

Closed/Resolved Tickets by OIT Section

Tickets Created Between 07/01/2004 and 07/31/2004

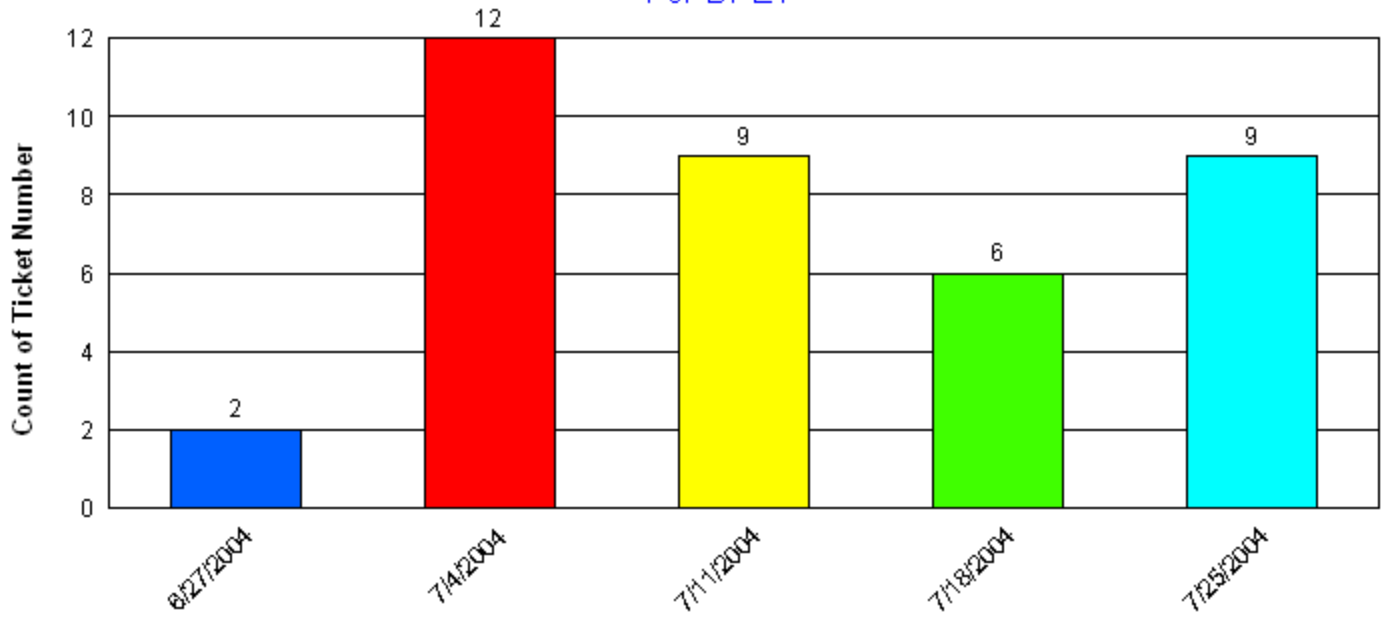
<u>DPET</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
jglove1	38		
		<u>Total:</u>	21
Resolved		<u>Total:</u>	2
Ticket Number: 0000096728		07/27/2004	duplicate email messages
Ticket Number: 0000096752		07/28/2004	Emails
Closed		<u>Total:</u>	19
Ticket Number: 0000096625		07/26/2004	HP Laserjet 5000 IP address set-up in printer and on ACIV PC's.
Ticket Number: 0000096648		07/26/2004	Set up printer on pc
Ticket Number: 0000096159		07/19/2004	Unable to access web files
Ticket Number: 0000096268		07/20/2004	RE: Website
Ticket Number: 0000096311		07/21/2004	Static IP addresses for TWE printers
Ticket Number: 0000096313		07/21/2004	Move from TWE to ACIV
Ticket Number: 0000096446		07/23/2004	Access to Reflections
Ticket Number: 0000096312		07/21/2004	Phone line switch for TWE staff.
Ticket Number: 0000095015		07/07/2004	Upgrade PC
Ticket Number: 0000095309		07/08/2004	Needs a printer
Ticket Number: 0000095311		07/08/2004	Create image of Optiplex GX150 Desktop system.
Ticket Number: 0000095389		07/09/2004	Set-up computer in Jill Feinbergs old office for rotating use.
Ticket Number: 0000095381		07/09/2004	Data projector/internet set-up
Ticket Number: 0000095391		07/09/2004	CD-R burning program disks.
Ticket Number: 0000095615		07/13/2004	ELC overhead projector
Ticket Number: 0000095840		07/15/2004	VPN Client
Ticket Number: 0000095886		07/15/2004	Set Up Laptop Docking Station
Ticket Number: 0000095786		07/14/2004	Dell Optiplex SX260 - Bad Hard Drive
Ticket Number: 0000094988		07/07/2004	mock set-up
stevenhl		<u>Total:</u>	17
Resolved		<u>Total:</u>	3
Ticket Number: 0000096762		07/28/2004	Phone problems
Ticket Number: 0000096839		07/29/2004	Upload Cybergroup Database
Ticket Number: 0000096840		07/29/2004	View pictures from photo shoot
Closed		<u>Total:</u>	14
Ticket Number: 0000096649		07/26/2004	Trouble
Ticket Number: 0000096650		07/26/2004	Multiple ringing extensions
Ticket Number: 0000095407		07/09/2004	Update Online Registration Fee
Ticket Number: 0000095048		07/07/2004	Suspicious behavior of a data base
Ticket Number: 0000094989		07/07/2004	Needs Winzip Installed
Ticket Number: 0000094874		07/05/2004	Backup Images to Novell and Update Images spreadsheet
Ticket Number: 0000094767		07/02/2004	Update Cybergroup Database
Ticket Number: 0000094762		07/02/2004	Web Stats
Ticket Number: 0000095007		07/07/2004	Deliver USB Memory Key
Ticket Number: 0000095793		07/14/2004	Problem with copier
Ticket Number: 0000095842		07/15/2004	VPN Client
Ticket Number: 0000095846		07/15/2004	VPN Client
Ticket Number: 0000095844		07/15/2004	VPN Client
Ticket Number: 0000095839		07/15/2004	VPN Client

Create
Date

Short Description

Count of Ticket Number / Create Date

For DPET



	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Desktop Support	Total: 354	
Desktop	Total: 1	
Closed	Total: 1	
Ticket Number: 0000094664	07/01/2004	CHEM 135: AD password not allowing login
Desktop:PCInstall	Total: 1	
Closed	Total: 1	
Ticket Number: 0000096352	07/21/2004	Machine has been shutting down for 30 minutes
afort1	Total: 12	
Resolved	Total: 3	
Ticket Number: 0000096726	07/27/2004	Email - lost local folders
Ticket Number: 0000096775	07/28/2004	ACIV 220: Personal windows settings and files missing
Ticket Number: 0000096780	07/28/2004	ADMIN 1001A: Computer locking up randomly
Closed	Total: 9	
Ticket Number: 0000096517	07/23/2004	FW: Friends database
Ticket Number: 0000096107	07/19/2004	IBM Thinkpad; hd crashed - new hd need to be setup
Ticket Number: 0000096454	07/23/2004	no access to dept. copier after AD changes
Ticket Number: 0000096469	07/23/2004	AFS client problem. PUP 326.
Ticket Number: 0000096457	07/23/2004	PUP 225: Unable to log into windows workstation
Ticket Number: 0000096412	07/22/2004	MS Access 97 not working for Cheryl Johnson.
Ticket Number: 0000096315	07/21/2004	[Fwd: WMST computer]
Ticket Number: 0000094701	07/01/2004	After Active Directory Lisa Moulden is having problems printing.
Ticket Number: 0000095719	07/14/2004	Work Order Request
chrism	Total: 9	
Resolved	Total: 1	
Ticket Number: 0000096865	07/29/2004	H: and I: Drives unavailable
Closed	Total: 8	
Ticket Number: 0000096628	07/26/2004	User cannot login to novell. Desktop was over "installing" something b
Ticket Number: 0000096794	07/28/2004	Asset Security Alert
Ticket Number: 0000096568	07/26/2004	AD password not working
Ticket Number: 0000095040	07/07/2004	Printer setup. Library basement.
Ticket Number: 0000095427	07/09/2004	New contexts added to account
Ticket Number: 0000095645	07/13/2004	Active Directory Migration
Ticket Number: 0000096237	07/20/2004	User is a new hire at SAO. Not on AD pass list. She has AD installed o
Ticket Number: 0000094894	07/06/2004	Asset Security Alert

edortiz		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u> 107	
		<u>Total:</u> 18	
Ticket Number:	0000096753	07/28/2004	Commons 319: Reformat & Reinstall WinXP on 4 machines
Ticket Number:	0000096676	07/27/2004	re: ticket ID #0000096674
Ticket Number:	0000096864	07/29/2004	PC booting problem. RAC 321.
Ticket Number:	0000096863	07/29/2004	Computer in Admin 823 has been freezing up and not working prop
Ticket Number:	0000096858	07/29/2004	LIB 216A: Check for Virus
Ticket Number:	0000096849	07/29/2004	PC printer problem.
Ticket Number:	0000096847	07/29/2004	Scanner, needs help to be installed
Ticket Number:	0000096817	07/28/2004	PC Win2k Mozilla install. CHEM 475C.
Ticket Number:	0000096763	07/28/2004	Netscape mail won't let user delete mail but account quota is not full.
Ticket Number:	0000096725	07/27/2004	Netscape mail settings not saving Sent Mail
Ticket Number:	0000096685	07/27/2004	PC problem. CHEM 016.
Ticket Number:	0000096911	07/29/2004	User's attachments in Outlook insert into MIDDLE of email body
Ticket Number:	0000096673	07/27/2004	PC going into safe mode. ACIV 215.
Ticket Number:	0000096651	07/26/2004	FW: Emailing: h mapping error
Ticket Number:	0000096571	07/26/2004	can't connect to HP - needing eight characters for the name (error msg
Ticket Number:	0000096578	07/26/2004	Memory Dump
Ticket Number:	0000096582	07/26/2004	Needs Midea Player reinstalled
Ticket Number:	0000096872	07/29/2004	setup HP 1200 in FA447c

