

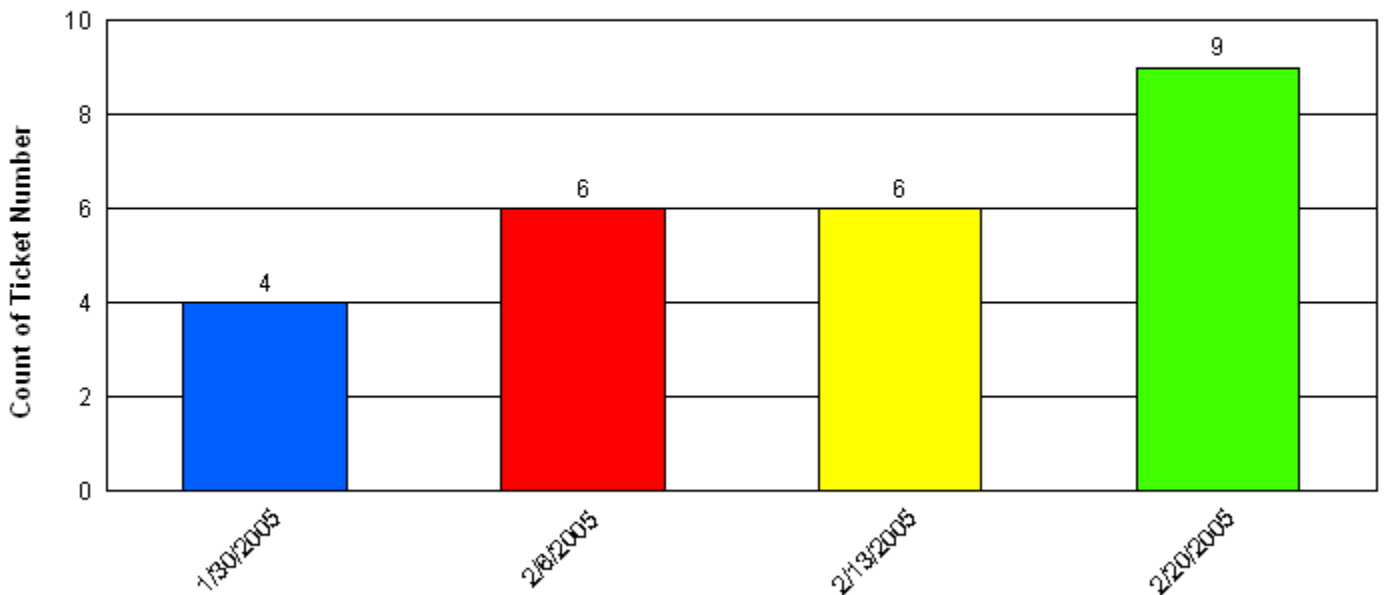
Closed/Resolved Tickets by OIT Section

Tickets Created Between 02/01/2005 and 02/28/2005

| COE | Total: | <u>Create Date</u> | Short Description |
|---------------------------|------------|--------------------|--|
| champ | 25 | | |
| Closed | 25 | | |
| Ticket Number: | | <u>Total:</u> 25 | |
| Ticket Number: 0000109737 | 02/01/2005 | | Need a laptop |
| Ticket Number: 0000109985 | 02/02/2005 | | [Fwd: Kun He] |
| Ticket Number: 0000110080 | 02/03/2005 | | Adobe Acrobat installation in ECS 111 |
| Ticket Number: 0000110431 | 02/07/2005 | | more clues |
| Ticket Number: 0000110271 | 02/05/2005 | | Software Installation |
| Ticket Number: 0000110395 | 02/07/2005 | | AD |
| Ticket Number: 0000110487 | 02/08/2005 | | Moniter configuration. |
| Ticket Number: 0000110518 | 02/08/2005 | | [Fwd: about software installation] |
| Ticket Number: 0000111265 | 02/17/2005 | | Increase of my quotas on gl |
| Ticket Number: 0000111312 | 02/17/2005 | | [Fwd: ecs115linux02 - not responding] |
| Ticket Number: 0000111412 | 02/19/2005 | | my UMBC quota |
| Ticket Number: 0000111638 | 02/22/2005 | | Install ANSYS on lab's computer |
| Ticket Number: 0000111612 | 02/22/2005 | | [Fwd: ECS 236, Vibration and Control Lab] |
| Ticket Number: 0000111658 | 02/23/2005 | | Request for help - ITE 238 PC |
| Ticket Number: 0000111652 | 02/22/2005 | | wildfire |
| Ticket Number: 0000111562 | 02/22/2005 | | please create an ENGR account |
| Ticket Number: 0000111534 | 02/21/2005 | | ITE238PC31: does not turn on. |
| Ticket Number: 0000111518 | 02/21/2005 | | Fw: Technical Support Training |
| Ticket Number: 0000111722 | 02/23/2005 | | Install Matlab in L. Zhu Lab |
| Ticket Number: 0000110757 | 02/10/2005 | | LCD projector and laptop |
| Ticket Number: 0000110825 | 02/11/2005 | | Fw: list ME_GRADS: List Message Rejected |
| Ticket Number: 0000110929 | 02/14/2005 | | computer problem |
| Ticket Number: 0000111002 | 02/15/2005 | | [Fwd: about software installation] |
| Ticket Number: 0000111223 | 02/17/2005 | | [Fwd: LK:08UMBC2 - ABAQUS V6.5 License File] |
| Ticket Number: 0000111478 | 02/21/2005 | | Broken Computer in 117 |

Count of Ticket Number / Create Date

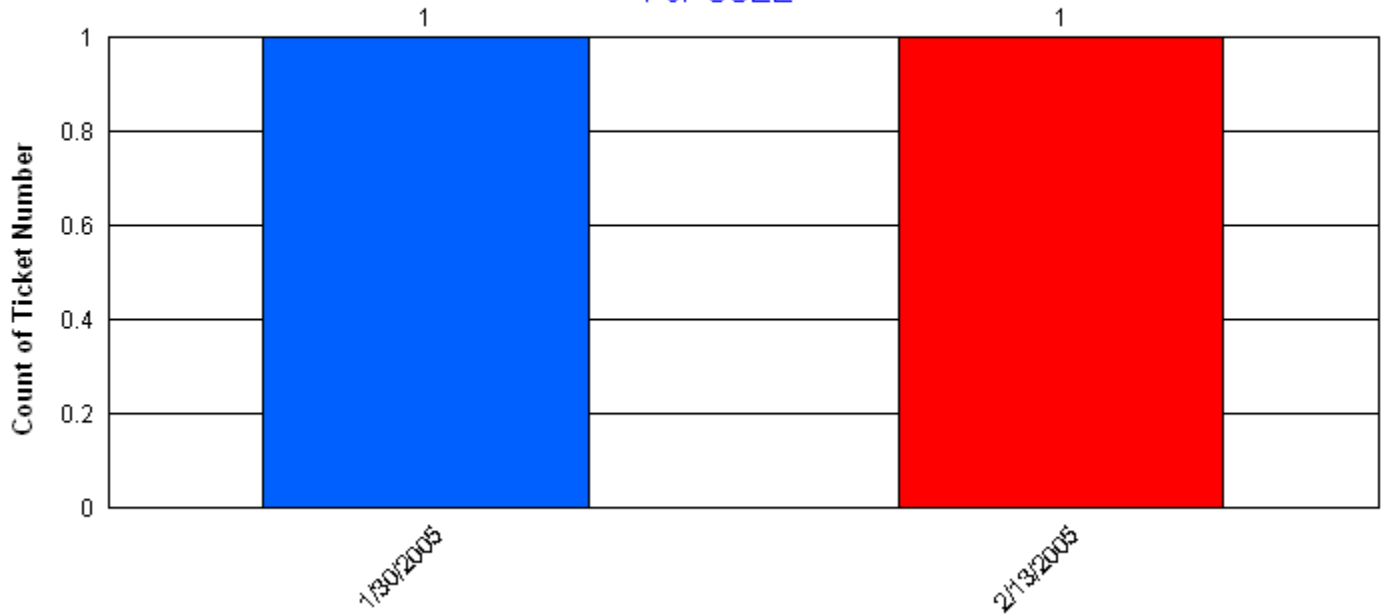
For COE



| CSEE | Total: | Create Date | Short Description |
|---------------------------|--------|-------------|--|
| bhowell1 | 2 | | |
| Closed | | Total: 1 | |
| Ticket Number: 0000111214 | | Total: 1 | Re: [Tickets] Updated Jobid 1492. Date 2005-02-16. |
| gweiss | | Total: 1 | |
| Closed | | Total: 1 | |
| Ticket Number: 0000109785 | | 02/01/2005 | No subject |

Count of Ticket Number / Create Date

For CSEE



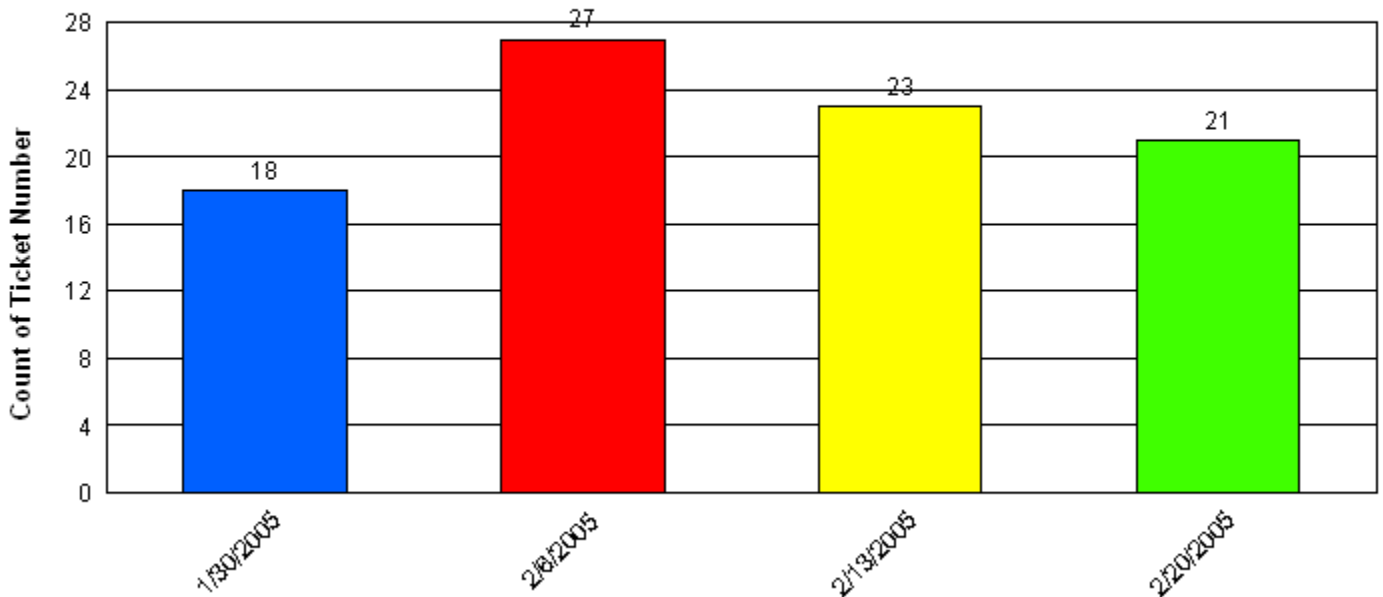
| <u>DPET</u> | <u>Total:</u> | <u>Create Date</u> | <u>Short Description</u> |
|---------------------------|---------------|-------------------------|---|
| | 89 | | |
| gluo1 | | <u>Total:</u> 9 | |
| Resolved | | <u>Total:</u> 1 | |
| Ticket Number: 0000111703 | | 02/23/2005 | Scan in documents |
| Closed | | <u>Total:</u> 8 | |
| Ticket Number: 0000111187 | | 02/16/2005 | Drum life low on the main UC color printer |
| Ticket Number: 0000111331 | | 02/18/2005 | Lasar 5 letterhead printer |
| Ticket Number: 0000110696 | | 02/10/2005 | Verify all machines in ISD classroom can connect to network |
| Ticket Number: 0000110804 | | 02/11/2005 | Update Inventory Database to reflect port information for ISD lab |
| Ticket Number: 0000110945 | | 02/14/2005 | UC Front Desk Printer |
| Ticket Number: 0000111071 | | 02/15/2005 | Replace fuser in UC Copier |
| Ticket Number: 0000109947 | | 02/02/2005 | Inventory laptop from Tide Point |
| Ticket Number: 0000109982 | | 02/02/2005 | Needs printers configured |
| iglove1 | | <u>Total:</u> 26 | |
| Resolved | | <u>Total:</u> 4 | |
| Ticket Number: 0000111607 | | 02/22/2005 | web test bed |
| Ticket Number: 0000111808 | | 02/24/2005 | Web site updates |
| Ticket Number: 0000111772 | | 02/24/2005 | [Fwd: Re: Summer Session Web Site Text - Admissions] |
| Ticket Number: 0000111783 | | 02/24/2005 | UC fax machine |
| Closed | | <u>Total:</u> 22 | |
| Ticket Number: 0000111779 | | 02/24/2005 | Address Book Files Missing |
| Ticket Number: 0000111297 | | 02/17/2005 | a new web posting |
| Ticket Number: 0000111645 | | 02/22/2005 | requested edits to UMBCRetention Web page |
| Ticket Number: 0000110676 | | 02/10/2005 | VPN Client Software |
| Ticket Number: 0000111067 | | 02/15/2005 | Whiteboard in Seminar Room |
| Ticket Number: 0000111103 | | 02/16/2005 | Erickson Website Duty Handover |
| Ticket Number: 0000109813 | | 02/01/2005 | AP Environmental Science Webpage Text |
| Ticket Number: 0000110047 | | 02/03/2005 | ACIV-B 467B: HP LaserJet 4000 Series PS |
| Ticket Number: 0000109735 | | 02/01/2005 | PAC web change |
| Ticket Number: 0000109909 | | 02/02/2005 | Creating new ELC template |
| Ticket Number: 0000109782 | | 02/01/2005 | Label non-working computer |
| Ticket Number: 0000109814 | | 02/01/2005 | AP World History Text for Webpage |
| Ticket Number: 0000109816 | | 02/01/2005 | AP Psychology Webpage Text |
| Ticket Number: 0000110334 | | 02/07/2005 | Re: [Fwd: POLI 230 Cancellation - Summer Session] |
| Ticket Number: 0000110254 | | 02/04/2005 | Configure and replace machine |
| Ticket Number: 0000110699 | | 02/10/2005 | Summer Web Site |
| Ticket Number: 0000110523 | | 02/08/2005 | Not all PCs configured to print in the lab |
| Ticket Number: 0000110494 | | 02/08/2005 | Summer Web Text Error Message |
| Ticket Number: 0000110481 | | 02/08/2005 | Multiple Internet Explorer Windows Launched |
| Ticket Number: 0000110449 | | 02/07/2005 | pagemaker? |
| Ticket Number: 0000110348 | | 02/07/2005 | Re: [Fwd: POLI 230 Cancellation - Summer Session] |
| Ticket Number: 0000110400 | | 02/07/2005 | installing Doby Acrobat & others |

| | | <u>Create</u> | | <u>Short Description</u> |
|-----------------|-----------------|---------------|------------------|---|
| | | <u>Date</u> | | |
| stevenh1 | | | Total: 36 | |
| | Resolved | | Total: 3 | |
| Ticket Number: | 0000111493 | 02/21/2005 | | Might have a computer virus |
| Ticket Number: | 0000111697 | 02/23/2005 | | FW: Virus Found in message "Re: That movie" |
| Ticket Number: | 0000111767 | 02/24/2005 | | Cannot unlock computer |
| | Closed | | Total: 33 | |
| Ticket Number: | 0000111733 | 02/23/2005 | | Perform Maintenance on Andrea and Diane's computers |
| Ticket Number: | 0000111161 | 02/16/2005 | | printer drum kit low |
| Ticket Number: | 0000111159 | 02/16/2005 | | ACIV Xerox not pulling documents |
| Ticket Number: | 0000111178 | 02/16/2005 | | Virtual Memory Error |
| Ticket Number: | 0000111163 | 02/16/2005 | | Configure Wireless Device |
| Ticket Number: | 0000111588 | 02/22/2005 | | Online Order Form - Status |
| Ticket Number: | 0000111580 | 02/22/2005 | | Copier problems |
| Ticket Number: | 0000111494 | 02/21/2005 | | Lab computers |
| Ticket Number: | 0000111462 | 02/21/2005 | | Email |
| Ticket Number: | 0000111228 | 02/17/2005 | | Install Updates for Web Server Firewall |
| Ticket Number: | 0000110587 | 02/09/2005 | | problems with the copier/printer |
| Ticket Number: | 0000110591 | 02/09/2005 | | Color Printer in UC |
| Ticket Number: | 0000110595 | 02/09/2005 | | Toner OUt |
| Ticket Number: | 0000110607 | 02/09/2005 | | out of toner |
| Ticket Number: | 0000110814 | 02/11/2005 | | Enable Tim to Securely upload course descriptions to web site |
| Ticket Number: | 0000111078 | 02/15/2005 | | test |
| Ticket Number: | 0000111064 | 02/15/2005 | | Xerox Printing in ELC |
| Ticket Number: | 0000111069 | 02/15/2005 | | Needs Asian Language Support Installed |
| Ticket Number: | 0000110995 | 02/15/2005 | | Copiers |
| Ticket Number: | 0000110993 | 02/15/2005 | | Jenean's Password |
| Ticket Number: | 0000110927 | 02/14/2005 | | Xerox Copier not printing |
| Ticket Number: | 0000110701 | 02/10/2005 | | Copier/printer |
| Ticket Number: | 0000110615 | 02/09/2005 | | computer problems |
| Ticket Number: | 0000110213 | 02/04/2005 | | Xerox Copier Jamming Paper |
| Ticket Number: | 0000110679 | 02/10/2005 | | ACIV B Wing Xerox Copier not feeding documents |
| Ticket Number: | 0000110480 | 02/08/2005 | | Part removed from copier |
| Ticket Number: | 0000110476 | 02/08/2005 | | [Fwd: favor for a Shady Grove Instructor] |
| Ticket Number: | 0000110329 | 02/07/2005 | | error message |
| Ticket Number: | 0000109729 | 02/01/2005 | | Cannot Connect to Novell |
| Ticket Number: | 0000109974 | 02/02/2005 | | message on the copier |
| Ticket Number: | 0000109760 | 02/01/2005 | | Notes |
| Ticket Number: | 0000109738 | 02/01/2005 | | Cancel Advance Business Systems Contract |
| Ticket Number: | 0000109820 | 02/01/2005 | | test |

| swapna1 | | <u>Create Date</u> | <u>Short Description</u> |
|-----------------|------------|--------------------|---|
| Resolved | | Total: 18 | |
| Ticket Number: | 0000111702 | 02/23/2005 | Re-map Default Printer in UC |
| Closed | | Total: 17 | |
| Ticket Number: | 0000111699 | 02/23/2005 | Projector Setup |
| Ticket Number: | 0000111145 | 02/16/2005 | s/w challenge in ELC lab, room 203, UC bldg. |
| Ticket Number: | 0000111742 | 02/23/2005 | printer installation |
| Ticket Number: | 0000111590 | 02/22/2005 | PDF Installed |
| Ticket Number: | 0000111549 | 02/22/2005 | software install |
| Ticket Number: | 0000111200 | 02/16/2005 | Macromedia Key not entered |
| Ticket Number: | 0000111452 | 02/21/2005 | copier |
| Ticket Number: | 0000110581 | 02/09/2005 | Check printer connections on ELC teacher cube PCs |
| Ticket Number: | 0000111054 | 02/15/2005 | Install Adobe Photoshop on Sarita's machine |
| Ticket Number: | 0000111066 | 02/15/2005 | Novell Error |
| Ticket Number: | 0000110972 | 02/14/2005 | please install software |
| Ticket Number: | 0000110819 | 02/11/2005 | Software Listing for New Machines |
| Ticket Number: | 0000110732 | 02/10/2005 | Install a FTP Client |
| Ticket Number: | 0000110582 | 02/09/2005 | Update Inventory |
| Ticket Number: | 0000110036 | 02/03/2005 | Computer does not turn on |
| Ticket Number: | 0000110066 | 02/03/2005 | Configure another machine |
| Ticket Number: | 0000110698 | 02/10/2005 | Install Crystal Reports |

Count of Ticket Number / Create Date

For DPET



| | | <u>Create</u> | <u>Short Description</u> |
|------------------------|---------------|---------------|--|
| | | <u>Date</u> | |
| Desktop Support | Total: | 246 | |
| Desktop | Total: | 13 | |
| Closed | Total: | 13 | |
| Ticket Number: | 0000110209 | 02/04/2005 | T#109164 still having problems |
| Ticket Number: | 0000110253 | 02/04/2005 | install SAS& SPSS on office PC |
| Ticket Number: | 0000110467 | 02/08/2005 | Psyc Lab - pc running slow/would like this to be looked at.... |
| Ticket Number: | 0000111449 | 02/21/2005 | lib/ is novell server down |
| Ticket Number: | 0000109890 | 02/02/2005 | K.Harries - pen drive/file is read only |
| Ticket Number: | 0000109743 | 02/01/2005 | Faculty / do we have S-plus no cd for students.... |
| Ticket Number: | 0000109874 | 02/02/2005 | Can not download hp file since active directory installed |
| Ticket Number: | 0000109862 | 02/02/2005 | Student - have a recordable dvd and it is not playing |
| Ticket Number: | 0000110606 | 02/09/2005 | Faculty member - can not access software link for purchase |
| Ticket Number: | 0000111229 | 02/17/2005 | maton lab - student/lost data in access.... |
| Ticket Number: | 0000111768 | 02/24/2005 | Installing SAS and having problems |
| Ticket Number: | 0000111818 | 02/25/2005 | no icons on desktop - no error msg |
| Ticket Number: | 0000111776 | 02/24/2005 | Lisa/Honors - how do i access calendar without software on pc |
| edortiz | Total: | 29 | |
| Closed | Total: | 29 | |
| Ticket Number: | 0000111174 | 02/16/2005 | PC does not recognise cds |
| Ticket Number: | 0000111175 | 02/16/2005 | Not able to open document |
| Ticket Number: | 0000110592 | 02/09/2005 | new PC need to be installed |
| Ticket Number: | 0000111047 | 02/15/2005 | WALK-IN: Wireless Setup |
| Ticket Number: | 0000111015 | 02/15/2005 | REC atheletic weight room. x51453. Needs office suite installed on m |
| Ticket Number: | 0000110937 | 02/14/2005 | New computer installation/computer switch |
| Ticket Number: | 0000110934 | 02/14/2005 | 3 computer install |
| Ticket Number: | 0000110848 | 02/11/2005 | CD drive not opening |
| Ticket Number: | 0000110832 | 02/11/2005 | COMMONS 319 : Student computer x52708 |
| Ticket Number: | 0000110823 | 02/11/2005 | Admin 3rd floor. x52200. User gardner needs local user account on m |
| Ticket Number: | 0000110854 | 02/11/2005 | Computer is unexpectedly shutting down |
| Ticket Number: | 0000110745 | 02/10/2005 | customer needs local account created on the office PC |
| Ticket Number: | 0000110641 | 02/09/2005 | Need Assistance |
| Ticket Number: | 0000110378 | 02/07/2005 | Ticket [ID#0000108909) |
| Ticket Number: | 0000110048 | 02/03/2005 | ITE 366 : MS Office install/Maple Install |
| Ticket Number: | 0000110043 | 02/03/2005 | WESTHILL FRONT DESK - Create station restricted account |
| Ticket Number: | 0000109935 | 02/02/2005 | Setup Computer and Update Software |
| Ticket Number: | 0000109829 | 02/01/2005 | User needs faculty printer installed. |
| Ticket Number: | 0000109791 | 02/01/2005 | help request |
| Ticket Number: | 0000110358 | 02/07/2005 | Local Account Password Reset |
| Ticket Number: | 0000110821 | 02/11/2005 | Alumni House Basement. x56885. User needs local account "student" |
| Ticket Number: | 0000109758 | 02/01/2005 | Original Ticket 108951 - Need Novell Installed |
| Ticket Number: | 0000110241 | 02/04/2005 | Computer is not starting |
| Ticket Number: | 0000110643 | 02/09/2005 | HP - since november I have not been able to download files |
| Ticket Number: | 0000110328 | 02/07/2005 | Missing Q: drive when logged in to Novell |
| Ticket Number: | 0000110528 | 02/08/2005 | Novell Account |
| Ticket Number: | 0000110485 | 02/08/2005 | As per Eddie - Bring PC up to desktop support |
| Ticket Number: | 0000110373 | 02/07/2005 | User is booted off while checking her e-mail. |
| Ticket Number: | 0000110351 | 02/07/2005 | Drive 0 Primary IDE operating outside the peramiters |

| | <u>Create</u> | <u>Date</u> | <u>Short Description</u> |
|---------------------------|---------------|-------------|---|
| josh | Total: | 38 | |
| Resolved | Total: | 5 | |
| Ticket Number: 0000111213 | 02/17/2005 | | Color Printer |
| Ticket Number: 0000111830 | 02/25/2005 | | Central Plant rm 002. x51995. Starting up computer, gets error, info. |
| Ticket Number: 0000111686 | 02/23/2005 | | AD join |
| Ticket Number: 0000111740 | 02/23/2005 | | Commons rm 319. x52393 Windows XP, trying to sync calendar to D |
| Ticket Number: 0000111822 | 02/25/2005 | | South Campus rm. 2.067. x55794. When user tries to login, it says "e |
| Closed | Total: | 33 | |
| Ticket Number: 0000111137 | 02/16/2005 | | ByRequest install Library - Financial Aid |
| Ticket Number: 0000111567 | 02/22/2005 | | NEED TODAY-Going out of town tomorrow |
| Ticket Number: 0000111511 | 02/21/2005 | | Followup re: ticket 110586 |
| Ticket Number: 0000111504 | 02/21/2005 | | Work Order Request |
| Ticket Number: 0000111397 | 02/18/2005 | | Xerox copier to scan to email |
| Ticket Number: 0000111387 | 02/18/2005 | | Jean cannot edit forms in Word 97. |
| Ticket Number: 0000111286 | 02/17/2005 | | User needs 2 PCs setup for Active Directory. Win XP machines with n |
| Ticket Number: 0000111249 | 02/17/2005 | | Isabel's PC is rebooting. |
| Ticket Number: 0000111247 | 02/17/2005 | | Ed's PC is rebooting. |
| Ticket Number: 0000110586 | 02/09/2005 | | Desktop Support |
| Ticket Number: 0000111557 | 02/22/2005 | | Need novell/ad password reset for abumba1 |
| Ticket Number: 0000111048 | 02/15/2005 | | cannot login to Novell or AD |
| Ticket Number: 0000111037 | 02/15/2005 | | Joan Cody's wireless keyboard |
| Ticket Number: 0000110997 | 02/15/2005 | | UC 116A : Logon for training |
| Ticket Number: 0000110908 | 02/14/2005 | | Join machine to AD |
| Ticket Number: 0000110718 | 02/10/2005 | | Machine joined to AD |
| Ticket Number: 0000110904 | 02/14/2005 | | Configure laptop for workgroup printer |
| Ticket Number: 0000110905 | 02/14/2005 | | Machine needs to be joined to AD |
| Ticket Number: 0000110906 | 02/14/2005 | | Need to be added to vlan for file transfers in HP |
| Ticket Number: 0000110842 | 02/11/2005 | | blue screen |
| Ticket Number: 0000110753 | 02/10/2005 | | Fine Arts rm 448A. x52152. User wants local account created on mach |
| Ticket Number: 0000110479 | 02/08/2005 | | Palm in AD 903 isn't synching |
| Ticket Number: 0000110539 | 02/08/2005 | | AD machine modification |
| Ticket Number: 0000109970 | 02/02/2005 | | SPSS |
| Ticket Number: 0000109789 | 02/01/2005 | | request |
| Ticket Number: 0000109727 | 02/01/2005 | | Work Order Request |
| Ticket Number: 0000110072 | 02/03/2005 | | Admin rm532. x52337. User needs help getting rid of files spybot se |
| Ticket Number: 0000110059 | 02/03/2005 | | Cashiers Office - Financial Serivces/local acct needs adm rights |
| Ticket Number: 0000110055 | 02/03/2005 | | Pup rm 338. x52172 Users says her manager's machine seems to have t |
| Ticket Number: 0000109978 | 02/02/2005 | | request re: ticket # 109609 |
| Ticket Number: 0000109936 | 02/02/2005 | | request |
| Ticket Number: 0000109778 | 02/01/2005 | | request |
| Ticket Number: 0000109771 | 02/01/2005 | | PDA won't synch |
| kirkley1 | Total: | 5 | |
| Closed | Total: | 5 | |
| Ticket Number: 0000109872 | 02/02/2005 | | Earickson Hall - Not able to get anywhere after resnet login |
| Ticket Number: 0000110379 | 02/07/2005 | | internet connection |
| Ticket Number: 0000110451 | 02/07/2005 | | Work Order Request-VPN Problem |
| Ticket Number: 0000110578 | 02/09/2005 | | MAC - Will not connect to resnet |
| Ticket Number: 0000110767 | 02/10/2005 | | Computer needs to be have a check to see if clean |

