

Top 10 Departments Requesting Service with # of Tickets

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

Tickets Created Between 02/01/2004 02/29/2004

CSEE - Instruction

0000083769 Work Order Request ite219
 0000082273 Work Order Request
 0000082702 Ticket ID 0000082027
 0000083346 Payroll Statement
 0000083471 ITE 350 ext: 3019 Problems installing McAfee
 0000083475 email trouble (continued)
 0000083476 please add brian roberts and matt baker to cisa web group
 0000082684 new host
 0000083499 Retriever & Pcard Recon
 0000083352 ITE240PC22 -> Bad System Board
 0000083075 Processing Delays
 0000082523 Matlab 6.5 installation
 0000082502 (president-freshmen)Web List Request
 0000082545 starpower blocks email from umbc.edu as open relay mail server
 0000082192 Mathematica
 0000082504 (president-junior)Web List Request
 0000082503 (president-sophomore)Web List Request
 0000082917 IMMEDIATE REPLY NEEDED
 0000083542 deleting a list
 0000083760 Printer driver install
 0000082266 Enable submit system for cs435
 0000083739 Customer over quota on engr.umbc.edu
 0000082590 Submit setup for CMPE310
 0000082592 Common disk space for CMPE 414
 0000082312 CD loan
 0000083367 (theparty)Web List Request
 0000083441 Quota increase for submit
 0000083012 Visa transactions status not changed to closed yet
 0000083444 (no subject)
 0000082235 RE: disk quota
 0000082311 Not a total file restore
 0000083425 Verify retriever pcard
 0000083435 Install MacOS X 10.3.2 (Panter)
 0000083116 cadence1.gl.umbc.edu
 0000082763 Bundles changed view of ChartFields on page
 0000083423 ITE 377 ext: 53816: Matlab installation on multiple machines
 0000083838 Install MacOS 10.3.2 on Desktop G4
 0000082897 ITE242 lab setup
 0000082239 PCard Error
 0000082313 Network printer (TRC 255)
 0000082896 (cmpe650)Web List Request
 0000082323 Set up CorpTime Account
 0000084719 Vicki: CS Server Vlan in ITE
 0000084168 Work Order Request
 0000084852 Virus problem on Win2k.
 0000084103 Customer stated that they were not receiving mail
 0000084855 Question on Virus Detected Email
 0000084134 Oracle accounts
 0000084774 set of lines to B6
 0000084776 Virus Detected
 0000083898 McAfee virus software V7 from UMBC0
 0000084502 Customer receives an error when he runs submitinit
 0000084479 Work Order Request
 0000084312 Work Order Request
 0000084400 Degree Navigator not available
 0000084452 is Mac OS 10.3 available
 0000084664 Reports
 0000084610 New Static IP address

Total Number of Tickets:

64

PC Support Request (Fac/Staff)
 Oracle.gl Account Requests
 HD: Software Config/Trblshtng
 PS General Ledger
 PC Support Request (Fac/Staff)
 UNIX Misc
 UMBC Campus Web Pages
 Netsaint Requests
 PS Purchasing
 LabHardware
 PS General Ledger
 PC Support Request (Fac/Staff)
 Mailing Lists
 Hostile Net Traffic From UMBC
 HD: General Info
 Mailing Lists
 Mailing Lists
 PS Billing
 Mailing Lists
 PC Support Request (Fac/Staff)
 Project Submission System
 COE Unix issues
 Project Submission System
 AFS File Restore Request
 HD: CD Checkout
 Mailing Lists
 AFS File Space Requests
 PS Purchasing
 PS Payables
 AFS File Space Requests
 AFS File Restore Request
 PS Purchasing
 Macintosh Install (Fac/Staff)
 UNIX Misc
 PS Purchasing
 PC Support Request (Fac/Staff)
 Mac Software Install (Fac/Staff)
 IP Address Request
 PS Purchasing
 Macintosh Support Request (Fac/Staff)
 Mailing Lists
 CorpTime Calendar Account Requests
 IP Address Request
 Dead/Slow Network Jack
 PC Support Request (Fac/Staff)
 HD: Software Config/Trblshtng
 Email Scams/Spam TO UMBC address
 Oracle.gl Account Requests
 Computer Room Network Line
 Email Scams/Spam TO UMBC address
 HD: Software Config/Trblshtng
 Project Submission System
 IP Address Request
 HD: Software Config/Trblshtng
 OIT-BSG Advisement
 Mac Software Install (Fac/Staff)
 PS Budgets
 IP Address Request

