethernet jack
Ticket Number: 0000078406		12/04/2003	diebold system in AD coffee shop cash register
Ticket Number: 0000079189		12/15/2003	sa-ntps.ps needs to be on vlan2
Ticket Number: 0000079528		12/19/2003	DNS change PLEASE!
Ticket Number: 0000079800		12/30/2003	URGENT DNS change request
Ticket Number: 0000079777		12/29/2003	DNS change
Ticket Number: 0000079685		12/23/2003	DNS entry
Ticket Number: 0000079576		12/20/2003	www.csee.umbc.edu DNS (URGENT)
Ticket Number: 0000079583		12/20/2003	MORE DNS changes PLEASE (URGENT)

zicka		<u>Create</u>	<u>Short Description</u>
<b>Closed</b>		<u>Date</u>	
		<u>Total:</u> 12	
		<u>Total:</u> 12	
Ticket Number:	0000078104	12/01/2003	Erickson Construction Trailer Computer IP
Ticket Number:	0000078230	12/02/2003	Need fixed ip/dns for sans2.chem.umbc.edu
Ticket Number:	0000078189	12/02/2003	Network Access Restriction for HHMI
Ticket Number:	0000078114	12/01/2003	Need IP\DNS
Ticket Number:	0000078241	12/02/2003	verify DNS entry
Ticket Number:	0000078347	12/03/2003	dns name change for dell-tst to sa-ntp.s.umbc.edu
Ticket Number:	0000078296	12/03/2003	request for ethernet jack configurations
Ticket Number:	0000078299	12/03/2003	multiple dns name changes for epm machines
Ticket Number:	0000078572	12/08/2003	name with ip
Ticket Number:	0000078767	12/10/2003	Remedy #77984
Ticket Number:	0000078879	12/11/2003	Need Ip's
Ticket Number:	0000078672	12/09/2003	server name change