| <u>lasuk</u> | <u>Create Date</u> | <u>Total:</u> | <u>Short Description</u> |
|---------------------------|--------------------|---------------|--|
| Resolved | | 52 | |
| | <u>Total:</u> | 8 | |
| Ticket Number: 0000111139 | 02/16/2005 | | [PC s/w] Chem100: Machine Reboots randomly 2-3 times/day |
| Ticket Number: 0000110954 | 02/14/2005 | | [PC s/w] ACIV413: Outlook Express unable to send mail |
| Ticket Number: 0000111804 | 02/24/2005 | | Reinstall drivers for HP 4100 |
| Ticket Number: 0000111820 | 02/25/2005 | | Admin rm 732. x52312. User got virus where no icons will appear af |
| Ticket Number: 0000111531 | 02/21/2005 | | [Mac s/w] ACIV414: Setup powerbook G4 |
| Ticket Number: 0000111301 | 02/17/2005 | | [PC s/w] RAC330: Can not run office programs |
| Ticket Number: 0000111225 | 02/17/2005 | | [PC s/w] RAC331: Need pc./printer checked out |
| Ticket Number: 0000111025 | 02/15/2005 | | [PC s/w] PUP313: Install Spybot S&D |
| Closed | | 44 | |
| | <u>Total:</u> | 44 | |
| Ticket Number: 0000111146 | 02/16/2005 | | Add to AD FA467 |
| Ticket Number: 0000111256 | 02/17/2005 | | [Mac s/w] Chem549E: setup new mac to print |
| Ticket Number: 0000111290 | 02/17/2005 | | ITE 238 PC 31 |
| Ticket Number: 0000111340 | 02/18/2005 | | [PC s/w] ECS 329F - User needs added to local users group |
| Ticket Number: 0000111359 | 02/18/2005 | | [PC s/w] FA435: User believes they have Netscape Mail errors |
| Ticket Number: 0000111472 | 02/21/2005 | | Information |
| Ticket Number: 0000111403 | 02/18/2005 | | [PC s/w] ECS314: Copy of "winexit.scr" - auto logoff after specified t |
| Ticket Number: 0000111328 | 02/18/2005 | | Cosmetic Damage to macines in 114 |
| Ticket Number: 0000111173 | 02/16/2005 | | [PC s/w] CP115: Novell Client Install |
| Ticket Number: 0000110686 | 02/10/2005 | | Incorrect Maple license |
| Ticket Number: 0000110801 | 02/11/2005 | | [PC s/w] FA439: User needs software loaded onto UMBC laptop |
| Ticket Number: 0000110788 | 02/11/2005 | | [lab] ECS122PC05: PC won't boot |
| Ticket Number: 0000110824 | 02/11/2005 | | [PC s/w] COMM325: Outlook problem |
| Ticket Number: 0000110843 | 02/11/2005 | | [lab] ITE242: Re-image Linux partition only |
| Ticket Number: 0000110940 | 02/14/2005 | | [PC s/w] UC116: Setup new Dell PC |
| Ticket Number: 0000110961 | 02/14/2005 | | Key server error with photoshop CS |
| Ticket Number: 0000110951 | 02/14/2005 | | [PC s/w] ECS329b: PDFs won't print to Hp Lj 1200 |
| Ticket Number: 0000111023 | 02/15/2005 | | [lab] MacOS X image: login.pl script logic error - re-write script. |
| Ticket Number: 0000110913 | 02/14/2005 | | [Mac h/w] Chem472: G4 Monitor doesn't work |
| Ticket Number: 0000110841 | 02/11/2005 | | Work Order Request-Need to hear audio program on emacs |
| Ticket Number: 0000110124 | 02/03/2005 | | [PC s/w] PUP255: Install SAS - App't between Mon 1pm-4pm |
| Ticket Number: 0000110137 | 02/03/2005 | | IP Request for HP LJ1200 in BS354 |
| Ticket Number: 0000110178 | 02/04/2005 | | [Mac s/w] JCET: Install MS Office 2004 |
| Ticket Number: 0000110341 | 02/07/2005 | | [PC s/w] ECS019: General Connect Error in JAVA when in WEBAD |
| Ticket Number: 0000110359 | 02/07/2005 | | MP006: fill out paperwork for printer?? |
| Ticket Number: 0000110575 | 02/09/2005 | | [PC s/w] ECS020: Install HP Refections 9 on several pc's at hd |
| Ticket Number: 0000110468 | 02/08/2005 | | [PC s/w] SS511: Possible Virus infection - spyware removal |
| Ticket Number: 0000110441 | 02/07/2005 | | Assign an ip to a printer - 130.85.77.39 |
| Ticket Number: 0000110369 | 02/07/2005 | | [PC s/w] AD1001: Outlook Express and automagically deleting messa |
| Ticket Number: 0000110370 | 02/07/2005 | | [PC s/w] AD1001B: Install SPSS |
| Ticket Number: 0000110340 | 02/07/2005 | | Fwd: LH1 |
| Ticket Number: 0000109788 | 02/01/2005 | | [PC s/w] BS364: Install MS Office & SAS on laptop |
| Ticket Number: 0000109837 | 02/01/2005 | | [PC s/w] PUP255: SAS Install |
| Ticket Number: 0000109859 | 02/02/2005 | | [PC s/w] PUP344: OE doesnt save sent messages |
| Ticket Number: 0000109900 | 02/02/2005 | | Mac Laptop will not print to network printer |
| Ticket Number: 0000110085 | 02/03/2005 | | User gets a security error when logging into WiFi network |
| Ticket Number: 0000110803 | 02/11/2005 | | matlab installation |
| Ticket Number: 0000110076 | 02/03/2005 | | [Mac s/w] ACIV414: Setup powerbook G4 |
| Ticket Number: 0000110068 | 02/03/2005 | | [lab] ECS122PC40: unable to login |
| Ticket Number: 0000109969 | 02/02/2005 | | Acad Srvc: Install 1 data port on the wall behind the registrar's counte |
| Ticket Number: 0000109927 | 02/02/2005 | | [PC s/w] PUP254: Setup new printer - Fri 3 - 4pm |
| Ticket Number: 0000109811 | 02/01/2005 | | [PC s/w] Delta: Repair Microsoft Office installation |
| Ticket Number: 0000110320 | 02/07/2005 | | [Mac s/w] FA542: Connecting mac to the network |
| Ticket Number: 0000109800 | 02/01/2005 | | PUP256: PC won't boot |

| maboone1 | | <u>Create</u> | <u>Short Description</u> |
|-----------------|------------|------------------|---|
| | | <u>Date</u> | |
| Resolved | | Total: 19 | |
| Ticket Number: | 0000111143 | 02/16/2005 | User still can not log in to lab machines |
| Closed | | Total: 18 | |
| Ticket Number: | 0000111210 | 02/17/2005 | BIO - 011 - lab machine |
| Ticket Number: | 0000111496 | 02/21/2005 | SOCY698 |
| Ticket Number: | 0000111592 | 02/22/2005 | request to install a data set for SPSS in ECS333 |
| Ticket Number: | 0000111541 | 02/21/2005 | ECS 122a PC 35 AND 36 |
| Ticket Number: | 0000111282 | 02/17/2005 | Can not access internet from lab machines |
| Ticket Number: | 0000110613 | 02/09/2005 | User gets 2 windows saying profile can not be installed |
| Ticket Number: | 0000111026 | 02/15/2005 | Work Order Request |
| Ticket Number: | 0000111055 | 02/15/2005 | Machines taking long to load preferences |
| Ticket Number: | 0000110996 | 02/15/2005 | S+ in 021 |
| Ticket Number: | 0000110978 | 02/14/2005 | User having trouble with SPSS |
| Ticket Number: | 0000110649 | 02/09/2005 | Strange errors when using SPLUS |
| Ticket Number: | 0000110666 | 02/09/2005 | User's profile is corrupted |
| Ticket Number: | 0000109887 | 02/02/2005 | lab Profile takes 10+ minutes to load |
| Ticket Number: | 0000109893 | 02/02/2005 | English Writing Lab computer problem |
| Ticket Number: | 0000109950 | 02/02/2005 | Error from IE when trying to open PDF files |
| Ticket Number: | 0000109908 | 02/02/2005 | User can not log in to lab machines |
| Ticket Number: | 0000110224 | 02/04/2005 | SOCY698B |
| Ticket Number: | 0000110427 | 02/07/2005 | Login problem - Asking for disk into drive |

| | <u>Create</u> | <u>Short Description</u> |
|---------------------------|------------------|---|
| | <u>Date</u> | |
| omarn | <u>Total:</u> 37 | |
| Resolved | <u>Total:</u> 8 | |
| Ticket Number: 0000110056 | 02/03/2005 | Printer IP change |
| Ticket Number: 0000110962 | 02/14/2005 | HP Reflection will not connect - times out |
| Ticket Number: 0000111191 | 02/16/2005 | Pup rm 310. x52568. Everytime user goes to blackboard, with I.E or n |
| Ticket Number: 0000111227 | 02/17/2005 | Reflections |
| Ticket Number: 0000111727 | 02/23/2005 | McAfee Corruption report u |
| Ticket Number: 0000111605 | 02/22/2005 | Service Request |
| Ticket Number: 0000111332 | 02/18/2005 | Need help w/outlook express importing from a slave drive |
| Ticket Number: 0000111280 | 02/17/2005 | Computer crashes and can not work on it |
| Closed | <u>Total:</u> 29 | |
| Ticket Number: 0000111298 | 02/17/2005 | Too many workstations? u |
| Ticket Number: 0000111374 | 02/18/2005 | Virus u |
| Ticket Number: 0000111466 | 02/21/2005 | can't sign onto IMAP server through Netscape u |
| Ticket Number: 0000110204 | 02/04/2005 | can't find HP4000 in AD832 |
| Ticket Number: 0000110194 | 02/04/2005 | MP316 x52360; Windows XP; Customer has tried using spybot to c |
| Ticket Number: 0000110206 | 02/04/2005 | Roy Myers in rm 318 pup. Cannot print to the copier that's networked. |
| Ticket Number: 0000110387 | 02/07/2005 | user on 4th floor of ITE has lost wireless connectivity all day. |
| Ticket Number: 0000110360 | 02/07/2005 | Machine keeps rebooting |
| Ticket Number: 0000110356 | 02/07/2005 | Math psyc rm 211. x52459. User needs novell installed on machine. W |
| Ticket Number: 0000110344 | 02/07/2005 | User needs novell account for dept presidents office. |
| Ticket Number: 0000110338 | 02/07/2005 | New pc setup - Scheduled to arrive on Wednesday u |
| Ticket Number: 0000110332 | 02/07/2005 | After logging in get blue screen |
| Ticket Number: 0000110308 | 02/06/2005 | user unable to log in. u |
| Ticket Number: 0000110172 | 02/04/2005 | upgrade pc to windows XP currently on windows 2000 |
| Ticket Number: 0000110182 | 02/04/2005 | FA 509 : Acrobat install |
| Ticket Number: 0000110637 | 02/09/2005 | Machine keeps rebooting |
| Ticket Number: 0000110500 | 02/08/2005 | Admin rm 504. x53849. HR got 2 new comps that need to have typi |
| Ticket Number: 0000110478 | 02/08/2005 | restore files to usb drive |
| Ticket Number: 0000110470 | 02/08/2005 | Machine does not boot |
| Ticket Number: 0000109768 | 02/01/2005 | Problems printing |
| Ticket Number: 0000110098 | 02/03/2005 | Bio sci. rm 407. x53478. User needs matlab and novell on machine in |
| Ticket Number: 0000110090 | 02/03/2005 | user is unable to find a specific copier from his machine |
| Ticket Number: 0000110040 | 02/03/2005 | VPN not connecting - Alumni House |
| Ticket Number: 0000109941 | 02/02/2005 | Lots of errors with Windows XP machine |
| Ticket Number: 0000109931 | 02/02/2005 | User needs to have Matlab installed |
| Ticket Number: 0000109929 | 02/02/2005 | Needs software installed u |
| Ticket Number: 0000109802 | 02/01/2005 | Work Order Request |
| Ticket Number: 0000110319 | 02/07/2005 | Dell is coming @ 11 to replace harddrive - Need novell/ad reinstalled u |
| Ticket Number: 0000110091 | 02/03/2005 | unable to print to a specific copier on Novell |
| sclark1 | <u>Total:</u> 4 | |
| Closed | <u>Total:</u> 4 | |
| Ticket Number: 0000110817 | 02/11/2005 | Sus rm228. x20159. User wants virus removal done for Fee. |
| Ticket Number: 0000109839 | 02/01/2005 | Jacks are getting an IP addresses but computers will only go to RESNE |
| Ticket Number: 0000110303 | 02/06/2005 | User unable to connect to resnet sporadically |
| Ticket Number: 0000110486 | 02/08/2005 | Work Order Request |

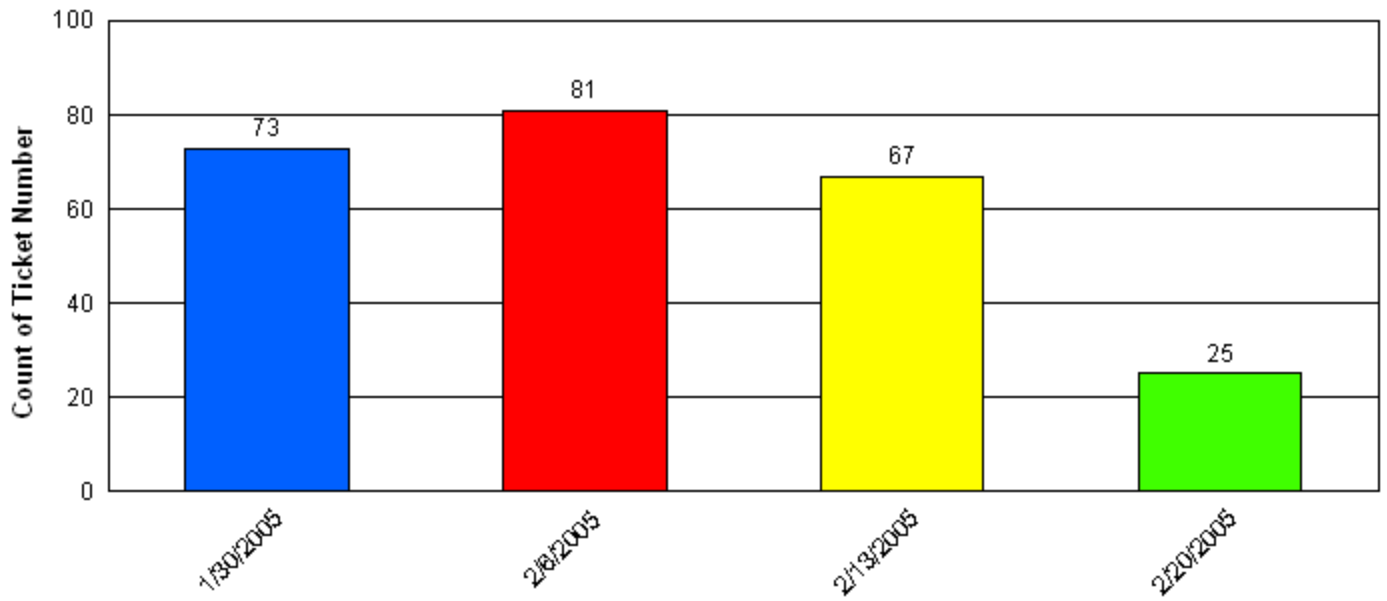
| | | <u>Create</u> | | <u>Short Description</u> |
|-----------------|------------|---------------|-----------|--|
| | | <u>Date</u> | | |
| talder1 | | | 48 | |
| Resolved | | | 1 | |
| Ticket Number: | 0000110404 | 02/07/2005 | | User needs computer set up for resnet |
| Closed | | | 47 | |
| Ticket Number: | 0000111092 | 02/15/2005 | | User thinks there is a viruse on the comptuer |
| Ticket Number: | 0000111233 | 02/17/2005 | | ONSITE - Virus Diagnostic |
| Ticket Number: | 0000111539 | 02/21/2005 | | User would like help with laptop |
| Ticket Number: | 0000111512 | 02/21/2005 | | User needs 3rd security block cleared |
| Ticket Number: | 0000111489 | 02/21/2005 | | User had a Security violation, needs unblock |
| Ticket Number: | 0000111357 | 02/18/2005 | | User can't get login page for Resnet |
| Ticket Number: | 0000111180 | 02/16/2005 | | PC in SS112 |
| Ticket Number: | 0000111058 | 02/15/2005 | | resnet final violation, customer needs access to internet |
| Ticket Number: | 0000111007 | 02/15/2005 | | Sus rm228. x20159. User wants virus removal done for Fee. Seems to |
| Ticket Number: | 0000110981 | 02/14/2005 | | User was blocked due to virus |
| Ticket Number: | 0000110946 | 02/14/2005 | | user does not have admin access on her machine |
| Ticket Number: | 0000110932 | 02/14/2005 | | RESNET On-site request: Free diagnostic |
| Ticket Number: | 0000110943 | 02/14/2005 | | Resnet is slow, adn get proper IP |
| Ticket Number: | 0000111232 | 02/17/2005 | | Diagnosis/Troubleshooting on-site services |
| Ticket Number: | 0000110921 | 02/14/2005 | | [PC s/w] ECS329: printing PDFs created on the fly through secure w |
| Ticket Number: | 0000110742 | 02/10/2005 | | Security Block |
| Ticket Number: | 0000111060 | 02/15/2005 | | [PC s/w] PHYS220: unwanted email |
| Ticket Number: | 0000110716 | 02/10/2005 | | Novell client install request |
| Ticket Number: | 0000110636 | 02/09/2005 | | Resnet Jack Check |
| Ticket Number: | 0000110655 | 02/09/2005 | | Admin rm 213. x52944. When user tries to send email from netscape m |
| Ticket Number: | 0000110668 | 02/09/2005 | | User would like computer problem diagnosis |
| Ticket Number: | 0000110712 | 02/10/2005 | | [PC s/w] FA467: User can not login to PC |
| Ticket Number: | 0000110667 | 02/09/2005 | | User has internet drop frequently |
| Ticket Number: | 0000110625 | 02/09/2005 | | Computer is very slow and might have a virus |
| Ticket Number: | 0000110207 | 02/04/2005 | | User cannot access drive h:/galitsky_user_pool. Drive is not listed th |
| Ticket Number: | 0000110345 | 02/07/2005 | | No phone connection for dialup - will not load browser/resnet page |
| Ticket Number: | 0000110383 | 02/07/2005 | | Resnet On-site service: free diagnosis |
| Ticket Number: | 0000110558 | 02/08/2005 | | Users Computer: Windows does not boot up |
| Ticket Number: | 0000110546 | 02/08/2005 | | my interent |
| Ticket Number: | 0000110393 | 02/07/2005 | | Possible broken network jack |
| Ticket Number: | 0000110450 | 02/07/2005 | | User gets IP but no resnet |
| Ticket Number: | 0000110415 | 02/07/2005 | | User has virus on machine and wants it cleaned by OIT |
| Ticket Number: | 0000110619 | 02/09/2005 | | Potapsco 123 x20512; cell: 443 904 4775; MacOS X; PowerBook; cu |
| Ticket Number: | 0000110293 | 02/05/2005 | | User cannot login to Resnet. |
| Ticket Number: | 0000110292 | 02/05/2005 | | Work Order Request |
| Ticket Number: | 0000110605 | 02/09/2005 | | SUS North 272 : 3rd Resnet Security Violation |
| Ticket Number: | 0000109877 | 02/02/2005 | | Can log into resnet but cant veiw any sites |
| Ticket Number: | 0000110033 | 02/03/2005 | | Resnet - Locked/3 violations already-Need pc checked |
| Ticket Number: | 0000109995 | 02/02/2005 | | Can't connect to resnet |
| Ticket Number: | 0000109989 | 02/02/2005 | | Walker first building rm316. x26167. Can login but can't get outside w |
| Ticket Number: | 0000109886 | 02/02/2005 | | Resnet is slow but gets an IP |
| Ticket Number: | 0000109836 | 02/01/2005 | | User cant get online |
| Ticket Number: | 0000109828 | 02/01/2005 | | User can not connect to UMBC |
| Ticket Number: | 0000109734 | 02/01/2005 | | Can not access resnet homepage |
| Ticket Number: | 0000109806 | 02/01/2005 | | Needs a virus removal |
| Ticket Number: | 0000109815 | 02/01/2005 | | Users computer will not boot up, it stales on the windows bootup scre |
| Ticket Number: | 0000109792 | 02/01/2005 | | unable to browse sites other than UMBC |
| unaveed1 | | | 1 | |
| Closed | | | 1 | |
| Ticket Number: | 0000111097 | 02/15/2005 | | User has a secrity block |

Create
Date

Short Description

Count of Ticket Number / Create Date

For Desktop Support



| | | <u>Create</u> | <u>Short Description</u> |
|--------------------------------|---------------|---------------|--|
| | | <u>Date</u> | |
| Financial Services: Peo | Total: | 55 | |
| tkuonen | | Total: | 23 |
| Closed | | Total: | 23 |
| Ticket Number: | 0000111128 | 02/16/2005 | PO Question |
| Ticket Number: | 0000111393 | 02/18/2005 | ListServ Add Request |
| Ticket Number: | 0000111335 | 02/18/2005 | Access to Allocations |
| Ticket Number: | 0000111150 | 02/16/2005 | Projectl Reports |
| Ticket Number: | 0000110634 | 02/09/2005 | Need access to submit proposal - Answer |
| Ticket Number: | 0000111051 | 02/15/2005 | Additional Access |
| Ticket Number: | 0000110988 | 02/14/2005 | Permissions |
| Ticket Number: | 0000110853 | 02/11/2005 | retriever problem |
| Ticket Number: | 0000110736 | 02/10/2005 | Unable to Print Effort Efforts - Possible Pop Up Blocker Error |
| Ticket Number: | 0000110702 | 02/10/2005 | Project Link in Finance |
| Ticket Number: | 0000110677 | 02/10/2005 | ADVANCE Program People Soft |
| Ticket Number: | 0000110642 | 02/09/2005 | Question??? |
| Ticket Number: | 0000111195 | 02/16/2005 | Access to Allocations |
| Ticket Number: | 0000110079 | 02/03/2005 | Question??? |
| Ticket Number: | 0000110021 | 02/03/2005 | My account |
| Ticket Number: | 0000109780 | 02/01/2005 | PS Support Request |
| Ticket Number: | 0000109741 | 02/01/2005 | Need Access to Retriever |
| Ticket Number: | 0000109994 | 02/02/2005 | access to PeopleSoft |
| Ticket Number: | 0000109730 | 02/01/2005 | Fw: PCard report by card number |
| Ticket Number: | 0000110411 | 02/07/2005 | Authorized Requester |
| Ticket Number: | 0000110563 | 02/08/2005 | Verify your account information |
| Ticket Number: | 0000110544 | 02/08/2005 | SOWK dept |
| Ticket Number: | 0000110534 | 02/08/2005 | menu update request |

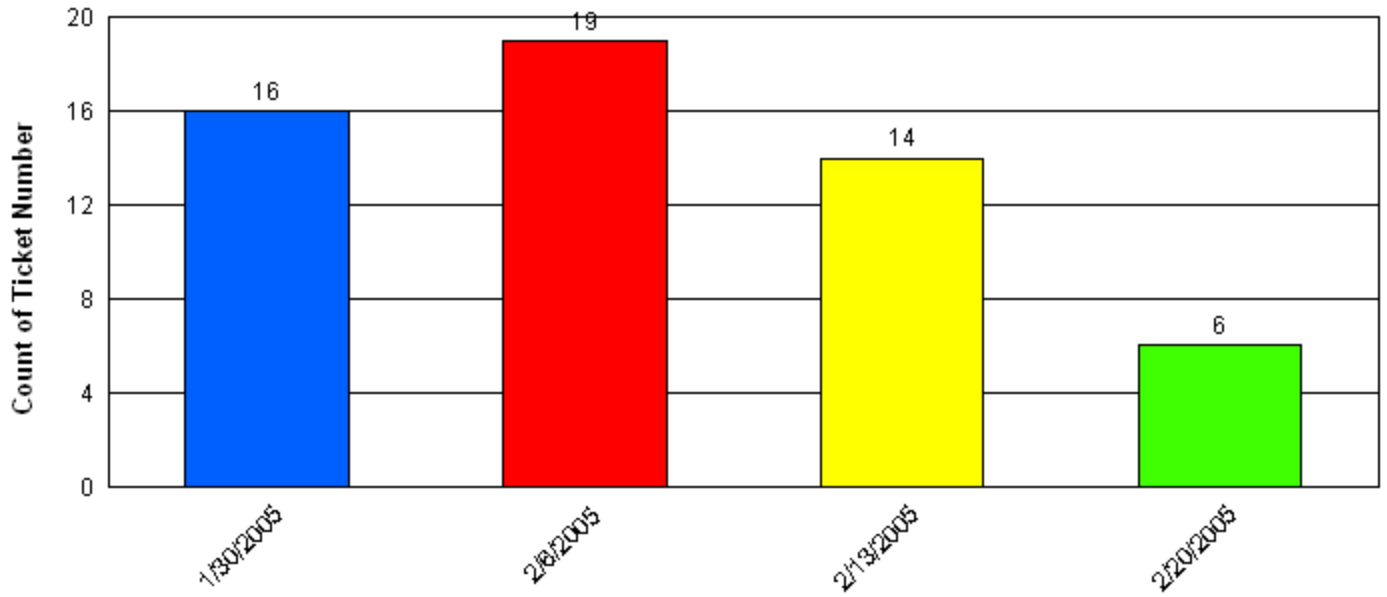
| <u>weller</u> | <u>Created</u> | <u>Date</u> | <u>Short Description</u> |
|---------------------------|----------------|-------------|--|
| | Total: | 32 | |
| Closed | Total: | 32 | |
| Ticket Number: 0000110208 | 02/04/2005 | | Proposal Approval process |
| Ticket Number: 0000110538 | 02/08/2005 | | Account problems |
| Ticket Number: 0000110397 | 02/07/2005 | | Fund 1113; project CV390002 |
| Ticket Number: 0000110249 | 02/04/2005 | | TST-2-GM |
| Ticket Number: 0000110247 | 02/04/2005 | | TST-2-GM |
| Ticket Number: 0000110234 | 02/04/2005 | | TST-2-GM |
| Ticket Number: 0000110412 | 02/07/2005 | | TST-1-GM |
| Ticket Number: 0000110112 | 02/03/2005 | | TST-2-GM |
| Ticket Number: 0000110061 | 02/03/2005 | | Accessing Receipts - Problem |
| Ticket Number: 0000109984 | 02/02/2005 | | Security Update |
| Ticket Number: 0000109733 | 02/01/2005 | | encumbrance balance on grant reports |
| Ticket Number: 0000109906 | 02/02/2005 | | Department Tree Question |
| Ticket Number: 0000109918 | 02/02/2005 | | Security - Requestor links |
| Ticket Number: 0000110631 | 02/09/2005 | | Projects & ChartStrings |
| Ticket Number: 0000110855 | 02/11/2005 | | incorrect amounts in the Proj Life to date plus adjustments column |
| Ticket Number: 0000110877 | 02/12/2005 | | Assignment of Vendor Mail Code |
| Ticket Number: 0000111043 | 02/15/2005 | | Reconciliation Problem |
| Ticket Number: 0000110956 | 02/14/2005 | | PayCycle Report has missing rows |
| Ticket Number: 0000110979 | 02/14/2005 | | PO #0000000414 won't close |
| Ticket Number: 0000110849 | 02/11/2005 | | Moving Expenses paid on Payroll |
| Ticket Number: 0000110700 | 02/10/2005 | | RE: [Fwd: Pop Up Blockers can cause problems in PeopleSoft] |
| Ticket Number: 0000110673 | 02/10/2005 | | FW: Documented Issue with Pop-Ups |
| Ticket Number: 0000111183 | 02/16/2005 | | PO Recon Problem |
| Ticket Number: 0000111461 | 02/21/2005 | | Spam |
| Ticket Number: 0000111639 | 02/22/2005 | | Encumbrances on Project Report |
| Ticket Number: 0000111525 | 02/21/2005 | | Retriever view issue |
| Ticket Number: 0000111456 | 02/21/2005 | | Grant Encumbrances |
| Ticket Number: 0000111272 | 02/17/2005 | | PO Blanket Balance query |
| Ticket Number: 0000111344 | 02/18/2005 | | Req Recon BC Problem |
| Ticket Number: 0000111396 | 02/18/2005 | | Remedy Ticket No. 108841 |
| Ticket Number: 0000111741 | 02/23/2005 | | Update Question |
| Ticket Number: 0000111749 | 02/23/2005 | | Stat Approval Request: CSR #351 (from fstst to fsprd) |

Create
Date

Short Description

Count of Ticket Number / Create Date

For Financial Services: PeopleSoft



| Helpdesk | Total: | <u>Create</u> <u>Date</u> | <u>Short Description</u> |
|---------------------------|---------------|------------------------------|--|
| HD:Tape_Changes | | 586 | |
| Closed | | Total: 12 | |
| Ticket Number: 0000111861 | | 02/25/2005 | Tape changes 2/25/05 |
| Ticket Number: 0000111885 | | 02/26/2005 | 2/26/05 2:00pm tape change |
| Ticket Number: 0000111899 | | 02/28/2005 | Tape changes for 2/27/05 |
| Ticket Number: 0000111184 | | 02/16/2005 | 2/16/05: Tapes Changed |
| Ticket Number: 0000111248 | | 02/17/2005 | tape changes 2/17 |
| Ticket Number: 0000111475 | | 02/21/2005 | HD: Tape Change 2/21/05 |
| Ticket Number: 0000111668 | | 02/23/2005 | HD Tape Change 2/23/05 |
| Ticket Number: 0000111766 | | 02/24/2005 | 2/24 - tape change |
| Ticket Number: 0000111395 | | 02/18/2005 | 2/18/05 tape change |
| Ticket Number: 0000110691 | | 02/10/2005 | 2/10 - tape change |
| Ticket Number: 0000110836 | | 02/11/2005 | Tape changes for 2/11/05 |
| Ticket Number: 0000110067 | | 02/03/2005 | tape change done for Thursday, February 3rd. |