0000084252	Server IP address	IP Address Request
0000084310	Work Order Request	HD: Software Config/Trblshtng
0000084535	Payroll Calendar	HumanResources:PeopleSoft
0000084389	Submit For CMSC446	Project Submission System
0000084908	jca.umbc.edu - PHYSICS network connectivity problem	Dead/Slow Network Jack
0000084947	Re-installation in TRC 262	PC Software Install (Fac/Staff)

Admissions

0000082992	2/8/04 7pm phonemail check	HD: Phonemail
0000083271	Lab check 2/10/04 11pm	HD:LabCheck
0000083381	2/12/04 Lab closing 12am	HD:LabCheck
0000083857	Tape changes for 2/17/04	HD:TapeChanges
0000083256	Lab check 6pm 02/10/04	HD:LabCheck
0000082316	Customer cannot log onto resnet	Resnet Setup
0000082708	Lab check 9pm 02/04/2004	HD:LabCheck
0000082968	Lab closing 10.30pm 2/7/04	HD:LabCheck
0000082972	Lab check 2/7/04 11.00pm	HD:LabCheck
0000083378	Lab check 9pm 2/11/04	HD:LabCheck
0000083361	Chaing fsaAtlas Interface to exclude province for Country of CA	OIT-BSG Admissions
0000082973	Lab closing 2/8/04 12am	HD:LabCheck
0000082899	Tracscript image load failure	OIT-BSG Oracle Database
0000083614	Lab check 12am 02/15/04	HD:LabCheck
0000083164	Remove bad recruit record	OIT-BSG Admissions
0000083229	Tape changes for 2/10/04	HD:TapeChanges
0000083272	Lab check 1/11/04 12am	HD:LabCheck
0000082551	Lab check/closing 12am 2/4/04	HD:LabCheck
0000082550	Lab check 11pm 2/3/04	HD:LabCheck
0000083232	close account; no longer working for OIT	Remedy Account Request
0000082544	Lab check 6pm 2/3/04	HD:LabCheck
0000083612	Lab check 2/14/04 11pm	HD:LabCheck
0000082494	Tape changes for 2/3/04	HD:TapeChanges
0000084682	Lab check 12am 2/25/04	HD:LabCheck
0000083908	2/17/04 Voicemail 7pm	HD: Phonemail
0000084681	Lab check 11pm 2/24/04	HD:LabCheck
0000084679	Lab closings 9:30pm 2/24/04	HD:LabCheck
0000084348	Lab closings, 2/21/04 9pm	HD:LabCheck
0000084349	Lab check 11pm 02/21/04	HD:LabCheck
0000084347	Lab check 2/21/04 9[m	HD:LabCheck
0000084677	VM 2/24/03 7pm	HD: Phonemail
0000084678	Lab check 9pm 2/24/04	HD:LabCheck
0000084350	lab closing 02/22/04 12am	HD:LabCheck
0000083919	Lab check 9pm 2/17/04	HD:LabCheck
0000083920	Lab check 12am 2/18/04	HD:LabCheck
0000083921	Lab check 2/17/04 11pm	HD:LabCheck
0000084649	Tape changes for 2/24/04	HD:TapeChanges
0000084966	Quota Increase Request	HD: Quota
0000085015	ASA listproc	Mailing Lists
0000084066	Printing problems from eMacs in ECS 021	LabsSoftware:Macintosh
0000084070	lpr not printing to Helpdesk printer	UNIX Misc
0000085089	Lab check 2/29/04 12am	HD:LabCheck
0000085088	Lab check 11pm 2/28/04	HD:LabCheck
0000084830	Lab check 11pm 2/25/04	HD:LabCheck
0000084831	Lab check 12am 2/26/04	HD:LabCheck
0000084305	Work Order Request	HD: Software Config/Trblshtng
0000084075	Lab check 11pm 2/18/04	HD:LabCheck
0000084182	Change My UMBC Id	UMBC Account Name Change