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		89	
Ticket Number: 0000096500	07/23/2004		Work Order Request
Ticket Number: 0000096588	07/26/2004		PC crashes when saving files to floppy.
Ticket Number: 0000096723	07/27/2004		Cheryl is getting an error in Excel when saving to Novell.
Ticket Number: 0000096608	07/26/2004		new Install in PUP 230
Ticket Number: 0000096633	07/26/2004		Talked to eddy about syncing palm to laptop. And also add local fold
Ticket Number: 0000096615	07/26/2004		bagel.a virus infected her machine
Ticket Number: 0000096611	07/26/2004		User cannot see tree or server in novell login.
Ticket Number: 0000096605	07/26/2004		HP not connecting -
Ticket Number: 0000095995	07/16/2004		Work Order Request
Ticket Number: 0000096046	07/17/2004		Laptop Upgrade
Ticket Number: 0000096089	07/19/2004		Work Order Request-Reinstall os
Ticket Number: 0000096115	07/19/2004		Need Assistance
Ticket Number: 0000096186	07/19/2004		PC install
Ticket Number: 0000096244	07/20/2004		Cheryl says her email has not been right since Active Directory.
Ticket Number: 0000096374	07/21/2004		CD burner is not recognizing blank cds
Ticket Number: 0000096363	07/21/2004		Work Order Request
Ticket Number: 0000096408	07/22/2004		Novell client does not work on machine. Central Plant 008A. x5 191
Ticket Number: 0000096290	07/20/2004		Mcafee problem
Ticket Number: 0000096257	07/20/2004		Work Order Request
Ticket Number: 0000096248	07/20/2004		PC Mozilla Mail setting problem. UC 124
Ticket Number: 0000096247	07/20/2004		Infected with W32/bagel virus. Can't seem to clean it.
Ticket Number: 0000096228	07/20/2004		has to re-login to Novell to gain access
Ticket Number: 0000096172	07/19/2004		Possible Virus Infection
Ticket Number: 0000096394	07/22/2004		PUP 315: MS Access install
Ticket Number: 0000096389	07/22/2004		Strange saving issues
Ticket Number: 0000096382	07/21/2004		UMBC machine w/ freshly installed Win XP needs set up
Ticket Number: 0000096381	07/21/2004		User has errors in updating SAS license files.
Ticket Number: 0000096380	07/21/2004		User unable to print to default printer
Ticket Number: 0000096138	07/19/2004		Customer can not log into her machine
Ticket Number: 0000095070	07/07/2004		No subject
Ticket Number: 0000095278	07/08/2004		PC Netscape Mail problem.
Ticket Number: 0000095313	07/08/2004		Monitor problem. Commons 309
Ticket Number: 0000095074	07/07/2004		Update Version of McAfee
Ticket Number: 0000095284	07/08/2004		master drive error on black dell
Ticket Number: 0000095350	07/08/2004		Needs novell, office suite, spss installed on new comp.
Ticket Number: 0000095342	07/08/2004		Format and Windows XP Reinstall Request
Ticket Number: 0000095337	07/08/2004		3 New computers to setup
Ticket Number: 0000095329	07/08/2004		User can no longer save to I:/ and H:/ drive.
Ticket Number: 0000095326	07/08/2004		Commons 004: local printer issues
Ticket Number: 0000095323	07/08/2004		Needs mcafee installed on windows XP.
Ticket Number: 0000095318	07/08/2004		UC 116: Some are unable to print to Xerox
Ticket Number: 0000095304	07/08/2004		ADMIN 732: Programs crashing on close
Ticket Number: 0000095472	07/11/2004		Novell on a campus machine can't find a server
Ticket Number: 0000095418	07/09/2004		Mcafee 7.0 on access scanner problem.
Ticket Number: 0000095398	07/09/2004		PDA install. Admin 808.
Ticket Number: 0000095393	07/09/2004		Windows install. Public Policy 230.
Ticket Number: 0000094999	07/07/2004		Vicki Simmers
Ticket Number: 0000094761	07/02/2004		Even after login into novell, the login keeps coming back up. This is a
Ticket Number: 0000094968	07/06/2004		Work Order Request
Ticket Number: 0000095281	07/08/2004		ERIK 164: Outlook email problems
Ticket Number: 0000094931	07/06/2004		Computer crashes on internet explorer, outlook, etc. Windows XP
Ticket Number: 0000094918	07/06/2004		Wants PC reformated and put Windows XP on.
Ticket Number: 0000094896	07/06/2004		asking to boot in safe mode due to driver errors
Ticket Number: 0000094891	07/06/2004		PC Reformat

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000094809	07/02/2004	Outlook freezes. ITE 325E
Ticket Number:	0000094796	07/02/2004	Novell I: drive problem.
Ticket Number:	0000094769	07/02/2004	User of local machine no longer works there, need to make another I
Ticket Number:	0000095047	07/07/2004	Reformat and put windows xp on machine.
Ticket Number:	0000094717	07/01/2004	New Computer set-up
Ticket Number:	0000094700	07/01/2004	IE keeps crashing. Admin 222.
Ticket Number:	0000095054	07/07/2004	Import to Mozilla from Netscape 7
Ticket Number:	0000096399	07/22/2004	Adobe Acrobat Reinstall
Ticket Number:	0000094691	07/01/2004	Printer problem. FA 444
Ticket Number:	0000095056	07/07/2004	Need office xp reinstalled on laptop, giving errors when trying to load
Ticket Number:	0000095022	07/07/2004	PC getting slow. Public Policy 220
Ticket Number:	0000095530	07/12/2004	SS 211: Reformat & Install XP
Ticket Number:	0000095532	07/12/2004	Trouble with E: drive
Ticket Number:	0000095538	07/12/2004	RAC 210: Explorer and IE not opening
Ticket Number:	0000095536	07/12/2004	Microsoft Publisher
Ticket Number:	0000095720	07/14/2004	User needs 2 machines moved from room 070 to rooms 072 and 076 i
Ticket Number:	0000095743	07/14/2004	Library 216A: Reformat & Reinstall windows XP
Ticket Number:	0000095959	07/16/2004	PC Win2k install. TRC 225
Ticket Number:	0000095942	07/16/2004	PC keeps crashing.
Ticket Number:	0000095890	07/15/2004	User can no longer find network printer to print to.
Ticket Number:	0000095882	07/15/2004	Tryed to sync palm to outlook and now outlook mail gives error when
Ticket Number:	0000095805	07/14/2004	McAfee Virus Definitions have been corrupted
Ticket Number:	0000095798	07/14/2004	ACIV 405A: Printer printing random error pages
Ticket Number:	0000095779	07/14/2004	Computer problems
Ticket Number:	0000095770	07/14/2004	2 brand new computers need novell, office xp, reflections.
Ticket Number:	0000095767	07/14/2004	Update configuration
Ticket Number:	0000095984	07/16/2004	Netscape mail no longer works. Might need reinstall.
Ticket Number:	0000095967	07/16/2004	Computer freezing on boot
Ticket Number:	0000095722	07/14/2004	SS 501: 2 machines reformat & reinstall windows + software
Ticket Number:	0000095683	07/13/2004	Unable to login to Novell after install
Ticket Number:	0000095621	07/13/2004	PC need reformat.
Ticket Number:	0000095613	07/13/2004	MS Outlook 2003
Ticket Number:	0000095611	07/13/2004	PC network connection problem. Commons 004
Ticket Number:	0000095638	07/13/2004	FA 509: Novell Client Install
Ticket Number:	0000095588	07/12/2004	Error before login computer

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
josh		<u>Total:</u>	41	
	<u>Closed</u>	<u>Total:</u>	41	
Ticket Number:	0000095499	07/12/2004		NETWORK PRINTER NOT WORKING
Ticket Number:	0000095914	07/15/2004		IMAP/POP Client Configuration (fwd)
Ticket Number:	0000095911	07/15/2004		[Fwd: Re: [Fwd: IMAP/POP Client Configuration]]
Ticket Number:	0000095828	07/15/2004		Corrupt AD Profile
Ticket Number:	0000095795	07/14/2004		Geography rm 211. Computer is not working, but call user at 52160 t
Ticket Number:	0000095769	07/14/2004		PC novell uninstall.
Ticket Number:	0000095761	07/14/2004		Pocket PC CorpTime Sync Assistance
Ticket Number:	0000095740	07/14/2004		PC Setup
Ticket Number:	0000095723	07/14/2004		Work Order Request
Ticket Number:	0000095618	07/13/2004		Common Vision: Unable to login to Novell
Ticket Number:	0000095576	07/12/2004		Customer experiencing system lag since Active Directory migration.
Ticket Number:	0000094710	07/01/2004		Active Directory Problem
Ticket Number:	0000094970	07/06/2004		Trying to "search" Financial Services dept I:\ drive for files but takes t
Ticket Number:	0000094951	07/06/2004		Not set up for Active Directory
Ticket Number:	0000094948	07/06/2004		Since Active Directory Jean's PC cannot access BOA website.
Ticket Number:	0000094912	07/06/2004		Logging into machine
Ticket Number:	0000094903	07/06/2004		Can't print to Delta Initiative Xerox DocuCentre
Ticket Number:	0000094895	07/06/2004		ADMIN 10th floor: Netscape Error when attempting to view messag
Ticket Number:	0000094892	07/06/2004		Work Order Request
Ticket Number:	0000094954	07/06/2004		Cannot log in to AD GRAD-3.
Ticket Number:	0000094731	07/01/2004		request
Ticket Number:	0000094721	07/01/2004		[Fwd: Loaner PC for 6 months]
Ticket Number:	0000096326	07/21/2004		Mozilla
Ticket Number:	0000094757	07/02/2004		Novell account request.
Ticket Number:	0000095046	07/07/2004		PC having problems after AD install. ACTIV-A 430
Ticket Number:	0000095025	07/07/2004		After Active Directory problems with Word, Excel & ByRequest.
Ticket Number:	0000095071	07/07/2004		Work Order Request
Ticket Number:	0000095050	07/07/2004		Reset AD and Novell Password
Ticket Number:	0000095039	07/07/2004		Active Directory Problem
Ticket Number:	0000095385	07/09/2004		New novell password not working
Ticket Number:	0000095375	07/09/2004		User lock out of windows account.
Ticket Number:	0000095992	07/16/2004		Active directory installed on systems
Ticket Number:	0000096451	07/23/2004		AD and Novell not synced;
Ticket Number:	0000096501	07/23/2004		Monitor won't come on. Power is on and computer is on.
Ticket Number:	0000096463	07/23/2004		user flinchba - please expedite
Ticket Number:	0000096424	07/22/2004		Joanna Alrub is getting an error in MS Access.
Ticket Number:	0000096272	07/20/2004		ByRequest will not read D:\ drive.
Ticket Number:	0000096317	07/21/2004		PHYS 329: Missing local folders in Mozilla
Ticket Number:	0000096320	07/21/2004		Gleason palm synch problem et al
Ticket Number:	0000096417	07/22/2004		Problems logging into Novell
Ticket Number:	0000096004	07/16/2004		Bowers getting errors after Active Directory.