HelpDesk

Create

Date

Total: **59**

Short Description

| | <u>Create</u> | | <u>Short Description</u> |
|---------------------------|---------------|---------------|--|
| <u>Closed</u> | <u>Date</u> | <u>Total:</u> | |
| Ticket Number: 0000110462 | 02/08/2005 | 59 | C.Green - Police Dept - Need email account. |
| Ticket Number: 0000109763 | 02/01/2005 | | Norris - Received a popup regarding a possible virus |
| Ticket Number: 0000110044 | 02/03/2005 | | Last name shows up twice....in directory |
| Ticket Number: 0000110035 | 02/03/2005 | | Secretary calling for Dr Bass-Increase mail quota |
| Ticket Number: 0000110031 | 02/03/2005 | | customer not able to delete file |
| Ticket Number: 0000109913 | 02/02/2005 | | Created UMBC account |
| Ticket Number: 0000109901 | 02/02/2005 | | User needed to create an UMBC account |
| Ticket Number: 0000109898 | 02/02/2005 | | walker ave - can not ping anything.... |
| Ticket Number: 0000109897 | 02/02/2005 | | cadarry1 - need to create an account |
| Ticket Number: 0000109894 | 02/02/2005 | | kroethe1 - need to create an account |
| Ticket Number: 0000109888 | 02/02/2005 | | Reset password for cook1 |
| Ticket Number: 0000109871 | 02/02/2005 | | Student/Dorm-left pc on overnight-logged in and now can not access r |
| Ticket Number: 0000109866 | 02/02/2005 | | Mary/CWIT - received a wanted email in spam folder |
| Ticket Number: 0000109864 | 02/02/2005 | | Student - Is resnet down |
| Ticket Number: 0000109863 | 02/02/2005 | | Student - can I forward all umbc email to aol mail |
| Ticket Number: 0000109860 | 02/02/2005 | | student-offcampus/is their an easy way to delete mail |
| Ticket Number: 0000109962 | 02/02/2005 | | Customer needs instructions for OITCleaner |
| Ticket Number: 0000109739 | 02/01/2005 | | Student/Resnet-can not load resnet page |
| Ticket Number: 0000109751 | 02/01/2005 | | Student-offcampus/quota issues |
| Ticket Number: 0000109754 | 02/01/2005 | | Parent-entering credit card info and do no see a way back to orig scre |
| Ticket Number: 0000111295 | 02/17/2005 | | Reset Password, for fox3 |
| Ticket Number: 0000110034 | 02/03/2005 | | can't delete message; gets copy failed |
| Ticket Number: 0000110042 | 02/03/2005 | | chennig1-need password reset |
| Ticket Number: 0000111721 | 02/23/2005 | | User can not put up an announcement |
| Ticket Number: 0000110198 | 02/04/2005 | | User password reset |
| Ticket Number: 0000110366 | 02/07/2005 | | getting quota warning |
| Ticket Number: 0000110465 | 02/08/2005 | | Student-off campus/trying to get my account for several days... |
| Ticket Number: 0000110543 | 02/08/2005 | | Reset Password for andre3 |
| Ticket Number: 0000110488 | 02/08/2005 | | How do you underline an email address to send |
| Ticket Number: 0000110469 | 02/08/2005 | | pw changed needed |
| Ticket Number: 0000110367 | 02/07/2005 | | Reset password for alg1 |
| Ticket Number: 0000110331 | 02/07/2005 | | T.Davis - do no see the spam folder that I just created |
| Ticket Number: 0000110354 | 02/07/2005 | | M.McCormick - netscape mail not allowing me to do anything... |
| Ticket Number: 0000110325 | 02/07/2005 | | T.Davis - question on quota/spam in email |
| Ticket Number: 0000110593 | 02/09/2005 | | VART Student-we were told to forward our email accts to our vart a |
| Ticket Number: 0000110583 | 02/09/2005 | | Request quota increase for class |
| Ticket Number: 0000110616 | 02/09/2005 | | Reset Password |
| Ticket Number: 0000110935 | 02/14/2005 | | Reset Password for kelley3 |
| Ticket Number: 0000110920 | 02/14/2005 | | Reset Password for kleinjr |
| Ticket Number: 0000110919 | 02/14/2005 | | Reset Password for jonathan |
| Ticket Number: 0000110916 | 02/14/2005 | | VPN not connecting - S.Tingler (tingler) |
| Ticket Number: 0000110749 | 02/10/2005 | | Reset password for gardner |
| Ticket Number: 0000110604 | 02/09/2005 | | Student-offcampus/over quota in mail |
| Ticket Number: 0000111113 | 02/16/2005 | | Using outlook/webmail and can not delete a folder |
| Ticket Number: 0000111671 | 02/23/2005 | | N.west - where do i get mozilla for mail. |
| Ticket Number: 0000111632 | 02/22/2005 | | User having problems getting into myUMBC |
| Ticket Number: 0000111575 | 02/22/2005 | | student-offcampus/need email setup info.... |
| Ticket Number: 0000111474 | 02/21/2005 | | Need increase |
| Ticket Number: 0000111453 | 02/21/2005 | | raise quota for email till i can stop by the hd to trouble shoot |
| Ticket Number: 0000111413 | 02/19/2005 | | myUMBC password reset request |
| Ticket Number: 0000111459 | 02/21/2005 | | Need email pw reset |
| Ticket Number: 0000111292 | 02/17/2005 | | Reset password, for barf1 |
| Ticket Number: 0000111129 | 02/16/2005 | | New Grad student - got acct./pw where are my messages.... |
| Ticket Number: 0000111676 | 02/23/2005 | | Reset Password for songli1 |

| | | <u>Create</u> | |
|----------------|------------|---------------|--|
| | | <u>Date</u> | <u>Short Description</u> |
| Ticket Number: | 0000111782 | 02/24/2005 | user needs quota increase |
| Ticket Number: | 0000111770 | 02/24/2005 | Need for weekend tournament till I can clean account quota |
| Ticket Number: | 0000111765 | 02/24/2005 | Can not receive student emails |
| Ticket Number: | 0000111747 | 02/23/2005 | Password reset for Student |
| Ticket Number: | 0000111707 | 02/23/2005 | Reset password, for reeme l |

| <u>anna</u> | <u>Create</u> | <u>Short Description</u> |
|---------------------------|------------------|---|
| <u>Date</u> | <u>Total:</u> 94 | |
| <u>Resolved</u> | <u>Total:</u> 32 | |
| Ticket Number: 0000111752 | 02/23/2005 | Work Order Request-Still receiving email from class dropped |
| Ticket Number: 000011189 | 02/16/2005 | Returned mail: see transcript for details (fwd) |
| Ticket Number: 0000111220 | 02/17/2005 | virus email? |
| Ticket Number: 0000111918 | 02/28/2005 | request |
| Ticket Number: 0000111550 | 02/22/2005 | Quota Increase |
| Ticket Number: 0000111538 | 02/21/2005 | Disk usage |
| Ticket Number: 0000111527 | 02/21/2005 | Question regarding internet explorer |
| Ticket Number: 0000111524 | 02/21/2005 | advice on clean up Mac files on GL account |
| Ticket Number: 0000111435 | 02/20/2005 | discontinue mail forwarding |
| Ticket Number: 0000111383 | 02/18/2005 | forward mail |
| Ticket Number: 0000111554 | 02/22/2005 | unable to delete messages |
| Ticket Number: 0000111346 | 02/18/2005 | webmail |
| Ticket Number: 0000111320 | 02/17/2005 | Work Order Request-Changed email settings |
| Ticket Number: 0000111849 | 02/25/2005 | lost emails |
| Ticket Number: 0000111837 | 02/25/2005 | quota increase |
| Ticket Number: 0000111828 | 02/25/2005 | PLease Help!!! |
| Ticket Number: 0000111750 | 02/23/2005 | Work Order Request-Need pw for cinecom acct |
| Ticket Number: 0000111746 | 02/23/2005 | Broken Computer |
| Ticket Number: 0000111719 | 02/23/2005 | user can not delete trash |
| Ticket Number: 0000111641 | 02/22/2005 | home connection |
| Ticket Number: 0000111595 | 02/22/2005 | suspected virus |
| Ticket Number: 0000111594 | 02/22/2005 | No subject |
| Ticket Number: 0000111589 | 02/22/2005 | Remove Outlook Express as Email Client |
| Ticket Number: 0000111574 | 02/22/2005 | Re: QUOTA WARNING for your myUMBC account |
| Ticket Number: 0000111817 | 02/25/2005 | help!! |
| Ticket Number: 0000111811 | 02/24/2005 | No subject |
| Ticket Number: 0000111802 | 02/24/2005 | RE: QUOTA WARNING for your myUMBC account |
| Ticket Number: 0000111792 | 02/24/2005 | Inbox Full |
| Ticket Number: 0000111781 | 02/24/2005 | DISK QUOTA |
| Ticket Number: 0000111774 | 02/24/2005 | account login problem |
| Ticket Number: 0000111192 | 02/16/2005 | disk usage gone wild!! |
| Ticket Number: 0000111172 | 02/16/2005 | SOUND DEVICE NOT WORKING.... |

| | <u>Create</u> | | <u>Short Description</u> |
|---------------------------|---------------|---------------|---|
| <u>Closed</u> | <u>Date</u> | <u>Total:</u> | |
| Ticket Number: 0000111892 | 02/27/2005 | 62 | Work Order Request-Spam |
| Ticket Number: 0000111814 | 02/25/2005 | | [solarmetric.com #41069] AutoReply: Mail Delivery (failure jdosuppo |
| Ticket Number: 0000111124 | 02/16/2005 | | [Fwd: Huntington Bank - Security Update Notification] |
| Ticket Number: 0000111209 | 02/17/2005 | | Re: QUOTA WARNING for your myUMBC account |
| Ticket Number: 0000111364 | 02/18/2005 | | Malware infesting AIM away messages and possible related problems |
| Ticket Number: 0000111404 | 02/18/2005 | | FISZDUTSPPTOYCFVR |
| Ticket Number: 0000111519 | 02/21/2005 | | IS Faculty Access to IS Teaching Evaluation Community |
| Ticket Number: 0000111491 | 02/21/2005 | | directions; PLACEMENT TESTING enrolling |
| Ticket Number: 0000111460 | 02/21/2005 | | Delivery service mail |
| Ticket Number: 0000111443 | 02/21/2005 | | User needs overcharge refund |
| Ticket Number: 0000111441 | 02/20/2005 | | Missing Configuration File? |
| Ticket Number: 0000111402 | 02/18/2005 | | internal server error |
| Ticket Number: 0000111096 | 02/15/2005 | | Re: AFS quota increase |
| Ticket Number: 0000110609 | 02/09/2005 | | strange e-mail |
| Ticket Number: 0000110652 | 02/09/2005 | | e-mail overflow |
| Ticket Number: 0000110654 | 02/09/2005 | | No subject-Make my classes available |
| Ticket Number: 0000110669 | 02/09/2005 | | email |
| Ticket Number: 0000110797 | 02/11/2005 | | Re: QUOTA WARNING for your myUMBC account |
| Ticket Number: 0000110795 | 02/11/2005 | | Quota Limit |
| Ticket Number: 0000111046 | 02/15/2005 | | unable to open the file "Women's Center Book List by Title" |
| Ticket Number: 0000111032 | 02/15/2005 | | customer requests access to I: and H: drives in athletics |
| Ticket Number: 0000110950 | 02/14/2005 | | Temporary access to lab machines |
| Ticket Number: 0000110915 | 02/14/2005 | | Can't delete email |
| Ticket Number: 0000110912 | 02/14/2005 | | Disk quota |
| Ticket Number: 0000110898 | 02/13/2005 | | disk usage |
| Ticket Number: 0000111343 | 02/18/2005 | | Work Order Request |
| Ticket Number: 0000110802 | 02/11/2005 | | Blackboard login |
| Ticket Number: 0000110117 | 02/03/2005 | | email issues |
| Ticket Number: 0000110554 | 02/08/2005 | | Work Order Request |
| Ticket Number: 0000110495 | 02/08/2005 | | Question |
| Ticket Number: 0000110454 | 02/08/2005 | | PROBLEM WITH MY E-MAIL!!! |
| Ticket Number: 0000110447 | 02/07/2005 | | uploading files into my home directory with dreamweaver |
| Ticket Number: 0000110330 | 02/07/2005 | | VPN access |
| Ticket Number: 0000110318 | 02/07/2005 | | junk mail |
| Ticket Number: 0000110298 | 02/06/2005 | | Work Order Request |
| Ticket Number: 0000110261 | 02/04/2005 | | Virus filtering question |
| Ticket Number: 0000110259 | 02/04/2005 | | help with playstation 2 |
| Ticket Number: 0000110203 | 02/04/2005 | | password for ECS computer lab |
| Ticket Number: 0000110186 | 02/04/2005 | | (no subject) |
| Ticket Number: 0000110180 | 02/04/2005 | | Work Order Request |
| Ticket Number: 0000110179 | 02/04/2005 | | quota increase |
| Ticket Number: 0000110139 | 02/03/2005 | | User needs quota increase |
| Ticket Number: 0000110129 | 02/03/2005 | | blackboard |
| Ticket Number: 0000110517 | 02/08/2005 | | Work Order Request-Can not register in BB for French |
| Ticket Number: 0000110402 | 02/07/2005 | | Please check user: jgreen7 alumni account, as she claims she has it but |
| Ticket Number: 0000110258 | 02/04/2005 | | Spam Question |
| Ticket Number: 0000110016 | 02/03/2005 | | UMBC 7 Accounts (fwd) |
| Ticket Number: 0000110174 | 02/04/2005 | | quota increase |
| Ticket Number: 0000110793 | 02/11/2005 | | Blackboard |
| Ticket Number: 0000109884 | 02/02/2005 | | Walker Ave - Can not send out mail thru smtp server |
| Ticket Number: 0000109891 | 02/02/2005 | | EHS-NDMS user cant access that drive |
| Ticket Number: 0000110083 | 02/03/2005 | | User: bissell in dept emergency health services no longer has access t |
| Ticket Number: 0000110070 | 02/03/2005 | | No subject |
| Ticket Number: 0000110065 | 02/03/2005 | | Crystal Reports XI Developer Edition |

| | | <u>Create</u> | | <u>Short Description</u> |
|----------------|------------|---------------|-----------|--|
| | | <u>Date</u> | | |
| Ticket Number: | 0000110063 | 02/03/2005 | | high quota warning |
| Ticket Number: | 0000110039 | 02/03/2005 | | disk quota full |
| Ticket Number: | 0000110022 | 02/03/2005 | | ftp question |
| Ticket Number: | 0000109944 | 02/02/2005 | | Bb problems in ITE 458 |
| Ticket Number: | 0000109933 | 02/02/2005 | | SAS License Update |
| Ticket Number: | 0000109932 | 02/02/2005 | | No subject |
| Ticket Number: | 0000109885 | 02/02/2005 | | New Account |
| Ticket Number: | 0000109972 | 02/02/2005 | | Customer not listed as active faculty |
| egabril | | <u>Total:</u> | 11 | |
| Closed | | <u>Total:</u> | 11 | |
| Ticket Number: | 0000109759 | 02/01/2005 | | ECS 231 : Virus Scan problem u |
| Ticket Number: | 0000110000 | 02/02/2005 | | SAS cds loan |
| Ticket Number: | 0000110289 | 02/05/2005 | | 2/5/5 4:15pm red hat 1.1 cd checkout |
| Ticket Number: | 0000110861 | 02/11/2005 | | password reset request |
| Ticket Number: | 0000111036 | 02/15/2005 | | [PC s/w] COMM337: Install Novell |
| Ticket Number: | 0000110723 | 02/10/2005 | | password reset request |
| Ticket Number: | 0000110727 | 02/10/2005 | | password reset request |
| Ticket Number: | 0000110885 | 02/12/2005 | | 2/12/05 6:00pm tape change |
| Ticket Number: | 0000111155 | 02/16/2005 | | Borrowing SPSS CD |
| Ticket Number: | 0000111309 | 02/17/2005 | | Borrow SAS CD |
| Ticket Number: | 0000111576 | 02/22/2005 | | Mathlab cd borrowed |
| ha2 | | <u>Total:</u> | 16 | |
| Closed | | <u>Total:</u> | 16 | |
| Ticket Number: | 0000111321 | 02/17/2005 | | User has CD stuck in library computer |
| Ticket Number: | 0000111479 | 02/21/2005 | | Novell server seems to be down. Cannot access any network drive. T |
| Ticket Number: | 0000111436 | 02/20/2005 | | Tape changes for 2/20/05 |
| Ticket Number: | 0000110659 | 02/09/2005 | | Multiple people (20+) people have called in saying they cannot conne |
| Ticket Number: | 0000110882 | 02/12/2005 | | Work Order Request |
| Ticket Number: | 0000110884 | 02/12/2005 | | Work Order Request |
| Ticket Number: | 0000110866 | 02/12/2005 | | BLackboard gradebook |
| Ticket Number: | 0000110191 | 02/04/2005 | | SPSS 12 cd checkout |
| Ticket Number: | 0000110442 | 02/07/2005 | | thank you for the extension |
| Ticket Number: | 0000110265 | 02/05/2005 | | Internet problem |
| Ticket Number: | 0000110268 | 02/05/2005 | | No subject |
| Ticket Number: | 0000110238 | 02/04/2005 | | Work Order Request |
| Ticket Number: | 0000110237 | 02/04/2005 | | Linux Users Group Installfest |
| Ticket Number: | 0000109847 | 02/01/2005 | | Resnet problem, cant veiw any sites |
| Ticket Number: | 0000110004 | 02/02/2005 | | My blackboard courses? |
| Ticket Number: | 0000109869 | 02/02/2005 | | SAS 9.1.2 loan |

| kherna1 | | <u>Create</u> | |
|-----------------|------------|---------------|--|
| Resolved | | <u>Date</u> | <u>Short Description</u> |
| | | <u>Total:</u> | 82 |
| | | <u>Total:</u> | 3 |
| Ticket Number: | 0000111769 | 02/24/2005 | Programming problems |
| Ticket Number: | 0000111912 | 02/28/2005 | Password Reset for John Carroll |
| Ticket Number: | 0000111908 | 02/28/2005 | Request for quota increase on UMBC account |

| | <u>Create</u> | | <u>Short Description</u> |
|---------------------------|---------------|---------------|---|
| <u>Closed</u> | <u>Date</u> | <u>Total:</u> | |
| Ticket Number: 0000111221 | 02/17/2005 | 79 | [Fwd: Delivery failed] |
| Ticket Number: 0000111226 | 02/17/2005 | | virus email |
| Ticket Number: 0000111665 | 02/23/2005 | | Linux Dial Up |
| Ticket Number: 0000111664 | 02/23/2005 | | McAFEE Personal Firewall Plus 2004 249585 |
| Ticket Number: 0000111663 | 02/23/2005 | | First Virtual Insight Q1 2005 Newsletter |
| Ticket Number: 0000111661 | 02/23/2005 | | Net-Temps Career News |
| Ticket Number: 0000111660 | 02/23/2005 | | Server Solutions - 599222 |
| Ticket Number: 0000111535 | 02/21/2005 | | SGA Email Accounts |
| Ticket Number: 0000111533 | 02/21/2005 | | Re: QUOTA WARNING for your myUMBC account |
| Ticket Number: 0000111521 | 02/21/2005 | | User needs a small increase to delete messages |
| Ticket Number: 0000111469 | 02/21/2005 | | Re: Your music |
| Ticket Number: 0000111463 | 02/21/2005 | | Email Quota Increase |
| Ticket Number: 0000111430 | 02/20/2005 | | 2/20/05 12 p.m. labcheck |
| Ticket Number: 0000111427 | 02/19/2005 | | 8:00/11:00 Lab Check |
| Ticket Number: 0000111425 | 02/19/2005 | | A Quota Increase Request |
| Ticket Number: 0000111423 | 02/19/2005 | | 2/19/05 5:00pm phone mail check |
| Ticket Number: 0000111421 | 02/19/2005 | | Disk Quota |
| Ticket Number: 0000111420 | 02/19/2005 | | Increase Quota |
| Ticket Number: 0000111418 | 02/19/2005 | | 2/19/05 2:00pm phone mail check |
| Ticket Number: 0000111417 | 02/19/2005 | | 2/19/05 2:00pm lab check |
| Ticket Number: 0000111415 | 02/19/2005 | | 2/19/05 11:00am phone mail check |
| Ticket Number: 0000111411 | 02/19/2005 | | Lab Check 2/19/05 7:30 a.m. |
| Ticket Number: 0000111410 | 02/19/2005 | | 2/18/05 11:59pm lab check |
| Ticket Number: 0000111409 | 02/18/2005 | | 2/18/05 11:00pm lab check |
| Ticket Number: 0000111408 | 02/18/2005 | | 2/18/05 8:00pm lab check |
| Ticket Number: 0000111394 | 02/18/2005 | | 2/18/05 5:00pm phone mail check |
| Ticket Number: 0000111444 | 02/21/2005 | | Labcheck 2-21-05 3.00 |
| Ticket Number: 0000111246 | 02/17/2005 | | Ed Hinke needs his email quota increased. |
| Ticket Number: 0000111164 | 02/16/2005 | | User needs quota increase |
| Ticket Number: 0000110584 | 02/09/2005 | | can't logon |
| Ticket Number: 0000111446 | 02/21/2005 | | Labcheck 2-21-05 6.30 |
| Ticket Number: 0000110991 | 02/15/2005 | | Checklist 2-15-05 0.00 |
| Ticket Number: 0000110990 | 02/14/2005 | | Checklist 2-14-05 23.00 |
| Ticket Number: 0000110987 | 02/14/2005 | | Lab check 2/14/05 10pm |
| Ticket Number: 0000110933 | 02/14/2005 | | User is requesting for a quota increase |
| Ticket Number: 0000110963 | 02/14/2005 | | 2/14/2005: 2pm phonemail check |
| Ticket Number: 0000110775 | 02/10/2005 | | Computer shutdown |
| Ticket Number: 0000110766 | 02/10/2005 | | Borrowing SAS CD |
| Ticket Number: 0000110728 | 02/10/2005 | | SS 512 & MP336: latest version of SPSS |
| Ticket Number: 0000110720 | 02/10/2005 | | Work Order Request |
| Ticket Number: 0000110770 | 02/10/2005 | | user needs quota increase |
| Ticket Number: 0000110590 | 02/09/2005 | | Increase Quota for werling@umbc.edu |
| Ticket Number: 0000110620 | 02/09/2005 | | disk space |
| Ticket Number: 0000110114 | 02/03/2005 | | No subject |
| Ticket Number: 0000110103 | 02/03/2005 | | user is on 3rd Resnet violation |
| Ticket Number: 0000110071 | 02/03/2005 | | SAS v8.1 4-disc set checkout |
| Ticket Number: 0000109843 | 02/01/2005 | | Cant view other sites even on resnet |
| Ticket Number: 0000109838 | 02/01/2005 | | Duplicate Course Enrollment |
| Ticket Number: 0000109831 | 02/01/2005 | | increase gl quota |
| Ticket Number: 0000109824 | 02/01/2005 | | Problems with Black board for online student butler1 |
| Ticket Number: 0000109841 | 02/01/2005 | | User is unable to access blackboard. |
| Ticket Number: 0000109821 | 02/01/2005 | | Work Order Request-Image files not showing up. |
| Ticket Number: 0000109812 | 02/01/2005 | | Work Order Request-Do not have option to view stu transcripts |
| Ticket Number: 0000109809 | 02/01/2005 | | Work Order Request-Unable to login from linux login |

| | <u>Create</u> | <u>Date</u> | <u>Short Description</u> |
|-----------------|---------------|-------------------------|--|
| Ticket Number: | 0000110089 | 02/03/2005 | increase quota request |
| Ticket Number: | 0000109992 | 02/02/2005 | Online student has a problem with Bb |
| Ticket Number: | 0000109986 | 02/02/2005 | Work Order Request-Possibly moving to a new server (website) |
| Ticket Number: | 0000109924 | 02/02/2005 | Password Reset for Jeffrey Coleman |
| Ticket Number: | 0000109914 | 02/02/2005 | 2/2/2005: morning checklist |
| Ticket Number: | 0000109870 | 02/02/2005 | Net-Temps Career News |
| Ticket Number: | 0000109857 | 02/02/2005 | crouch email quota exceeded |
| Ticket Number: | 0000109930 | 02/02/2005 | No subject |
| Ticket Number: | 0000109854 | 02/02/2005 | FW: Problems with Black board |
| Ticket Number: | 0000110165 | 02/03/2005 | No subject |
| Ticket Number: | 0000110576 | 02/09/2005 | novell access from on campus |
| Ticket Number: | 0000110570 | 02/09/2005 | Checklist 2-9-05 0.00 |
| Ticket Number: | 0000110568 | 02/08/2005 | labcheck 2-8-04 23.00 |
| Ticket Number: | 0000110561 | 02/08/2005 | Forward Email |
| Ticket Number: | 0000110560 | 02/08/2005 | Labcheck 2-8-05 20.00 |
| Ticket Number: | 0000110550 | 02/08/2005 | 5:00 Phone Mail Check |
| Ticket Number: | 0000110533 | 02/08/2005 | Requesting resetting my account |
| Ticket Number: | 0000110508 | 02/08/2005 | work request-Request SPSS insalled |
| Ticket Number: | 0000110501 | 02/08/2005 | Work Order Request-Not able to log into BB |
| Ticket Number: | 0000110434 | 02/07/2005 | Problem accessing blackboard |
| Ticket Number: | 0000110406 | 02/07/2005 | SAS cd loan |
| Ticket Number: | 0000110572 | 02/09/2005 | opening phone mail 02.09.05 |
| Ticket Number: | 0000110350 | 02/07/2005 | Work Order Request-Internet doesn't work |
| Ticket Number: | 0000110312 | 02/06/2005 | duration |
| Ticket Number: | 0000110262 | 02/04/2005 | QUOTA WARNING |
| kincaid | | <u>Total:</u> 22 | |
| Resolved | | <u>Total:</u> 1 | |
| Ticket Number: | 0000111093 | 02/15/2005 | Out of Office Message |
| Closed | | <u>Total:</u> 21 | |
| Ticket Number: | 0000111685 | 02/23/2005 | quota increase |
| Ticket Number: | 0000111112 | 02/16/2005 | Re: e-mails |
| Ticket Number: | 0000111255 | 02/17/2005 | 24-hour lab not 24 hours any more? |
| Ticket Number: | 0000111278 | 02/17/2005 | email refused for size |
| Ticket Number: | 0000111350 | 02/18/2005 | Hello systems |
| Ticket Number: | 0000111304 | 02/17/2005 | FW: Huntington Bank - Personal Security Alert |
| Ticket Number: | 0000111455 | 02/21/2005 | New hard drive - VPN not connecting/Need Calendar installed |
| Ticket Number: | 0000110657 | 02/09/2005 | Need more space in my mailbox |
| Ticket Number: | 0000110674 | 02/10/2005 | MicroSoft XP Student Discount |
| Ticket Number: | 0000110692 | 02/10/2005 | Reactivate HP Security Password |
| Ticket Number: | 0000110879 | 02/12/2005 | quota |
| Ticket Number: | 0000110725 | 02/10/2005 | help |
| Ticket Number: | 0000110693 | 02/10/2005 | Pcard envelope audit |
| Ticket Number: | 0000110116 | 02/03/2005 | Reflections Account Setup |
| Ticket Number: | 0000110173 | 02/04/2005 | Nancy West unable to download file from HP |
| Ticket Number: | 0000110477 | 02/08/2005 | resetting novell password for home access |
| Ticket Number: | 0000110571 | 02/09/2005 | eBay Account Information |
| Ticket Number: | 0000110564 | 02/08/2005 | Verify your account information |
| Ticket Number: | 0000110490 | 02/08/2005 | Wireless Connection - QUESTION |
| Ticket Number: | 0000109998 | 02/02/2005 | Quick question about web space and Moveable Type |
| Ticket Number: | 0000110046 | 02/03/2005 | Calendar Account |

| | <u>Create</u> | <u>Short Description</u> |
|---------------------------|------------------|---|
| | <u>Date</u> | |
| mcs pads1 | <u>Total:</u> 8 | |
| Closed | <u>Total:</u> 8 | |
| Ticket Number: 0000109977 | 02/02/2005 | 2/2 SAS 9.0 checkout due back 2/3 |
| Ticket Number: 0000110236 | 02/04/2005 | User is locked out from workstation and can't unlock |
| Ticket Number: 0000110875 | 02/12/2005 | 11 a.m. phonemail Feb 12, 2005 |
| Ticket Number: 0000110949 | 02/14/2005 | user needs a password reset |
| Ticket Number: 0000110957 | 02/14/2005 | password reset for customer |
| Ticket Number: 0000110955 | 02/14/2005 | Password reset |
| Ticket Number: 0000111414 | 02/19/2005 | user needed a reset for his password |
| Ticket Number: 0000111366 | 02/18/2005 | user needs a password reset |
| mnolan1 | <u>Total:</u> 23 | |
| Resolved | <u>Total:</u> 2 | |
| Ticket Number: 0000111902 | 02/28/2005 | No subject |
| Ticket Number: 0000111903 | 02/28/2005 | No subject |
| Closed | <u>Total:</u> 21 | |
| Ticket Number: 0000111188 | 02/16/2005 | Help |
| Ticket Number: 0000111386 | 02/18/2005 | FW: Jhunter@umbc.edu |
| Ticket Number: 0000111405 | 02/18/2005 | FW: Returned mail: Data format error |
| Ticket Number: 0000111432 | 02/20/2005 | request |
| Ticket Number: 0000111517 | 02/21/2005 | SAS v9 checkout |
| Ticket Number: 0000111642 | 02/22/2005 | Confirmation order #033387, \$500 Amazon.com gift certificate. |
| Ticket Number: 0000111637 | 02/22/2005 | User needs quota increase |
| Ticket Number: 0000111624 | 02/22/2005 | Tape change for 2-22-05 |
| Ticket Number: 0000111623 | 02/22/2005 | mail quota problems... |
| Ticket Number: 0000111429 | 02/20/2005 | podium in Lecture Hall 7 |
| Ticket Number: 0000110829 | 02/11/2005 | SAS v. 8.1 checkout |
| Ticket Number: 0000111079 | 02/15/2005 | Resnet Setup |
| Ticket Number: 0000110984 | 02/14/2005 | Sas 9.1 cd set checkout |
| Ticket Number: 0000110909 | 02/14/2005 | Work Order Request |
| Ticket Number: 0000110967 | 02/14/2005 | SAS v. 9 checkout |
| Ticket Number: 0000110200 | 02/04/2005 | SAS v9 CD checkout |
| Ticket Number: 0000110321 | 02/07/2005 | Problems w/setting pc back up again after moving to new furniture |
| Ticket Number: 0000110529 | 02/08/2005 | Tape Change 2-8-05 |
| Ticket Number: 0000110309 | 02/06/2005 | SAS installation help |
| Ticket Number: 0000110307 | 02/06/2005 | SAS v 9 checkout |
| Ticket Number: 0000110216 | 02/04/2005 | SPSS 12 CD loan |