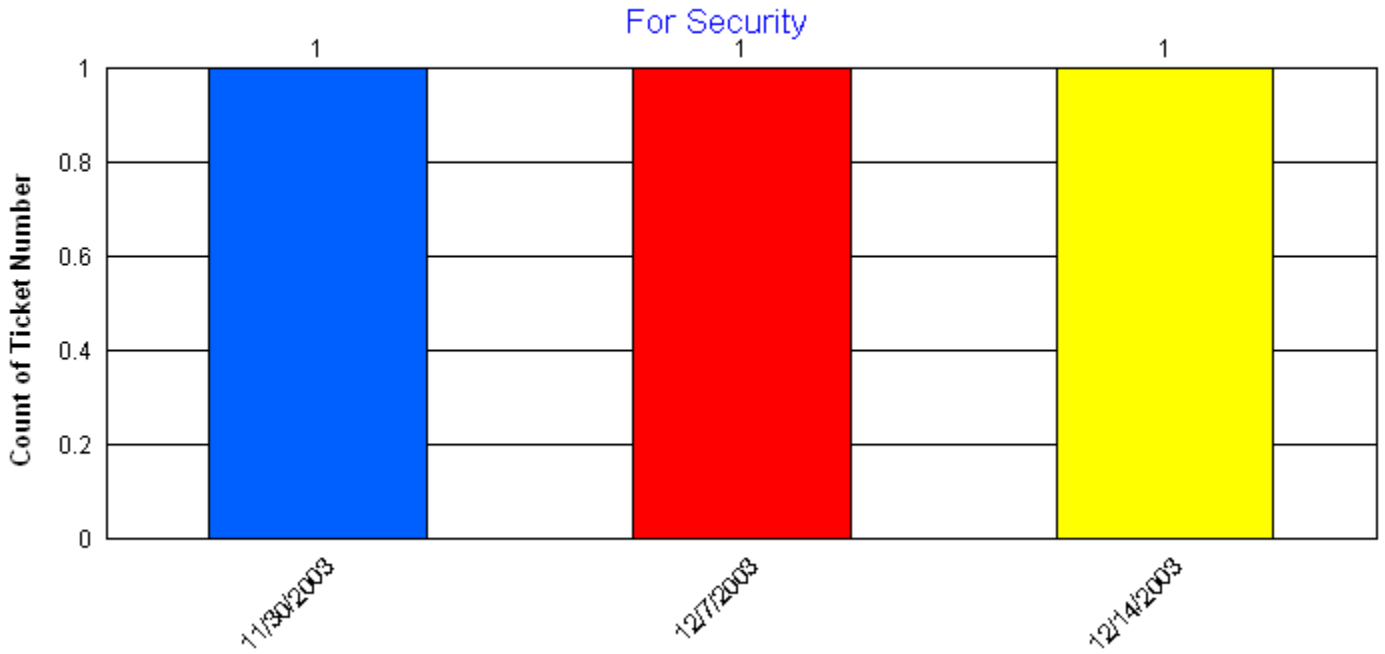
## Count of Ticket Number / Create Date

For Physical Networks



Security	Total:	Create Date	Short Description
andy	3		
<b>Closed</b>	<b>Total:</b>	<b>3</b>	
Ticket Number: 0000078827		12/10/2003	User wants to know if they can recover damaged file
Ticket Number: 0000078440		12/04/2003	virus message????
Ticket Number: 0000079387		12/17/2003	[Fwd: Returned mail: see transcript for details]

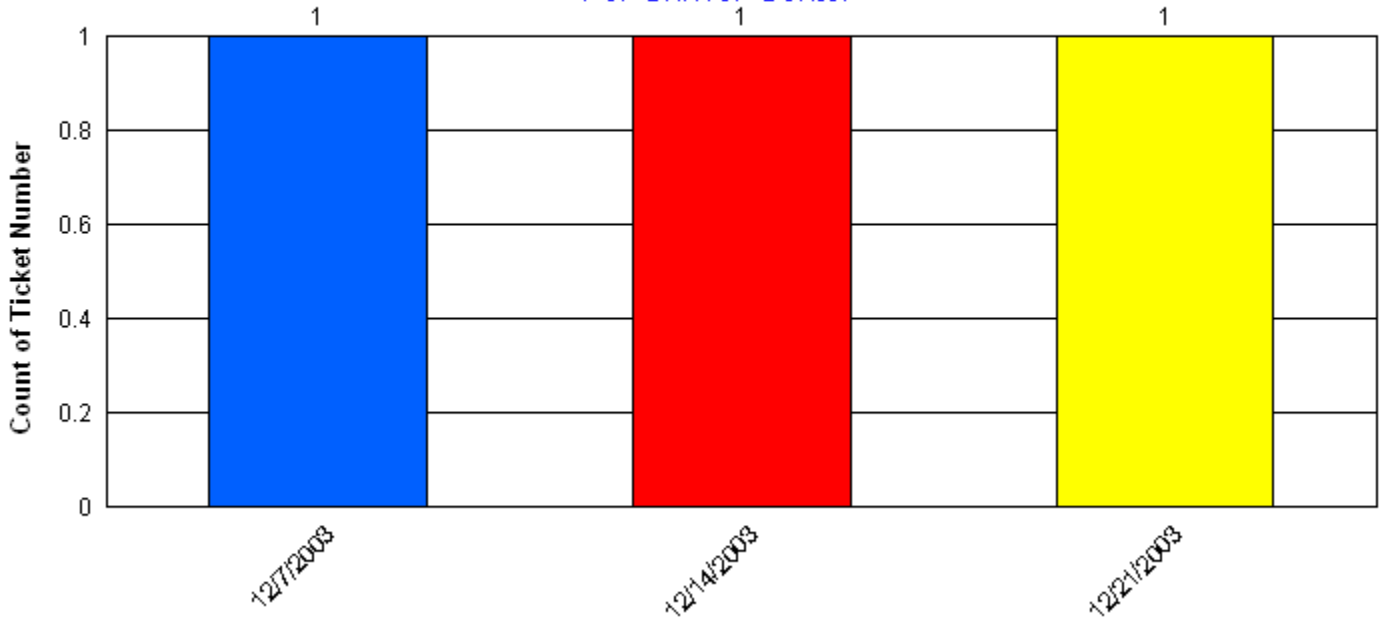
## Count of Ticket Number / Create Date



Shriver Center	Total:	Create Date	Short Description
pscott	3		
<b>Closed</b>	<b>Total:</b>	<b>3</b>	
Ticket Number: 0000079664		12/22/2003	PC freezing frequently - Ch NE
Ticket Number: 0000078629		12/08/2003	Unplug Leigh's computer
Ticket Number: 0000079204		12/15/2003	Pop-up ads - Choice NE