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
kirkley1			Total: 10	
	Resolved		Total: 1	
Ticket Number:	0000096748	07/28/2004		UC 207B: Novell goes back to "ctrl+alt+del" screen on login
	Closed		Total: 9	
Ticket Number:	0000095274	07/08/2004		Cannot log in to AD and Novell.
Ticket Number:	0000095420	07/09/2004		Active Directory migration
Ticket Number:	0000095397	07/09/2004		AD password reset.
Ticket Number:	0000095290	07/08/2004		Customer can not login to her machine
Ticket Number:	0000096236	07/20/2004		PC need check up. Admin 703
Ticket Number:	0000095500	07/12/2004		Active directory on laptop
Ticket Number:	0000095830	07/15/2004		Customer can login to local workstation
Ticket Number:	0000095974	07/16/2004		User cannot login to machine. Novell pass was reset but still doesn't w
Ticket Number:	0000095885	07/15/2004		AD passwd reset.

lasuk

Create
Date
Total:

86

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		86	
Ticket Number: 0000095498	07/12/2004		New Scanner on win98 machine
Ticket Number: 0000095625	07/13/2004		[PC s/w] Ss/505: PC won't get an IP
Ticket Number: 0000095696	07/13/2004		[Mac s/w] Entourage v.X for Mac; "Mail could not be sent; personal c
Ticket Number: 0000095962	07/16/2004		[PC s/w] Ad removal, connection problem
Ticket Number: 0000095930	07/15/2004		[PC s/w] Putting Netscape on my computer
Ticket Number: 0000095904	07/15/2004		[PC s/w] OIT: ECS/019: VPN re-Install
Ticket Number: 0000095903	07/15/2004		Jack Activation in TRC-276
Ticket Number: 0000095852	07/15/2004		[PC s/w] Customer can not see his network printer
Ticket Number: 0000095811	07/14/2004		[PC s/w] User cannot send mail from Eudora
Ticket Number: 0000095732	07/14/2004		[PC s/w] Jack not giving IP. in room 106J of Academic Services.
Ticket Number: 0000095700	07/13/2004		[Mac s/w] Unable Access eReserves OffCampus
Ticket Number: 0000095629	07/13/2004		[PC s/w] Dell not working after office move
Ticket Number: 0000095548	07/12/2004		Activate jack in Physical Plant
Ticket Number: 0000095560	07/12/2004		[PC s/w] Econ: PUP/333: Import NS4.7 Local Mail into Mozilla Mail
Ticket Number: 0000095617	07/13/2004		[Mac s/w] CHEM: Chem/480: Mac problem
Ticket Number: 0000095750	07/14/2004		[PC s/w] Re-install Windows XP
Ticket Number: 0000095624	07/13/2004		ECS/101: Please update the HP LaserJet 4si printer object
Ticket Number: 0000095006	07/07/2004		[PC s/w] CWIT: ITE/452a: PC printer problem
Ticket Number: 0000094995	07/07/2004		[Mac s/w] Music: FA/519: Customer cannot find where her space is t
Ticket Number: 0000094976	07/06/2004		[PC s/w] CWIT: ITE/452c: SPSS Install
Ticket Number: 0000094952	07/06/2004		[PC s/w] IFSM: ITE/418: request for MATLAB
Ticket Number: 0000094923	07/06/2004		[PC s/w] PHYS: Phys/211: Eudora email keeps prompting for passwo
Ticket Number: 0000094899	07/06/2004		PHYS/329: missing email/restore from tape backup.
Ticket Number: 0000094818	07/02/2004		[PC s/w] DH: Reset windows 2000 password
Ticket Number: 0000094680	07/01/2004		Jack activation.
Ticket Number: 0000094792	07/02/2004		[PC s/w] HR: AD/504: Computer blue screens repeatedly
Ticket Number: 0000094790	07/02/2004		[PC s/w] OIT: ECS/019: PC keeps rebooting/operating very slow/can
Ticket Number: 0000094805	07/02/2004		[PC s/w] INDS: FA/544: MS Word does not allow her to save to her I
Ticket Number: 0000094770	07/02/2004		Netscape Mail problem. BIO 222
Ticket Number: 0000094660	07/01/2004		[PC s/w] UHS: ERK70: restarts randomly
Ticket Number: 0000095038	07/07/2004		After VPN install, no longer has access to her K:/ drive. Windows 200
Ticket Number: 0000095183	07/07/2004		Asset Security Alert
Ticket Number: 0000095177	07/07/2004		Asset Security Alert
Ticket Number: 0000095166	07/07/2004		Asset Security Alert
Ticket Number: 0000095159	07/07/2004		Asset Security Alert
Ticket Number: 0000095150	07/07/2004		Asset Security Alert
Ticket Number: 0000095151	07/07/2004		Asset Security Alert
Ticket Number: 0000095152	07/07/2004		Asset Security Alert
Ticket Number: 0000095153	07/07/2004		Asset Security Alert
Ticket Number: 0000095154	07/07/2004		Asset Security Alert
Ticket Number: 0000095305	07/08/2004		ACIV205: Jack Check
Ticket Number: 0000095295	07/08/2004		[Mac s/w] DAS: PHYS/332: Printer problm.
Ticket Number: 0000095204	07/07/2004		Asset Security Alert
Ticket Number: 0000095210	07/07/2004		Asset Security Alert
Ticket Number: 0000095203	07/07/2004		Asset Security Alert
Ticket Number: 0000095209	07/07/2004		Asset Security Alert
Ticket Number: 0000095192	07/07/2004		Asset Security Alert
Ticket Number: 0000095193	07/07/2004		Asset Security Alert
Ticket Number: 0000095186	07/07/2004		Asset Security Alert
Ticket Number: 0000095185	07/07/2004		Asset Security Alert
Ticket Number: 0000095184	07/07/2004		Asset Security Alert
Ticket Number: 0000095190	07/07/2004		Asset Security Alert
Ticket Number: 0000095182	07/07/2004		Asset Security Alert
Ticket Number: 0000095181	07/07/2004		Asset Security Alert

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000095405	07/09/2004	[PC Labs] Please remaster 24 computers in ITE 240
Ticket Number: 0000095330	07/08/2004	Unsupported Software Request Assistance
Ticket Number: 0000095328	07/08/2004	[Mac s/w] BIOL: BS/468: Mozilla install (upgrade from netscape 4.7)
Ticket Number: 0000095216	07/07/2004	Asset Security Alert
Ticket Number: 0000095215	07/07/2004	Asset Security Alert
Ticket Number: 0000095214	07/07/2004	Asset Security Alert
Ticket Number: 0000095098	07/07/2004	Asset Security Alert
Ticket Number: 0000095099	07/07/2004	Asset Security Alert
Ticket Number: 0000095164	07/07/2004	Asset Security Alert
Ticket Number: 0000095157	07/07/2004	Asset Security Alert
Ticket Number: 0000095102	07/07/2004	Asset Security Alert
Ticket Number: 0000095097	07/07/2004	Asset Security Alert
Ticket Number: 0000095155	07/07/2004	Asset Security Alert
Ticket Number: 0000096496	07/23/2004	Asset Security Alert
Ticket Number: 0000096497	07/23/2004	Asset Security Alert
Ticket Number: 0000096590	07/26/2004	Asset Security Alert
Ticket Number: 0000096001	07/16/2004	[PC s/w] Unauthorized Junk Printing
Ticket Number: 0000096117	07/19/2004	[Mac s/w] eduora e-mail problems
Ticket Number: 0000096494	07/23/2004	Asset Security Alert
Ticket Number: 0000096493	07/23/2004	Asset Security Alert
Ticket Number: 0000096492	07/23/2004	Asset Security Alert
Ticket Number: 0000096491	07/23/2004	Asset Security Alert
Ticket Number: 0000096459	07/23/2004	122/122A: Missing keyboard tabs
Ticket Number: 0000096422	07/22/2004	[Mac h/w] eMac not booting. CHEM 390.
Ticket Number: 0000096410	07/22/2004	[Mac s/w] ERK 060: Data transfer, PC to iMac
Ticket Number: 0000096388	07/22/2004	[PC s/w] no Internet access but have valid ID
Ticket Number: 0000096354	07/21/2004	[PC s/w] New PC. Commons 339
Ticket Number: 0000096409	07/22/2004	[Mac s/w] ERK 040: Software install on new eMac in UHS
Ticket Number: 0000096229	07/20/2004	Connectivity issues in South Campus
Ticket Number: 0000096124	07/19/2004	Asset Security Alert
Ticket Number: 0000096119	07/19/2004	IMAP server change?
Ticket Number: 0000096005	07/16/2004	[PC h/w] Scanner problem.