| myers | | <u>Create</u> | <u>Short Description</u> |
|----------------|------------|------------------|--|
| Closed | | <u>Date</u> | |
| | | <u>Total:</u> 18 | |
| | | <u>Total:</u> 18 | |
| Ticket Number: | 0000111296 | 02/17/2005 | Create new HP account |
| Ticket Number: | 0000110041 | 02/03/2005 | ADMIN 224 : Login to reflections slow |
| Ticket Number: | 0000109861 | 02/02/2005 | Email Accounts/Duplicate SSN |
| Ticket Number: | 0000109721 | 02/01/2005 | Work Order Request-How do I forward email acct |
| Ticket Number: | 0000109770 | 02/01/2005 | RE: A message addressed to you has been deleted! |
| Ticket Number: | 0000109971 | 02/02/2005 | ATTN: Ms. Barb new student account |
| Ticket Number: | 0000110210 | 02/04/2005 | ATTN: Barb new students |
| Ticket Number: | 0000110346 | 02/07/2005 | 2/7/05: HD Tape Change |
| Ticket Number: | 0000110464 | 02/08/2005 | Peoplesoft, Human Resources |
| Ticket Number: | 0000110492 | 02/08/2005 | New Accounts |
| Ticket Number: | 0000110491 | 02/08/2005 | Work Order Request-Remove me from several BB courses |
| Ticket Number: | 0000110377 | 02/07/2005 | No subject-How do I allow users to enroll themselves in my bb site |
| Ticket Number: | 0000111564 | 02/22/2005 | Work Order Request |
| Ticket Number: | 0000111546 | 02/22/2005 | Disk Array with 20 drives: #6 Fault Light |
| Ticket Number: | 0000111451 | 02/21/2005 | HPUMBC3 Disk Array #6 Amber Light/Service Required |
| Ticket Number: | 0000111509 | 02/21/2005 | Motor Vehicle Tape: MVBM4009 |
| Ticket Number: | 0000111678 | 02/23/2005 | Stefanie Shaffer needs her VPN changed. |
| Ticket Number: | 0000111679 | 02/23/2005 | Irby Cole needs his VPN changed. |

| <u>myo</u> | <u>Resolved</u> | <u>Create</u> <u>Date</u> | <u>Total:</u> 209 | <u>Short Description</u> |
|----------------|-----------------|------------------------------|-------------------|--|
| | | | <u>Total:</u> 26 | |
| Ticket Number: | 0000111836 | 02/25/2005 | | Firefox |
| Ticket Number: | 0000111268 | 02/17/2005 | | [Fwd: Returned mail: see transcript for details] |
| Ticket Number: | 0000111755 | 02/24/2005 | | Lab check 2/23/05 10p |
| Ticket Number: | 0000111860 | 02/25/2005 | | 2:00pm phone mail check. 1 msg. |
| Ticket Number: | 0000111322 | 02/17/2005 | | Wireless Connection |
| Ticket Number: | 0000111756 | 02/24/2005 | | Lab check 12am 2/24/05 |
| Ticket Number: | 0000111758 | 02/24/2005 | | 02/24 Lab Check 6:30 |
| Ticket Number: | 0000111815 | 02/25/2005 | | opening phonemail 2.25 |
| Ticket Number: | 0000111891 | 02/26/2005 | | 8:00/11:00 Lab Check |
| Ticket Number: | 0000111887 | 02/26/2005 | | 2/26/05 5:00pm phone mail check |
| Ticket Number: | 0000111886 | 02/26/2005 | | 2/26/05 2:00pm phone mail check |
| Ticket Number: | 0000111884 | 02/26/2005 | | 2/26/05 2:00pm lab check |
| Ticket Number: | 0000111882 | 02/26/2005 | | 2/26/05 11:00am phone mail check |
| Ticket Number: | 0000111881 | 02/26/2005 | | 8:00 am Lab Check 2/26 |
| Ticket Number: | 0000111878 | 02/26/2005 | | closing 2.25 |
| Ticket Number: | 0000111875 | 02/25/2005 | | phone mail - 2.25 8pm |
| Ticket Number: | 0000111823 | 02/25/2005 | | 2.25 opening tasks |
| Ticket Number: | 0000111927 | 02/28/2005 | | All tapes changed for 2/28 |
| Ticket Number: | 0000111926 | 02/28/2005 | | 11:00am phone mail check 1msg. |
| Ticket Number: | 0000111905 | 02/28/2005 | | Checklist 2-28-05 7.30 |
| Ticket Number: | 0000111901 | 02/28/2005 | | Labcheck 2-28-05 3.30 |
| Ticket Number: | 0000111900 | 02/28/2005 | | VM check 2-28-05 3.30 |
| Ticket Number: | 0000111897 | 02/27/2005 | | Please remove me from the ART 325 email list |
| Ticket Number: | 0000111893 | 02/27/2005 | | Morning Checklist 2/27/05 11:30 a.m. |
| Ticket Number: | 0000111784 | 02/24/2005 | | VM check 2-24-05 11.00 |
| Ticket Number: | 0000111757 | 02/24/2005 | | Phone Mail Check 5:00 |

| <u>Closed</u> | <u>Create Date</u> | <u>Total:</u> | <u>Short Description</u> |
|---------------------------|--------------------|---------------|---|
| | | 183 | |
| Ticket Number: 0000111675 | 02/23/2005 | | Email account for collaborating faculty/staff |
| Ticket Number: 0000111693 | 02/23/2005 | | No subject |
| Ticket Number: 0000111709 | 02/23/2005 | | VM check 2-23-05 11.00 |
| Ticket Number: 0000111715 | 02/23/2005 | | SAS 9.0 CD check out due back 2/24 |
| Ticket Number: 0000111739 | 02/23/2005 | | 2:00pm phone mail check. no msges. |
| Ticket Number: 0000111730 | 02/23/2005 | | [Fwd: REGIONS NOTICE: possible unauthorized account access] |
| Ticket Number: 0000111712 | 02/23/2005 | | Re: QUOTA WARNING for your myUMBC account |
| Ticket Number: 0000111086 | 02/15/2005 | | VM check 2-15-05 17.00 |
| Ticket Number: 0000111099 | 02/16/2005 | | Checklist 2-16-05 0.00 |
| Ticket Number: 0000111102 | 02/16/2005 | | 2/16/2005: morning checklist |
| Ticket Number: 0000111657 | 02/23/2005 | | checklist 2-23-05 0.00 |
| Ticket Number: 0000111656 | 02/22/2005 | | labcheck 2-22-05 23.00 |
| Ticket Number: 0000111651 | 02/22/2005 | | Labcheck 2-22-05 20.00 |
| Ticket Number: 0000111648 | 02/22/2005 | | Problems with my laptop |
| Ticket Number: 0000111646 | 02/22/2005 | | VM check 2-22-05 17.00 |
| Ticket Number: 0000111627 | 02/22/2005 | | Checklist 2-22-05 14.00 |
| Ticket Number: 0000111626 | 02/22/2005 | | Labcheck 2-22-05 14.00 |
| Ticket Number: 0000111625 | 02/22/2005 | | 2/22/05 2:00pm phone mail check |
| Ticket Number: 0000111615 | 02/22/2005 | | Email Account - Joseph Durso |
| Ticket Number: 0000111581 | 02/22/2005 | | UMBC Email Account |
| Ticket Number: 0000111579 | 02/22/2005 | | 2/22/05 phone mail check |
| Ticket Number: 0000111569 | 02/22/2005 | | opening tasks 2.22 |
| Ticket Number: 0000111568 | 02/22/2005 | | seeking more memory |
| Ticket Number: 0000111543 | 02/22/2005 | | checklist 2-22-05 0.00 |
| Ticket Number: 0000111542 | 02/21/2005 | | Labcheck 2-21-05 23.00 |
| Ticket Number: 0000111540 | 02/21/2005 | | Labcheck 2-21-05 15.00 |
| Ticket Number: 0000111545 | 02/22/2005 | | 2.22 - opening phonemail |
| Ticket Number: 0000111488 | 02/21/2005 | | disk quota |
| Ticket Number: 0000111486 | 02/21/2005 | | Novell/AD Issues |
| Ticket Number: 0000111485 | 02/21/2005 | | 2/21 11:00am phone mail check. 3msges |
| Ticket Number: 0000111484 | 02/21/2005 | | Re: QUOTA WARNING for your myUMBC account |
| Ticket Number: 0000111454 | 02/21/2005 | | Mathematica 5.0 cd loan |
| Ticket Number: 0000111445 | 02/21/2005 | | VM check 2-21-05 5.30 |
| Ticket Number: 0000111442 | 02/21/2005 | | Lab check 12am 2/21/05 |
| Ticket Number: 0000111428 | 02/20/2005 | | internal server error |
| Ticket Number: 0000111516 | 02/21/2005 | | 2:00pm phone mail check. no msges. |
| Ticket Number: 0000111424 | 02/19/2005 | | Upgrade ramifications... |
| Ticket Number: 0000111372 | 02/18/2005 | | Work Order Request-Need Email/Novell accounts |
| Ticket Number: 0000111251 | 02/17/2005 | | Access to Blackboard |
| Ticket Number: 0000111236 | 02/17/2005 | | 2/17/2005: morning checklist |
| Ticket Number: 0000111206 | 02/17/2005 | | Lab check 2/17/05 12am |
| Ticket Number: 0000111205 | 02/17/2005 | | Lab check 2/16/05 10pm |
| Ticket Number: 0000111204 | 02/16/2005 | | blackboard problem |
| Ticket Number: 0000111203 | 02/16/2005 | | User is getting an error in Vernier certificate |
| Ticket Number: 0000111201 | 02/16/2005 | | MAIL SYSTEM ERROR - RETURNED MAIL (fwd) |
| Ticket Number: 0000111197 | 02/16/2005 | | No subject |
| Ticket Number: 0000111234 | 02/17/2005 | | 2.17 opening phone mail |
| Ticket Number: 0000111171 | 02/16/2005 | | UMBC Arbitrary Account Creation |
| Ticket Number: 0000111168 | 02/16/2005 | | No subject |
| Ticket Number: 0000111151 | 02/16/2005 | | Work Order Request/Adobe Acrobat install |
| Ticket Number: 0000111136 | 02/16/2005 | | SAS 9.1.2 CD check out for 2/16. DUe back 2/17 |
| Ticket Number: 0000111116 | 02/16/2005 | | Work Order Request/virus info |
| Ticket Number: 0000111326 | 02/18/2005 | | 2.18 Opening phone mail |
| Ticket Number: 0000111325 | 02/18/2005 | | Work Order Request-Calendar Account |

| | <u>Create</u> | <u>Date</u> | <u>Short Description</u> |
|----------------|---------------|-------------|--|
| Ticket Number: | 0000111330 | 02/18/2005 | opening tasks 2.18 |
| Ticket Number: | 0000111101 | 02/16/2005 | 2-16-05 opening phone mail |
| Ticket Number: | 0000111098 | 02/15/2005 | Labcheck 2-15-05 23.00 |
| Ticket Number: | 0000111095 | 02/15/2005 | Labcheck 2-15-05 20.00 |
| Ticket Number: | 0000110588 | 02/09/2005 | [Fwd: OIT Ticket #110256] |
| Ticket Number: | 0000110612 | 02/09/2005 | Full mailbox |
| Ticket Number: | 0000110629 | 02/09/2005 | disk usage |
| Ticket Number: | 0000110635 | 02/09/2005 | excess emails / NA emails I've received |
| Ticket Number: | 0000110621 | 02/09/2005 | AD909: Move data & voice jac# 909 to opposite wall |
| Ticket Number: | 0000110614 | 02/09/2005 | Net-Temps Career News |
| Ticket Number: | 0000110887 | 02/12/2005 | 8/11 Lab Check |
| Ticket Number: | 0000110810 | 02/11/2005 | Matlab CD checkout |
| Ticket Number: | 0000110743 | 02/10/2005 | Blackboard for FYS 102B |
| Ticket Number: | 0000110741 | 02/10/2005 | Labcheck 2-10-05 14.00 |
| Ticket Number: | 0000110737 | 02/10/2005 | 2/10/05 2:00pm phone mail check |
| Ticket Number: | 0000110722 | 02/10/2005 | Outlook 2003 |
| Ticket Number: | 0000110710 | 02/10/2005 | phonemail 2.10 11am |
| Ticket Number: | 0000110688 | 02/10/2005 | Receiving Unusual Email |
| Ticket Number: | 0000111056 | 02/15/2005 | 2/15/05 2:00pm phone mail check |
| Ticket Number: | 0000111017 | 02/15/2005 | Work Order Request |
| Ticket Number: | 0000111447 | 02/21/2005 | Checklist 2-21-05 7.30 |
| Ticket Number: | 0000111001 | 02/15/2005 | 2/15/2005: morning checklist |
| Ticket Number: | 0000111000 | 02/15/2005 | 2.15 opening phone mail |
| Ticket Number: | 0000110983 | 02/14/2005 | 5:00pm phone mail check. 4msges. |
| Ticket Number: | 0000110982 | 02/14/2005 | 2/14 all tapes changed. |
| Ticket Number: | 0000110977 | 02/14/2005 | Work Order Request/deleting emails/quota |
| Ticket Number: | 0000110938 | 02/14/2005 | VM check 5-14-05 11.00 |
| Ticket Number: | 0000111314 | 02/17/2005 | 5:00 Phonemail |
| Ticket Number: | 0000110944 | 02/14/2005 | Test |
| Ticket Number: | 0000110903 | 02/14/2005 | late email |
| Ticket Number: | 0000110893 | 02/13/2005 | userpages.umbc.edu web server slow |
| Ticket Number: | 0000110890 | 02/13/2005 | 2 - 13 - 05 12 p.m. Phonemail Check |
| Ticket Number: | 0000110889 | 02/13/2005 | Lab Check 12 p.m. Feb 13th 2005 |
| Ticket Number: | 0000110883 | 02/12/2005 | 2/12/05 5:00pm phone mail check |
| Ticket Number: | 0000110881 | 02/12/2005 | 2/12/05 2:00pm lab check |
| Ticket Number: | 0000110880 | 02/12/2005 | 2/12/05 2:00pm phone mail check |
| Ticket Number: | 0000110867 | 02/12/2005 | Morning Checklist Feb. 12 2005 8 a.m. |
| Ticket Number: | 0000110864 | 02/12/2005 | 2/11/05 11:59pm lab check |
| Ticket Number: | 0000110863 | 02/11/2005 | 2/11/05 11:00pm lab check |
| Ticket Number: | 0000110858 | 02/11/2005 | 2/11/05 5:00pm phone mail check |
| Ticket Number: | 0000110947 | 02/14/2005 | Work Order Request-Trouble cleaning my spacein SSH |
| Ticket Number: | 0000110784 | 02/10/2005 | email problems |
| Ticket Number: | 0000110682 | 02/10/2005 | 2.10 opening phone mail |
| Ticket Number: | 0000110671 | 02/10/2005 | Lab check 2/10/05 12am |
| Ticket Number: | 0000110645 | 02/09/2005 | 2:00pm phone mail check. 2 msges. |
| Ticket Number: | 0000110603 | 02/09/2005 | 2/9/2005: morning checklist |
| Ticket Number: | 0000110166 | 02/04/2005 | Lab check 2/3/05 10pm |
| Ticket Number: | 0000110170 | 02/04/2005 | 2.4.05 opening labcheck |
| Ticket Number: | 0000110184 | 02/04/2005 | Create accounts for 2 new users |
| Ticket Number: | 0000110235 | 02/04/2005 | I cannot receive e-mail |
| Ticket Number: | 0000110294 | 02/05/2005 | 8:00/11:00 Lab Check |
| Ticket Number: | 0000110290 | 02/05/2005 | 2/5/5 5:00pm phone mail check |
| Ticket Number: | 0000110288 | 02/05/2005 | 2/5/5 2:00pm lab check |
| Ticket Number: | 0000110287 | 02/05/2005 | 2/5/5 2:00pm phone mail check |
| Ticket Number: | 0000110286 | 02/05/2005 | 2/5/5 11:00am lab check |

| | <u>Create</u> | <u>Date</u> | <u>Short Description</u> |
|----------------|---------------|-------------|--|
| Ticket Number: | 0000110270 | 02/05/2005 | Morning Checklist Feb 05 2005 8 a.m. |
| Ticket Number: | 0000110267 | 02/05/2005 | 2/04/05 11:59pm lab check |
| Ticket Number: | 0000110264 | 02/04/2005 | 2/4/05 11:00pm lab check |
| Ticket Number: | 0000110263 | 02/04/2005 | 2/4/05 8:00pm lab check |
| Ticket Number: | 0000110257 | 02/04/2005 | 2/4/05 5:00pm phone mail check |
| Ticket Number: | 0000110252 | 02/04/2005 | Matlab release 11 checked 2/4. Due back 2/7 |
| Ticket Number: | 0000110433 | 02/07/2005 | help I can't delete my sent messages |
| Ticket Number: | 0000110432 | 02/07/2005 | SAS v9.1 CD checkout |
| Ticket Number: | 0000110429 | 02/07/2005 | 5:00pm phone mail check. 4msges. |
| Ticket Number: | 0000110506 | 02/08/2005 | Emails not printing |
| Ticket Number: | 0000110430 | 02/07/2005 | email folder missing |
| Ticket Number: | 0000110342 | 02/07/2005 | Ticket #0000100220 |
| Ticket Number: | 0000110323 | 02/07/2005 | Checklist 2-7-05 8.00 |
| Ticket Number: | 0000110317 | 02/07/2005 | mail problems |
| Ticket Number: | 0000110315 | 02/07/2005 | SPSS CD |
| Ticket Number: | 0000110314 | 02/07/2005 | Tape changes for 2/7/05 |
| Ticket Number: | 0000110313 | 02/07/2005 | Lab check 12am 2/7/05 |
| Ticket Number: | 0000110311 | 02/06/2005 | Blackboard Problems |
| Ticket Number: | 0000110300 | 02/06/2005 | Noon checklist Sunday, Feb 6th 2005 |
| Ticket Number: | 0000110196 | 02/04/2005 | 11:00am phonemail check 2/4. no msges |
| Ticket Number: | 0000110552 | 02/08/2005 | Users UNIX account is set to auto login. |
| Ticket Number: | 0000110551 | 02/08/2005 | Checking out SAS |
| Ticket Number: | 0000110530 | 02/08/2005 | Checklist 2-8-05 14.00 |
| Ticket Number: | 0000110504 | 02/08/2005 | New Hire Account Set-up |
| Ticket Number: | 0000110502 | 02/08/2005 | requesting quota increase |
| Ticket Number: | 0000110499 | 02/08/2005 | Delete old Blackboard courses |
| Ticket Number: | 0000110902 | 02/14/2005 | VM check 2-14-05 8.00 |
| Ticket Number: | 0000110493 | 02/08/2005 | 2/8/05 11:00am phone mail check |
| Ticket Number: | 0000110901 | 02/14/2005 | 2/14/2005: morning checklist |
| Ticket Number: | 0000110553 | 02/08/2005 | Users UNIX account is set to auto login. |
| Ticket Number: | 0000110452 | 02/08/2005 | Checklist 2-8-05 0.00 |
| Ticket Number: | 0000110448 | 02/07/2005 | Labcheck 2-7-05 23.00 |
| Ticket Number: | 0000110362 | 02/07/2005 | Voicemail Check 2-7-05 11.00 |
| Ticket Number: | 0000110195 | 02/04/2005 | User was overcharged 10 cents |
| Ticket Number: | 0000110171 | 02/04/2005 | 2.5.05 opening tasks |
| Ticket Number: | 0000110167 | 02/04/2005 | Lab check 12am 2/4/05 |
| Ticket Number: | 0000110862 | 02/11/2005 | 2/11/05 8:00pm lab check |
| Ticket Number: | 0000111329 | 02/18/2005 | Opening labcheck 2.18 |
| Ticket Number: | 0000109761 | 02/01/2005 | Quota increase |
| Ticket Number: | 0000109766 | 02/01/2005 | phone mail 2.1.05 11:00am |
| Ticket Number: | 0000109840 | 02/01/2005 | User getting an IP address but can only accent UMBC sites. |
| Ticket Number: | 0000109832 | 02/01/2005 | 5:00pm phone mail check. 4msges. |
| Ticket Number: | 0000109803 | 02/01/2005 | Account Storage Space |
| Ticket Number: | 0000109799 | 02/01/2005 | 1/2/1 2:00pm phone mail check |
| Ticket Number: | 0000109798 | 02/01/2005 | blackboard course removal |
| Ticket Number: | 0000109795 | 02/01/2005 | quota increase request |
| Ticket Number: | 0000109794 | 02/01/2005 | requesting quota increase |
| Ticket Number: | 0000109797 | 02/01/2005 | My screen name and password to login |
| Ticket Number: | 0000109773 | 02/01/2005 | Ticket 0000109561 |
| Ticket Number: | 0000109973 | 02/02/2005 | "Intlsym" List created and cannot view |
| Ticket Number: | 0000110026 | 02/03/2005 | ftp client |
| Ticket Number: | 0000110082 | 02/03/2005 | 1/3/05 SAS v9 6-disc set checkout |
| Ticket Number: | 0000110069 | 02/03/2005 | phone mail check 2.3.05 11am |
| Ticket Number: | 0000110058 | 02/03/2005 | quota increase |
| Ticket Number: | 0000110038 | 02/03/2005 | SAS cd loan |

| | <u>Create</u> | <u>Date</u> | <u>Short Description</u> |
|-----------------|---------------|-----------------|---|
| Ticket Number: | 0000110019 | 02/03/2005 | 2.3.05 opening tasks |
| Ticket Number: | 0000110015 | 02/03/2005 | phonemail 2.3.05 - 7:30am |
| Ticket Number: | 0000110012 | 02/03/2005 | Lab check 10pm 2/2/05 |
| Ticket Number: | 0000110013 | 02/03/2005 | Lab check 12am 2/3/05 |
| Ticket Number: | 0000110010 | 02/02/2005 | Phonemail 2/2/05 8pm |
| Ticket Number: | 0000109988 | 02/02/2005 | Work Order Request-Computer turns off every 1/2 hr |
| Ticket Number: | 0000109922 | 02/02/2005 | user: pmollen in dept human resources gets no I:/ drive and printers do |
| Ticket Number: | 0000109912 | 02/02/2005 | opening phonemail 2.2.05 |
| Ticket Number: | 0000109907 | 02/02/2005 | 2/2 11:00am phone mail check. 4msges. |
| Ticket Number: | 0000109895 | 02/02/2005 | SAS install |
| Ticket Number: | 0000109882 | 02/02/2005 | Can log into resnet but not access pages |
| Ticket Number: | 0000109856 | 02/02/2005 | Delivery by mail |
| Ticket Number: | 0000109851 | 02/02/2005 | Checklist 2-2-05 0.00 |
| Ticket Number: | 0000109848 | 02/01/2005 | Checklist 2-1-05 23.00 |
| Ticket Number: | 0000109845 | 02/01/2005 | labcheck 2-1-05 20.00 |
| Ticket Number: | 0000109718 | 02/01/2005 | Checklist 2-1-05 0.00 |
| Ticket Number: | 0000110169 | 02/04/2005 | 2.4.05 opening phonemail |
| Ticket Number: | 0000109833 | 02/01/2005 | User needs a 15 meg quota increase |
| Ticket Number: | 0000109722 | 02/01/2005 | Blackboard Help |
| pmcneel1 | | <u>Total:</u> 2 | |
| Closed | | <u>Total:</u> 2 | |
| Ticket Number: | 0000110763 | 02/10/2005 | SPSS 12 loan |
| Ticket Number: | 0000111319 | 02/17/2005 | User checked out 6 CD set of SAS v9 |

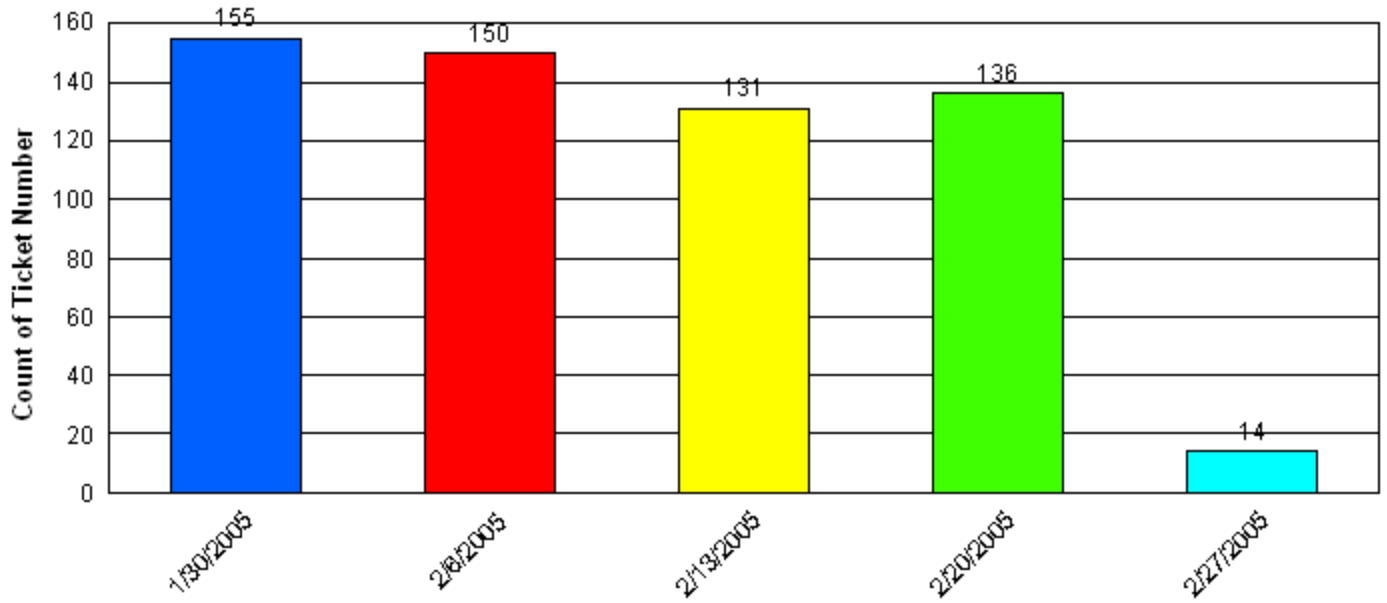
| | | <u>Create</u> | | <u>Short Description</u> |
|----------------|-----------------|---------------|-----------|--|
| | | <u>Date</u> | | |
| pzeaf01 | | <u>Total:</u> | 30 | |
| | Resolved | <u>Total:</u> | 2 | |
| Ticket Number: | 0000111831 | 02/25/2005 | | password reset |
| Ticket Number: | 0000111844 | 02/25/2005 | | password reset |
| | Closed | <u>Total:</u> | 28 | |
| Ticket Number: | 0000111118 | 02/16/2005 | | password reset |
| Ticket Number: | 0000111284 | 02/17/2005 | | Checklist 2-17-05 14.00 |
| Ticket Number: | 0000111283 | 02/17/2005 | | Labcheck 2-17-05 14.00 |
| Ticket Number: | 0000111563 | 02/22/2005 | | password reset |
| Ticket Number: | 0000111577 | 02/22/2005 | | Work Order Request |
| Ticket Number: | 0000111551 | 02/22/2005 | | password reset |
| Ticket Number: | 0000111277 | 02/17/2005 | | VM Check 2-17-05 14.00 |
| Ticket Number: | 0000111245 | 02/17/2005 | | 12.17 11am phone mail |
| Ticket Number: | 0000110769 | 02/10/2005 | | VM check 2-10-05 17.00 |
| Ticket Number: | 0000110796 | 02/11/2005 | | using PERL on UMBC wed sites |
| Ticket Number: | 0000111050 | 02/15/2005 | | disk usage |
| Ticket Number: | 0000110992 | 02/15/2005 | | Re: QUOTA WARNING for your myUMBC account |
| Ticket Number: | 0000110835 | 02/11/2005 | | quota increase needed |
| Ticket Number: | 0000111012 | 02/15/2005 | | Password reset |
| Ticket Number: | 0000110790 | 02/11/2005 | | opening tasks 2/11 |
| Ticket Number: | 0000110778 | 02/10/2005 | | CD load for SPSS |
| Ticket Number: | 0000110786 | 02/11/2005 | | Lab check 12am 2/11/05 |
| Ticket Number: | 0000110787 | 02/11/2005 | | 2.11 opening phone mail |
| Ticket Number: | 0000110789 | 02/11/2005 | | opening labcheck 2.11 |
| Ticket Number: | 0000109925 | 02/02/2005 | | User can not log on to lab machines |
| Ticket Number: | 0000109850 | 02/01/2005 | | Can log into resnet but cant see other sites |
| Ticket Number: | 0000109993 | 02/02/2005 | | Problems connecting to resnet |
| Ticket Number: | 0000110785 | 02/10/2005 | | Lab check 2/10/05 10pm |
| Ticket Number: | 0000110053 | 02/03/2005 | | password reset |
| Ticket Number: | 0000110140 | 02/03/2005 | | SAS CD Checkout |
| Ticket Number: | 0000110811 | 02/11/2005 | | reactivate account |
| Ticket Number: | 0000110527 | 02/08/2005 | | Work Order Request-Outlook not showing mail |
| Ticket Number: | 0000110611 | 02/09/2005 | | Phone Mail Check 2-9-05 11.00 |

Create
Date

Short Description

Count of Ticket Number / Create Date

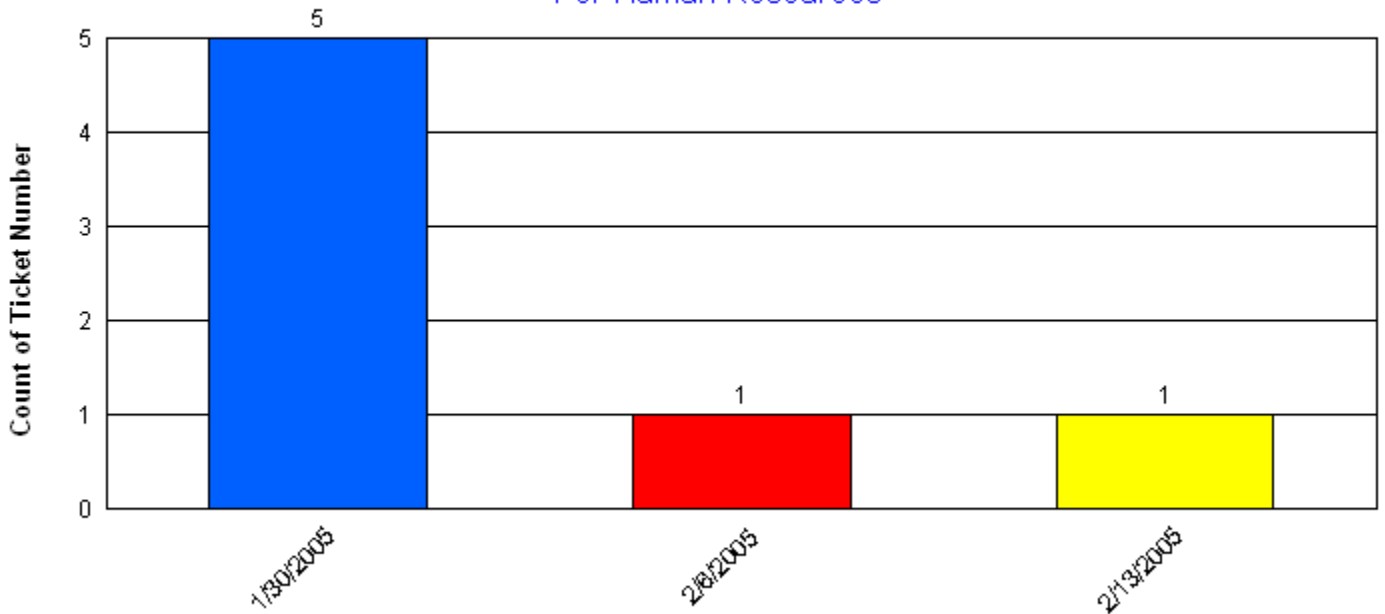
For Helpdesk



| Human Resources | | <u>Create</u> | <u>Date</u> | <u>Short Description</u> |
|-----------------|------------|---------------|-------------|--|
| | | Total: | 7 | |
| mcnamara | | Total: | 5 | |
| Closed | | Total: | 5 | |
| Ticket Number: | 0000110559 | | 02/08/2005 | Access to Statement of Payroll Charges |
| Ticket Number: | 0000109959 | | 02/02/2005 | Missing Payment Method |
| Ticket Number: | 0000109961 | | 02/02/2005 | Employees w/o Active Primary Job |
| Ticket Number: | 0000109979 | | 02/02/2005 | Missing Rank information for Faculty |
| Ticket Number: | 0000111222 | | 02/17/2005 | JOBCODE does not match RANK |
| rsanders | | Total: | 2 | |
| Closed | | Total: | 2 | |
| Ticket Number: | 0000109772 | | 02/01/2005 | Forms |
| Ticket Number: | 0000109774 | | 02/01/2005 | Hours in Time Entry |