Total Number of Tickets:

48

English

0000082712	Blackboard Course: Assign to New Media: Blackboard	Online Course Misc
0000083119	Print Admin access in FA001/002	LabSoftware:Windows
0000082716	research web server questions	UNIX Misc
0000082710	Blackboard Course: Assign to New Media: Blackboard	Online Course Course Creation
0000082255	(engl448b)Web List Request	Mailing Lists

Total Number of Tickets:

44

000083004 Blackboard Course: Assign to New Media: Blackboard
 000082256 List Deletion Request: ENGL641
 000082867 Blackboard Course: Assign to New Media: Blackboard
 000082212 (engl324sp04)Web List Request
 000082213 (engl641)Web List Request
 000083191 Blackboard course is unavailable
 000083432 need help scanning image
 000083840 burn data on to CD
 000083436 OS is sluggish and unresponsive acad454
 000083197 Blackboard Course: Assign to New Media: Blackboard
 000082804 getting no output when posting to Digital dropbox
 000083409 "tree or server not found" fa537 52052
 000082507 Problems with a URL.
 000082518 Fine Arts 445 ext. 5-2166 : Shared Office machine needs account for n
 000082665 WS_FTP/WinSCP Install
 000082605 Runtime errors on website
 000082421 Blackboard Course: Assign to New Media: Blackboard
 000082532 Novell Password Reset
 000083503 question
 000082673 Blackboard Course: Assign to New Media: Blackboard
 000083726 reinstall Internet Explorer
 000084115 Fine Arts 448C ext: 52384 Possible dead jack
 000084640 Blackboard Course: Assign to New Media: Blackboard
 000084394 MyUMBC not working correctly
 000084955 (engl393_801)Web List Request
 000084897 email messages bouncing
 000084450 Fine Arts 449 ext:52384: Customers machine infected with a Virus
 000084641 Blackboard Course: Assign to New Media: Blackboard
 000084126 User resnet problem:
 000083895 Blackboard Course: Assign to New Media: Blackboard
 000084651 Fine Arts 436 ext: 52040: Possible Jack issue
 000084290 umbc doesn't recognize my password
 000085009 Password Reset for Customer in english
 000084161 Multiple blank emails fa448
 000084163 Outlook Setup fa446
 000084627 windows xp - ip conflict - can not retrieve conflict info fa443
 000084243 Fine Arts 436 Ext: 52040: Customer is missing 5 days of email
 000084032 IP Conflict
 000083888 English department computer not able to access network fa445

Online Course Course Creation
 Mailing Lists
 Online Course Course Creation
 Mailing Lists
 Mailing Lists
 Online Course Migration
 Macintosh Support Request (Fac/Staff)
 Macintosh Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Online Course Course Creation
 HD: Online Course Update
 Novell Client Install
 UNIX Misc
 PC Support Request (Fac/Staff)
 PC Software Install (Fac/Staff)
 HD: Software Config/Trblshtng
 Online Course Course Creation
 Novell Account Password
 HD: Software Config/Trblshtng
 Online Course Course Creation
 PC Support Request (Fac/Staff)
 Check Network Jack (Fac/Staff)
 Online Course Misc
 OIT-BSG Advisement
 Mailing Lists
 HD: Quota
 PC Support Request (Fac/Staff)
 Online Course Misc
 Resnet Network Problem
 Online Course Course Creation
 Check Network Jack (Fac/Staff)
 HD: Software Config/Trblshtng
 Novell Account Management
 Email Spam Complaint
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 AFS File Restore Request
 PC Support Request (Fac/Staff)
 IP Conflict

FS Administration

000082353 New User
 000083243 Employee needs an HP/Reflections "SAR" account.
 000082822 New User - BLUMBERG
 000082745 Jean couldn't use SAR Adjust on the test machine
 000082451 Employee needs a new Corporate Time account.
 000082744 Jean couldn't use SAR Adjust on the test machine
 000082816 New User - CRONIN
 000082815 New User - BUSTOS
 000082817 New User - BDOLAN1
 000082814 New User - BREWSTER
 000082417 Michele Smith Needs Her Email INBOX Restored.
 000082821 New User - HANSON
 000082820 New User - FARABAUG
 000082818 New User - CDOUGL1
 000082819 New User - EISENMAN
 000082813 New User - MCGRAW
 000083028 Employee needs Novell Context Change.
 000083183 Employee needs Corporate Time Account.
 000083029 Employee needs Novell Context Change.
 000083655 Account needs SIS access.
 000082580 Provide VPN access to the HP3000 for Jean Bunche
 000082332 Security Access Problem