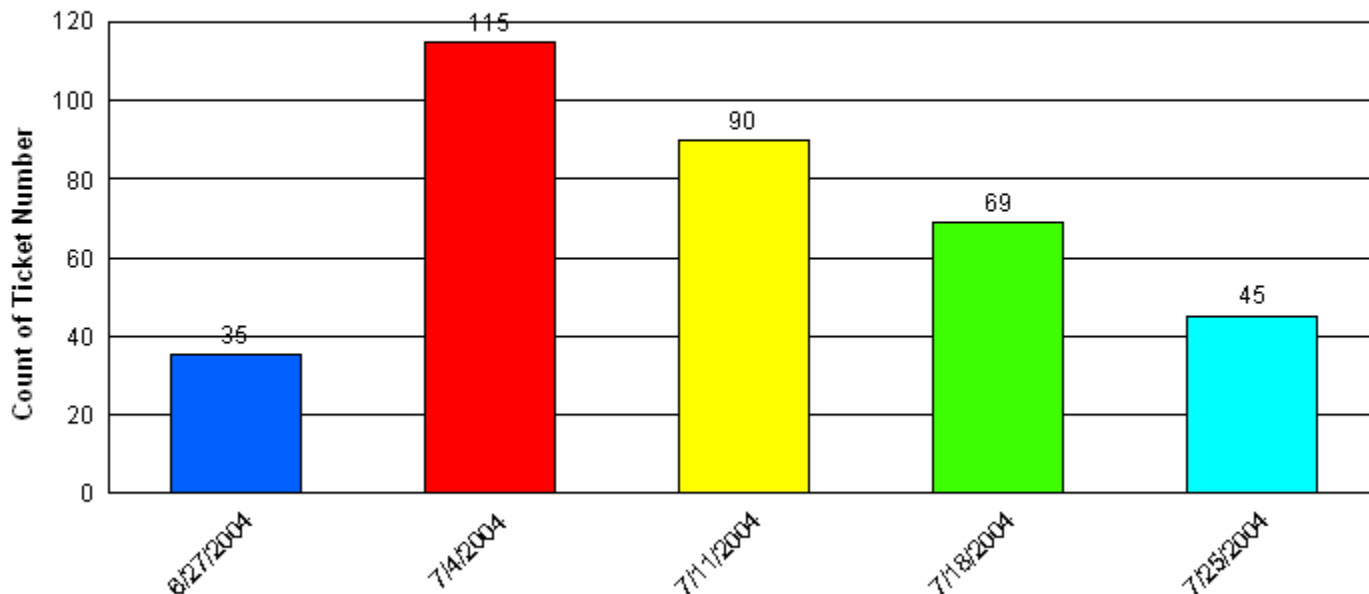
omarn		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	74
		<u>Total:</u>	9
Ticket Number:	0000096327	07/21/2004	Computer reboots; lsass.exe warning Greenhouse
Ticket Number:	0000096805	07/28/2004	Printer needs to be added to Novell network RAC 331
Ticket Number:	0000096506	07/23/2004	Novell password reset problem.
Ticket Number:	0000096639	07/26/2004	User cannot login or get novell to work cent pl 008a
Ticket Number:	0000096715	07/27/2004	Infected System Reinstall Request Only After Contacting Customer. B
Ticket Number:	0000096879	07/29/2004	User crowe in erickson hall rm 177 needs help cleaning out bagel vir
Ticket Number:	0000096727	07/27/2004	error: Boot disk failure phy111
Ticket Number:	0000096700	07/27/2004	Infected System Reinstall Request RAC322
Ticket Number:	0000096577	07/26/2004	PC monitor problem. ehall77

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
Ticket Number: 0000096006	07/16/2004	65	Cannot login to novell or windows.Call user at 301-984-3471 tuesday
Ticket Number: 0000096407	07/22/2004		SS 509A: 3 Machines having problems
Ticket Number: 0000096324	07/21/2004		Ticket for User - cwilliam ad923
Ticket Number: 0000096258	07/20/2004		Laptop VPN install. SS 211-M
Ticket Number: 0000096088	07/19/2004		need to upgrade to Mozilla ehall166
Ticket Number: 0000096224	07/20/2004		Sending email with Netscape 7.02 phy319
Ticket Number: 0000096343	07/21/2004		Work Order Request bs458
Ticket Number: 0000096095	07/19/2004		missing Netscape file comm335
Ticket Number: 0000095036	07/07/2004		System performance issue
Ticket Number: 0000095441	07/10/2004		Computer does not see a drive ad518
Ticket Number: 0000095421	07/09/2004		Printing Problems in Word bs61a
Ticket Number: 0000095501	07/12/2004		Netscape 7.1 install uc112
Ticket Number: 0000095399	07/09/2004		AC SERV 103J: Computer shutting itself off.
Ticket Number: 0000095380	07/09/2004		New PC install. MP 330
Ticket Number: 0000095374	07/09/2004		ADMIN 812: Netscape not opening after crash
Ticket Number: 0000095354	07/08/2004		Work Order Request comm309
Ticket Number: 0000095320	07/08/2004		Windows 2000 update trc225
Ticket Number: 0000095312	07/08/2004		ADMIN 815: Blue Screen, "physical memory dump"
Ticket Number: 0000095269	07/08/2004		Calendar password is not working. sc2.025
Ticket Number: 0000095267	07/08/2004		printing in Netscape 7.1 cuts off text chem135
Ticket Number: 0000095260	07/08/2004		local printer is not printing mp333
Ticket Number: 0000095160	07/07/2004		Work Order Request comm335
Ticket Number: 0000095089	07/07/2004		Windows XP install on PC ad518
Ticket Number: 0000095073	07/07/2004		PC slowing down problem. chem475a
Ticket Number: 0000095037	07/07/2004		PC keeps rebooting. Warehouse 112B
Ticket Number: 0000094683	07/01/2004		PC network problem. Admin 822
Ticket Number: 0000094904	07/06/2004		After upgrade machine does not work CHEM016
Ticket Number: 0000094875	07/05/2004		No subject mp?
Ticket Number: 0000094817	07/02/2004		Please re-install Win98 on compromised system acad435a
Ticket Number: 0000094803	07/02/2004		[Fwd: not there yet...] ad827
Ticket Number: 0000094799	07/02/2004		User claims sasser problem on machine. Windows XP erk180
Ticket Number: 0000094791	07/02/2004		Computer freezes on startup. Windows 98
Ticket Number: 0000094773	07/02/2004		[Fwd: Windows active tasks] ite 325g
Ticket Number: 0000094768	07/02/2004		PC Netscape Mail problem. Lib 10B
Ticket Number: 0000094725	07/01/2004		Work Order Request ad901
Ticket Number: 0000095008	07/07/2004		PC printer problem. pup424
Ticket Number: 0000094967	07/06/2004		Would like windows xp installed on 5 machines (3 laptops, 2 desktop
Ticket Number: 0000094917	07/06/2004		On login, local windows login comes up but user does not remember p
Ticket Number: 0000094906	07/06/2004		Outlook running slow. as106i
Ticket Number: 0000094642	07/01/2004		ADMIN713: Browsing the web over wireless
Ticket Number: 0000094689	07/01/2004		novell printer keep going away. comm2b13
Ticket Number: 0000094696	07/01/2004		Work Order Request mp006
Ticket Number: 0000094713	07/01/2004		Netscape mail crashes once user starts it. Windows XP pup333
Ticket Number: 0000094704	07/01/2004		WinXP install. FH 331
Ticket Number: 0000094648	07/01/2004		PC Setup
Ticket Number: 0000094671	07/01/2004		Windows XP machine needs novell installed. rec321
Ticket Number: 0000095508	07/12/2004		PC does not boot consistently rac331
Ticket Number: 0000095989	07/16/2004		PUP 327: Nothing displaying on screen, new dell
Ticket Number: 0000095801	07/14/2004		Needs McAfee uninstalled and reinstalled. pup252
Ticket Number: 0000095776	07/14/2004		New computer needs sw ad233
Ticket Number: 0000095771	07/14/2004		Update Netscape version lib216h
Ticket Number: 0000095734	07/14/2004		HP sessions for HP1 & HP3 keep dropping. pp100 52776
Ticket Number: 0000095725	07/14/2004		Set up of new computer PUB 233
Ticket Number: 0000095724	07/14/2004		dead jack 21-2 BS 254:

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000095728	07/14/2004	Work Order Request
Ticket Number:	0000095681	07/13/2004	New PC install. FA 453.
Ticket Number:	0000095675	07/13/2004	Auto save issues lib353
Ticket Number:	0000095652	07/13/2004	mp225
Ticket Number:	0000096235	07/20/2004	Can't get windows login to stop coming up after novell login. fa456
Ticket Number:	0000095591	07/12/2004	Machine infected with Sasser. Windows XP pup324
Ticket Number:	0000095901	07/15/2004	PUP 217: Outlook Sending errors
Ticket Number:	0000095891	07/15/2004	Getting pop up windows saying "Not Found or Object not found" comm
Ticket Number:	0000095884	07/15/2004	Software install. Admin 223
Ticket Number:	0000095741	07/14/2004	Move & Setup computer (ON AUGUST 13th) lib216a
Ticket Number:	0000095541	07/12/2004	Work Order Request acad316
talder1		Total: 12	
	Resolved	Total: 8	
Ticket Number:	0000096754	07/28/2004	Keeps freezing. But can login through webmail. lib353 t
Ticket Number:	0000095926	07/15/2004	User trying to connect in Harbor Hall gets Media Disconnected
Ticket Number:	0000095818	07/14/2004	User getting 169 IP address
Ticket Number:	0000095442	07/10/2004	Not getting a 130.85
Ticket Number:	0000096768	07/28/2004	Restricted workstations pp t
Ticket Number:	0000096677	07/27/2004	ADMIN 909: PC Rebooting randomly t
Ticket Number:	0000096609	07/26/2004	Need workstation username and password. acad329 t
Ticket Number:	0000096370	07/21/2004	Data transfer assistance pup327 t
	Closed	Total: 4	
Ticket Number:	0000096495	07/23/2004	Only cursor showing up on monitor. Needs help connectig new monito
Ticket Number:	0000096390	07/22/2004	Trouble logging in to novell
Ticket Number:	0000095559	07/12/2004	Library 3rd floor power flicker - gettings 169s, nothing on NOC2
Ticket Number:	0000095721	07/14/2004	Work Order Request
unaveed1		Total: 1	
	Closed	Total: 1	
Ticket Number:	0000095866	07/15/2004	Reinstall VPN Client