Count of Ticket Number / Create Date

For Human Resources



| <u>LAN</u> | <u>Total:</u> | <u>Create</u> <u>Date</u> | <u>Short Description</u> |
|---------------------------|---------------|------------------------------|--|
| LAN | 83 | | |
| Closed | Total: 1 | | |
| Ticket Number: 0000110389 | | 02/07/2005 | www1 http server went down. People called in not being able to acc |

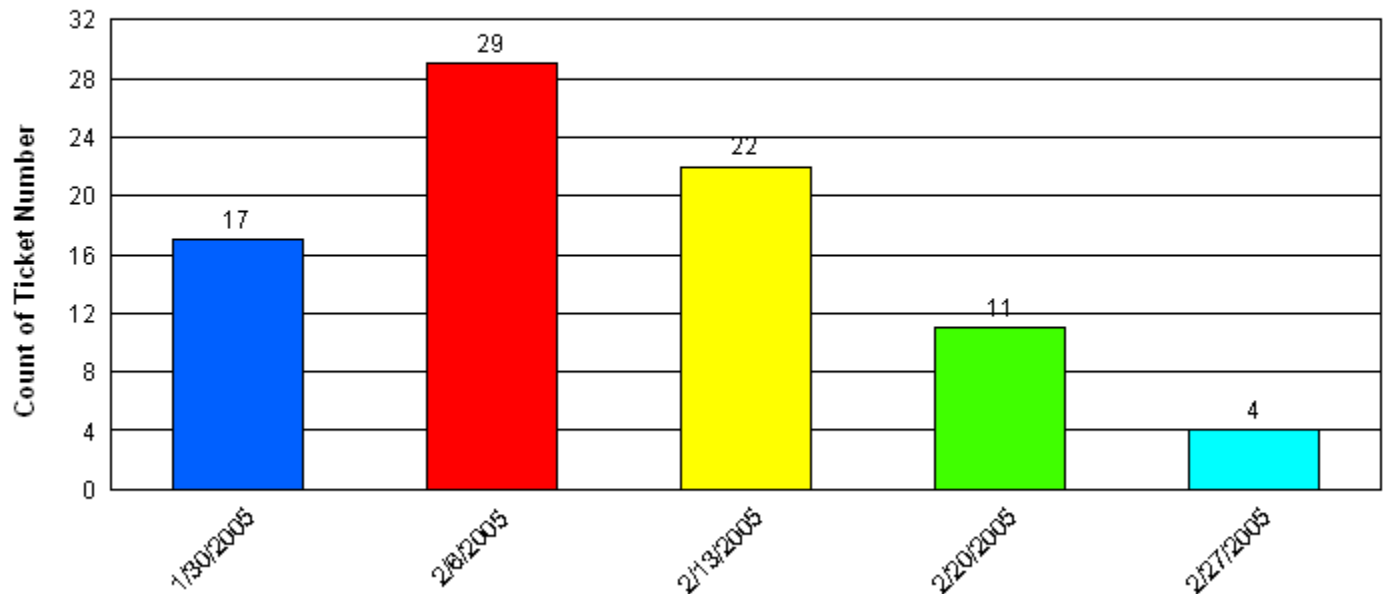
| | | <u>Create</u> | |
|-----------------------|-------------|---------------|--|
| | | <u>Date</u> | |
| jesse | | <u>Total:</u> | 59 |
| Resolved | | <u>Total:</u> | 9 |
| <u>Ticket Number:</u> | <u> </u> | <u> </u> | <u>Short Description</u> |
| Ticket Number: | 0000111847 | 02/25/2005 | Novell Shared Drive Quota Increase |
| Ticket Number: | 0000111790 | 02/24/2005 | User needs novell account for sociology dept (user is in anthropology) |
| Ticket Number: | 0000111894 | 02/27/2005 | User needs more space on his H: drive |
| Ticket Number: | 0000111919 | 02/28/2005 | Novell/AD Account Creation |
| Ticket Number: | 0000111924 | 02/28/2005 | FW: email account for new staff member |
| Ticket Number: | 0000111913 | 02/28/2005 | Novell/AD password reset |
| Ticket Number: | 0000111834 | 02/25/2005 | Ad password reset |
| Ticket Number: | 0000111801 | 02/24/2005 | Novell printers are not printing |
| Ticket Number: | 0000111794 | 02/24/2005 | Novell account creation request |

| <u>Closed</u> | <u>Create Date</u> | <u>Total:</u> | <u>Short Description</u> |
|---------------------------|--------------------|---------------|---|
| | | 50 | |
| Ticket Number: 0000111688 | 02/23/2005 | | Request for Space on Server |
| Ticket Number: 0000111133 | 02/16/2005 | | Need to have Novell/AD password reset |
| Ticket Number: 0000111208 | 02/17/2005 | | User id = CSLOWE - Please reset this users password |
| Ticket Number: 0000111285 | 02/17/2005 | | User is requesting AD access in novell login for users: kel3, ajen1, an |
| Ticket Number: 0000111211 | 02/17/2005 | | Increase novell login for 1 more |
| Ticket Number: 0000111287 | 02/17/2005 | | access to OIR's I and J drive for employee |
| Ticket Number: 0000111300 | 02/17/2005 | | Access to restricted folder |
| Ticket Number: 0000111307 | 02/17/2005 | | FW: Alicia Hatton to join library staff |
| Ticket Number: 0000111333 | 02/18/2005 | | Crystal needs to have her Novell password reset. |
| Ticket Number: 0000111291 | 02/17/2005 | | Novell account |
| Ticket Number: 0000110632 | 02/09/2005 | | User need to have the Novell password reset |
| Ticket Number: 0000111629 | 02/22/2005 | | Users password has expired but he cannot change the password. |
| Ticket Number: 0000110678 | 02/10/2005 | | Reset GenPsync2 pw |
| Ticket Number: 0000111019 | 02/15/2005 | | Printer HRHP4SiPrinter in Human Resources dept is not printing. |
| Ticket Number: 0000110928 | 02/14/2005 | | User is in dept sponsored programs and needs novell printer SPGMHP4650 |
| Ticket Number: 0000110907 | 02/14/2005 | | Set up account for AD |
| Ticket Number: 0000110852 | 02/11/2005 | | request |
| Ticket Number: 0000110806 | 02/11/2005 | | Novell Password Reset |
| Ticket Number: 0000110798 | 02/11/2005 | | Novell password reset |
| Ticket Number: 0000110760 | 02/10/2005 | | Possible the Reslife Drive could be full |
| Ticket Number: 0000110748 | 02/10/2005 | | Michelle Gardner needs an Active Directory account. |
| Ticket Number: 0000110747 | 02/10/2005 | | Margaret Hall needs an Active Directory account. |
| Ticket Number: 0000111059 | 02/15/2005 | | [Fwd: H Drive capacity] |
| Ticket Number: 0000111038 | 02/15/2005 | | Novell account set up |
| Ticket Number: 0000111021 | 02/15/2005 | | Work Order Request-Grant access to network printers |
| Ticket Number: 0000110746 | 02/10/2005 | | Dee Melvin needs an Active Directory account. |
| Ticket Number: 0000110680 | 02/10/2005 | | Novell Generic account Password reset |
| Ticket Number: 0000110752 | 02/10/2005 | | See if user has an AD account |
| Ticket Number: 0000110357 | 02/07/2005 | | Novell/AD Account Creation |
| Ticket Number: 0000110498 | 02/08/2005 | | Novell access request |
| Ticket Number: 0000110545 | 02/08/2005 | | Novell/AD Account Setup |
| Ticket Number: 0000110521 | 02/08/2005 | | Novell Account Creation |
| Ticket Number: 0000110514 | 02/08/2005 | | Novell H Drive |
| Ticket Number: 0000110473 | 02/08/2005 | | Re: resetting novell password for home access |
| Ticket Number: 0000110385 | 02/07/2005 | | Commons novell printer UCHP2200 printer won't print when logged i |
| Ticket Number: 0000110363 | 02/07/2005 | | Need Novell account creation |
| Ticket Number: 0000110333 | 02/07/2005 | | Work Order Request |
| Ticket Number: 0000110807 | 02/11/2005 | | Shelly Gardner needs a Novell account. |
| Ticket Number: 0000110650 | 02/09/2005 | | request |
| Ticket Number: 0000109954 | 02/02/2005 | | User needs novell password reset. username: kel3 dept OIA x54190 |
| Ticket Number: 0000109826 | 02/01/2005 | | request |
| Ticket Number: 0000110647 | 02/09/2005 | | Share Drive Space-Novell |
| Ticket Number: 0000110054 | 02/03/2005 | | Reset AD/Novell password |
| Ticket Number: 0000109776 | 02/01/2005 | | J drive access |
| Ticket Number: 0000109757 | 02/01/2005 | | Psychology printer psychp1300_2printer was disconnected and now n |
| Ticket Number: 0000110617 | 02/09/2005 | | Novell account needs to be created |
| Ticket Number: 0000110398 | 02/07/2005 | | Novell Printer/CWIT/Department not able to print |
| Ticket Number: 0000111294 | 02/17/2005 | | User needs a novell account created |
| Ticket Number: 0000109920 | 02/02/2005 | | new Novell account for English Instructor |
| Ticket Number: 0000109916 | 02/02/2005 | | Need approval to put a data base on the Novell |

| | | <u>Create</u> | <u>Short Description</u> |
|-----------------|------------|------------------|---|
| | | <u>Date</u> | |
| vladimir | | Total: 23 | |
| Resolved | | Total: 4 | |
| Ticket Number: | 0000111631 | 02/22/2005 | AD account request |
| Ticket Number: | 0000111700 | 02/23/2005 | Please increase H drive quota |
| Ticket Number: | 0000111513 | 02/21/2005 | User: barrett in dept chemistry cannot print to UMBCCHEM_HP3700 request |
| Ticket Number: | 0000111613 | 02/22/2005 | |
| Closed | | Total: 19 | |
| Ticket Number: | 0000111217 | 02/17/2005 | Need Novell/AD passwords reset |
| Ticket Number: | 0000111238 | 02/17/2005 | novell password reset |
| Ticket Number: | 0000111351 | 02/18/2005 | User needs Novell account to access shared drives |
| Ticket Number: | 0000111316 | 02/17/2005 | Username : macek needs password reset for english dept. Also can he g |
| Ticket Number: | 0000111218 | 02/17/2005 | Reset Novell Password |
| Ticket Number: | 0000110681 | 02/10/2005 | MP332: Xerox 470st has a dead hard drive.. |
| Ticket Number: | 0000110994 | 02/15/2005 | Work Order Request-Need secondary novell login |
| Ticket Number: | 0000110834 | 02/11/2005 | User needs file UMBCLAN_Share_pool_server/shared/dept/grad/para |
| Ticket Number: | 0000110229 | 02/04/2005 | Shared file is corrupted, needs to be restored |
| Ticket Number: | 0000109747 | 02/01/2005 | Work Order Request-Reset lib guest acct profiles |
| Ticket Number: | 0000109921 | 02/02/2005 | Guest account problem |
| Ticket Number: | 0000109899 | 02/02/2005 | RE: New Staff/ Novell Accounts.. |
| Ticket Number: | 0000110088 | 02/03/2005 | Prof. has not login to novell since 12/19/2002. Please reset his passwor |
| Ticket Number: | 0000109966 | 02/02/2005 | Novell file restore |
| Ticket Number: | 0000110132 | 02/03/2005 | User gets an error when tries to print - doesn't have access to printer o |
| Ticket Number: | 0000110443 | 02/07/2005 | Create a novell print queue for a new printer. |
| Ticket Number: | 0000110176 | 02/04/2005 | Novell web interface down |
| Ticket Number: | 0000110138 | 02/03/2005 | Please create a novell printer queue |
| Ticket Number: | 0000110131 | 02/03/2005 | Novell online is not loading. |

Count of Ticket Number / Create Date

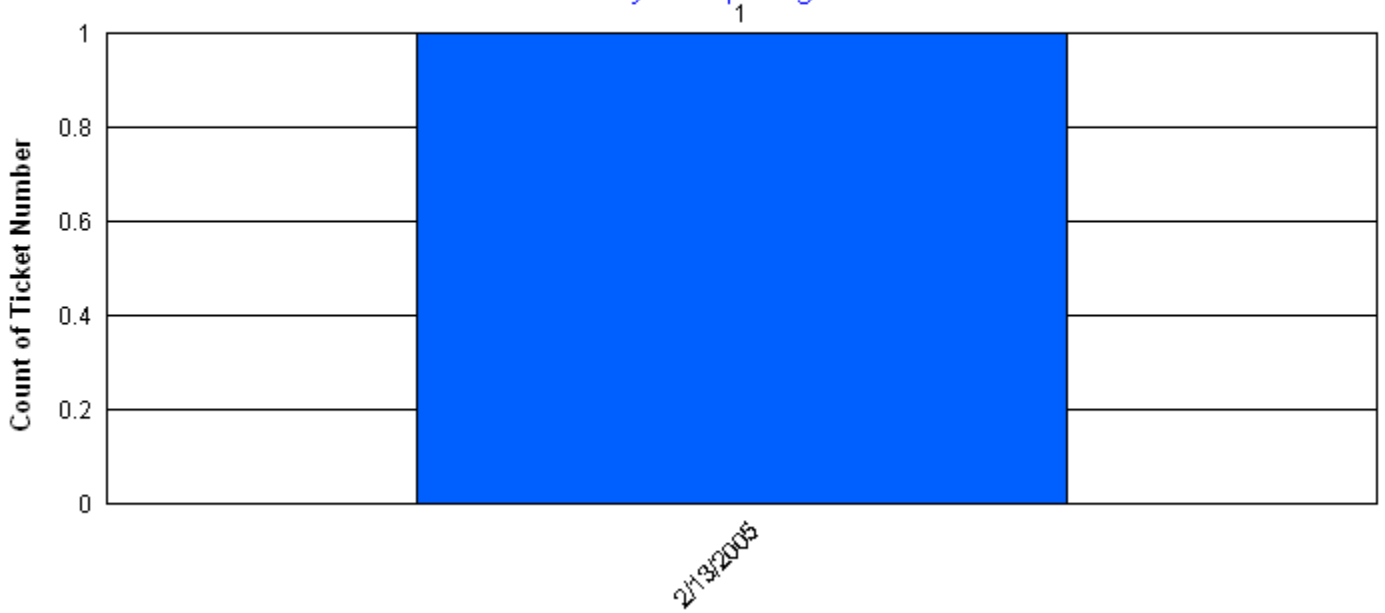
For LAN



| Library Computing Ser | Total: | Create Date | Short Description |
|---------------------------|----------|-------------|------------------------------|
| LCS | 1 | | |
| Closed | Total: 1 | | |
| Ticket Number: 0000111125 | | 02/16/2005 | RE: Access to Nature article |

Count of Ticket Number / Create Date

For Library Computing Services



| | | <u>Create</u> | <u>Short Description</u> |
|----------------------------|---------------|---------------|--|
| | | <u>Date</u> | |
| New Media | Total: | 168 | |
| NewMedia:BlackBoard | Total: | 2 | |
| Closed | Total: | 2 | |
| Ticket Number: 0000109740 | | 02/01/2005 | Chris Corbett-Engl/How do I make my bb course available |
| Ticket Number: 0000109750 | | 02/01/2005 | Student/Lab021 - can not log into bb |
| darnold | Total: | 4 | |
| Resolved | Total: | 1 | |
| Ticket Number: 0000111275 | | 02/17/2005 | customer requesting a URL for an official UMBC club |
| Closed | Total: | 3 | |
| Ticket Number: 0000110205 | | 02/04/2005 | Request for URL address change for Financial Services. |
| Ticket Number: 0000110231 | | 02/04/2005 | Bad link on UMBC Faculty Staff page. |
| Ticket Number: 0000110283 | | 02/05/2005 | Request for URL change (Assign to Webdev) |
| ebenson1 | Total: | 38 | |
| Resolved | Total: | 1 | |
| Ticket Number: 0000111795 | | 02/24/2005 | Urgent, Class Cannot use Blackboard |
| Closed | Total: | 37 | |
| Ticket Number: 0000110640 | | 02/09/2005 | Blackboard NEW Course: Assign to New Media: Blackboard |
| Ticket Number: 0000110419 | | 02/07/2005 | [Fwd: Re: some questions with the Groups from the IS 634 course] |
| Ticket Number: 0000110422 | | 02/07/2005 | course listings |
| Ticket Number: 0000110513 | | 02/08/2005 | Blackboard NEW Course: Assign to New Media: Blackboard |
| Ticket Number: 0000110503 | | 02/08/2005 | help with blackboard |
| Ticket Number: 0000110496 | | 02/08/2005 | reinstating access to course gradebook : CMPE 415 Fall 2004 |
| Ticket Number: 0000110420 | | 02/07/2005 | How to post my Professors student grades on the blackboard. |
| Ticket Number: 0000110417 | | 02/07/2005 | some questions with the Groups from the IS 634 course |
| Ticket Number: 0000109873 | | 02/02/2005 | Making ENES 200 availaboe |
| Ticket Number: 0000109764 | | 02/01/2005 | Blackboard NEW Course: Assign to New Media: Blackboard |
| Ticket Number: 0000110092 | | 02/03/2005 | Blackboard NEW Course: Assign to New Media: Blackboard |
| Ticket Number: 0000110001 | | 02/02/2005 | User unable to access Hist 100 class |
| Ticket Number: 0000110107 | | 02/03/2005 | Blackboard Community Request: Assign to New Media: Blackboard |
| Ticket Number: 0000110104 | | 02/03/2005 | Blackboard NEW Course: Assign to New Media: Blackboard |
| Ticket Number: 0000110102 | | 02/03/2005 | Blackboard Community Request: Assign to New Media: Blackboard |
| Ticket Number: 0000110095 | | 02/03/2005 | HELP |
| Ticket Number: 0000110093 | | 02/03/2005 | Blackboard NEW Course: Assign to New Media: Blackboard |
| Ticket Number: 0000110008 | | 02/02/2005 | Course listed as unavailable needs to be made available |
| Ticket Number: 0000109997 | | 02/02/2005 | FW: Blackboard Black Out |
| Ticket Number: 0000109987 | | 02/02/2005 | Blackboard Users |
| Ticket Number: 0000109999 | | 02/02/2005 | Blackboard NEW Course: Assign to New Media: Blackboard |
| Ticket Number: 0000109968 | | 02/02/2005 | Blackboard NEW Course: Assign to New Media: Blackboard |
| Ticket Number: 0000109967 | | 02/02/2005 | Need to have History 100 Course Shell set up so that I can post |
| Ticket Number: 0000109957 | | 02/02/2005 | problem |
| Ticket Number: 0000109945 | | 02/02/2005 | CMPE 491W |
| Ticket Number: 0000109934 | | 02/02/2005 | class access |
| Ticket Number: 0000109928 | | 02/02/2005 | unable to remove old courses from my "My Courses" list |
| Ticket Number: 0000109926 | | 02/02/2005 | No subject |
| Ticket Number: 0000109892 | | 02/02/2005 | Duplicate Course |
| Ticket Number: 0000109889 | | 02/02/2005 | spring 2005 blackboard |
| Ticket Number: 0000109844 | | 02/01/2005 | Mistake |
| Ticket Number: 0000109827 | | 02/01/2005 | Spring 2005 |
| Ticket Number: 0000109822 | | 02/01/2005 | problem on blackboard |
| Ticket Number: 0000109805 | | 02/01/2005 | Drop Courses |
| Ticket Number: 0000109762 | | 02/01/2005 | Blackboard NEW Course: Assign to New Media: Blackboard |
| Ticket Number: 0000109756 | | 02/01/2005 | removal of old courses from my blackboard..... |
| Ticket Number: 0000110003 | | 02/02/2005 | Courses not showing up |

| rarmstro | | <u>Create</u> | <u>Short Description</u> |
|-----------------|------------|---------------|------------------------------|
| Resolved | | <u>Date</u> | |
| | | <u>Total:</u> | |
| Ticket Number: | 0000111865 | 02/25/2005 | IFSM 247-Z course activation |
| Ticket Number: | 0000111869 | 02/25/2005 | Course change - IFSM 247 |
| Ticket Number: | 0000111879 | 02/26/2005 | Question... |
| | | <u>Total:</u> | 3 |
| | | | 124 |

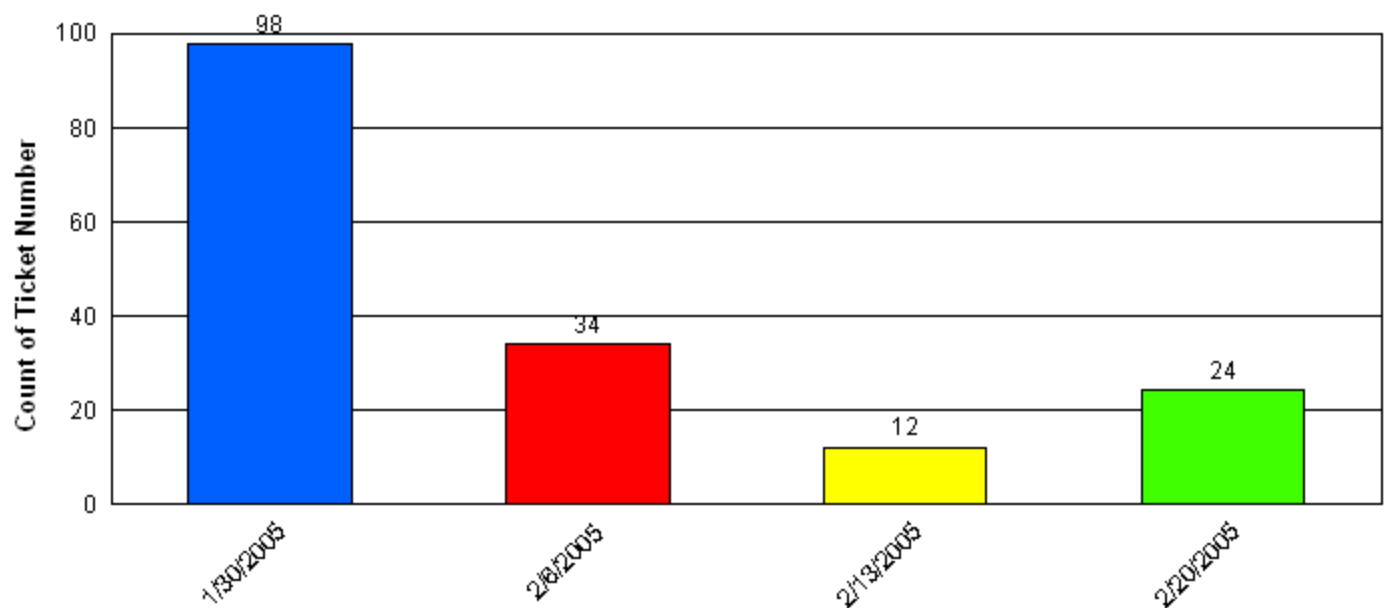
| <u>Closed</u> | <u>Create Date</u> | <u>Total:</u> | <u>Short Description</u> |
|---------------------------|--------------------|---------------|--|
| | | 121 | |
| Ticket Number: 0000111753 | 02/23/2005 | | Deleting Courses |
| Ticket Number: 0000111806 | 02/24/2005 | | blackboard |
| Ticket Number: 0000111087 | 02/15/2005 | | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: 0000111490 | 02/21/2005 | | User was taking algebra test for myerhoff. But encountered problem. |
| Ticket Number: 0000111481 | 02/21/2005 | | slow |
| Ticket Number: 0000111476 | 02/21/2005 | | User needs Placement test cleared |
| Ticket Number: 0000111440 | 02/20/2005 | | User needs Online Placement Test cleared |
| Ticket Number: 0000111434 | 02/20/2005 | | User cannot take algebra placement test. |
| Ticket Number: 0000111431 | 02/20/2005 | | Posting Question |
| Ticket Number: 0000111389 | 02/18/2005 | | USer is unable to add students to a black board course |
| Ticket Number: 0000111388 | 02/18/2005 | | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: 0000111596 | 02/22/2005 | | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: 0000111599 | 02/22/2005 | | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: 0000111597 | 02/22/2005 | | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: 0000111598 | 02/22/2005 | | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: 0000111528 | 02/21/2005 | | CMSC466/666 blackboard Request |
| Ticket Number: 0000111523 | 02/21/2005 | | Blackboard Problem |
| Ticket Number: 0000111510 | 02/21/2005 | | unavailability of courses |
| Ticket Number: 0000111508 | 02/21/2005 | | Both professor's courses gradebooks having unknown errors |
| Ticket Number: 0000111506 | 02/21/2005 | | My FYS 102B for 2005 is missing from the BlackBoard site |
| Ticket Number: 0000111499 | 02/21/2005 | | clarifying last email |
| Ticket Number: 0000111654 | 02/22/2005 | | [Fwd: Dual user names] |
| Ticket Number: 0000111262 | 02/17/2005 | | question |
| Ticket Number: 0000111260 | 02/17/2005 | | Blackboard NEW Course: Assign to New Media: Blackboard |
| Ticket Number: 0000111199 | 02/16/2005 | | Blackboard Access to FYS 102B |
| Ticket Number: 0000110597 | 02/09/2005 | | Spell check is not enable |
| Ticket Number: 0000111100 | 02/16/2005 | | Bb statistics format |
| Ticket Number: 0000111040 | 02/15/2005 | | Blackboard COPY Course: Assign to New Media: Blackboard |
| Ticket Number: 0000111039 | 02/15/2005 | | Blackboard COPY Course: Assign to New Media: Blackboard |
| Ticket Number: 0000110936 | 02/14/2005 | | weblock EDUC 772 WT2005 session |
| Ticket Number: 0000110900 | 02/13/2005 | | Bb Statistics format problem |
| Ticket Number: 0000110878 | 02/12/2005 | | Blackboard NEW Course: Assign to New Media: Blackboard |
| Ticket Number: 0000110815 | 02/11/2005 | | User has ART 430 SP2005 created but users cannot enroll, it says "pe |
| Ticket Number: 0000110808 | 02/11/2005 | | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: 0000110782 | 02/10/2005 | | User would like course created for Chem 438 |
| Ticket Number: 0000110780 | 02/10/2005 | | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: 0000110776 | 02/10/2005 | | Blackboard NEW Course: Assign to New Media: Blackboard |
| Ticket Number: 0000110773 | 02/10/2005 | | Blackboard NEW Course: Assign to New Media: Blackboard |
| Ticket Number: 0000111630 | 02/22/2005 | | Gradebook grades are changing |
| Ticket Number: 0000110738 | 02/10/2005 | | Blackboard NEW Course: Assign to New Media: Blackboard |
| Ticket Number: 0000110143 | 02/03/2005 | | issues..... |
| Ticket Number: 0000109753 | 02/01/2005 | | ENES221 sec 101 blackboard course guests cannot see anything. In |
| Ticket Number: 0000109725 | 02/01/2005 | | Unable to see courses on Bb or able to enroll |
| Ticket Number: 0000110101 | 02/03/2005 | | Missing Courses in Blackboard |
| Ticket Number: 0000109719 | 02/01/2005 | | faculty missing blackboard classes |
| Ticket Number: 0000109742 | 02/01/2005 | | course creation/deletion |
| Ticket Number: 0000109752 | 02/01/2005 | | ENME471 sec101 and sec 102 was not auto created in blackboard co |
| Ticket Number: 0000110113 | 02/03/2005 | | span 301 |
| Ticket Number: 0000110109 | 02/03/2005 | | Blackboard gradebook |
| Ticket Number: 0000110099 | 02/03/2005 | | Ticket # 0000109997 |
| Ticket Number: 0000110077 | 02/03/2005 | | No subject |
| Ticket Number: 0000110006 | 02/02/2005 | | User cannot access CMSC 202 BB page |
| Ticket Number: 0000109990 | 02/02/2005 | | setting up a blackboard community |
| Ticket Number: 0000110600 | 02/09/2005 | | Problems accessing course assignments for Eng1393 0101 |

| | <u>Create</u> | <u>Date</u> | <u>Short Description</u> |
|----------------|---------------|-------------|---|
| Ticket Number: | 0000109855 | 02/02/2005 | Delivery service mail |
| Ticket Number: | 0000109849 | 02/01/2005 | categories for MLL 690/LLC 750 |
| Ticket Number: | 0000109846 | 02/01/2005 | Deletions |
| Ticket Number: | 0000109823 | 02/01/2005 | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: | 0000109787 | 02/01/2005 | Instructor Change |
| Ticket Number: | 0000109781 | 02/01/2005 | Emergence help. (fwd) |
| Ticket Number: | 0000110118 | 02/03/2005 | User Enrollment Question |
| Ticket Number: | 0000110134 | 02/03/2005 | Political Science Council of Majors, Website Help |
| Ticket Number: | 0000110144 | 02/03/2005 | issues..... |
| Ticket Number: | 0000110145 | 02/03/2005 | issues..... |
| Ticket Number: | 0000110149 | 02/03/2005 | issues..... |
| Ticket Number: | 0000110150 | 02/03/2005 | issues..... |
| Ticket Number: | 0000110719 | 02/10/2005 | BB |
| Ticket Number: | 0000110549 | 02/08/2005 | Students are having access problems |
| Ticket Number: | 0000110532 | 02/08/2005 | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: | 0000110466 | 02/08/2005 | adding user |
| Ticket Number: | 0000110423 | 02/07/2005 | User needs Blackboard class for Spring course |
| Ticket Number: | 0000110396 | 02/07/2005 | Not working |
| Ticket Number: | 0000110371 | 02/07/2005 | Blackboard NEW Course: Assign to New Media: Blackboard |
| Ticket Number: | 0000110355 | 02/07/2005 | No subject |
| Ticket Number: | 0000110425 | 02/07/2005 | add my class to blackboard |
| Ticket Number: | 0000110349 | 02/07/2005 | No subject |
| Ticket Number: | 0000110339 | 02/07/2005 | User needs a course created |
| Ticket Number: | 0000110310 | 02/06/2005 | Problem accessing course page |
| Ticket Number: | 0000110299 | 02/06/2005 | Smith Barney: please validate your account [Sun, 06 Feb 2005 14:32: |
| Ticket Number: | 0000110214 | 02/04/2005 | Class addition and removal from blackboard |
| Ticket Number: | 0000110211 | 02/04/2005 | add users to Music 480 |
| Ticket Number: | 0000110185 | 02/04/2005 | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: | 0000110160 | 02/03/2005 | issues..... |
| Ticket Number: | 0000110157 | 02/03/2005 | issues..... |
| Ticket Number: | 0000110158 | 02/03/2005 | problems.... |
| Ticket Number: | 0000110156 | 02/03/2005 | issues..... |
| Ticket Number: | 0000110154 | 02/03/2005 | issues..... |
| Ticket Number: | 0000110155 | 02/03/2005 | issues..... |
| Ticket Number: | 0000110153 | 02/03/2005 | issues..... |
| Ticket Number: | 0000110151 | 02/03/2005 | issues..... |
| Ticket Number: | 0000110152 | 02/03/2005 | issues..... |
| Ticket Number: | 0000110297 | 02/06/2005 | Blackboard-HIST 100 |
| Ticket Number: | 0000110296 | 02/06/2005 | Blackboard NEW Course: Assign to New Media: Blackboard |
| Ticket Number: | 0000110284 | 02/05/2005 | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: | 0000110282 | 02/05/2005 | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: | 0000110280 | 02/05/2005 | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: | 0000110281 | 02/05/2005 | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: | 0000110279 | 02/05/2005 | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: | 0000110277 | 02/05/2005 | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: | 0000110276 | 02/05/2005 | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: | 0000110278 | 02/05/2005 | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: | 0000110275 | 02/05/2005 | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: | 0000110274 | 02/05/2005 | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: | 0000110273 | 02/05/2005 | Blackboard DELETE Course: Assign to New Media: Blackboard |
| Ticket Number: | 0000110269 | 02/05/2005 | No subject |
| Ticket Number: | 0000110260 | 02/04/2005 | Blackboard NEW Course: Assign to New Media: Blackboard |
| Ticket Number: | 0000110255 | 02/04/2005 | FW: Another Blackboard problem |
| Ticket Number: | 0000110445 | 02/07/2005 | Blackboard |
| Ticket Number: | 0000110193 | 02/04/2005 | Blackboard NEW Course: Assign to New Media: Blackboard |

| | <u>Create</u> | <u>Date</u> | <u>Short Description</u> |
|----------------|---------------|-------------|---|
| Ticket Number: | 0000110190 | 02/04/2005 | User unable to access Fall'04 class gradebook |
| Ticket Number: | 0000110163 | 02/03/2005 | issues..... |
| Ticket Number: | 0000110162 | 02/03/2005 | issues..... |
| Ticket Number: | 0000110164 | 02/03/2005 | issues..... |
| Ticket Number: | 0000110161 | 02/03/2005 | Course unavailable |
| Ticket Number: | 0000110148 | 02/03/2005 | issues..... |
| Ticket Number: | 0000110147 | 02/03/2005 | issues..... |
| Ticket Number: | 0000110146 | 02/03/2005 | issues..... |
| Ticket Number: | 0000110142 | 02/03/2005 | issues..... |
| Ticket Number: | 0000110135 | 02/03/2005 | Course Missing |
| Ticket Number: | 0000110122 | 02/03/2005 | blackboard question |
| Ticket Number: | 0000110121 | 02/03/2005 | User is wondering how to change the title to a course |