## Count of Ticket Number / Create Date

For Shriver Center



<u>SysCore</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
<b>SysCore</b>	<b>207</b>		
<b>SysCore</b>	<b>Total: 1</b>		
<b>Closed</b>	<b>Total: 1</b>		
Ticket Number: 0000079539	12/19/2003	cannot access account	
<b>SysCore:Remedy</b>	<b>Total: 3</b>		
<b>Closed</b>	<b>Total: 3</b>		
Ticket Number: 0000079286	12/16/2003	status of Remedy server	
Ticket Number: 0000079288	12/16/2003	status of Remedy server	
Ticket Number: 0000079287	12/16/2003	status of Remedy server	
<b>banz</b>	<b>Total: 1</b>		
<b>Resolved</b>	<b>Total: 1</b>		
Ticket Number: 0000079758	12/28/2003	elm conversion	
<b>dave</b>	<b>Total: 2</b>		
<b>Closed</b>	<b>Total: 2</b>		
Ticket Number: 0000079604	12/21/2003	Blackboard server cannot reach login screen	
Ticket Number: 0000079166	12/15/2003	Connection Problem, might be jack	
<b>jcgriego</b>	<b>Total: 21</b>		
<b>Closed</b>	<b>Total: 21</b>		
Ticket Number: 0000078511	12/05/2003	new calendar account	
Ticket Number: 0000078770	12/10/2003	Abdul Ude	
Ticket Number: 0000078795	12/10/2003	Incorrect Information under myUMBC	
Ticket Number: 0000078857	12/11/2003	Cancel Accounts	
Ticket Number: 0000078832	12/11/2003	Remedy security has been altered	
Ticket Number: 0000078772	12/10/2003	Showing up incorrectly in ldap	
Ticket Number: 0000078678	12/09/2003	Test message <nt>	
Ticket Number: 0000079032	12/12/2003	Employee needs former employee's CorpTime password.	
Ticket Number: 0000079245	12/15/2003	[Fwd: Corportate Time]	
Ticket Number: 0000079379	12/17/2003	ftp.gl.umbc.edu timing out.	
Ticket Number: 0000079401	12/17/2003	activate this faculty member's account	
Ticket Number: 0000079411	12/17/2003	Calendar account creation	
Ticket Number: 0000079477	12/18/2003	Customer needs account reactivated	
Ticket Number: 0000079410	12/17/2003	systems/AFS (URGENT)	
Ticket Number: 0000078141	12/01/2003	Please create a Corp. Time Calendar acct for Mark Ranta	
Ticket Number: 0000078252	12/02/2003	tnsnames.ora file update	
Ticket Number: 0000078321	12/03/2003	Request for new usernames/passwords	
Ticket Number: 0000078327	12/03/2003	index last group assigned	
Ticket Number: 0000078367	12/03/2003	corporate time account	
Ticket Number: 0000078372	12/03/2003	Re: Enable your UMBC Alumni Email Account Forwarding	
Ticket Number: 0000078364	12/03/2003	User needs temp flag to make MyUmbc account	