Count of Ticket Number / Create Date

For Desktop Support



		<u>Create</u>		<u>Short Description</u>
	<u>Total:</u>	<u>Date</u>		
Financial Services: Peo	91			
Financial_Services:PS	Total: 2			
Closed	Total: 2			
Ticket Number: 0000095737		07/14/2004		Requisition Approval Problems
Ticket Number: 0000096347		07/21/2004		Have their been any compliants on reporting thru finance
cnewton	Total: 2			
Closed	Total: 2			
Ticket Number: 0000095057		07/07/2004		Retriever
Ticket Number: 0000095413		07/09/2004		Dept 10464
rpreston	Total: 5			
Closed	Total: 5			
Ticket Number: 0000095062		07/07/2004		PAR change question
Ticket Number: 0000095293		07/08/2004		Minimize Future Retros
Ticket Number: 0000095672		07/13/2004		Dept Budget Earnings vs. Dept Budget Deductions & Incumbent Repo
Ticket Number: 0000095680		07/13/2004		Unprocessed Department Earnings Distribution Change Forms
Ticket Number: 0000096806		07/28/2004		Creativity Courses in Europe and New York
tkuonen	Total: 11			
Closed	Total: 11			
Ticket Number: 0000095622		07/13/2004		PS Requisitions
Ticket Number: 0000096333		07/21/2004		Faculty Senate
Ticket Number: 0000095726		07/14/2004		Invoice authorization not working
Ticket Number: 0000095760		07/14/2004		Training Participants Couldn't Run Trans Detail Dept. Report
Ticket Number: 0000095623		07/13/2004		authorization for requisitions
Ticket Number: 0000094688		07/01/2004		PS SECURITY problem
Ticket Number: 0000094779		07/02/2004		Security changes needed
Ticket Number: 0000096179		07/19/2004		new employee
Ticket Number: 0000096442		07/23/2004		Retriever accessa
Ticket Number: 0000096373		07/21/2004		P.O. approved
Ticket Number: 0000096271		07/20/2004		Fw: Approvals

weller

Create

Date

Total: 71

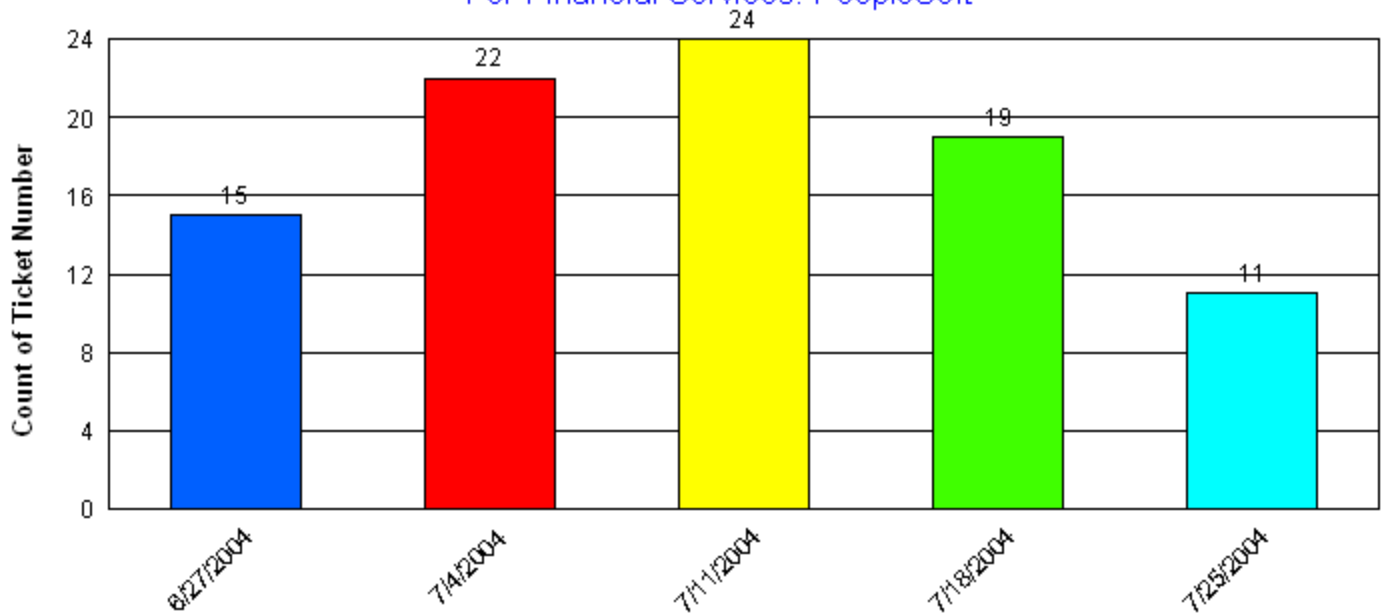
Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		71	
Ticket Number: 0000096003	07/16/2004		Requisition Recon
Ticket Number: 0000096122	07/19/2004		Lift encumbrance CV520500
Ticket Number: 0000096136	07/19/2004		remedy
Ticket Number: 0000096142	07/19/2004		Online Requisition problem
Ticket Number: 0000096455	07/23/2004		Peoplesoft missing menu FS area.
Ticket Number: 0000096478	07/23/2004		SAREF Interface Problem
Ticket Number: 0000096460	07/23/2004		Test Message for armail
Ticket Number: 0000096367	07/21/2004		Req ID changed from "NEXT"
Ticket Number: 0000096369	07/21/2004		Schedule N Query not reflecting correct F&A
Ticket Number: 0000096365	07/21/2004		Pcard items
Ticket Number: 0000096227	07/20/2004		PR 26 problem on Statement of PR Chg
Ticket Number: 0000096192	07/19/2004		Req Approval status
Ticket Number: 0000096745	07/28/2004		Sub-contracts
Ticket Number: 0000096757	07/28/2004		Receiver-
Ticket Number: 0000096772	07/28/2004		Retriever
Ticket Number: 0000096812	07/28/2004		access request
Ticket Number: 0000096878	07/29/2004		Retriever Access
Ticket Number: 0000096886	07/29/2004		Sub-contracts
Ticket Number: 0000096971	07/30/2004		BCing
Ticket Number: 0000096881	07/29/2004		Retriever and JEs
Ticket Number: 0000096867	07/29/2004		P-Card Charge
Ticket Number: 0000095035	07/07/2004		Receipts
Ticket Number: 0000095051	07/07/2004		Open Encumbrances
Ticket Number: 0000095316	07/08/2004		reduction on Actual YTD
Ticket Number: 0000095321	07/08/2004		error messages in grant reports
Ticket Number: 0000095360	07/08/2004		Accrued PCard charges for June
Ticket Number: 0000095363	07/08/2004		problem
Ticket Number: 0000095468	07/11/2004		Email marketing
Ticket Number: 0000095388	07/09/2004		JE's NOT showing
Ticket Number: 0000095373	07/09/2004		Credit Card Allocations Not Processing
Ticket Number: 0000095348	07/08/2004		receiver
Ticket Number: 0000095289	07/08/2004		Locations codes
Ticket Number: 0000096349	07/21/2004		PS reporting problems - Retriever & HR
Ticket Number: 0000094940	07/06/2004		Visa posting
Ticket Number: 0000094962	07/06/2004		Requisition approval
Ticket Number: 0000094706	07/01/2004		PO Recon issue
Ticket Number: 0000094711	07/01/2004		Authority needed to enter requisitions
Ticket Number: 0000096935	07/30/2004		purchase order #0000001149
Ticket Number: 0000094643	07/01/2004		Open
Ticket Number: 0000094932	07/06/2004		Unable to Print Purchase Order copies
Ticket Number: 0000094930	07/06/2004		Req Sourcing
Ticket Number: 0000094926	07/06/2004		New peoplesoft acct request.
Ticket Number: 0000094924	07/06/2004		Peoplesoft account request.
Ticket Number: 0000094868	07/05/2004		remedy
Ticket Number: 0000094802	07/02/2004		Vendor Addresses
Ticket Number: 0000094795	07/02/2004		PO Recon
Ticket Number: 0000094794	07/02/2004		1112 000 10375 4864906
Ticket Number: 0000094793	07/02/2004		1112 000 10375 4873351
Ticket Number: 0000094946	07/06/2004		System Slow
Ticket Number: 0000094744	07/01/2004		Security: Permissions Settings - Dr. Geoffrey Summers
Ticket Number: 0000094694	07/01/2004		Can't do Change Order for PO 644
Ticket Number: 0000094682	07/01/2004		Expense Authorization
Ticket Number: 0000094686	07/01/2004		Deposits not Showing in Retriever
Ticket Number: 0000094676	07/01/2004		Reducing PO line amounts

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000094646	07/01/2004	PeoplsSoft receiving
Ticket Number:	0000095546	07/12/2004	Subcontract PO balance exceeded
Ticket Number:	0000095879	07/15/2004	Ticket #0000095373
Ticket Number:	0000095862	07/15/2004	Req Entry
Ticket Number:	0000095861	07/15/2004	Need help
Ticket Number:	0000095859	07/15/2004	Project #00000396
Ticket Number:	0000095789	07/14/2004	Question P.O. 92
Ticket Number:	0000096187	07/19/2004	Department number
Ticket Number:	0000095756	07/14/2004	accounts payable accrual entries on the library chart string
Ticket Number:	0000095964	07/16/2004	Requisition 1267
Ticket Number:	0000095626	07/13/2004	Spec. Access Req. Form
Ticket Number:	0000095921	07/15/2004	remedy
Ticket Number:	0000095902	07/15/2004	Cancel receipt
Ticket Number:	0000095883	07/15/2004	Retriever Pd 11 Errors
Ticket Number:	0000095881	07/15/2004	security access form
Ticket Number:	0000095633	07/13/2004	DEPOSIT ID 2629 09/29/03 for 10497
Ticket Number:	0000095632	07/13/2004	Projects