Total Number of Tickets:

PS Finance Technical Issues
 OIT-BSG Finance Bursar
 PS Finance Technical Issues
 OIT-BSG Finance Bursar
 CorpTime Calendar Account Requests
 OIT-BSG Finance Bursar
 PS Finance Technical Issues
 PS Finance Technical Issues
 PS Finance Technical Issues
 PS Finance Technical Issues
 AFS File Restore Request
 PS Finance Technical Issues
 PS Finance Technical Issues
 PS Finance Technical Issues
 PS Finance Technical Issues
 PS Finance Technical Issues
 Novell Account Management
 CorpTime Calendar Account Requests
 Novell Account Management
 OIT-BSG HP3000 Systems
 HD: Software Config/Trblshtng
 PS General Ledger

0000082211 need retriever access
 0000083221 Research 1098T issue
 0000082450 New Corporate Time account needed.
 0000082443 Linda Miller needs access to Novell Printers.
 0000083338 Employee needs Novell Printer setup.
 0000082447 Statement of Payroll charges for PP11
 0000082459 Employee needs an HP Account.
 0000082589 Permission change needed for Novell accounts.
 0000083337 Employee Needs Printers Setup.
 0000082603 Netscape Messenger 7.1 running slow....
 0000084471 Need Printer Added To DHCP.
 0000085002 Mr. Citro needs his Inbox email folder restored.
 0000084604 Employee Needs Novell Password Reset.
 0000084898 New or Existing User
 0000084433 Customer request a password reset
 0000084985 An Error Message Is Occurring In SAR Database.
 0000085044 Joe Hill needs access to Non-Exempt and Exempt email list.
 0000084717 Employee Needs Email Quota Increased.
 0000084257 Email restore.
 0000084451 Interface Table Description Changes Needed for Summer Term
 0000085016 Carol Davison Needs Novell Quota Increase.
 0000084104 P.O. 0000000815 - Cannot produce receipt

PS Finance Security
 OIT-BSG Records and Registration
 CorpTime Calendar Account Requests
 Novell Account Management
 Novell Printing
 PS Payroll - Misc
 OIT-BSG Operational Support
 Novell Account Management
 Novell Printing
 PC Support Request (Fac/Staff)
 DHCP Request
 AFS File Restore Request
 Novell Account Password
 PS Finance Technical Issues
 HD: Password
 OIT-BSG HP3000 Systems
 Mailing Lists
 HD: Quota
 AFS File Restore Request
 OIT-BSG Finance Bursar
 Novell Quotas
 PS Purchasing

Mechanical Engineering

0000083251 Student Access to the 104A SGI Lab
 0000083721 ECS 218 ext: 53309 : Windows administrator account
 0000083397 Printer in ITE243
 0000083885 Blackboard courses
 0000083284 [Fwd: Re: ENME403 has been created.]
 0000083249 DENDRO Access for my enme471 students on TITAN
 0000083799 Request For Course
 0000083356 VS.net cd loan
 0000083368 SAS 8.1 CD Loan
 0000083443 e-mail group restore on webmail
 0000083248 My newsgroup error
 0000082178 Reserving
 0000083055 Course Creation
 0000082301 Blackboard Course: Assign to New Media: Blackboard
 0000082905 Blackboard Course: Assign to New Media: Blackboard
 0000083041 ENG 117 Computer
 0000082371 [Fwd: [Fwd: RE: [Fwd: engr account]]-URGENT]_Solution
 0000082304 Blackboard Course: Assign to New Media: Blackboard
 0000082351 No subject
 0000082756 ECS 207 P# 301-254-8046 - Dead jack in office
 0000082773 Visa Reallocation Process
 0000082368 [Fwd: RE: [Fwd: engr account]]-URGENT
 0000082295 Blackboard Course: Assign to New Media: Blackboard
 0000082963 Help clean quota
 0000082297 Blackboard Course: Assign to New Media: Blackboard
 0000082740 enme471 access list
 0000082713 Computer in vibration lab ENG 117
 0000083025 STOKES!
 0000082363 [Fwd: Re: List for phones]
 0000084265 From Anjanappa
 0000084611 Quota increase for Michael Spray
 0000084626 [Fwd: graduate list]
 0000084660 Remove dropped class from user's blackboard account
 0000083901 Visual Studio .NET install request for ECS 327
 0000084211 blackboard issue
 0000083949 Blackboard Course: Assign to New Media: Blackboard
 0000085007 2/27 Borrowed Office XP CDs.
 0000085013 Computer Problem
 0000084229 RE: IMPORTANT ABOUT EMAILS