sbrown7

Create

Date

Total: 116

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		<b>116</b>	
Ticket Number: 0000078683	12/09/2003		(gradcommencement-l)Web List Request
Ticket Number: 0000078449	12/04/2003		please delete account
Ticket Number: 0000078079	12/01/2003		Large file transfer question
Ticket Number: 0000078094	12/01/2003		No subject
Ticket Number: 0000078268	12/03/2003		1.95% Mortgage Rate - NO JOKE
Ticket Number: 0000078455	12/04/2003		Mohammad Darbandi and TITAN
Ticket Number: 0000078489	12/04/2003		Customer not in Active directory
Ticket Number: 0000078448	12/04/2003		Email restore
Ticket Number: 0000079762	12/28/2003		Make money at home with eBay!
Ticket Number: 0000078433	12/04/2003		Returned mail: see transcript for details (fwd)
Ticket Number: 0000078389	12/04/2003		Re: Bursar Email]
Ticket Number: 0000078317	12/03/2003		g++ questions
Ticket Number: 0000078313	12/03/2003		(leadershape2004)Web List Request
Ticket Number: 0000078226	12/02/2003		User wrap
Ticket Number: 0000078218	12/02/2003		Creation of an organization email account
Ticket Number: 0000078210	12/02/2003		(umbcengaged)Web List Request
Ticket Number: 0000078209	12/02/2003		(spirituality)Web List Request
Ticket Number: 0000078184	12/02/2003		unsubscribe TESOLumbc
Ticket Number: 0000078179	12/02/2003		Work Order Request
Ticket Number: 0000078168	12/02/2003		(m15)Web List Request
Ticket Number: 0000078167	12/02/2003		(previouscommencementvolunteers)Web List Request
Ticket Number: 0000078166	12/02/2003		(commencementvolunteers)Web List Request
Ticket Number: 0000078421	12/04/2003		Returned mail: see transcript for details (fwd)
Ticket Number: 0000078403	12/04/2003		need email inbox restored from 12/3/03 12pm
Ticket Number: 0000078274	12/03/2003		Shady Grove web redirect
Ticket Number: 0000078260	12/03/2003		(irish)Web List Request
Ticket Number: 0000078259	12/03/2003		(irish)Web List Request
Ticket Number: 0000078258	12/02/2003		(munfoundation)Web List Request
Ticket Number: 0000078256	12/02/2003		last name repeated
Ticket Number: 0000078255	12/02/2003		mail restore
Ticket Number: 0000078227	12/02/2003		gets error message when sending mail from outlook
Ticket Number: 0000078157	12/01/2003		raffprty blixs gp n m
Ticket Number: 0000078147	12/01/2003		Create new account
Ticket Number: 0000078353	12/03/2003		Error in List Proc List
Ticket Number: 0000078124	12/01/2003		Re: Deleting web pages
Ticket Number: 0000078109	12/01/2003		Deleting web pages
Ticket Number: 0000078200	12/02/2003		unable to access www/
Ticket Number: 0000079711	12/24/2003		friday entertainment
Ticket Number: 0000079770	12/29/2003		EXPLODE YOUR PROFITS rwom
Ticket Number: 0000079676	12/23/2003		WANT" A^ BIG R_O"D qcrgtfbiop
Ticket Number: 0000079704	12/23/2003		Getting Mailbox lock, cannot open inbox
Ticket Number: 0000079708	12/23/2003		get it up
Ticket Number: 0000079737	12/26/2003		Christmas Card For You...We Miss You! c c ywtwta
Ticket Number: 0000079824	12/31/2003		Fwd: Special on laser toner cartridges.
Ticket Number: 0000079819	12/31/2003		Response needed.
Ticket Number: 0000079816	12/30/2003		Auction completed successfully
Ticket Number: 0000079814	12/30/2003		weekend entertainment
Ticket Number: 0000079797	12/30/2003		Re:Fit in your Bikini
Ticket Number: 0000079796	12/29/2003		Response needed.
Ticket Number: 0000079792	12/29/2003		subscribe ccentp listserver
Ticket Number: 0000079790	12/29/2003		UNLIMITED INCOME POTENTIAL oup ajmx is f uaxrf
Ticket Number: 0000079786	12/29/2003		UNBELIEVABLE RESPONSE RATES hd
Ticket Number: 0000079781	12/29/2003		Rates as low as 1.95%
Ticket Number: 0000079774	12/29/2003		Re: QUOTA WARNING for your myUMBC account