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	733		
Closed	Total:	3	
Ticket Number: 0000095473		07/11/2004	Tape changes for 7/11/04
Ticket Number: 0000096545		07/25/2004	Tape changes for 7/25/2004
Ticket Number: 0000096065		07/18/2004	Tape changes for 7/18/2004
HelpDesk	Total:	30	
Closed	Total:	30	
Ticket Number: 0000096009		07/16/2004	Forgot password
Ticket Number: 0000096011		07/16/2004	Forgot password
Ticket Number: 0000096351		07/21/2004	Select all and copy did not add to the TO field of email
Ticket Number: 0000096341		07/21/2004	Can i create a new account if can not remember old one.
Ticket Number: 0000096339		07/21/2004	How do I register for an account
Ticket Number: 0000096323		07/21/2004	password reset request
Ticket Number: 0000096234		07/20/2004	deleting messages from Trash
Ticket Number: 0000096151		07/19/2004	problem with creating an account
Ticket Number: 0000096149		07/19/2004	Reset Password
Ticket Number: 0000096145		07/19/2004	Reset Password
Ticket Number: 0000096132		07/19/2004	Creating a New account
Ticket Number: 0000096133		07/19/2004	Reset Pin
Ticket Number: 0000096098		07/19/2004	Password reset
Ticket Number: 0000096087		07/19/2004	reset password
Ticket Number: 0000096547		07/25/2004	Password reset request
Ticket Number: 0000096576		07/26/2004	Might have Virus
Ticket Number: 0000096670		07/27/2004	Reset password for kmolson
Ticket Number: 0000096617		07/26/2004	Reset password for ddavis5
Ticket Number: 0000096612		07/26/2004	Reset Password
Ticket Number: 0000096857		07/29/2004	Created account
Ticket Number: 0000096851		07/29/2004	Reset password for raboone1
Ticket Number: 0000096718		07/27/2004	Password reset for cthom1
Ticket Number: 0000096712		07/27/2004	Reset password for bhelle1
Ticket Number: 0000096697		07/27/2004	Reset password for rizzale1
Ticket Number: 0000095286		07/08/2004	password reset
Ticket Number: 0000095450		07/10/2004	Reset Password
Ticket Number: 0000095525		07/12/2004	Reset Password
Ticket Number: 0000096127		07/19/2004	Password Reset
Ticket Number: 0000095929		07/15/2004	User forgot password
Ticket Number: 0000094738		07/01/2004	Password reset request

		<u>Create</u>	
		<u>Date</u>	<u>Short Description</u>
akhant1		<u>Total:</u>	72
	Resolved	<u>Total:</u>	2
Ticket Number:	0000096808	07/28/2004	PC Win95 network connection problem. BIO 202.
Ticket Number:	0000096810	07/28/2004	Disk Quota

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		70	
Ticket Number: 0000096653	07/26/2004		7/26/04 9:00pm lab check
Ticket Number: 0000096671	07/27/2004		Message could not be delivered (fwd)
Ticket Number: 0000096674	07/27/2004		[Fwd: DELIVERY REPORTS ABOUT YOUR E-MAIL]
Ticket Number: 0000096824	07/28/2004		Re: Welcome letter ID: 73779
Ticket Number: 0000096688	07/27/2004		VM 7-27-04 11.00
Ticket Number: 0000096701	07/27/2004		Tape Changes, Tuesday 7/27
Ticket Number: 0000096699	07/27/2004		Phonemail, Tuesday 7/27, 2:00pm
Ticket Number: 0000096679	07/27/2004		Possible Virus?
Ticket Number: 0000096663	07/27/2004		Checklist 7-27-04 7.30
Ticket Number: 0000096655	07/26/2004		VM check 7pm 7/26/2004
Ticket Number: 0000096177	07/19/2004		Borrowing Office 2003
Ticket Number: 0000096280	07/20/2004		Re:
Ticket Number: 0000096269	07/20/2004		Tape Changes, Tuesday 7/20
Ticket Number: 0000096259	07/20/2004		=?GB2312?B?w+K30bXEtvnNr7XEytPGtc341b4=?=
Ticket Number: 0000096238	07/20/2004		7/20 Helpdesk opening check list.
Ticket Number: 0000096254	07/20/2004		home internet troubleshooting
Ticket Number: 0000096205	07/19/2004		Lab check 7pm 7/19/2004
Ticket Number: 0000096201	07/19/2004		7/19/04 9:00pm lab check
Ticket Number: 0000096198	07/19/2004		VM check 7 pm 7/19/2004
Ticket Number: 0000096181	07/19/2004		Phonemail 7-19-04 14.00
Ticket Number: 0000096414	07/22/2004		Email over dialup is slow
Ticket Number: 0000096383	07/21/2004		umbc internet cd
Ticket Number: 0000096284	07/20/2004		Re:
Ticket Number: 0000095335	07/08/2004		User is locked out of their windows login. cannot login. Windows XP
Ticket Number: 0000095446	07/10/2004		phonemail 7-10-04 12.00
Ticket Number: 0000095569	07/12/2004		Phonemail 7-12-04 14.00
Ticket Number: 0000095484	07/11/2004		Checklist 7-11-04 22.00
Ticket Number: 0000095479	07/11/2004		Labcheck 7-11-04 19.00
Ticket Number: 0000095478	07/11/2004		Error 678
Ticket Number: 0000095476	07/11/2004		Phonemail 7-11-04 19.00
Ticket Number: 0000095475	07/11/2004		7/11/04 2:00pm phone mail check
Ticket Number: 0000095474	07/11/2004		7/11/04 6:00pm lab check
Ticket Number: 0000095466	07/11/2004		Work Order Request
Ticket Number: 0000095463	07/11/2004		7/11/04 12:00pm phone mail check
Ticket Number: 0000095596	07/12/2004		7/12/04 7:00pm lab check
Ticket Number: 0000095440	07/10/2004		Checklist 7-10-04 8.00
Ticket Number: 0000095433	07/09/2004		Labcheck 7-9-04 18.00
Ticket Number: 0000095434	07/09/2004		Phonecheck 7-9-04 19.00
Ticket Number: 0000095436	07/09/2004		Checklist 7-9-04 20.00
Ticket Number: 0000094835	07/03/2004		User needs to be unblocked
Ticket Number: 0000094966	07/06/2004		07/6 2pm phone mail check.
Ticket Number: 0000094964	07/06/2004		lissajous
Ticket Number: 0000094938	07/06/2004		7/6 11am phone mail check.
Ticket Number: 0000094934	07/06/2004		Asset Security Alert
Ticket Number: 0000094836	07/03/2004		Phonecheck 7-3-04 11.00
Ticket Number: 0000094832	07/03/2004		Checklist 7-3-04 8.00
Ticket Number: 0000094831	07/03/2004		Great prices for great software - 7846808
Ticket Number: 0000094829	07/02/2004		GDNO ann.ounce g.round brea.king ne.ws - Get on bo.ard no.w
Ticket Number: 0000094825	07/02/2004		Labcheck 7-2-04 20.00
Ticket Number: 0000094824	07/02/2004		The newest, Most effective form of enlargment available! Fm04
Ticket Number: 0000094823	07/02/2004		PhoneCheck 19.00 7-2-04
Ticket Number: 0000094811	07/02/2004		Urgent Response
Ticket Number: 0000094778	07/02/2004		User requests more quota space
Ticket Number: 0000094838	07/03/2004		Tape change 7-3-04

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000094816	07/02/2004	Paracodin save \$\$ (generic Vicodin)
Ticket Number: 0000095831	07/15/2004	Fine Arts 4th floor No Network.
Ticket Number: 0000094666	07/01/2004	Listproc modification.
Ticket Number: 0000094828	07/02/2004	Name Brand Sof.tware wholesaler prices Free Shipping darlene co
Ticket Number: 0000094915	07/06/2004	7/6 Helpdesk opening check list.
Ticket Number: 0000094821	07/02/2004	Labcheck 7-2-04 18.00
Ticket Number: 0000095534	07/12/2004	Morning checklist 7/12/2004
Ticket Number: 0000095535	07/12/2004	7/12/2004 11:00am phone check
Ticket Number: 0000095575	07/12/2004	New Account
Ticket Number: 0000095580	07/12/2004	help
Ticket Number: 0000095945	07/16/2004	Account quota increase.
Ticket Number: 0000095853	07/15/2004	IE cannot get to my.umbc.edu.
Ticket Number: 0000095762	07/14/2004	7/14 Borrowed Maple 9.
Ticket Number: 0000095612	07/13/2004	7/13 Helpdesk opening check list.
Ticket Number: 0000095603	07/12/2004	Lab check 9pm 7/12/04
Ticket Number: 0000095602	07/12/2004	VM check 7pm 7/12/04

anna		<u>Create</u>	
Resolved		<u>Date</u>	<u>Short Description</u>
		<u>Total:</u>	225
		<u>Total:</u>	6
Ticket Number:	0000096542	07/25/2004	Course Deletion
Ticket Number:	0000096788	07/28/2004	quota warnings
Ticket Number:	0000096830	07/28/2004	ECS 019 Diebold machine System Not Available
Ticket Number:	0000096818	07/28/2004	No subject
Ticket Number:	0000096733	07/28/2004	deleting files
Ticket Number:	0000096729	07/27/2004	Help!