Count of Ticket Number / Create Date

For New Media



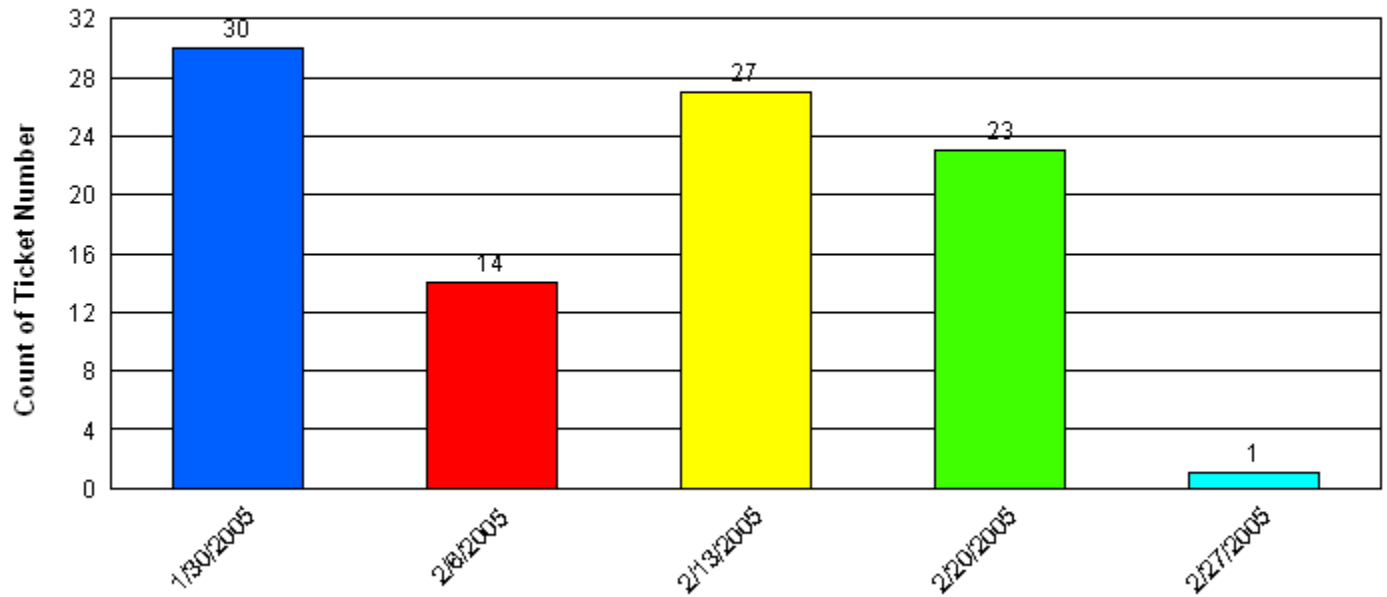
| | | <u>Create</u> | <u>Short Description</u> |
|--------------------------------|---------------|---------------|--|
| | | <u>Date</u> | |
| OIT BSG Non People | Total: | 95 | |
| BSG:HP3000_Systems | Total: | 1 | |
| Closed | Total: | 1 | |
| Ticket Number: 0000111144 | | 02/16/2005 | bezwada,usr0090.reg / need security pw reset |
| BSG:Operational_Support | Total: | 46 | |
| Closed | Total: | 46 | |
| Ticket Number: 0000111239 | | 02/17/2005 | Reset Security Password |
| Ticket Number: 0000111242 | | 02/17/2005 | Labels created for ADVS/ADMN and Grad School |
| Ticket Number: 0000111240 | | 02/17/2005 | Job scheduled for OSWP |
| Ticket Number: 0000111241 | | 02/17/2005 | HPUMBC1,2,3 tapes changed |
| Ticket Number: 0000111667 | | 02/23/2005 | Labels and Postcards for Adm/Gadm/ORL |
| Ticket Number: 0000111666 | | 02/23/2005 | HPUMBC1,2,3 tapes changed |
| Ticket Number: 0000111620 | | 02/22/2005 | Reactivate Security Password/USR0013.REG |
| Ticket Number: 0000111558 | | 02/22/2005 | need to have sec pw reset |
| Ticket Number: 0000111487 | | 02/21/2005 | Payroll Entry Forms AXBR4574 |
| Ticket Number: 0000111483 | | 02/21/2005 | Session Abort |
| Ticket Number: 0000111547 | | 02/22/2005 | HPUMBC1,2,3 Tape changes |
| Ticket Number: 0000111338 | | 02/18/2005 | HPUMBC1,2,3 expired tapes rotated |
| Ticket Number: 0000111337 | | 02/18/2005 | Labels created for GADM/UADM |
| Ticket Number: 0000111336 | | 02/18/2005 | HPUMBC1,2,3 Tape Changes |
| Ticket Number: 0000111677 | | 02/23/2005 | Amy Spinnato - abort usr0018.faid sessions |
| Ticket Number: 0000111548 | | 02/22/2005 | Labels for Admissions/Grad School |
| Ticket Number: 0000110917 | | 02/14/2005 | IRBM3056 - Freeze Tapes |
| Ticket Number: 0000110922 | | 02/14/2005 | Leah Carroll/Usr0005.uadm - abort session |
| Ticket Number: 0000110218 | | 02/04/2005 | Assisted Reg. Staff with menu password |
| Ticket Number: 0000110327 | | 02/07/2005 | AXBR4579 Payroll Forms |
| Ticket Number: 0000110460 | | 02/08/2005 | Labels for Adm/Gadm/Parking Services |
| Ticket Number: 0000110459 | | 02/08/2005 | HPUMBC1,2,3 tapes changed |
| Ticket Number: 0000110461 | | 02/08/2005 | MVBR4025 Tape |
| Ticket Number: 0000110220 | | 02/04/2005 | Schedule jobs for OSWP |
| Ticket Number: 0000110326 | | 02/07/2005 | Postcards/Labels created for ADM |
| Ticket Number: 0000110324 | | 02/07/2005 | HPUMBC1,2,3 Tapes changed |
| Ticket Number: 0000109746 | | 02/01/2005 | HPUMBC1,2,3 Tape Changes |
| Ticket Number: 0000109749 | | 02/01/2005 | MVBM4023 |
| Ticket Number: 0000109767 | | 02/01/2005 | Reset Security Password/USR0284.GENL |
| Ticket Number: 0000109748 | | 02/01/2005 | Generate labels for Adm/GRAD School |
| Ticket Number: 0000109965 | | 02/02/2005 | Security Password Reset/HPUMBC3 |
| Ticket Number: 0000110060 | | 02/03/2005 | USR0023,REG Password Reset |
| Ticket Number: 0000110025 | | 02/03/2005 | MVBR4024 |
| Ticket Number: 0000110023 | | 02/03/2005 | HPUMBC1,2,3 Tapes changed |
| Ticket Number: 0000110024 | | 02/03/2005 | Labels created |
| Ticket Number: 0000110014 | | 02/03/2005 | Session abort |
| Ticket Number: 0000109953 | | 02/02/2005 | Session Abort |
| Ticket Number: 0000109915 | | 02/02/2005 | Reflection Account/Paperwork Lost |
| Ticket Number: 0000109903 | | 02/02/2005 | Security Password Reset |
| Ticket Number: 0000109902 | | 02/02/2005 | USR0009.UADM Session Abort |
| Ticket Number: 0000109880 | | 02/02/2005 | Session Abort |
| Ticket Number: 0000109879 | | 02/02/2005 | Labels created for Adm/GADM/Motor Vehicle |
| Ticket Number: 0000109876 | | 02/02/2005 | UMBC1,2,3 Tape Change |
| Ticket Number: 0000109878 | | 02/02/2005 | Logfile Tape 2/2/05 |
| Ticket Number: 0000109963 | | 02/02/2005 | Reactivate security password/Reset Security Password USR0284.GEN |
| Ticket Number: 0000109964 | | 02/02/2005 | HPUMBC3 Security Password Reset |

| | <u>Create</u> | <u>Short Description</u> |
|-------------------------------|------------------|---|
| | <u>Date</u> | |
| BSG:Web_Infrastructure | <u>Total:</u> 25 | |
| Closed | <u>Total:</u> 25 | |
| Ticket Number: 0000111027 | 02/15/2005 | freeland / biol301 |
| Ticket Number: 0000109943 | 02/02/2005 | ellis / survey |
| Ticket Number: 0000109942 | 02/02/2005 | Rabenhorst - Geog480/survey |
| Ticket Number: 0000110511 | 02/08/2005 | schultz/psyc342 |
| Ticket Number: 0000110512 | 02/08/2005 | psyc200 - schultz |
| Ticket Number: 0000111028 | 02/15/2005 | davis / poli 230 0101 |
| Ticket Number: 0000111030 | 02/15/2005 | chem124 - daSilva |
| Ticket Number: 0000111031 | 02/15/2005 | psyc342 - schultz |
| Ticket Number: 0000111029 | 02/15/2005 | davis / poli 230 0201 |
| Ticket Number: 0000111682 | 02/23/2005 | PSYC 200/201 Bevans |
| Ticket Number: 0000111724 | 02/23/2005 | chem102L - brothers |
| Ticket Number: 0000111759 | 02/24/2005 | BIOL 302/Bradley |
| Ticket Number: 0000111683 | 02/23/2005 | PSYC 100/201 OBrien |
| Ticket Number: 0000111785 | 02/24/2005 | psyc307 - freiberg |
| Ticket Number: 0000111787 | 02/24/2005 | cohen - ecad360 |
| Ticket Number: 0000111910 | 02/28/2005 | biol106 - hanson |
| Ticket Number: 0000111826 | 02/25/2005 | psyc200 - schultz |
| Ticket Number: 0000111786 | 02/24/2005 | psyc100 - starr |
| Ticket Number: 0000111149 | 02/16/2005 | psyc306 - freiberg |
| Ticket Number: 0000111618 | 02/22/2005 | PSYC 200/Schultz |
| Ticket Number: 0000111339 | 02/18/2005 | PSYC 285 Dahlquist |
| Ticket Number: 0000111367 | 02/18/2005 | schultz - psyc200 |
| Ticket Number: 0000111264 | 02/17/2005 | provine / psyc370 |
| Ticket Number: 0000111593 | 02/22/2005 | richman / psyc210 |
| Ticket Number: 0000111825 | 02/25/2005 | psyc342 - schultz |
| blanchet | <u>Total:</u> 3 | |
| Closed | <u>Total:</u> 3 | |
| Ticket Number: 0000110168 | 02/04/2005 | ABORT: ARBR3979 |
| Ticket Number: 0000110457 | 02/08/2005 | ABORT: ARBM3900 |
| Ticket Number: 0000110037 | 02/03/2005 | Student Verification |
| dina | <u>Total:</u> 9 | |
| Closed | <u>Total:</u> 9 | |
| Ticket Number: 0000110574 | 02/09/2005 | ABORT: UABM1688 |
| Ticket Number: 0000109726 | 02/01/2005 | ABORT: UABM1623 |
| Ticket Number: 0000111553 | 02/22/2005 | Problems with clearinghouse transmission file |
| Ticket Number: 0000111132 | 02/16/2005 | Validate info |
| Ticket Number: 0000111293 | 02/17/2005 | Research myUMBC Log information for student |
| Ticket Number: 0000110638 | 02/09/2005 | Recruit data cleanup |
| Ticket Number: 0000111014 | 02/15/2005 | Problem with labels job |
| Ticket Number: 0000110731 | 02/10/2005 | Problem with AMST course on the web |
| Ticket Number: 0000110799 | 02/11/2005 | Menu acces for the HP for staff members |
| jason12 | <u>Total:</u> 1 | |
| Closed | <u>Total:</u> 1 | |
| Ticket Number: 0000110931 | 02/14/2005 | Clear the R25 Oracle database lock |
| paulr | <u>Total:</u> 4 | |
| Closed | <u>Total:</u> 4 | |
| Ticket Number: 0000111033 | 02/15/2005 | customer having problems accessing faculty annual report |
| Ticket Number: 0000111674 | 02/23/2005 | Faculty Annual Report site |
| Ticket Number: 0000110244 | 02/04/2005 | User is faculty but cannot see student transcript and enrollment varifi |
| Ticket Number: 0000110306 | 02/06/2005 | Faculty member is trying to access a student's transcript from home |

| | <u>Create</u> | <u>Date</u> | <u>Short Description</u> |
|---------------------------|---------------|--|--------------------------|
| putro | <u>Total:</u> | 5 | |
| Closed | <u>Total:</u> | 5 | |
| Ticket Number: 0000109736 | 02/01/2005 | Access to Degree Navigation | |
| Ticket Number: 0000110032 | 02/03/2005 | Customer needs access to degree navigator | |
| Ticket Number: 0000111737 | 02/23/2005 | Addressing postcard problems for Claudia | |
| Ticket Number: 0000111170 | 02/16/2005 | EIS files do not all have the same record count... | |
| Ticket Number: 0000111041 | 02/15/2005 | customer's major is listed as undeclared in myUMBC | |
| sanzone1 | <u>Total:</u> | 1 | |
| Closed | <u>Total:</u> | 1 | |
| Ticket Number: 0000111254 | 02/17/2005 | Installed Oracle 9i client | |

Count of Ticket Number / Create Date

For OIT BSG Non PeopleSoft



| | | <u>Create</u> | <u>Short Description</u> |
|--------------------------------|---------------|------------------|---|
| | | <u>Date</u> | |
| OIT Business Systems: P | Total: | 181 | |
| PS:HR | | Total: 1 | |
| Closed | | Total: 1 | |
| Ticket Number: 0000110859 | | 02/11/2005 | Problems Running EE History Report |
| afinn | | Total: 16 | |
| Resolved | | Total: 1 | |
| Ticket Number: 0000110968 | | 02/14/2005 | TST-3-GM Process No Cost Extension/Continuation |
| Closed | | Total: 15 | |
| Ticket Number: 0000111083 | | 02/15/2005 | TST-1-GM Prop Budg Hdr and Lines not balanced |
| Ticket Number: 0000111477 | | 02/21/2005 | 1 Query giving error on Run command |
| Ticket Number: 0000110734 | | 02/10/2005 | 1 - Proposal retrieval not working |
| Ticket Number: 0000110751 | | 02/10/2005 | TST-1-GM Non Funded Proposal can be Awarded |
| Ticket Number: 0000110755 | | 02/10/2005 | TST-1-GM Status changes to Submitted on Copy |
| Ticket Number: 0000111080 | | 02/15/2005 | TST-1-GM PreAward Spending problems |
| Ticket Number: 0000111081 | | 02/15/2005 | TST-2-GM Proposal ID not found |
| Ticket Number: 0000110764 | | 02/10/2005 | TST-1-GM Can't enter Budget for a copied version for Continuation |
| Ticket Number: 0000111085 | | 02/15/2005 | TST-2-GM Can Generate Award without needed approvals |
| Ticket Number: 0000110108 | | 02/03/2005 | TST-1-GM Proposal Status changes to Approved |
| Ticket Number: 0000110119 | | 02/03/2005 | TST-1-GM Proposal Status Value missing |
| Ticket Number: 0000110250 | | 02/04/2005 | TST-2-GM SQL Error on Save - Adding Contacts to Vendors |
| Ticket Number: 0000110245 | | 02/04/2005 | TST-2-GM Prof Data Eff Dating not working |
| Ticket Number: 0000110123 | | 02/03/2005 | TST-1-GM Cannot deny proposal approval |
| Ticket Number: 0000110127 | | 02/03/2005 | TST-1-GM Cannot approve Proposals for others |

| | <u>Create</u> | <u>Date</u> | <u>Short Description</u> |
|---------------------------|---------------|-------------|---|
| chriss | <u>Total:</u> | 35 | |
| Resolved | <u>Total:</u> | 1 | |
| Ticket Number: 0000111761 | 02/24/2005 | | [Fwd: run script] |
| Closed | <u>Total:</u> | 34 | |
| Ticket Number: 0000111680 | 02/23/2005 | | Irby Cole needs access to "umbc" database in Crystal Reports. |
| Ticket Number: 0000111681 | 02/23/2005 | | Stefanie needs access to "umbc" database in Crystal Reports. |
| Ticket Number: 0000111729 | 02/23/2005 | | pls backup HRPRD for final payroll |
| Ticket Number: 0000111147 | 02/16/2005 | | Execute script to create view in HRPRD |
| Ticket Number: 0000111323 | 02/17/2005 | | Refresh HRDB3 instance from backup of HRPRD instance from even |
| Ticket Number: 0000111390 | 02/18/2005 | | Create PS Tables |
| Ticket Number: 0000111391 | 02/18/2005 | | Alter PS Table |
| Ticket Number: 0000111457 | 02/21/2005 | | E-Travel form from myUMBC not coming up-see error below |
| Ticket Number: 0000111471 | 02/21/2005 | | Alter PS Table |
| Ticket Number: 0000111473 | 02/21/2005 | | Alter PS Table |
| Ticket Number: 0000111470 | 02/21/2005 | | Create PS Tables |
| Ticket Number: 0000111377 | 02/18/2005 | | Alter PS Table |
| Ticket Number: 0000111299 | 02/17/2005 | | Please run script (fsprd) |
| Ticket Number: 0000110589 | 02/09/2005 | | Pls run attached script against HRPRD for payroll |
| Ticket Number: 0000110813 | 02/11/2005 | | rebuild view |
| Ticket Number: 0000110794 | 02/11/2005 | | Table alter/creation in 4 instances(HRTST2, HRDEV, HRTST & HRD |
| Ticket Number: 0000110709 | 02/10/2005 | | Execute scripts in HRPRD |
| Ticket Number: 0000110694 | 02/10/2005 | | Please execute the attached script |
| Ticket Number: 0000110683 | 02/10/2005 | | Create PS Table |
| Ticket Number: 0000110662 | 02/09/2005 | | Recalculate database statistics on HRDB1 first thing on the morning o |
| Ticket Number: 0000110661 | 02/09/2005 | | Please set aside backup of HRDB1 instance taken on evening of 2/9/0 |
| Ticket Number: 0000110596 | 02/09/2005 | | pls save last night's HRPRD backup and call it name below |
| Ticket Number: 0000110624 | 02/09/2005 | | Online Journal Entry process very slow |
| Ticket Number: 0000110844 | 02/11/2005 | | another db link |
| Ticket Number: 0000110777 | 02/10/2005 | | Table creation in HRDEV, HRTST & HRDB1 |
| Ticket Number: 0000110384 | 02/07/2005 | | Table/view creation in HRDB1 |
| Ticket Number: 0000110386 | 02/07/2005 | | another script |
| Ticket Number: 0000110542 | 02/08/2005 | | run script |
| Ticket Number: 0000111448 | 02/21/2005 | | Need byRequest reinstalled on new hard drive |
| Ticket Number: 0000109905 | 02/02/2005 | | Execute script in HRPRD |
| Ticket Number: 0000109904 | 02/02/2005 | | Execute script in HRPRD |
| Ticket Number: 0000109875 | 02/02/2005 | | Please reassign 3 records in STAT |
| Ticket Number: 0000109732 | 02/01/2005 | | Execute script in HRPRD |
| Ticket Number: 0000111373 | 02/18/2005 | | Alter PS Table |
| dore | <u>Total:</u> | 1 | |
| Closed | <u>Total:</u> | 1 | |
| Ticket Number: 0000109937 | 02/02/2005 | | TST-1-BI BC does not build rows on KK records |
| dsylva | <u>Total:</u> | 1 | |
| Closed | <u>Total:</u> | 1 | |
| Ticket Number: 0000110800 | 02/11/2005 | | Create a query to determine incomplete retro batches |
| haddaway | <u>Total:</u> | 8 | |
| Resolved | <u>Total:</u> | 2 | |
| Ticket Number: 0000111716 | 02/23/2005 | | Friends Database Problem |
| Ticket Number: 0000111939 | 02/28/2005 | | Please restore HRDB# from last night's backup |
| Closed | <u>Total:</u> | 6 | |
| Ticket Number: 0000111334 | 02/18/2005 | | oracle database access |
| Ticket Number: 0000111458 | 02/21/2005 | | Create PS Tables |
| Ticket Number: 0000111439 | 02/20/2005 | | Refresh HRDB3 Instance from Backup of HRPRD From Evening of 2 |
| Ticket Number: 0000110302 | 02/06/2005 | | Create View Request |
| Ticket Number: 0000110374 | 02/07/2005 | | Please run 3 delete statements in FSTST |
| Ticket Number: 0000110413 | 02/07/2005 | | Info from Shadow HCD |

| jeremy | | <u>Create</u> | |
|-----------------|------------|---------------|-------------------------------------|
| Resolved | | <u>Date</u> | <u>Short Description</u> |
| | | <u>Total:</u> | 74 |
| | | <u>Total:</u> | 4 |
| Ticket Number: | 0000111868 | 02/25/2005 | Schedule Informatica maps |
| Ticket Number: | 0000111922 | 02/28/2005 | Proj_Activity incomplete load |
| Ticket Number: | 0000111867 | 02/25/2005 | Please run attached script in FSDEV |
| Ticket Number: | 0000111833 | 02/25/2005 | run script |

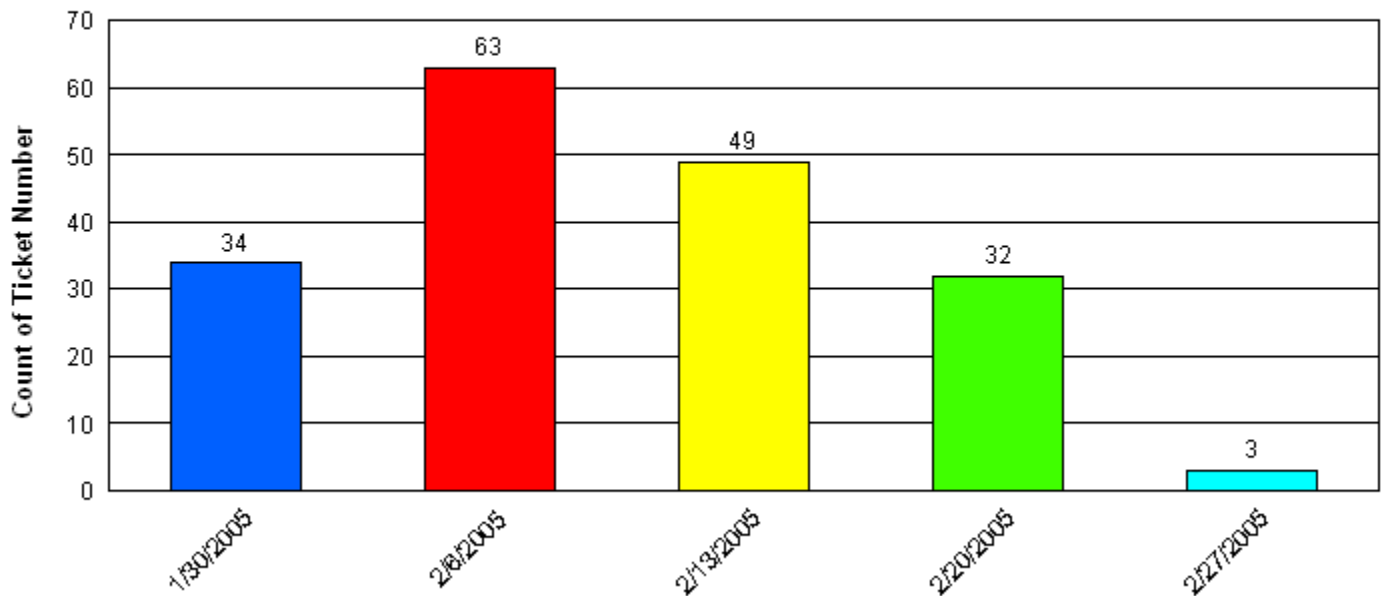
| <u>Closed</u> | <u>Create Date</u> | <u>Total:</u> | <u>Short Description</u> |
|---------------------------|--------------------|---------------|---|
| | | 70 | |
| Ticket Number: 0000111717 | 02/23/2005 | | pls run attached script against HRPRD for payroll |
| Ticket Number: 0000111708 | 02/23/2005 | | pls run attached script against HRPRD |
| Ticket Number: 0000111710 | 02/23/2005 | | run script |
| Ticket Number: 0000111714 | 02/23/2005 | | grant on PSDEFAULT |
| Ticket Number: 0000111104 | 02/16/2005 | | Pls recreate the tables in prj UM_EI_BOLT_ON in hrdb3 |
| Ticket Number: 0000111196 | 02/16/2005 | | Create PS Table |
| Ticket Number: 0000111673 | 02/23/2005 | | pls run attached scripts to create tbls in hrdb2 |
| Ticket Number: 0000111670 | 02/23/2005 | | pls run attached scripts to create/alter tbls in hrdb2 |
| Ticket Number: 0000111570 | 02/22/2005 | | Create PS Table |
| Ticket Number: 0000111565 | 02/22/2005 | | Create PS Table |
| Ticket Number: 0000111571 | 02/22/2005 | | Alter PS Table |
| Ticket Number: 0000111341 | 02/18/2005 | | Alter PS Table |
| Ticket Number: 0000111308 | 02/17/2005 | | PS_UW_DEPT_TBL_CUR scheduling |
| Ticket Number: 0000111263 | 02/17/2005 | | Work Order Request-Run attached script in FSTST |
| Ticket Number: 0000111259 | 02/17/2005 | | New table UW_DEPT_TBL_CUR in epmdev |
| Ticket Number: 0000111258 | 02/17/2005 | | PS_UW_GM_PRJ_ACT_FA_SP scheduling |
| Ticket Number: 0000111230 | 02/17/2005 | | Build new table in epmdev |
| Ticket Number: 0000111621 | 02/22/2005 | | Copy table from HRPRD to HRDEV |
| Ticket Number: 0000111216 | 02/17/2005 | | Grant access to UMBCDW in epmdev |
| Ticket Number: 0000111288 | 02/17/2005 | | Please run attached script in FSTST |
| Ticket Number: 0000111378 | 02/18/2005 | | Tables to include in UMBC_OIR_USERS role |
| Ticket Number: 0000111375 | 02/18/2005 | | Create PS Table |
| Ticket Number: 0000111370 | 02/18/2005 | | please run script (fsprd) |
| Ticket Number: 0000111356 | 02/18/2005 | | ETL wrong for Proj_Resource table in epmdev |
| Ticket Number: 0000111348 | 02/18/2005 | | Please run SQL in FSTST to fix a user testing error |
| Ticket Number: 0000111179 | 02/16/2005 | | Need this script to be run in FSDEV (adding a field) |
| Ticket Number: 0000111362 | 02/18/2005 | | Remove UMBC_PS_READ_ROLE from UMBC_OIR_USERS |
| Ticket Number: 0000111148 | 02/16/2005 | | Userid for New employee |
| Ticket Number: 0000111120 | 02/16/2005 | | Epmdev: ORA-01536: space quota exceeded for tablespace " |
| Ticket Number: 0000111122 | 02/16/2005 | | New index in epmdev |
| Ticket Number: 0000111117 | 02/16/2005 | | test |
| Ticket Number: 0000111115 | 02/16/2005 | | Please run script (FSPRD) |
| Ticket Number: 0000110610 | 02/09/2005 | | Update Job Data |
| Ticket Number: 0000110646 | 02/09/2005 | | scheduling of Finance maps |
| Ticket Number: 0000110697 | 02/10/2005 | | Java on HRTST.PS |
| Ticket Number: 0000110714 | 02/10/2005 | | UM_OIR_GM_PRJ_AC |
| Ticket Number: 0000110761 | 02/10/2005 | | access to finance tables |
| Ticket Number: 0000111552 | 02/22/2005 | | Create PS Tables |
| Ticket Number: 0000111073 | 02/15/2005 | | Please run SQL update in FSTST only |
| Ticket Number: 0000111020 | 02/15/2005 | | Create PS Table |
| Ticket Number: 0000110999 | 02/15/2005 | | run script |
| Ticket Number: 0000110998 | 02/15/2005 | | please run script fstst |
| Ticket Number: 0000110975 | 02/14/2005 | | Out of tablespace in EPMDEV |
| Ticket Number: 0000110960 | 02/14/2005 | | Create PS Table |
| Ticket Number: 0000110948 | 02/14/2005 | | Grant Create/Drop view permissions for specifi tables in HRDB3 |
| Ticket Number: 0000110838 | 02/11/2005 | | script |
| Ticket Number: 0000110827 | 02/11/2005 | | build script |
| Ticket Number: 0000110809 | 02/11/2005 | | Execute scripts in HRPRD |
| Ticket Number: 0000110792 | 02/11/2005 | | view build |
| Ticket Number: 0000110768 | 02/10/2005 | | Run attached script in HRDB1 and HRTST2 |
| Ticket Number: 0000110758 | 02/10/2005 | | Table creation in HRTST2 |
| Ticket Number: 0000110322 | 02/07/2005 | | Reset password for oracle user 'stephen' in HRUAT, please |
| Ticket Number: 0000110335 | 02/07/2005 | | Please Grant Geoff Whetham from Cedar the same Oracle access he h |
| Ticket Number: 0000110343 | 02/07/2005 | | Please run script to recreate view (FSTST) |