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000079772	12/29/2003	forward file
Ticket Number:	0000079771	12/29/2003	YOUR AD SENT TO MILLIONS kfhdwj
Ticket Number:	0000079769	12/29/2003	holiday surprise
Ticket Number:	0000079767	12/29/2003	Hi! Sitemanager, Special offer!__impermissible8365
Ticket Number:	0000079764	12/28/2003	Christmas Sale - discounted OEM software XP, office, Adobe, Corel a
Ticket Number:	0000079757	12/28/2003	lose it
Ticket Number:	0000079729	12/26/2003	Save 80% On Over 100 Medications..No Prescription Required.....
Ticket Number:	0000079725	12/25/2003	Save 80% On Over 100 Medications..No Prescription Required..... ov
Ticket Number:	0000079724	12/25/2003	weekend entertainment
Ticket Number:	0000079723	12/25/2003	enjoy it
Ticket Number:	0000079722	12/25/2003	Get a Diploma without the hassle!
Ticket Number:	0000079721	12/24/2003	useful oil
Ticket Number:	0000079719	12/24/2003	Our lowest Mortgage rate ever.. 1.95%
Ticket Number:	0000079718	12/24/2003	beat any sticker price pg
Ticket Number:	0000079713	12/24/2003	Price that new car online
Ticket Number:	0000079756	12/28/2003	get it up
Ticket Number:	0000079754	12/28/2003	great feeling
Ticket Number:	0000079749	12/27/2003	Christmas Present: Download Free Music & Games Now! qenygmc
Ticket Number:	0000079747	12/27/2003	LOCK IN YOUR INTEREST RATE OF 1.95%
Ticket Number:	0000079746	12/27/2003	Paypal payment for ebay auctions
Ticket Number:	0000079743	12/26/2003	Make Money 5x3 rmkhehvghvadndwhd
Ticket Number:	0000079744	12/27/2003	(Returned) - oncsfhstbwcoa
Ticket Number:	0000079741	12/26/2003	Re:Summer Time, Get in Shape
Ticket Number:	0000079740	12/26/2003	Cash In On This mkntfopdysbaug lrqp
Ticket Number:	0000079739	12/26/2003	holiday surprise
Ticket Number:	0000079736	12/26/2003	FWD- tsfvcp l s hgkjnce
Ticket Number:	0000079735	12/26/2003	Welcome To The Matrix dmnx fqc w oxxfqc
Ticket Number:	0000079734	12/26/2003	Hi! Sitemanager, Special offer!__chubby0177
Ticket Number:	0000079733	12/26/2003	lose it
Ticket Number:	0000079732	12/26/2003	get it up
Ticket Number:	0000079731	12/26/2003	Sa.ve up to 90% off th.e reta.il prlce on sof.tware! district slum rwand
Ticket Number:	0000079730	12/26/2003	great feeling
Ticket Number:	0000079710	12/24/2003	great feeling
Ticket Number:	0000079707	12/23/2003	lose it
Ticket Number:	0000079780	12/29/2003	YOUR AD SENT TO MILLIONS h tdiggosinby e
Ticket Number:	0000078927	12/11/2003	(medialib)Web List Request
Ticket Number:	0000078939	12/11/2003	Prescriptions written and filled online
Ticket Number:	0000079212	12/15/2003	hi
Ticket Number:	0000079188	12/15/2003	subscribe, please
Ticket Number:	0000079182	12/15/2003	Join the thousands who are now sp@m-free
Ticket Number:	0000079174	12/15/2003	(alumnigiving)Web List Request
Ticket Number:	0000079125	12/15/2003	Access to archives
Ticket Number:	0000078944	12/11/2003	No subject
Ticket Number:	0000078806	12/10/2003	add owner to WILL list
Ticket Number:	0000078472	12/04/2003	hi
Ticket Number:	0000078475	12/04/2003	Re:The Learning Channel touts Miracle Discovery
Ticket Number:	0000078509	12/05/2003	Web page removal request
Ticket Number:	0000078508	12/05/2003	food studies
Ticket Number:	0000078519	12/06/2003	AFS File restore for 'kalpanal'
Ticket Number:	0000078864	12/11/2003	Cant Receive Mail
Ticket Number:	0000078848	12/11/2003	alias
Ticket Number:	0000078803	12/10/2003	I'm having two problems with www.umbc.edu/lpumbc
Ticket Number:	0000078738	12/09/2003	(sga-info)Web List Request
Ticket Number:	0000078674	12/09/2003	hi Cliu
Ticket Number:	0000078659	12/09/2003	E-Mail Account

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000078582	12/08/2003	hi
Ticket Number:	0000078573	12/08/2003	Question
Ticket Number:	0000078547	12/07/2003	RE: Enable your UMBC Alumni Email Account Forwarding
Ticket Number:	0000078546	12/07/2003	(anqlines)Web List Request
Ticket Number:	0000078507	12/05/2003	Extra Disk Space
Ticket Number:	0000078542	12/07/2003	Message validity
Ticket Number:	0000078778	12/10/2003	Need Volume released

**tim**

Create  
Date  
Total:

**63**

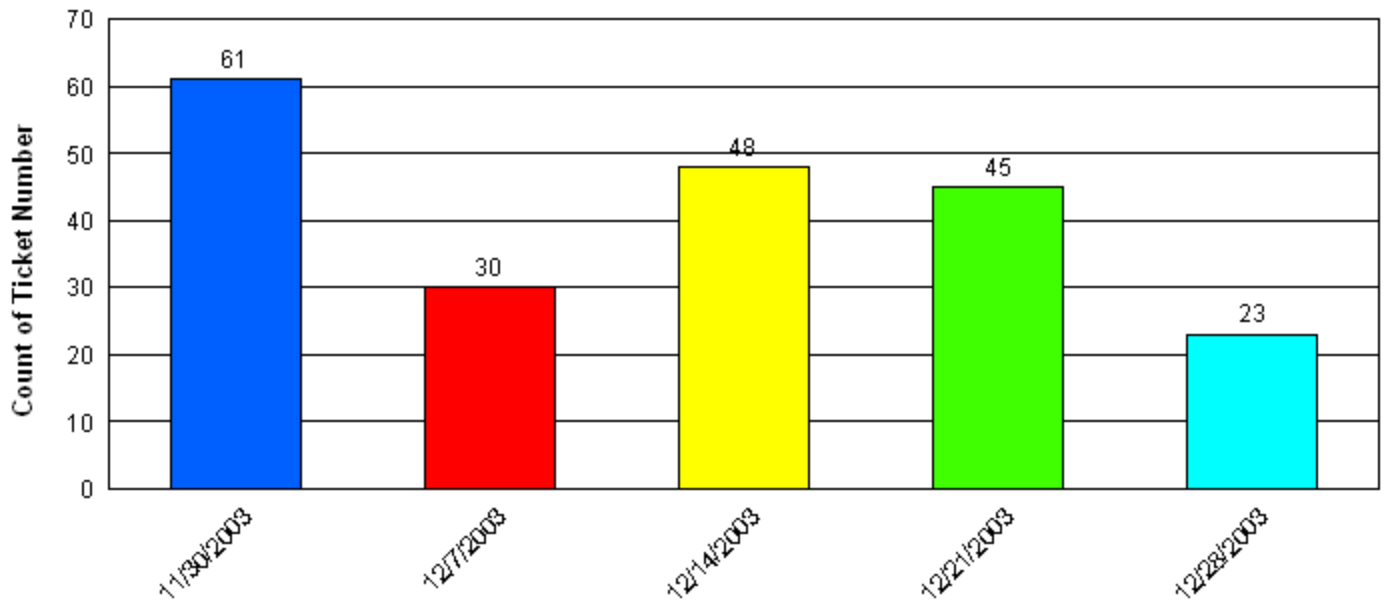
Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		63	
Ticket Number: 0000078515	12/06/2003		No subject
Ticket Number: 0000079293	12/16/2003		(scan)Web List Request
Ticket Number: 0000079319	12/16/2003		mark student active
Ticket Number: 0000078535	12/07/2003		vip access
Ticket Number: 0000078516	12/06/2003		WA"NT_ A, BIG R_O-D igedeocsefu
Ticket Number: 0000078956	12/12/2003		Insane Mortgage Rates at 1.95%
Ticket Number: 0000078976	12/12/2003		ftp.gl.umbc.edu timing out on authentication
Ticket Number: 0000079268	12/16/2003		lose it
Ticket Number: 0000079071	12/12/2003		Linux Bug
Ticket Number: 0000079095	12/14/2003		lose it
Ticket Number: 0000079300	12/16/2003		Access to archives
Ticket Number: 0000079344	12/16/2003		main myUMBC page does not load
Ticket Number: 0000079285	12/16/2003		Alumni urges deletion of her MyUMBC account
Ticket Number: 0000079273	12/16/2003		Need new alias
Ticket Number: 0000079259	12/16/2003		(firstyearsucces)Web List Request
Ticket Number: 0000079255	12/15/2003		User needs vhd_liv library for cadence
Ticket Number: 0000079253	12/15/2003		Fwd: Account Transfer
Ticket Number: 0000079102	12/14/2003		NEED A LOAN? How about 1.95% mortgage rate
Ticket Number: 0000079097	12/14/2003		get it up
Ticket Number: 0000079072	12/13/2003		Attention Webmaster: sitemanager Did You See This? tdf
Ticket Number: 0000079070	12/12/2003		Sitemanager, Chance of a Lifetime!....ax6857
Ticket Number: 0000079349	12/17/2003		Forwarded mail....
Ticket Number: 0000079333	12/16/2003		Rates at 1.95%. See details
Ticket Number: 0000079322	12/16/2003		Change email on listserv
Ticket Number: 0000079443	12/18/2003		subscribe
Ticket Number: 0000079374	12/17/2003		get it up
Ticket Number: 0000079471	12/18/2003		Subscribe