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		219	
Ticket Number: 0000096511	07/23/2004		Vacation message
Ticket Number: 0000096782	07/28/2004		virus found in sent message "Re: Improved file"
Ticket Number: 0000096662	07/27/2004		Accounts toward 8 and
Ticket Number: 0000096659	07/27/2004		New ADOBE Campus-wide Buying Program
Ticket Number: 0000096658	07/27/2004		problem found in sent message "Mail Delivery (failure subscribe@biz
Ticket Number: 0000096657	07/27/2004		One of our members is searching for opinions about: systems@umbc.e
Ticket Number: 0000096644	07/26/2004		deleting a Blackboard course
Ticket Number: 0000096598	07/26/2004		Mail System Error - Returned Mail
Ticket Number: 0000096566	07/26/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000096943	07/30/2004		Re: Mail Delivery (failure dani... [Authorize]
Ticket Number: 0000096514	07/23/2004		Problem Connection failed. Reason: ORA-12224: TNS:no listener
Ticket Number: 0000096553	07/25/2004		New Student Having Problems on MyUMBC
Ticket Number: 0000095997	07/16/2004		Tape Changes, Friday 7/16
Ticket Number: 0000096018	07/16/2004		Phonemail 7-16-04 19.00
Ticket Number: 0000096020	07/16/2004		Checklist 7-16-04 20.00
Ticket Number: 0000096030	07/17/2004		Checklist 7-17-04 8.00
Ticket Number: 0000096039	07/17/2004		No subject
Ticket Number: 0000096064	07/18/2004		7/18/04 2:00pm phone mail check
Ticket Number: 0000096056	07/18/2004		7/18/04 12:00pm phone mail check
Ticket Number: 0000096066	07/18/2004		Labcheck 7-18-04 18.00
Ticket Number: 0000096298	07/20/2004		help delete
Ticket Number: 0000096297	07/20/2004		Checklist 7-20-04 22.00
Ticket Number: 0000096296	07/20/2004		Lab check 7/20/04 9pm
Ticket Number: 0000096295	07/20/2004		VM check 7/20/04 7pm
Ticket Number: 0000096292	07/20/2004		Labcheck 7-20-04 18.00
Ticket Number: 0000096274	07/20/2004		Suspicious email
Ticket Number: 0000096256	07/20/2004		change of address
Ticket Number: 0000096255	07/20/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000096147	07/19/2004		Question about internet gaming
Ticket Number: 0000096490	07/23/2004		One of our users is researching: systems@umbc.edu
Ticket Number: 0000096487	07/23/2004		One of our users is looking into your background at our website.
Ticket Number: 0000096486	07/23/2004		A posting has just been made about: systems@umbc.edu
Ticket Number: 0000096449	07/23/2004		Work Order Request
Ticket Number: 0000096444	07/23/2004		Problem with e-mail
Ticket Number: 0000096438	07/23/2004		Accounts avocado pit 620 onlookers
Ticket Number: 0000096429	07/23/2004		Windows XP + Office XP = \$80.
Ticket Number: 0000096387	07/22/2004		Work Order Request
Ticket Number: 0000096376	07/21/2004		request
Ticket Number: 0000096375	07/21/2004		Work Order Request
Ticket Number: 0000096371	07/21/2004		Ticket 96306
Ticket Number: 0000096364	07/21/2004		Cannot delete large emails
Ticket Number: 0000096355	07/21/2004		7/21/04 2:00pm phone mail check
Ticket Number: 0000096340	07/21/2004		user is requesting mail forwarding to be turned off
Ticket Number: 0000096331	07/21/2004		7/21/04 11:00am phone mail check
Ticket Number: 0000096322	07/21/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000096302	07/21/2004		Get \$200 bonus at our Casino!
Ticket Number: 0000096301	07/21/2004		=?GB2312?B?ytax7c+IwdA=?= 17:51:34:15
Ticket Number: 0000096300	07/21/2004		SEXUALLY-EXPLICIT:Online Adult DVD Rental
Ticket Number: 0000096143	07/19/2004		Re:
Ticket Number: 0000096118	07/19/2004		Work Order Request
Ticket Number: 0000096112	07/19/2004		Did I Do My IMAP/POP Client Configuration Correctly?
Ticket Number: 0000096090	07/19/2004		American Idol, Survivor and Now American Television & Film
Ticket Number: 0000096074	07/19/2004		email
Ticket Number: 0000096073	07/18/2004		Checklist 7-18-04 22.00

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000096072	07/18/2004	Labcheck 7-18-04 21.00
Ticket Number:	0000096067	07/18/2004	Phonemail 7-18-04 19.00
Ticket Number:	0000096240	07/20/2004	Problem with Deleted Email
Ticket Number:	0000096222	07/20/2004	[Fwd: Re:]
Ticket Number:	0000096221	07/20/2004	%PART4
Ticket Number:	0000096220	07/20/2004	Work Order Request
Ticket Number:	0000096218	07/20/2004	Re: Over Quota
Ticket Number:	0000096217	07/20/2004	Re:
Ticket Number:	0000096206	07/19/2004	I need to get rid of this file
Ticket Number:	0000096273	07/20/2004	Suspicious email
Ticket Number:	0000096176	07/19/2004	Work Order Request
Ticket Number:	0000096175	07/19/2004	Re:
Ticket Number:	0000096174	07/19/2004	Re:
Ticket Number:	0000096169	07/19/2004	Re:
Ticket Number:	0000096168	07/19/2004	Re:
Ticket Number:	0000096167	07/19/2004	Re:
Ticket Number:	0000096166	07/19/2004	Re:
Ticket Number:	0000096162	07/19/2004	Re:
Ticket Number:	0000096160	07/19/2004	Re:
Ticket Number:	0000096156	07/19/2004	Re:
Ticket Number:	0000096154	07/19/2004	Removal from past courses
Ticket Number:	0000096153	07/19/2004	Re:
Ticket Number:	0000096150	07/19/2004	Re:
Ticket Number:	0000096148	07/19/2004	Re:
Ticket Number:	0000096059	07/18/2004	Please remove me from this course!
Ticket Number:	0000096048	07/18/2004	Request for quota increase
Ticket Number:	0000096042	07/17/2004	7/17/04 2:00pm phone mail check
Ticket Number:	0000096034	07/17/2004	7/17/04 11:00am phone mail check
Ticket Number:	0000096029	07/17/2004	RE: QUOTA WARNING for your myUMBC account
Ticket Number:	0000096025	07/16/2004	a problem
Ticket Number:	0000096163	07/19/2004	Re:
Ticket Number:	0000095018	07/07/2004	emails showing as unread afetr being opened
Ticket Number:	0000095033	07/07/2004	Quota Increase for faculty
Ticket Number:	0000095030	07/07/2004	Phonemail, Wed 7/7, 11:00am
Ticket Number:	0000095491	07/12/2004	Re: Xnaax for Pnaic Dsiroder
Ticket Number:	0000095490	07/12/2004	\$22446
Ticket Number:	0000095489	07/12/2004	Maryland Business Directory
Ticket Number:	0000095487	07/12/2004	A user is searching for experiences about: systems@umbc.edu
Ticket Number:	0000095454	07/10/2004	can't delete large file from email
Ticket Number:	0000095452	07/10/2004	drop old blackboard courses
Ticket Number:	0000095447	07/10/2004	Tape Change 7-10-04
Ticket Number:	0000095443	07/10/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000095426	07/09/2004	Summer Residents in Hillside
Ticket Number:	0000095419	07/09/2004	Tape Changes, 7/9
Ticket Number:	0000095406	07/09/2004	question
Ticket Number:	0000095404	07/09/2004	7/8 11am phonemail check.
Ticket Number:	0000095383	07/09/2004	=?GB2312?B?MjAwNMTqN9TCt93M2Lzbu/rGsQ===?=-
Ticket Number:	0000095369	07/09/2004	\$23358
Ticket Number:	0000095361	07/08/2004	Virus Dat Updating
Ticket Number:	0000095334	07/08/2004	Forgot one...
Ticket Number:	0000095333	07/08/2004	Another Computer Account
Ticket Number:	0000095296	07/08/2004	request
Ticket Number:	0000095287	07/08/2004	request
Ticket Number:	0000095265	07/08/2004	Delete Courses from Blackboard Institution Page
Ticket Number:	0000095264	07/08/2004	Get Strong Cia;lis-ES 750