Total Number of Tickets:

COE Unix issues
 PC Support Request (Fac/Staff)
 COE Unix issues
 COE Unix issues
 Online Course Misc
 Titan
 Online Course Misc
 HD: CD Checkout
 HD: CD Checkout
 Webmail Problem
 COE Unix issues
 COE Unix issues
 Online Course Course Creation
 Online Course Course Creation
 Online Course Course Creation
 COE Unix issues
 COE Unix issues
 Online Course Course Creation
 COE Unix issues
 COE Unix issues
 Dead/Slow Network Jack
 PS Purchasing
 COE Unix issues
 Online Course Course Creation
 HD: Quota
 Online Course Course Creation
 COE Unix issues
 COE Unix issues
 COE Unix issues
 COE Unix issues
 COE Unix issues
 HD: Quota
 COE Unix issues
 HD: Online Course Update
 PC Software Install (Fac/Staff)
 Online Course Misc
 Online Course Course Creation
 HD: CD Checkout
 COE Unix issues
 MyUMBC Server Down

000084456 [Fwd: Looking for a graduate Student]
 000083950 Blackboard Course: Assign to New Media: Blackboard
 000084659 User needs to be added as Teaching Assistant to ENME 412

COE Unix issues
 Online Course Course Creation
 Online Course Misc

General Accounting

000083651 Report Access
 000082407 Retriever
 000083860 GL Interface
 000082863 Locked Journal
 000082864 Increase email capacity
 000083758 Locked je #3573
 000083362 Fwd: Retriever Load Process Scheduling
 000083365 Emailing: CBL_FSPKBDP3_47659
 000082872 Rumba account
 000083393 F&A
 000082519 5 Scheduling processes
 000083468 PR 14
 000083033 R*Stars Password
 000082718 Statement of payroll charges
 000083275 Retriever
 000083735 Payroll Journals in Error Status
 000083496 2 Department detail report
 000082247 Error Messages
 000082405 Budget checker
 000082719 Statement of payroll charges
 000082722 Access to other Users processes on Process Monitor Details
 000082559 request SQL
 000082655 Fwd: ERROR - PSXFER:
 000082805 GL Recon. Error
 000083508 Copy Journal Inst 482274
 000083771 2 UAT Copy does not run
 000083137 Reconcile Ledger KK to GL
 000082663 Pay013
 000084086 Fwd: read it immediately per your (HelpDesk) request this is a
 000084844 Retriever Mod
 000084842 June 31st and June 32nd
 000084084 Fwd: stolen per your (HelpDesk) request this is a virus!
 000084085 Fwd: information per your (HelpDesk) request this is a virus!
 000084474 PAY016, EE out of bal
 000084981 PRD DOWN!!!!!!!! ???? URGENT
 000084358 [Fwd: Corporate Calendar]
 000084021 IS UAT DOWN
 000084841 Journal Print
 000084989 Locked Journals
 000084840 Journal Delete

Total Number of Tickets:

PS Finance Technical Issues
 PS General Ledger
 PS Finance Technical Issues
 PS Finance Technical Issues
 HD: Quota
 PS Finance Technical Issues
 PS IT - Database
 PS Finance Technical Issues
 PS Finance Technical Issues
 PS Finance Technical Issues
 PS Finance Technical Issues
 PS Finance Technical Issues
 PS Finance Technical Issues
 PS Finance Technical Issues
 PS Payroll - Misc
 PS Finance Technical Issues
 PS Finance Technical Issues
 PS General Ledger
 PS Finance Technical Issues
 PS Finance Technical Issues
 PS Finance Technical Issues
 PS Payroll - Misc
 PS Finance Technical Issues
 PS Grants
 PS IT - Misc
 PS Finance Technical Issues
 PS Finance Technical Issues
 PS Finance Technical Issues
 PS General Ledger
 PS Finance Technical Issues
 HD: Software Config/Trblshtng
 PS Finance Technical Issues
 PS General Ledger
 Email Scams/Spam TO UMBC address
 HD: Software Config/Trblshtng
 PS HR - Misc
 PS IT - Database
 HD: Software Config/Trblshtng
 PS Asset Management
 PS Finance Technical Issues
 PS Finance Technical Issues
 PS General Ledger

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Sociology Dept

000082408 Blackboard Course: Assign to New Media: Blackboard
 000082354 Password reset requested
 000082606 PUP 244: Activate Jack
 000082620 computer in 215 and 253
 000082419 [Fwd: Re: computers]
 000082614 Computer hook up in 254
 000082499 Blackboard Course: Assign to New Media: Blackboard
 000082616 Computer in 223 and 250
 000083744 Acrobat Reader crashes when opening documents
 000082615 computer in 221 and 251
 000082357 Blackboard Course: Assign to New Media: Blackboard
 000082456 computer in 244
 000082619 Old Blackboard Courses
 000082520 Netscape mail issues pup231
 000083798 PC Win2k local username creation. UC 205A
 000083289 Email copying Help.

Total Number of Tickets:

Online Course Misc
 HD: Password
 Dead/Slow Network Jack
 PC Computer Install (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Computer Install (Fac/Staff)
 Online Course Course Creation
 PC Computer Install (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Computer Install (Fac/Staff)
 Online Course Course Creation
 PC Software Install (Fac/Staff)
 HD: Online Course Update
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 HD: Accounts

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0000083507	Complete Access to dept I: drive	Novell Account Management
0000083032	Public Policy 229: Problems with machine printing to network printer	PC Support Request (Fac/Staff)
0000082286	Request help	PS Finance Security
0000083064	Blackboard Course: Assign to New Media: Blackboard	Online Course Misc
0000083452	Pub Pol 253 ext: 53365: Printer is not getting an IP	IP Address Request
0000082994	netscape email	HD: Software Config/Trblshtng
0000082934	Blackboard Course: Assign to New Media: Blackboard	Online Course Course Creation
0000082823	Novell Generic Account Password Reset.	Novell Account Password
0000082625	COMPUTER IN 252 AND 256	PC Computer Install (Fac/Staff)
0000083209	students not able to access course	HD:Online Course Issues
0000082623	computer in 252 and 255	PC Computer Install (Fac/Staff)
0000083270	Blackboard access for a TA	Online Course Acct Modification
0000083538	UC 205B ext:58732: Windows account needed for machine	PC Support Request (Fac/Staff)
0000082346	Public Policy 229 ext: 52075: Virus infection on machine	PC Support Request (Fac/Staff)
0000084859	warnings	Email Scams/Spam TO UMBC address
0000084880	Netscape email 7.0 setting problem pup229	UNIX Misc
0000085011	Spam - I'm sick of it!	Email Scams/Spam TO UMBC address
0000084809	[Fwd: Virus Detected In Mail Sent From You!]	HD: Software Config/Trblshtng
0000084245	Public Policy 217 ext: 52960: Customer missing email since the 15th o	AFS File Restore Request
0000084454	Sent mail, but no copies in the Sent mail folder	IMAP Server Problem
0000084152	networked printer	PC Support Request (Fac/Staff)
0000084731	Add activated jack to PUP 226	Network Survey
0000084415	quota warning	HD: Quota
0000085097	Re: QUOTA WARNING for your myUMBC account	HD: Quota