Ticket Number: 0000079473	12/18/2003		Account needs to be reactivated
Ticket Number: 0000079493	12/18/2003		Not listed as active student/fac/staff
Ticket Number: 0000079650	12/22/2003		Re: Enable your UMBC Alumni Email Account Forwarding
Ticket Number: 0000079631	12/22/2003		Can not set up account
Ticket Number: 0000079627	12/22/2003		Work Order Request
Ticket Number: 0000079623	12/22/2003		At last, smart filtering technology that works
Ticket Number: 0000079622	12/22/2003		ecards
Ticket Number: 0000079619	12/22/2003		get it up
Ticket Number: 0000079618	12/22/2003		get it up
Ticket Number: 0000079648	12/22/2003		student account cannot be activated online for acct creation
Ticket Number: 0000079617	12/22/2003		get younger
Ticket Number: 0000079694	12/23/2003		Get your l*ans here
Ticket Number: 0000079690	12/23/2003		Work Order Request
Ticket Number: 0000079689	12/23/2003		webmail
Ticket Number: 0000079665	12/22/2003		So far, 53 people have received a promotion!
Ticket Number: 0000079552	12/19/2003		HTML emails
Ticket Number: 0000079545	12/19/2003		Check our very_cheap_soft offers!! Limited_time_offer!!!!
Ticket Number: 0000079544	12/19/2003		Account not mark as active.
Ticket Number: 0000079570	12/19/2003		Vacation Message
Ticket Number: 0000079527	12/19/2003		Simon
Ticket Number: 0000079513	12/18/2003		Software Issue
Ticket Number: 0000079492	12/18/2003		sitemanager, Up .15 Cents Today Alone!... qwe
Ticket Number: 0000079472	12/18/2003		Work Order Request
Ticket Number: 0000079448	12/18/2003		When sp@m is overwhelming and what to do about it...
Ticket Number: 0000079445	12/18/2003		RE: At last, smart filtering technology that works
Ticket Number: 0000079396	12/17/2003		List Deletion Request: EHS320FALL2003
Ticket Number: 0000078097	12/01/2003		[Fwd: Fwd: Passcode for License 192291]