| | <u>Create</u> | <u>Date</u> | <u>Short Description</u> |
|-----------------|---------------|---------------|--|
| Ticket Number: | 0000110594 | 02/09/2005 | 4 new Finance tables in EPM |
| Ticket Number: | 0000110531 | 02/08/2005 | Create PS Tables |
| Ticket Number: | 0000111177 | 02/16/2005 | PW_ETL_TSE_ERR |
| Ticket Number: | 0000110525 | 02/08/2005 | run script |
| Ticket Number: | 0000110368 | 02/07/2005 | view rebuild |
| Ticket Number: | 0000110347 | 02/07/2005 | Please run script (FSTST) |
| Ticket Number: | 0000110818 | 02/11/2005 | run script |
| Ticket Number: | 0000109983 | 02/02/2005 | Please run in FSDEV (Jeremy already ran) |
| Ticket Number: | 0000110096 | 02/03/2005 | please run attached script in FSDEV |
| Ticket Number: | 0000110074 | 02/03/2005 | Please restore HRCA from HRPRD...using 0111.2000 backup |
| Ticket Number: | 0000110062 | 02/03/2005 | Create Tables |
| Ticket Number: | 0000110075 | 02/03/2005 | Database Space |
| Ticket Number: | 0000109865 | 02/02/2005 | Execute script in HRPRD |
| Ticket Number: | 0000109853 | 02/02/2005 | Execute 2 scripts in HRPRD |
| Ticket Number: | 0000109940 | 02/02/2005 | Please run script in FSDEV |
| Ticket Number: | 0000109951 | 02/02/2005 | Execute script in HRDEV |
| jgood | | <u>Total:</u> | 2 |
| Closed | | <u>Total:</u> | 2 |
| Ticket Number: | 0000109793 | 02/01/2005 | Add server to netsaint |
| Ticket Number: | 0000110217 | 02/04/2005 | netsaint updates |
| jking | | <u>Total:</u> | 5 |
| Resolved | | <u>Total:</u> | 2 |
| Ticket Number: | 0000111816 | 02/25/2005 | uat process instance 164809 |
| Ticket Number: | 0000111941 | 02/28/2005 | Start backups for hrtst.ps.umbc.edu databases |
| Closed | | <u>Total:</u> | 3 |
| Ticket Number: | 0000110228 | 02/04/2005 | FSUAT and PSGRANT server |
| Ticket Number: | 0000110382 | 02/07/2005 | Please Review HR System Configuration to Confirm Compliance with |
| Ticket Number: | 0000110474 | 02/08/2005 | Online Error |
| jpatna1 | | <u>Total:</u> | 1 |
| Closed | | <u>Total:</u> | 1 |
| Ticket Number: | 0000111190 | 02/16/2005 | Create PS Tables |
| kirby | | <u>Total:</u> | 1 |
| Closed | | <u>Total:</u> | 1 |
| Ticket Number: | 0000110057 | 02/03/2005 | Please grant Z user access in production to Danita Eichenlaub, Assista |
| lrاند | | <u>Total:</u> | 9 |
| Closed | | <u>Total:</u> | 9 |
| Ticket Number: | 0000110618 | 02/09/2005 | Work Order Request |
| Ticket Number: | 0000109923 | 02/02/2005 | Create user TRNCA in PSHRTRN database instance |
| Ticket Number: | 0000109858 | 02/02/2005 | Delivery service mail |
| Ticket Number: | 0000109724 | 02/01/2005 | Alter Security for Bobbie Jo Peach, Pat Jarkowski, and Dave Jordan t |
| Ticket Number: | 0000110222 | 02/04/2005 | Execute the Attached Script in HRPRD |
| Ticket Number: | 0000111193 | 02/16/2005 | Research Problem with Employees Payroll for PP2005015 |
| Ticket Number: | 0000111281 | 02/17/2005 | Determine cause of Ray Hoff's Problems with Accessing GEST |
| Ticket Number: | 0000110623 | 02/09/2005 | Remove Correct History Access from BPEACH, JORDAND, and PJ u |
| Ticket Number: | 0000110639 | 02/09/2005 | Add New Departments to HR |
| ostrove | | <u>Total:</u> | 3 |
| Closed | | <u>Total:</u> | 3 |
| Ticket Number: | 0000110833 | 02/11/2005 | Modify server in netsaint |
| Ticket Number: | 0000110831 | 02/11/2005 | Modify server in netsaint |
| Ticket Number: | 0000110826 | 02/11/2005 | Add servers to monitor |

| | <u>Create Date</u> | <u>Short Description</u> |
|---------------------------|--------------------|---|
| psimon | | |
| Closed | | |
| Ticket Number: 0000110601 | 02/09/2005 | TST-1-AP Post Ran to No Success for Closed Voucher |
| Ticket Number: 0000111016 | 02/15/2005 | TST-1-AP Payment Posting runs to No Success |
| Ticket Number: 0000110869 | 02/12/2005 | TST-2-AP Run Control Page Error Vchr Register Rpt |
| Ticket Number: 0000110868 | 02/12/2005 | TST-1-AP Pay Cycle Select Step runs to No Success |
| Ticket Number: 0000111106 | 02/16/2005 | No Success |
| Ticket Number: 0000110078 | 02/03/2005 | TST-2-PO PO Rollover workbench won't open |
| Total: 6 | | |
| slong | | |
| Closed | | |
| Ticket Number: 0000110246 | 02/04/2005 | Interface Problem |
| Ticket Number: 0000111736 | 02/23/2005 | Stat Approval Request: CSR #351 (from fsdev to fstst) |
| Ticket Number: 0000110627 | 02/09/2005 | Stat Approval Request: CSR #347 (from fsdev to fstst) |
| Ticket Number: 0000110873 | 02/12/2005 | TST-1-AP JV Separate Pymt Box inactive |
| Total: 4 | | |
| stephen | | |
| Closed | | |
| Ticket Number: 0000110687 | 02/10/2005 | Security Modification |
| Ticket Number: 0000110729 | 02/10/2005 | Security Revision |
| Ticket Number: 0000110740 | 02/10/2005 | Security Revisions |
| Ticket Number: 0000110851 | 02/11/2005 | Security Revision |
| Ticket Number: 0000111363 | 02/18/2005 | Z account request |
| Ticket Number: 0000111561 | 02/22/2005 | Establish Security |
| Ticket Number: 0000111582 | 02/22/2005 | Security Revision |
| Ticket Number: 0000111636 | 02/22/2005 | Establish Security |
| Ticket Number: 0000110202 | 02/04/2005 | Security Revisions |
| Ticket Number: 0000110579 | 02/09/2005 | Modify Security Access |
| Ticket Number: 0000110482 | 02/08/2005 | Security Setup/Revisions |
| Ticket Number: 0000110212 | 02/04/2005 | Modify timesheet to include sabbatical employees |
| Ticket Number: 0000109868 | 02/02/2005 | Security Revisions |
| Ticket Number: 0000110029 | 02/03/2005 | Security Modification |
| Total: 14 | | |

Count of Ticket Number / Create Date

For OIT Business Systems: PeopleSoft

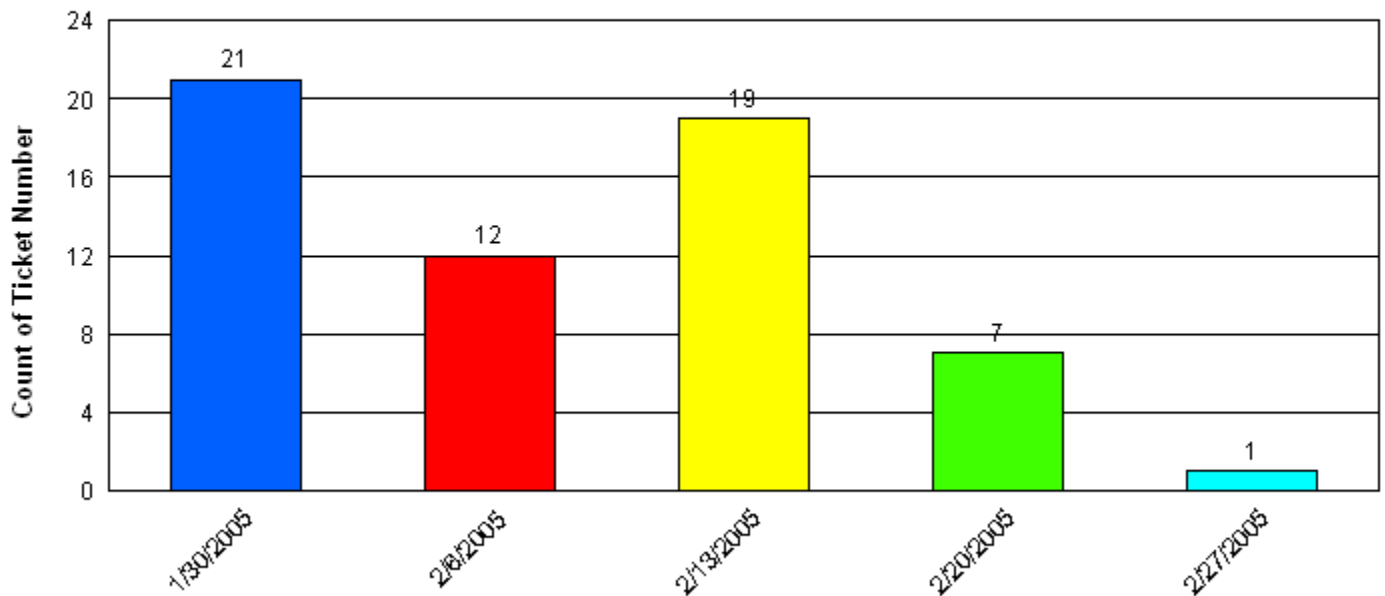


| | | <u>Create</u> | | <u>Short Description</u> |
|--------------------------|-----------------|---------------|-----------|---|
| | | <u>Date</u> | | |
| Physical Networks | Total: | 60 | | |
| beakja1 | | Total: | 20 | |
| | Resolved | Total: | 2 | |
| Ticket Number: | 0000109804 | 02/01/2005 | | 169... IP, unable to get 130... IP |
| Ticket Number: | 0000111904 | 02/28/2005 | | Library Lose activity |
| | Closed | Total: | 18 | |
| Ticket Number: | 0000111105 | 02/16/2005 | | SS001-not logging into network or very slow-class in session |
| Ticket Number: | 0000111181 | 02/16/2005 | | Work Order Request |
| Ticket Number: | 0000110658 | 02/09/2005 | | Work Order Request |
| Ticket Number: | 0000111013 | 02/15/2005 | | Library jack 5-16 |
| Ticket Number: | 0000111022 | 02/15/2005 | | Physics rm 334A. All jacks in the room are dead except jack 334A-C0 |
| Ticket Number: | 0000110765 | 02/10/2005 | | Need network and console ran in 012C rack H3 |
| Ticket Number: | 0000109731 | 02/01/2005 | | Work Order Request |
| Ticket Number: | 0000109980 | 02/02/2005 | | Cheasapeak rm 357 North. 301-325-7521. User needs help connectin |
| Ticket Number: | 0000110081 | 02/03/2005 | | Work Order Request-Activate jace #29B/Alumni House |
| Ticket Number: | 0000109790 | 02/01/2005 | | Jack is not working, the jack got pushed into the wall and is now not w |
| Ticket Number: | 0000109956 | 02/02/2005 | | trouble internet |
| Ticket Number: | 0000109919 | 02/02/2005 | | B-Wing of Academic IV 4th floor cannot get internet, no IPs. x52719 |
| Ticket Number: | 0000110128 | 02/03/2005 | | Work Order Request |
| Ticket Number: | 0000110141 | 02/03/2005 | | Work Order Request |
| Ticket Number: | 0000110536 | 02/08/2005 | | Jack activation |
| Ticket Number: | 0000110953 | 02/14/2005 | | Jack check in Walker Avenue |
| Ticket Number: | 0000110380 | 02/07/2005 | | Jack activation |
| Ticket Number: | 0000110353 | 02/07/2005 | | Bio rm 205. x52251. Jack #205C-2 Reported as dead. |
| bushong1 | | Total: | 5 | |
| | Resolved | Total: | 3 | |
| Ticket Number: | 0000111842 | 02/25/2005 | | network port locked up, ECS 201 |
| Ticket Number: | 0000111704 | 02/23/2005 | | ACIV426: Needs a jack check |
| Ticket Number: | 0000111045 | 02/15/2005 | | SS507A: Activte dead ethernet jack #53-A |
| | Closed | Total: | 2 | |
| Ticket Number: | 0000111407 | 02/18/2005 | | Work Order Request -- Activate Jack in ITE 345 |
| Ticket Number: | 0000110569 | 02/08/2005 | | User can get on to Resnet and umbc but nothing else |
| damian | | Total: | 2 | |
| | Closed | Total: | 2 | |
| Ticket Number: | 0000110580 | 02/09/2005 | | RESNET: Walker Ave appt East / West Network down |
| Ticket Number: | 0000111090 | 02/15/2005 | | Need new network lines in PeopleSoft Rack |
| rays1 | | Total: | 8 | |
| | Closed | Total: | 8 | |
| Ticket Number: | 0000111315 | 02/17/2005 | | Jack Activation |
| Ticket Number: | 0000111049 | 02/15/2005 | | panell 3319 Z8 failure; siemens182.umbc.edu |
| Ticket Number: | 0000111186 | 02/16/2005 | | RWD 310: Activate Jacks 343-2 T-35 & 343-1 T35 |
| Ticket Number: | 0000110399 | 02/07/2005 | | request |
| Ticket Number: | 0000110535 | 02/08/2005 | | Library jack 241d1 |
| Ticket Number: | 0000109744 | 02/01/2005 | | RWD310: Activate jack# 341-2-T3S |
| Ticket Number: | 0000109996 | 02/02/2005 | | [site survey] Aciv-A 402: Install 1 data jack |
| Ticket Number: | 0000109955 | 02/02/2005 | | library jack activation |
| vicki | | Total: | 4 | |
| | Closed | Total: | 4 | |
| Ticket Number: | 0000109910 | 02/02/2005 | | Library PCs not getting proper IPs |
| Ticket Number: | 0000109960 | 02/02/2005 | | Library 2nd floor SX270 problems |
| Ticket Number: | 0000110120 | 02/03/2005 | | Work Order Request |
| Ticket Number: | 0000111376 | 02/18/2005 | | Need to switch some dns entries |

| zicka | | <u>Create</u> | <u>Short Description</u> |
|-----------------|------------|------------------|--|
| | | <u>Date</u> | |
| | | Total: 21 | |
| Resolved | | Total: 3 | |
| Ticket Number: | 0000111696 | 02/23/2005 | MAC Address Change for copier |
| Ticket Number: | 0000111572 | 02/22/2005 | MAC address |
| Ticket Number: | 0000111748 | 02/23/2005 | Can't connect |
| Closed | | Total: 18 | |
| Ticket Number: | 0000111152 | 02/16/2005 | Printer IP Check |
| Ticket Number: | 0000111640 | 02/22/2005 | Peoplesoft IP/dns change |
| Ticket Number: | 0000111480 | 02/21/2005 | Static IP request |
| Ticket Number: | 0000111382 | 02/18/2005 | Dns/dhcp assignment |
| Ticket Number: | 0000111274 | 02/17/2005 | Work Order Request-Replace MAC addr of a bad printer NIC |
| Ticket Number: | 0000111305 | 02/17/2005 | Static IP Request |
| Ticket Number: | 0000110713 | 02/10/2005 | Dining Hall network down |
| Ticket Number: | 0000110717 | 02/10/2005 | DNS Change |
| Ticket Number: | 0000111010 | 02/15/2005 | ips |
| Ticket Number: | 0000111011 | 02/15/2005 | Need IP Address |
| Ticket Number: | 0000110959 | 02/14/2005 | static IP address |
| Ticket Number: | 0000110188 | 02/04/2005 | Replace IP Request |
| Ticket Number: | 0000110266 | 02/05/2005 | FA servers c00326.umbc.edu to c00337.umbc.edu are down |
| Ticket Number: | 0000110648 | 02/09/2005 | Work Order Request-Would like a Static IP |
| Ticket Number: | 0000110020 | 02/03/2005 | Work Order Request |
| Ticket Number: | 0000110097 | 02/03/2005 | Request IP for printer |
| Ticket Number: | 0000109896 | 02/02/2005 | Static IP Requests |
| Ticket Number: | 0000110045 | 02/03/2005 | Subnet Change |

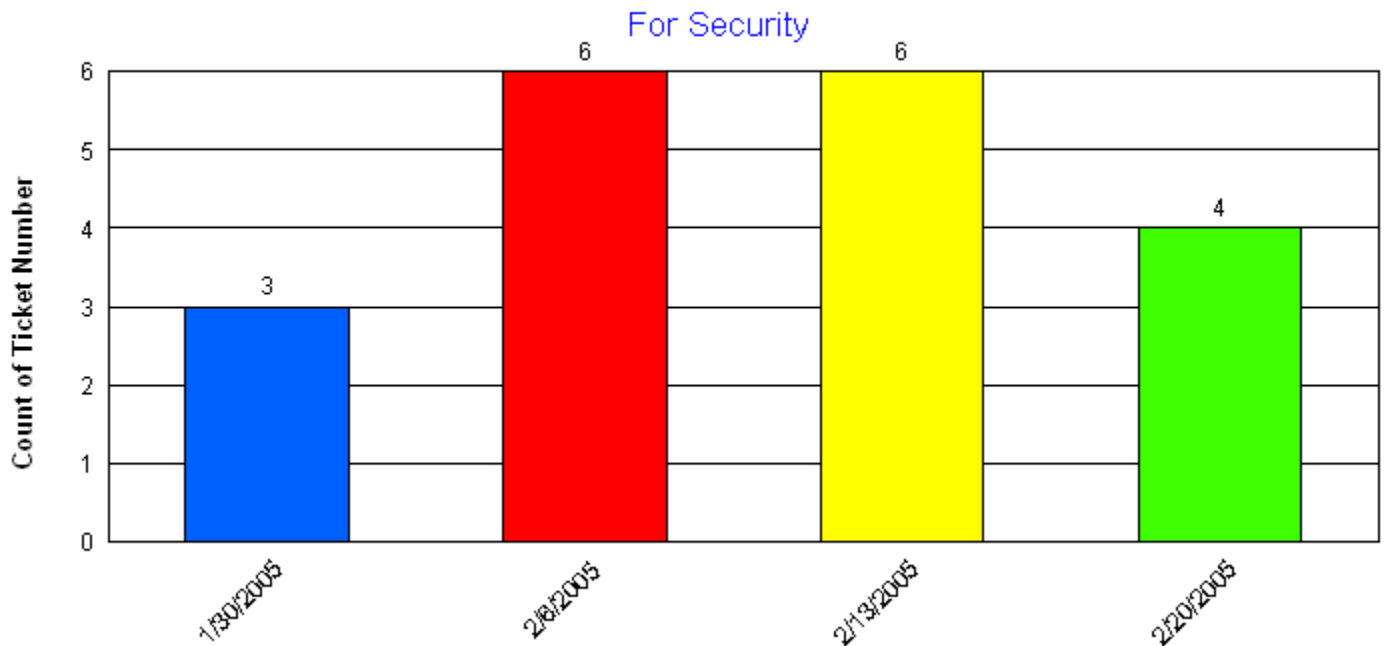
Count of Ticket Number / Create Date

For Physical Networks



| Security | Total: | Create Date | Short Description |
|---------------------------|-----------|-------------|--|
| akhant1 | 19 | | |
| Closed | 9 | | |
| Ticket Number: 0000109867 | | 02/02/2005 | account compromise |
| Ticket Number: 0000110011 | | 02/02/2005 | Amtel Dealer Newsletter - January 2005 |
| Ticket Number: 0000110391 | | 02/07/2005 | [Fwd: Spam: Small Cap Companies in the News] |
| Ticket Number: 0000110565 | | 02/08/2005 | Verify your account information |
| Ticket Number: 0000110930 | | 02/14/2005 | [Fwd: Unauthorized Access:NA (Routing Code: C840-L001-Q-T-S111)] |
| Ticket Number: 0000111062 | | 02/15/2005 | FW: Huntington Bank - Security Update Notification |
| Ticket Number: 0000111126 | | 02/16/2005 | [Fwd: Huntington Bank - Security Update Notification] |
| Ticket Number: 0000111361 | | 02/18/2005 | Email |
| Ticket Number: 0000111659 | | 02/23/2005 | Amtel Dealer Newsletter - February 2005 |
| andy | 10 | | |
| Resolved | 1 | | |
| Ticket Number: 0000111829 | | 02/25/2005 | [Fwd: Unauthorized charge to your credit card] |
| Closed | 9 | | |
| Ticket Number: 0000111111 | | 02/16/2005 | FW: Case ID 37017075 - Notice of Claimed Infringement |
| Ticket Number: 0000111257 | | 02/17/2005 | Fwd: suspicious junk mail |
| Ticket Number: 0000111602 | | 02/22/2005 | FW: Case ID A20111770 - RIAA Infringement Notification |
| Ticket Number: 0000111600 | | 02/22/2005 | FW: Case ID A20142351 - RIAA Infringement Notification |
| Ticket Number: 0000110706 | | 02/10/2005 | FW: Case ID A36008748 - RIAA Infringement Notification |
| Ticket Number: 0000110830 | | 02/11/2005 | FW: Case ID A32276554 - RIAA Infringement Notification |
| Ticket Number: 0000110828 | | 02/11/2005 | FW: Case ID A36477677 - RIAA Infringement Notification |
| Ticket Number: 0000110548 | | 02/08/2005 | FW: Case ID A35518824 - RIAA Infringement Notification |
| Ticket Number: 0000110049 | | 02/03/2005 | FW: DMCA Notice [Notice ID: 9269176] |

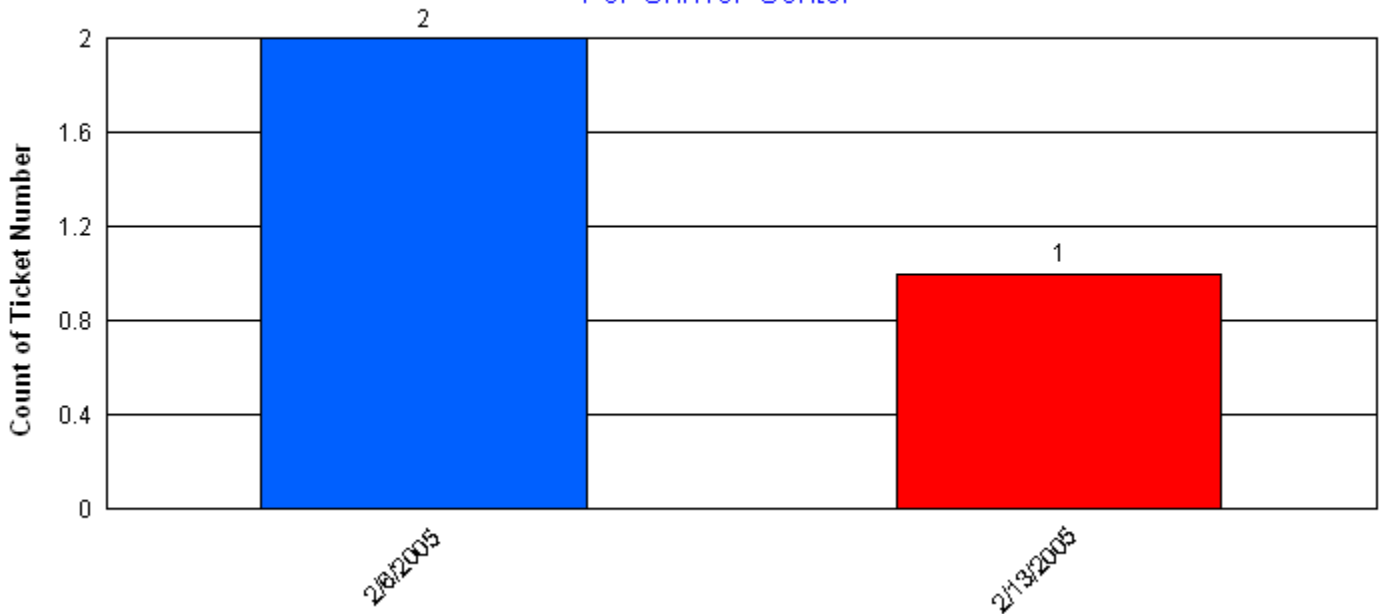
Count of Ticket Number / Create Date



| Shriver Center | Total: | Create Date | Short Description |
|---------------------------|---------------|-------------|--------------------------------|
| psscott | 3 | | |
| Closed | Total: | 3 | |
| Ticket Number: 0000110779 | | 02/10/2005 | Rebuild PC - Choice NE |
| Ticket Number: 0000110847 | | 02/11/2005 | Server Maintenance - Choice NE |
| Ticket Number: 0000110985 | | 02/14/2005 | Install SPSS - Choice WC |