Biology - Academic

0000083396	Format & Install Win XP
0000082317	Blackboard Course: Assign to New Media: Blackboard
0000083098	customer needs more disk quota
0000083194	Blackboard
0000083196	Blackboard discussion
0000082780	report a problem
0000082315	BS 459 ext 52147: Problems with Cookies on MAC
0000083287	Wipe and Reinstall
0000082578	Fwd: no disc space~!
0000083034	Blackboard Login
0000082444	Blackboard Course: Assign to New Media: Blackboard
0000082557	PC sound problems. bs010
0000082477	blackboard dropbox
0000083824	activate jack
0000082361	[Fwd: last thursdays notes]
0000082370	RE: Recent email/ticket ...82361
0000083132	[Fwd: Returned mail: see transcript for details]
0000082699	personal web page
0000083220	SPSS Install, BS 310
0000082939	Fwd: Delivery failure
0000082932	Permission for blackboard
0000083878	Work Order Request
0000083859	Options Menu Not Appearing in Degree Navigation
0000083336	Work Order Request
0000083876	Virus Detected In Mail Sent To You! (fwd)
0000084891	new Calendar account
0000084892	new Remedy account
0000084633	Palm T3 won't hotsync
0000084910	LAB LOGIN ISSUES
0000084893	access to Netsaint for new Consultant
0000084638	BIO211: RPC vulnerable
0000084654	[Fwd: WARNING: YOU MAY HAVE A VIRUS]
0000084736	PC booting problem. bs211
0000084883	new Novell Account
0000084794	Virus Detected In Mail Sent From You! (fwd)
0000084744	Disk Usage Question
0000083887	Blackboard Course: Assign to New Media: Blackboard

Total Number of Tickets:

37

PC Support Request (Fac/Staff)
Online Course Misc
HD: Quota
HD: Online Course Update
Online Course Misc
HD: Software Config/Trblshtng
Macintosh Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
HD: Quota
Online Course Misc
Online Course Misc
PC Support Request (Fac/Staff)
Online Course Misc
Dead/Slow Network Jack
Online Course Misc
Online Course Misc
HD: Software Config/Trblshtng
HD: Software Config/Trblshtng
PC Software Install (Fac/Staff)
HD: Software Config/Trblshtng
HD: Online Course Update
HD: Quota
OIT-BSG Advisement
PC Support Request (Fac/Staff)
HD: Software Config/Trblshtng
CorpTime Calendar Account Requests
Remedy Account Request
Palm Pilot Support
Windows Profile Issues
Netsaint Requests
PC Support Request (Fac/Staff)
HD: Software Config/Trblshtng
PC Support Request (Fac/Staff)
Novell Account Management
Email Scams/Spam TO UMBC address
HD: Quota
Online Course Course Creation

Chemistry BioChem - Academic

0000083279 doesn't detect intentionally misspelled word in Office 97 chem 129a
 0000082980 Blackboard Course: Assign to New Media: Blackboard
 0000082526 XP crashed, System32\Drivers\Ntfs.sys corrupt
 0000083391 New network connection
 0000083460 quota
 0000083134 add back nmr303.chem to amanda backups.. system up again.
 0000083347 Re: X-PLOR access cerebro.chem
 0000083339 Windows does not start
 0000082653 mail alias mods in groupG
 0000082898 Work Order Request chem107
 0000083125 circumventing .forward with .procmailrc
 0000082860 Problems with networked printer
 0000083420 Problems printing from PC chem405
 0000083592 Customer facing problems locating folders in Netscape mail
 0000082652 Account deletions.. .groupG/chem
 0000082650 Connecting a Win98 to Chemistry network printer chem472
 0000083544 UC 201 ext: 2504 Problems trying to install CD Rom
 0000083062 Adding students to Blackboard
 0000082248 Iexplore.Exe Error
 0000083782 User addition to ion
 0000082284 Email not working
 0000083743 use of TITAN
 0000083218 InsightII access now as well (klssgi1.chem)
 0000084904 Mail issue - messages being forwarded to other people
 0000084920 Chemistry Dept networked printer problem -attn Josh?
 0000085003 IpUMBC Feedback: Other
 0000084565 Sans upgrade (frm new disk)
 0000083989 Unable to access eJournals in Chem 474
 0000084078 Re: sialic down
 0000084494 TITAN
 0000084849 No subject
 0000084527 Mac Help
 0000084240 model account + removals (chem)
 0000084439 Computer will not power on ss401a
 0000084438 Deleting Email
 0000084848 Fw: QUOTA WARNING for your myUMBC account
 0000084521 A New Account (group in chem)