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000078155	12/01/2003	cisa web pages group
Ticket Number:	0000078283	12/03/2003	Free Month's Supply - Best H*G*H - Lose While You Sleep!
Ticket Number:	0000078280	12/03/2003	hi
Ticket Number:	0000078270	12/03/2003	Mathematica License issues
Ticket Number:	0000078264	12/03/2003	List Deletion Request: PMCHALLCOUNCIL
Ticket Number:	0000078237	12/02/2003	Error with PGP on Solaris
Ticket Number:	0000078170	12/02/2003	something wrong with matlab
Ticket Number:	0000078156	12/01/2003	Matlab errors
Ticket Number:	0000078098	12/01/2003	add user

## Count of Ticket Number / Create Date

For SysCore



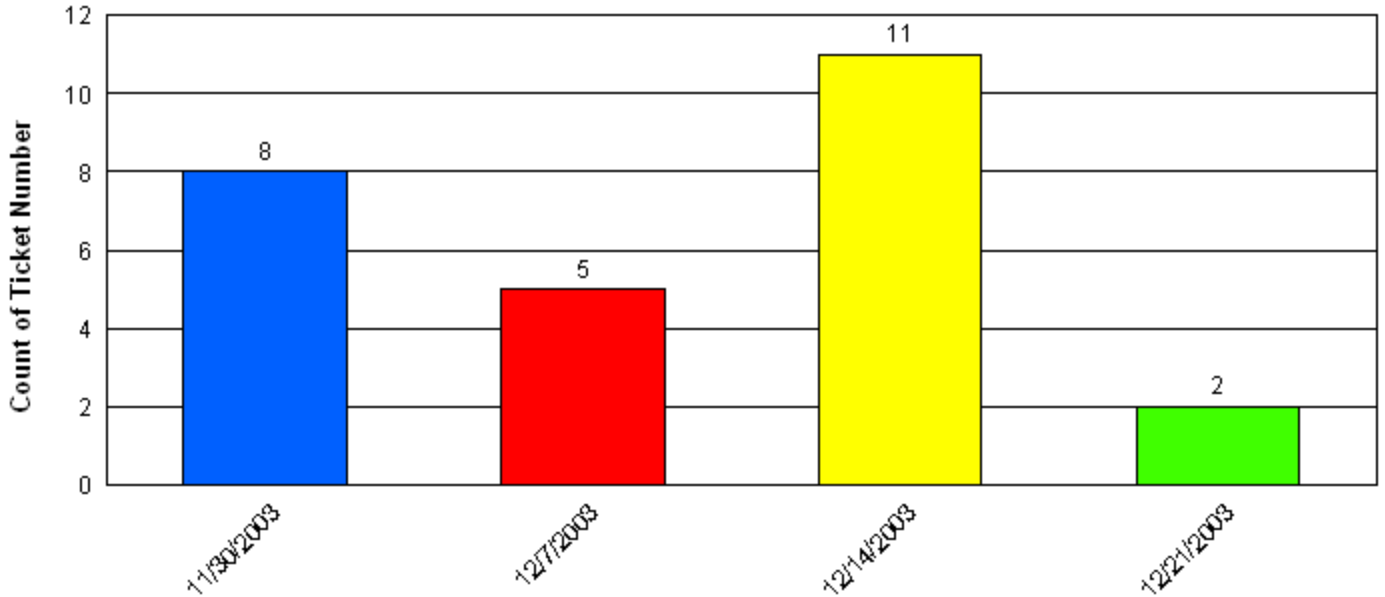
<u>SysDept</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
<b>champ</b>	<b>26</b>		
<b>Closed</b>		<b>Total: 19</b>	
Ticket Number: 0000078130		12/01/2003	Cannot login as 'sjoshi1'
Ticket Number: 0000078195		12/02/2003	portable drive?
Ticket Number: 0000078093		12/01/2003	ECS114: IDEAS prompting for license server?
Ticket Number: 0000078302		12/03/2003	help! (fwd)
Ticket Number: 0000078134		12/01/2003	ABAQUS
Ticket Number: 0000078095		12/01/2003	ITE243
Ticket Number: 0000079463		12/18/2003	Please print on good quality paper
Ticket Number: 0000079669		12/22/2003	Work Order Request
Ticket Number: 0000079655		12/22/2003	Need to change a DNS entry
Ticket Number: 0000079505		12/18/2003	Personal Web Page Limbo
Ticket Number: 0000079587		12/20/2003	www.csee.umbc.edu
Ticket Number: 0000079420		12/17/2003	[Fwd: Mailing list]
Ticket Number: 0000078476		12/04/2003	Please generate engr accounts for my student Yong Zhao
Ticket Number: 0000078736		12/09/2003	Account inactive
Ticket Number: 0000078599		12/08/2003	No subject
Ticket Number: 0000078593		12/08/2003	ABAQUS License
Ticket Number: 0000079230		12/15/2003	jems email
Ticket Number: 0000079279		12/16/2003	Abaqus now inoperable:
Ticket Number: 0000079150		12/15/2003	[Fwd: biomechanics]
<b>laura</b>		<b>Total: 7</b>	
<b>Closed</b>		<b>Total: 7</b>	
Ticket Number: 0000079203		12/15/2003	columbia POKB hardware failure
Ticket Number: 0000079225		12/15/2003	questions: remote connection to cerebro
Ticket Number: 0000079278		12/16/2003	reminder... no /umbc/hayden rsync backup while columbia down
Ticket Number: 0000079191		12/15/2003	Account for Colles Price
Ticket Number: 0000078127		12/01/2003	NMR account for visiting professor
Ticket Number: 0000078797		12/10/2003	testing pls ignore
Ticket Number: 0000078867		12/11/2003	hp 1200 came back from repairs, groupgprint

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For SysDept



Total Remedy Tickets Closed or Resolved between 12/01/2003 and 12/31/2003 : 1523

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