Count of Ticket Number / Create Date

For Shriver Center



| SysCore | | <u>Total:</u> | <u>Create</u> <u>Date</u> | <u>235</u> | <u>Short Description</u> |
|----------------|------------|---------------|------------------------------|------------|--|
| banz | | | <u>Total:</u> | 16 | |
| Closed | | | <u>Total:</u> | 16 | |
| Ticket Number: | 0000111381 | | 02/18/2005 | | web server user id change? |
| Ticket Number: | 0000111044 | | 02/15/2005 | | Connection refused when trying to contact my.umbc.edu |
| Ticket Number: | 0000111358 | | 02/18/2005 | | webadmin page cannot be displayed; tried through accounts and BB |
| Ticket Number: | 0000111371 | | 02/18/2005 | | UMBC Calendar link broken |
| Ticket Number: | 0000111422 | | 02/19/2005 | | PHP issues? |
| Ticket Number: | 0000111433 | | 02/20/2005 | | Work Order Request-Have their been any changes to oracle gl server |
| Ticket Number: | 0000111530 | | 02/21/2005 | | Passfaces no longer working |
| Ticket Number: | 0000109825 | | 02/01/2005 | | User attempting to create there account and saying Incorrect SSN/Pin C |
| Ticket Number: | 0000110111 | | 02/03/2005 | | printer ecs210hp1 does not print postscript |
| Ticket Number: | 0000109775 | | 02/01/2005 | | Sending messages from out-of-state is very slow |
| Ticket Number: | 0000110125 | | 02/03/2005 | | Work Order Request |
| Ticket Number: | 0000110256 | | 02/04/2005 | | alumni mail forwarding account request |
| Ticket Number: | 0000110566 | | 02/08/2005 | | Work Order Request- |
| Ticket Number: | 0000110403 | | 02/07/2005 | | When going to umbc.edu/oit it says "Failed to connect to Oracle. Ple |
| Ticket Number: | 0000110414 | | 02/07/2005 | | Unable to connect to oracle with php code |
| Ticket Number: | 0000110375 | | 02/07/2005 | | User unable to connect to oracle through php |

| | <u>Create</u> | | <u>Short Description</u> |
|---------------------------|---------------|-------------------------|---|
| | <u>Date</u> | | |
| daleg | | <u>Total:</u> 37 | |
| Resolved | | <u>Total:</u> 2 | |
| Ticket Number: 0000111871 | 02/25/2005 | | Work Order Request - Class quota increase |
| Ticket Number: 0000111914 | 02/28/2005 | | WebDAV support on userpages |
| Closed | | <u>Total:</u> 35 | |
| Ticket Number: 0000111718 | 02/23/2005 | | User needs a quota increase |
| Ticket Number: 0000111880 | 02/26/2005 | | need a help! |
| Ticket Number: 0000111084 | 02/15/2005 | | apache reconfigure for .htm php processing |
| Ticket Number: 0000111515 | 02/21/2005 | | salvage? |
| Ticket Number: 0000111662 | 02/23/2005 | | Online Drugs - save up to 80% |
| Ticket Number: 0000111559 | 02/22/2005 | | Slide Library AFS |
| Ticket Number: 0000110602 | 02/09/2005 | | User would like to have and Alias to textbook@umbc.edu |
| Ticket Number: 0000110762 | 02/10/2005 | | Incorrect LDAP Dept |
| Ticket Number: 0000110860 | 02/11/2005 | | quota increase request for Bio 428 (required by instructor) |
| Ticket Number: 0000111008 | 02/15/2005 | | access to website |
| Ticket Number: 0000110914 | 02/14/2005 | | Missing file |
| Ticket Number: 0000110896 | 02/13/2005 | | FTP Access |
| Ticket Number: 0000110895 | 02/13/2005 | | i |
| Ticket Number: 0000110856 | 02/11/2005 | | duplicate messages |
| Ticket Number: 0000110781 | 02/10/2005 | | User reports connection refused when connection to MySQL |
| Ticket Number: 0000110126 | 02/03/2005 | | SSI support |
| Ticket Number: 0000110295 | 02/06/2005 | | eBay Account Information |
| Ticket Number: 0000110472 | 02/08/2005 | | thank you for your mail |
| Ticket Number: 0000110471 | 02/08/2005 | | Work Order Request |
| Ticket Number: 0000110455 | 02/08/2005 | | Discussion List - AMST 392 |
| Ticket Number: 0000110446 | 02/07/2005 | | User needs quota increase for class |
| Ticket Number: 0000110376 | 02/07/2005 | | IpUMBC Feedback: Other |
| Ticket Number: 0000110428 | 02/07/2005 | | Work Order Request |
| Ticket Number: 0000110336 | 02/07/2005 | | (publ647)Web List Request |
| Ticket Number: 0000110291 | 02/05/2005 | | Quota Increase for Staff member |
| Ticket Number: 0000110251 | 02/04/2005 | | User needs quota increase. |
| Ticket Number: 0000110189 | 02/04/2005 | | Customer's emails not getting to recipient |
| Ticket Number: 0000110272 | 02/05/2005 | | (deya)Web List Request |
| Ticket Number: 0000110239 | 02/04/2005 | | man page for dbx on IRIX |
| Ticket Number: 0000110227 | 02/04/2005 | | OpenSSL version. |
| Ticket Number: 0000110816 | 02/11/2005 | | User needs quota increase for Bio class |
| Ticket Number: 0000109720 | 02/01/2005 | | Work Order Request- |
| Ticket Number: 0000110087 | 02/03/2005 | | error message |
| Ticket Number: 0000110115 | 02/03/2005 | | Outside user sending viruses |
| Ticket Number: 0000110052 | 02/03/2005 | | Abaqus license server change? |
| dave | | <u>Total:</u> 4 | |
| Resolved | | <u>Total:</u> 1 | |
| Ticket Number: 0000111819 | 02/25/2005 | | Blackboard homepage unreachable; WebAdmin authenticates |
| Closed | | <u>Total:</u> 3 | |
| Ticket Number: 0000110695 | 02/10/2005 | | aid in locating system |
| Ticket Number: 0000110791 | 02/11/2005 | | Blackboard unreachable |
| Ticket Number: 0000109948 | 02/02/2005 | | invalid mem access and dB connection unavailable |

| jcgregio | | <u>Create</u> | <u>Short Description</u> |
|-----------------|------------|---------------|---|
| Closed | | <u>Date</u> | |
| | | <u>Total:</u> | 18 |
| | | <u>Total:</u> | 18 |
| Ticket Number: | 0000109769 | 02/01/2005 | [Fwd: Remedy User] |
| Ticket Number: | 0000110820 | 02/11/2005 | Modification to viewable queue |
| Ticket Number: | 0000110541 | 02/08/2005 | Work Order Request-Remedy accts needed |
| Ticket Number: | 0000110199 | 02/04/2005 | Anna and I were trying to add people to the system but after entering s |
| Ticket Number: | 0000110744 | 02/10/2005 | [Fwd: Corporate Calendar] |
| Ticket Number: | 0000110783 | 02/10/2005 | User needs account reactivation for registration |
| Ticket Number: | 0000110971 | 02/14/2005 | Asking for Oracle accounts |
| Ticket Number: | 0000111065 | 02/15/2005 | Unable to login to Oracle |
| Ticket Number: | 0000111077 | 02/15/2005 | Remedy password |
| Ticket Number: | 0000111072 | 02/15/2005 | Request for Corporate Calendar username |
| Ticket Number: | 0000111006 | 02/15/2005 | User with social 218044164 (no account created yet) needs name cha |
| Ticket Number: | 0000111094 | 02/15/2005 | request |
| Ticket Number: | 0000111138 | 02/16/2005 | abcdefghijklmnopqrstuvwxy0ABCDEFGHIJKLMN0PQRSTUVWXYZ |
| Ticket Number: | 0000111342 | 02/18/2005 | Need 2 remedy accounts created |
| Ticket Number: | 0000111165 | 02/16/2005 | [Fwd: FW: Returned mail: see transcript for details] |
| Ticket Number: | 0000111140 | 02/16/2005 | abcdefghijklmnopqrstuvwxy0 abcdefghijklmnopqrstuvwxy1 abcdef |
| Ticket Number: | 0000111127 | 02/16/2005 | User with social 213787182 (Robin Kyler) is now Robin Magwood a |
| Ticket Number: | 0000111114 | 02/16/2005 | add HelpDesk:Mail & HelpDesk:CD queue |

| sbrown7 | | <u>Create</u> | <u>Short Description</u> |
|-----------------|------------|---------------|--|
| Resolved | | <u>Date</u> | |
| | | <u>Total:</u> | |
| | | <u>Total:</u> | 9 |
| Ticket Number: | 0000111862 | 02/25/2005 | archives |
| Ticket Number: | 0000111800 | 02/24/2005 | Set up Corporate Time Account |
| Ticket Number: | 0000111809 | 02/24/2005 | Help me please |
| Ticket Number: | 0000111798 | 02/24/2005 | No subject |
| Ticket Number: | 0000111762 | 02/24/2005 | Request to Create Email Alias for Multiple Users |
| Ticket Number: | 0000111827 | 02/25/2005 | ssh to cadence error |
| Ticket Number: | 0000111863 | 02/25/2005 | No subject |
| Ticket Number: | 0000111845 | 02/25/2005 | Econ website |
| Ticket Number: | 0000111813 | 02/25/2005 | No subject |

| <u>Closed</u> | <u>Create Date</u> | <u>Total:</u> | <u>Short Description</u> |
|---------------------------|--------------------|---------------|---|
| | | 151 | |
| Ticket Number: 0000111855 | 02/25/2005 | | (urcad05mentors)Web List Request |
| Ticket Number: 0000111854 | 02/25/2005 | | (urcad05students)Web List Request |
| Ticket Number: 0000111856 | 02/25/2005 | | (ura0506students)Web List Request |
| Ticket Number: 0000111857 | 02/25/2005 | | (ura0506mentors)Web List Request |
| Ticket Number: 0000110633 | 02/09/2005 | | Question |
| Ticket Number: 0000110664 | 02/09/2005 | | (eng1348_sp05)Web List Request |
| Ticket Number: 0000110705 | 02/10/2005 | | (umbcesteam)Web List Request |
| Ticket Number: 0000111057 | 02/15/2005 | | (cmsc691g)Web List Request |
| Ticket Number: 0000111009 | 02/15/2005 | | Erickson Website |
| Ticket Number: 0000111004 | 02/15/2005 | | Oracle Calendar Account |
| Ticket Number: 0000111070 | 02/15/2005 | | (umbcresponds)Web List Request |
| Ticket Number: 0000110989 | 02/14/2005 | | (smallgroup)Web List Request |
| Ticket Number: 0000110986 | 02/14/2005 | | (mamasboysfanclub)Web List Request |
| Ticket Number: 0000110976 | 02/14/2005 | | Mail lost and needs to be recovered. |
| Ticket Number: 0000110974 | 02/14/2005 | | (she_plays_bass)Web List Request |
| Ticket Number: 0000110973 | 02/14/2005 | | subscribe me to ench630 list |
| Ticket Number: 0000110970 | 02/14/2005 | | submit.class for CMSC 411 |
| Ticket Number: 0000110969 | 02/14/2005 | | submit.class for CMSC437 |
| Ticket Number: 0000110965 | 02/14/2005 | | Please reactivate user's account as they will be faculty again at univers |
| Ticket Number: 0000110958 | 02/14/2005 | | (bartleystaff)Web List Request |
| Ticket Number: 0000110910 | 02/14/2005 | | account quota |
| Ticket Number: 0000110822 | 02/11/2005 | | use of TITAN and Spartan |
| Ticket Number: 0000110846 | 02/11/2005 | | [Fwd: No requests found] |
| Ticket Number: 0000110888 | 02/13/2005 | | please close this account |
| Ticket Number: 0000110726 | 02/10/2005 | | (research)Web List Request |
| Ticket Number: 0000110724 | 02/10/2005 | | Need to add new staff |
| Ticket Number: 0000110715 | 02/10/2005 | | Work Order Request |
| Ticket Number: 0000110704 | 02/10/2005 | | ListProc Help |
| Ticket Number: 0000110670 | 02/09/2005 | | (piratesoftheleadership)Web List Request |
| Ticket Number: 0000110665 | 02/09/2005 | | (eng1407_sp05)Web List Request |
| Ticket Number: 0000110899 | 02/13/2005 | | (345team4)Web List Request |
| Ticket Number: 0000110897 | 02/13/2005 | | (paintball)Web List Request |
| Ticket Number: 0000110894 | 02/13/2005 | | (cmpe416l-group)Web List Request |
| Ticket Number: 0000110886 | 02/12/2005 | | Problem login on |
| Ticket Number: 0000110876 | 02/12/2005 | | (ericksonsmallgroup)Web List Request |
| Ticket Number: 0000110874 | 02/12/2005 | | User needs a corporate time account. |
| Ticket Number: 0000110865 | 02/12/2005 | | lpUMBC Feedback: List Problem |
| Ticket Number: 0000110839 | 02/11/2005 | | (advisors)Web List Request |
| Ticket Number: 0000110663 | 02/09/2005 | | (eng1383_sp05)Web List Request |
| Ticket Number: 0000110689 | 02/10/2005 | | (comcafe)Web List Request |
| Ticket Number: 0000111142 | 02/16/2005 | | remedy mail body truncation test |
| Ticket Number: 0000111176 | 02/16/2005 | | Request for Corporate Calendar username "hlounge" |
| Ticket Number: 0000111212 | 02/17/2005 | | submit |
| Ticket Number: 0000111650 | 02/22/2005 | | hi |
| Ticket Number: 0000111635 | 02/22/2005 | | User needs to be setup with a Calender Account. |
| Ticket Number: 0000111604 | 02/22/2005 | | Mailbox restore |
| Ticket Number: 0000111587 | 02/22/2005 | | (cwitgroup)Web List Request |
| Ticket Number: 0000111544 | 02/22/2005 | | (mamasboysalmuni)Web List Request |
| Ticket Number: 0000111406 | 02/18/2005 | | (saga)Web List Request |
| Ticket Number: 0000111401 | 02/18/2005 | | (expoemployeecommittee)Web List Request |
| Ticket Number: 0000111400 | 02/18/2005 | | (expoemployeecommittee)Web List Request |
| Ticket Number: 0000111392 | 02/18/2005 | | customer is unable to execute a compiled c++ program |
| Ticket Number: 0000111380 | 02/18/2005 | | Request for access to ESOL website. |
| Ticket Number: 0000111379 | 02/18/2005 | | User was given access to write to poli sci's webspace but he cannot |

| | <u>Create</u> | <u>Date</u> | <u>Short Description</u> |
|----------------|---------------|-------------|---|
| Ticket Number: | 0000111360 | 02/18/2005 | List Serve |
| Ticket Number: | 0000111355 | 02/18/2005 | titan account |
| Ticket Number: | 0000111354 | 02/18/2005 | User is requesting person Douglas Nivenf username: dnv1 be given a |
| Ticket Number: | 0000111584 | 02/22/2005 | request for administrative access to the Commons website |
| Ticket Number: | 0000111505 | 02/21/2005 | List Deletion Request: DSFS |
| Ticket Number: | 0000111498 | 02/21/2005 | listproc help |
| Ticket Number: | 0000111492 | 02/21/2005 | (emstaff)Web List Request |
| Ticket Number: | 0000111464 | 02/21/2005 | Need Novell and AD account |
| Ticket Number: | 0000111633 | 02/22/2005 | User needs to be setup with a Calender Account. |
| Ticket Number: | 0000111426 | 02/19/2005 | (hbr3south)Web List Request |
| Ticket Number: | 0000111318 | 02/17/2005 | Calendar Accounts |
| Ticket Number: | 0000111313 | 02/17/2005 | deleting listservs |
| Ticket Number: | 0000111311 | 02/17/2005 | Mass Calendar Account Request |
| Ticket Number: | 0000111310 | 02/17/2005 | User Margarita Cardona needs calendar account created. x58635 |
| Ticket Number: | 0000111269 | 02/17/2005 | Work Order Request |
| Ticket Number: | 0000111352 | 02/18/2005 | New staff |
| Ticket Number: | 0000111353 | 02/18/2005 | PoliSci website |
| Ticket Number: | 0000111243 | 02/17/2005 | User's webpage is still accessable but user's account has been deactiva |
| Ticket Number: | 0000111198 | 02/16/2005 | Restore mailbox |
| Ticket Number: | 0000111158 | 02/16/2005 | (undergrads)Web List Request |
| Ticket Number: | 0000111157 | 02/16/2005 | oracle calendar account |
| Ticket Number: | 0000111082 | 02/15/2005 | (baltimorebisexuals)Web List Request |
| Ticket Number: | 0000111121 | 02/16/2005 | (prapproval)Web List Request |
| Ticket Number: | 0000111088 | 02/15/2005 | Request for creating a Calendar Account |
| Ticket Number: | 0000110133 | 02/03/2005 | Are list owners e mails available? |
| Ticket Number: | 0000110175 | 02/04/2005 | User wants their account deleted because they are no longer a student h |
| Ticket Number: | 0000110177 | 02/04/2005 | (flattuesdays)Web List Request |
| Ticket Number: | 0000110497 | 02/08/2005 | Create computer account |
| Ticket Number: | 0000110223 | 02/04/2005 | User needs write access for PKP student organization |
| Ticket Number: | 0000110225 | 02/04/2005 | submit for CMSC4/691N |
| Ticket Number: | 0000110221 | 02/04/2005 | (arc)Web List Request |
| Ticket Number: | 0000110939 | 02/14/2005 | Work Order Request |
| Ticket Number: | 0000110562 | 02/08/2005 | No subject-Error msg when trying to subscribe to AMST392 |
| Ticket Number: | 0000110556 | 02/08/2005 | being added to a list without requesting it |
| Ticket Number: | 0000110585 | 02/09/2005 | (hrstaff)Web List Request |
| Ticket Number: | 0000110555 | 02/08/2005 | lpUMBC Feedback: Other |
| Ticket Number: | 0000110537 | 02/08/2005 | listproc list creation request |
| Ticket Number: | 0000110444 | 02/07/2005 | FSSE2005 list |
| Ticket Number: | 0000110439 | 02/07/2005 | (tobaccocessation)Web List Request |
| Ticket Number: | 0000110436 | 02/07/2005 | (quittobacco)Web List Request |
| Ticket Number: | 0000110435 | 02/07/2005 | (ceas)Web List Request |
| Ticket Number: | 0000110421 | 02/07/2005 | what is this listproc? |
| Ticket Number: | 0000110418 | 02/07/2005 | FW: SUBSCRIBE FSSE2005 |
| Ticket Number: | 0000110416 | 02/07/2005 | FW: SUBSCRIBE FSSE2005 |
| Ticket Number: | 0000110409 | 02/07/2005 | Restore sent mailbox |
| Ticket Number: | 0000110372 | 02/07/2005 | Permanent Fatal Errors returned message |
| Ticket Number: | 0000110526 | 02/08/2005 | Corporate Calendar Acct |
| Ticket Number: | 0000110509 | 02/08/2005 | email issues!!!! |
| Ticket Number: | 0000110505 | 02/08/2005 | Add Library guest accounts issuers |
| Ticket Number: | 0000110489 | 02/08/2005 | lists |
| Ticket Number: | 0000110475 | 02/08/2005 | [Fwd: please remove me from histgrad listserve] |
| Ticket Number: | 0000110453 | 02/08/2005 | Subscribed |
| Ticket Number: | 0000110364 | 02/07/2005 | Calendar account creation |
| Ticket Number: | 0000110361 | 02/07/2005 | (tspaprogram)Web List Request |
| Ticket Number: | 0000110337 | 02/07/2005 | (publ647)Web List Request |

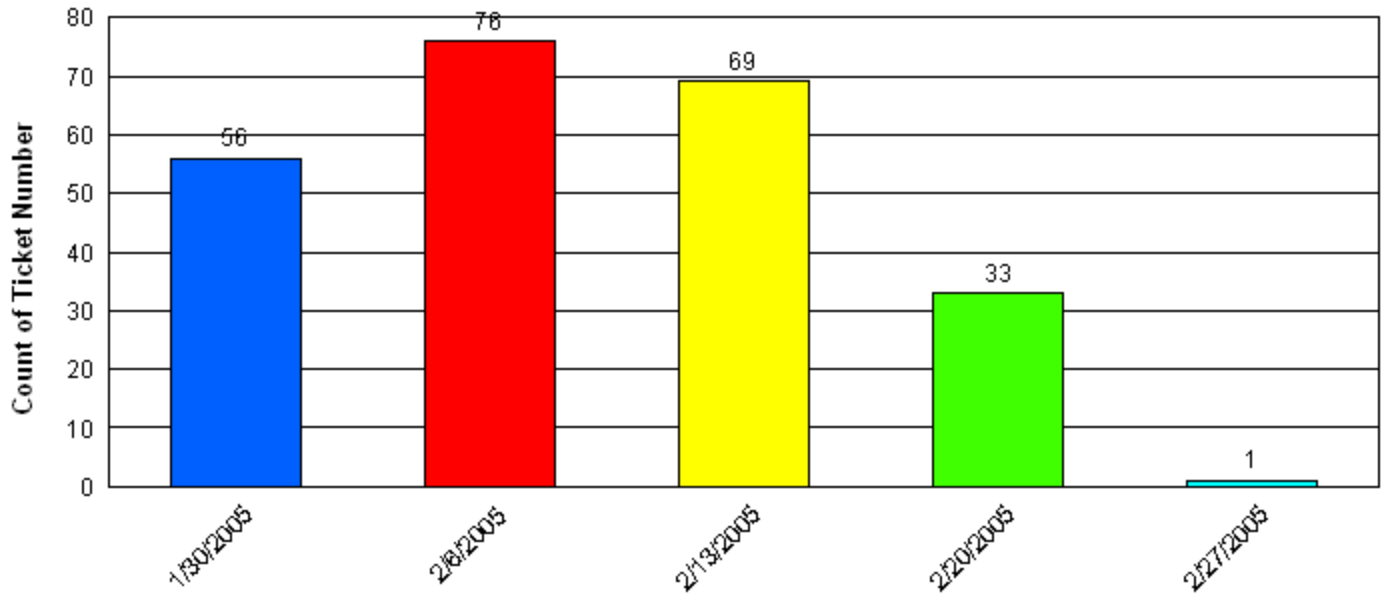
| | <u>Create</u> | <u>Date</u> | <u>Short Description</u> |
|----------------|---------------|-------------|---|
| Ticket Number: | 0000110304 | 02/06/2005 | Work Order Request |
| Ticket Number: | 0000110248 | 02/04/2005 | user needs a calendar account |
| Ticket Number: | 0000110771 | 02/10/2005 | (germanclub)Web List Request |
| Ticket Number: | 0000110243 | 02/04/2005 | corporate time calendar |
| Ticket Number: | 0000110187 | 02/04/2005 | S.I.S.T.E.R.S. |
| Ticket Number: | 0000110408 | 02/07/2005 | what is this? |
| Ticket Number: | 0000110407 | 02/07/2005 | false request? |
| Ticket Number: | 0000110401 | 02/07/2005 | Oracle calendar accounts |
| Ticket Number: | 0000110458 | 02/08/2005 | E-mail Folders |
| Ticket Number: | 0000110392 | 02/07/2005 | Listprocs for CWIT |
| Ticket Number: | 0000110522 | 02/08/2005 | Calendar Account Creation |
| Ticket Number: | 0000110388 | 02/07/2005 | (prelawsociety)Web List Request |
| Ticket Number: | 0000110136 | 02/03/2005 | (s.m.i.l.e.)Web List Request |
| Ticket Number: | 0000111091 | 02/15/2005 | submit EMERGENCY |
| Ticket Number: | 0000109842 | 02/01/2005 | (dirtydozen)Web List Request |
| Ticket Number: | 0000109784 | 02/01/2005 | (spin)Web List Request |
| Ticket Number: | 0000110050 | 02/03/2005 | AOK Guest Accounts |
| Ticket Number: | 0000110030 | 02/03/2005 | Request new calendar account for customer |
| Ticket Number: | 0000110051 | 02/03/2005 | Calendar Accounts |
| Ticket Number: | 0000110018 | 02/03/2005 | (llcadvisory)Web List Request |
| Ticket Number: | 0000110017 | 02/03/2005 | (llcstudents)Web List Request |
| Ticket Number: | 0000110009 | 02/02/2005 | List Ownership Address Change Request |
| Ticket Number: | 0000110005 | 02/02/2005 | (s.i.s.t.e.r.s.)Web List Request |
| Ticket Number: | 0000109852 | 02/02/2005 | List Deletion Request: ENES101TEAM4 |
| Ticket Number: | 0000109830 | 02/01/2005 | (eng1488sp05)Web List Request |
| Ticket Number: | 0000110100 | 02/03/2005 | need password change on k3@hercules.rs.umbc.edu |
| Ticket Number: | 0000109818 | 02/01/2005 | (eng1324sp05)Web List Request |
| Ticket Number: | 0000109817 | 02/01/2005 | (eng1324sp05)Web List Request |
| Ticket Number: | 0000109810 | 02/01/2005 | vart directory for adjunct faculty |
| Ticket Number: | 0000109808 | 02/01/2005 | Ticket [ID#0000109603 |
| Ticket Number: | 0000109834 | 02/01/2005 | User can not access his WWW |
| Ticket Number: | 0000109835 | 02/01/2005 | Usre needs to have the mail folder restored. |
| Ticket Number: | 0000110316 | 02/07/2005 | ID#0000110009 |
| Ticket Number: | 0000109783 | 02/01/2005 | Restore files from 7:00 2/1/05 from the mail box |
| Ticket Number: | 0000109975 | 02/02/2005 | cssalist owner |
| Ticket Number: | 0000109952 | 02/02/2005 | User can login to myUMBC but gl won't let him login. Says authetica |
| Ticket Number: | 0000109946 | 02/02/2005 | myUMBC Account Password Reset |
| Ticket Number: | 0000109917 | 02/02/2005 | User is no longer student and would like account deleted. |
| Ticket Number: | 0000109807 | 02/01/2005 | New Accounts |
| Ticket Number: | 0000109723 | 02/01/2005 | Re: Removal of account (fwd) |
| Ticket Number: | 0000109728 | 02/01/2005 | (fsse2005)Web List Request |
| Ticket Number: | 0000109755 | 02/01/2005 | myUMBC account: suree1 |

Create
Date

Short Description

Count of Ticket Number / Create Date

For SysCore



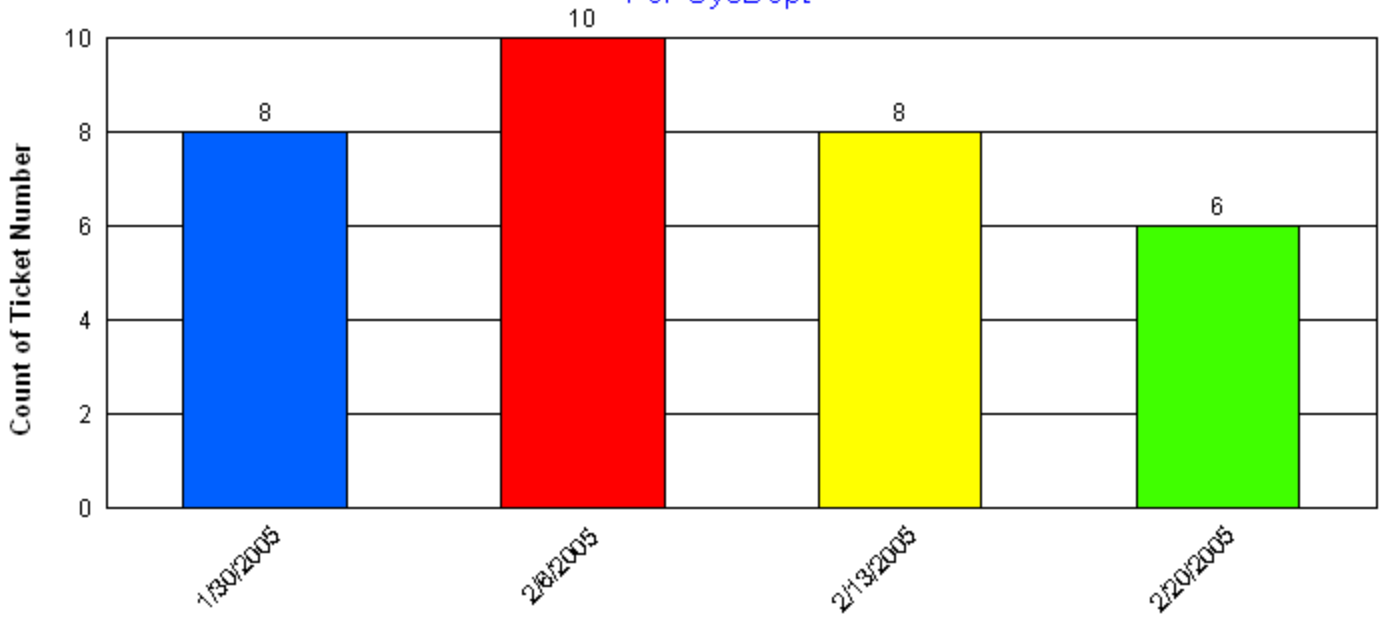
| <u>SysDept</u> | <u>Total:</u> | <u>Create Date</u> | <u>Short Description</u> |
|---------------------------|---------------|--------------------|--|
| laura | 32 | | |
| Closed | Total: | 18 | |
| Ticket Number: 0000110002 | | 02/02/2005 | 2/2/2005: tape change |
| Ticket Number: 0000109801 | | 02/01/2005 | 2/1 all tapes changed successfully. |
| Ticket Number: 0000110456 | | 02/08/2005 | Tape not in friday night for dept amanda |
| Ticket Number: 0000110240 | | 02/04/2005 | new nmrPipe, abequose.chem |
| Ticket Number: 0000110519 | | 02/08/2005 | tester inside.. ignore |
| Ticket Number: 0000110394 | | 02/07/2005 | Amanda not working on oban in Chemistry |
| Ticket Number: 0000110660 | | 02/09/2005 | 2/9/2005: tape changes |
| Ticket Number: 0000110739 | | 02/10/2005 | Reset pw on klssgi1.chem |
| Ticket Number: 0000110926 | | 02/14/2005 | Root Access for Madhu on the Math Cluster |
| Ticket Number: 0000111074 | | 02/15/2005 | [ID#0000111068 Re: node022 (fwd) |
| Ticket Number: 0000111075 | | 02/15/2005 | [ID#0000111068 Re: node022 (fwd) |
| Ticket Number: 0000111089 | | 02/15/2005 | Tape change 2-15-05 |
| Ticket Number: 0000111349 | | 02/18/2005 | New accounts groupb in chem |
| Ticket Number: 0000111468 | | 02/21/2005 | Wants RHEL AS instead of WS for box (bush/chem) |
| Ticket Number: 0000111465 | | 02/21/2005 | Amanda backup fix from no tape saturday. |
| Ticket Number: 0000111398 | | 02/18/2005 | Issues with RHEL 3 / LAM 7 / cyana (HHMI) |
| Ticket Number: 0000111775 | | 02/24/2005 | columbia (phys) down. deskside challenge again. |
| Ticket Number: 0000111797 | | 02/24/2005 | [0000111796] hhmi raid crash, more info |
| randy | Total: | 14 | |
| Resolved | Total: | 1 | |
| Ticket Number: 0000111852 | | 02/25/2005 | Installing Linux Off-Campus (fwd) |
| Closed | Total: | 13 | |
| Ticket Number: 0000111751 | | 02/23/2005 | killing job 8577 On Math Cluster(fwd) |
| Ticket Number: 0000110772 | | 02/10/2005 | Problem Mounting CDROMs on Gravity |
| Ticket Number: 0000110840 | | 02/11/2005 | Xemacs Problem: OIT Told Me To Contact You (fwd) |
| Ticket Number: 0000110923 | | 02/14/2005 | More Myrinet Problems on the Math Cluster |
| Ticket Number: 0000111068 | | 02/15/2005 | Myrinet in node022 Not Working (fwd) |
| Ticket Number: 0000110774 | | 02/10/2005 | Account Creation for Menyuk's Group |
| Ticket Number: 0000109765 | | 02/01/2005 | Fixing the hostnames of the Printers (fwd) |
| Ticket Number: 0000110215 | | 02/04/2005 | Job stuck on Kali |
| Ticket Number: 0000110520 | | 02/08/2005 | Problems with Mail at HHMI |
| Ticket Number: 0000110181 | | 02/04/2005 | *.bz2 (fwd) |
| Ticket Number: 0000110426 | | 02/07/2005 | Myrinet problem on the Math Cluster |
| Ticket Number: 0000110232 | | 02/04/2005 | Problems with StorCase RAID at HHMI |
| Ticket Number: 0000110233 | | 02/04/2005 | Old UMBC RedHat pages still being accessed |

Create
Date

Short Description

Count of Ticket Number / Create Date

For SysDept



Total Remedy Tickets Closed or Resolved between 02/01/2005 and 02/28/2005 : 1887

Count of Ticket Number / Create Date & HD Department Section