Total Number of Tickets:

37

PC Support Request (Fac/Staff)
 Online Course Course Creation
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 HD: Quota
 Chemistry Dept Unix Issues
 Chemistry Dept Unix Issues
 PC Support Request (Fac/Staff)
 Chemistry Dept Unix Issues
 Novell Client Install
 UNIX Misc
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 HD: Software Config/Trblshtng
 Chemistry Dept Unix Issues
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Online Course Misc
 PC Support Request (Fac/Staff)
 Novell Account Management
 HD: Quota
 HD: Software Config/Trblshtng
 Chemistry Dept Unix Issues
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Mailing Lists
 Chemistry Dept Unix Issues
 PC Support Request (Fac/Staff)
 Chemistry Dept Unix Issues
 Titan
 PC Support Request (Fac/Staff)
 Macintosh Support Request (Fac/Staff)
 Chemistry Dept Unix Issues
 PC Support Request (Fac/Staff)
 HD: Quota
 HD: Quota
 Chemistry Dept Unix Issues

Psychology Admin

0000082306 Blackboard Course: Assign to New Media: Blackboard
 0000083341 UB students
 0000082883 trying to setup SPAM filter but getting "not setup for Webadmin for Pr
 0000083326 Blackboard Course: Assign to New Media: Blackboard
 0000083189 Course Delete request
 0000082953 Returned mail: A virus or worm pattern detected (fwd)
 0000083340 No subject
 0000082253 upgrade OS mp308
 0000082436 Blackboard Course: Assign to New Media: Blackboard
 0000083157 [Fwd: Returned mail: see transcript for details]
 0000082767 need TA access to PSYC 331 4541
 0000082319 CPU not powering on
 0000082765 added TA to PSYC 331 4541
 0000083097 Aborted SPSS install interferes with computer use
 0000084851 Mac OS 9 iMac printing problem. SS 505C 5th floor.
 0000084858 [Fwd: Virus Detected In Mail Sent To You!]
 0000084034 Grants Access
 0000084253 Need assistance
 0000084238 win98; conflicting IP
 0000084289 Virus?
 0000084605 Network Printer Problems
 0000084231 Customer called inquiring about account

Total Number of Tickets:

34

Online Course Course Creation
 Online Course Misc
 UNIX Misc
 Online Course Course Creation
 HD: Online Course Update
 HD: Software Config/Trblshtng
 Online Course Misc
 PC Support Request (Fac/Staff)
 Online Course Course Creation
 HD: Software Config/Trblshtng
 HD: Online Course Update
 PC Computer Install (Fac/Staff)
 HD: Online Course Update
 PC Support Request (Fac/Staff)
 Macintosh Support Request (Fac/Staff)
 Email Scams/Spam TO UMBC address
 PS Grants
 Check Network Jack (Fac/Staff)
 IP Conflict
 Email Scams/Spam TO UMBC address
 PC Support Request (Fac/Staff)
 HD: Accounts

0000083940 junk mail
 0000084391 virus detected in e-mail
 0000083948 Do I have a virus?
 0000084325 quota warning
 0000084960 Digital Dropbox
 0000084818 Blackboard Course: Assign to New Media: Blackboard
 0000084153 Blackboard Course: Assign to New Media: Blackboard
 0000084764 Grant notifications
 0000084725 Blackboard Course: Assign to New Media: Blackboard
 0000084758 Fw: PrescriptiOn SavIngs, Ultram
 0000084817 Blackboard Course: Assign to New Media: Blackboard
 0000084781 New jacks that were ran, but need activation

HD: Software Config/Trblshtng
 Email Scams/Spam TO UMBC address
 PC Support Request (Fac/Staff)
 HD: Software Config/Trblshtng
 HD:Online Course Issues
 Online Course Course Creation
 Online Course Course Creation
 PS Grants
 Online Course Course Creation
 Email Scams/Spam TO UMBC address
 Online Course Course Creation
 Dead/Slow Network Jack

Top 10 UMBC Departments Requesting Service