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000095250	07/07/2004	email account question
Ticket Number:	0000095249	07/07/2004	getting access to library database from (remote access)
Ticket Number:	0000095251	07/07/2004	claw,JVGI - Huge news and st0ck will explode on Thursday
Ticket Number:	0000095715	07/14/2004	No subject
Ticket Number:	0000095344	07/08/2004	FW: UMBC Account Creation
Ticket Number:	0000095341	07/08/2004	Work Order Request
Ticket Number:	0000095072	07/07/2004	No subject
Ticket Number:	0000095055	07/07/2004	2pm phone mail check.
Ticket Number:	0000095044	07/07/2004	Virus Dat Updating
Ticket Number:	0000095041	07/07/2004	Delete Course Request
Ticket Number:	0000095547	07/12/2004	SAS
Ticket Number:	0000095641	07/13/2004	Phonemail, Tuesday 7/13 11:00am
Ticket Number:	0000095646	07/13/2004	Question about double e-mails
Ticket Number:	0000095643	07/13/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000095649	07/13/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000095985	07/16/2004	disk space
Ticket Number:	0000095954	07/16/2004	disk quota
Ticket Number:	0000095932	07/15/2004	Mailbox quota
Ticket Number:	0000096589	07/26/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000095863	07/15/2004	91% quota usage
Ticket Number:	0000095785	07/14/2004	Using imap.research.umbc.edu
Ticket Number:	0000095772	07/14/2004	help
Ticket Number:	0000096328	07/21/2004	reset password request
Ticket Number:	0000095757	07/14/2004	request
Ticket Number:	0000095742	07/14/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000095736	07/14/2004	Raising Disk Quota?
Ticket Number:	0000095815	07/14/2004	Work Order Request-PW wrong
Ticket Number:	0000095712	07/14/2004	Home delivery C;ialis
Ticket Number:	0000095706	07/13/2004	Labcheck 7-13-04 19.00
Ticket Number:	0000095823	07/14/2004	Work Order Request-Exceeding disk quota
Ticket Number:	0000095817	07/14/2004	Disk usage problems! Help, please!
Ticket Number:	0000095797	07/14/2004	[Fwd: IMAP/POP Client Configuration]
Ticket Number:	0000095705	07/13/2004	VM check 7pm 7/13/04
Ticket Number:	0000095704	07/13/2004	Deletion of Course from Blackboard
Ticket Number:	0000095702	07/13/2004	Labcheck 7-13-04 18.00
Ticket Number:	0000095701	07/13/2004	onion
Ticket Number:	0000095670	07/13/2004	Not listed as active student
Ticket Number:	0000095657	07/13/2004	Question
Ticket Number:	0000095651	07/13/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000096777	07/28/2004	[MailServer Notification]To Sender file blocking settings matched an
Ticket Number:	0000096076	07/19/2004	Lose up to 19% weight. A new weightloss is here.
Ticket Number:	0000095009	07/07/2004	Re [10]
Ticket Number:	0000094983	07/06/2004	Checklist 7-6-04 22.00
Ticket Number:	0000094979	07/06/2004	VM check 7pm 7/6/2004
Ticket Number:	0000094978	07/06/2004	Labcheck 7-6-04 19.00
Ticket Number:	0000094982	07/06/2004	Sof.tw.are wh.ole.sa.le pri.ces Fre.e Shi.ppi.ng contextual bake
Ticket Number:	0000094969	07/06/2004	HELP WITH MY UMBC ACCOUNT
Ticket Number:	0000094956	07/06/2004	¾Û¾øÆóÔµÀàÑµ,βÊÏ-Ñ¡ªªÖÄÊ«¼úÆóÔµ×Û²Ã/ÈÈÈÄ×Û¼à
Ticket Number:	0000094950	07/06/2004	Kim cannot access her email account.
Ticket Number:	0000094928	07/06/2004	Accounts toward 348 because
Ticket Number:	0000094927	07/06/2004	Work Order Request
Ticket Number:	0000094981	07/06/2004	Lab check 9pm 7/6/2004
Ticket Number:	0000094909	07/06/2004	No subject
Ticket Number:	0000095245	07/07/2004	Work Order Request
Ticket Number:	0000094890	07/06/2004	Re: QUOTA WARNING for your myUMBC account

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000094889	07/06/2004	Ticket0000093683 (Resolved)
Ticket Number:	0000094888	07/06/2004	Sales + Free Mortgage Verification!
Ticket Number:	0000094887	07/06/2004	penls plls roster Portland
Ticket Number:	0000094885	07/06/2004	hughes@umbc.edu - Tue, 06 Jul 2004 00:56:27 -0600
Ticket Number:	0000094884	07/06/2004	GDNO ann.ounce g.round brea.king ne.ws - Get on bo.ard no.w
Ticket Number:	0000094883	07/06/2004	Course Removal Request
Ticket Number:	0000094882	07/05/2004	Web updated for phone info long past due
Ticket Number:	0000094879	07/05/2004	Tape Change 7-5-04
Ticket Number:	0000094876	07/05/2004	Failure to receive e-mail
Ticket Number:	0000094872	07/05/2004	No access to inbox
Ticket Number:	0000094871	07/05/2004	Virus Dat Updating
Ticket Number:	0000094865	07/05/2004	RE:mpa,JVGI - Acquires Stake in World Boxing League - Huge news
Ticket Number:	0000094750	07/02/2004	mailbox quota
Ticket Number:	0000094747	07/02/2004	student email account problem
Ticket Number:	0000094746	07/02/2004	student email account problem
Ticket Number:	0000094743	07/01/2004	Checklist 7-1-04 22.00
Ticket Number:	0000094742	07/01/2004	Labcheck 7-1-04 21.00
Ticket Number:	0000094772	07/02/2004	Best pain fix. Paracodin
Ticket Number:	0000095004	07/07/2004	7/7 8am Helpdesk opening check list.
Ticket Number:	0000094640	07/01/2004	Citibank updates [Thu, 01 Jul 2004 06:24:43 -0600]
Ticket Number:	0000094639	07/01/2004	QUOTA WARNING for your myUMBC account (fwd)
Ticket Number:	0000094638	07/01/2004	Out of space (fwd)
Ticket Number:	0000094634	07/01/2004	\$29501
Ticket Number:	0000094633	07/01/2004	Spam in my Webmail
Ticket Number:	0000094801	07/02/2004	Re: patched
Ticket Number:	0000094864	07/05/2004	Real meds. Get it by tomorrow 07326
Ticket Number:	0000095370	07/09/2004	PPÄñÆ·!ã,æ`ü
Ticket Number:	0000094990	07/07/2004	RE: whats up?
Ticket Number:	0000095254	07/08/2004	=?GB2312?B?xOOyu9Kq1NnAy7fRyrG85MHL06GjoQ===?= \$12882
Ticket Number:	0000094636	07/01/2004	\$12882
Ticket Number:	0000095777	07/14/2004	Virus Dat Updating
Ticket Number:	0000096071	07/18/2004	email forwarding service
Ticket Number:	0000094839	07/03/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000094810	07/02/2004	Work Order Request
Ticket Number:	0000094807	07/02/2004	Mcafee 4.5.1 Checkout.
Ticket Number:	0000094800	07/02/2004	2:00 P.M Phone mail check Done
Ticket Number:	0000094798	07/02/2004	Low mortgage rates
Ticket Number:	0000094797	07/02/2004	Virus Dat Updating
Ticket Number:	0000094788	07/02/2004	User Camelia Owens, username:cowens3 is now a faculty member
Ticket Number:	0000094789	07/02/2004	re: QUOTA WARNING & Ticket #0000094226
Ticket Number:	0000094740	07/01/2004	=?gb2312?B?xPq6ww===?= inbox
Ticket Number:	0000094863	07/05/2004	inbox
Ticket Number:	0000094862	07/05/2004	corridor,JVGI - Huge news and st0ck will explode on Tuesday
Ticket Number:	0000094860	07/05/2004	Comp Labs
Ticket Number:	0000094856	07/04/2004	this works
Ticket Number:	0000094849	07/04/2004	psychosis
Ticket Number:	0000094847	07/04/2004	=?GB2312?B?MjAwNMTqN9TCt93M2Lzbu/rGsQ===?= Email marketing
Ticket Number:	0000094844	07/03/2004	Email marketing
Ticket Number:	0000094843	07/03/2004	Sof.tw.are wh.ole.sa.le pri.ces Fre.e Shi.ppi.ng animadvert tuscarora
Ticket Number:	0000094841	07/03/2004	cramp
Ticket Number:	0000094739	07/01/2004	help
Ticket Number:	0000094677	07/01/2004	7/1 11am phone mail check.
Ticket Number:	0000094673	07/01/2004	"travel@umbc.edu" account needs more quota space.
Ticket Number:	0000094668	07/01/2004	Tylenol 3 save \$\$
Ticket Number:	0000094820	07/02/2004	deleting a Blackboard course

egabri1		<u>Create</u>	<u>Short Description</u>
Closed		<u>Date</u>	
		<u>Total:</u>	
Ticket Number:	0000096014	07/16/2004	7/16/04 6:41pm SAS cd check out
Ticket Number:	0000096366	07/21/2004	password reset request
Ticket Number:	0000096546	07/25/2004	password reset request
		<u>Total:</u>	3

ha2		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	
Ticket Number:	0000096635	07/26/2004	can not access internet using my account
Ticket Number:	0000096976	07/30/2004	course removal request
		<u>Total:</u>	2

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		77	
Ticket Number: 0000096527	07/23/2004		ssh help (new to mac, formerly used winSCP)
Ticket Number: 0000096815	07/28/2004		Asset Security Alert
Ticket Number: 0000096820	07/28/2004		Asset Security Alert
Ticket Number: 0000096822	07/28/2004		Asset Security Alert
Ticket Number: 0000096823	07/28/2004		Asset Security Alert
Ticket Number: 0000096905	07/29/2004		Asset Security Alert
Ticket Number: 0000096821	07/28/2004		Asset Security Alert
Ticket Number: 0000096816	07/28/2004		Asset Security Alert
Ticket Number: 0000096814	07/28/2004		Asset Security Alert
Ticket Number: 0000096544	07/25/2004		parking passes????
Ticket Number: 0000096540	07/24/2004		No subject
Ticket Number: 0000096015	07/16/2004		Labcheck 7-16-04 18.00
Ticket Number: 0000096019	07/16/2004		Pipette Calibration and Service
Ticket Number: 0000096022	07/16/2004		inducible
Ticket Number: 0000096024	07/16/2004		byronic
Ticket Number: 0000096036	07/17/2004		=?GB2312?B?MjAwNMTqN9TCt93M2Lzbu/rGsQ==?=-
Ticket Number: 0000096047	07/17/2004		Work Order Request-Exceeded email quota
Ticket Number: 0000096057	07/18/2004		One of our users is getting experiences about: systems@umbc.edu
Ticket Number: 0000096060	07/18/2004		email issue
Ticket Number: 0000096293	07/20/2004		draftsman,ARMM Major Trading alertt!!!!
Ticket Number: 0000096294	07/20/2004		Borrow CD 7-20-04
Ticket Number: 0000096063	07/18/2004		AUML, The next wave of the Ebay revolution!
Ticket Number: 0000096061	07/18/2004		FW: email issue
Ticket Number: 0000096058	07/18/2004		hours
Ticket Number: 0000096052	07/18/2004		no diplomaa no problem
Ticket Number: 0000096037	07/17/2004		special promo doctors American directoty, 7,000 hospitals,25,000 nur
Ticket Number: 0000096026	07/17/2004		HELP WITH MY BLACKBOARD ACCOUNT
Ticket Number: 0000095141	07/07/2004		Asset Security Alert
Ticket Number: 0000095075	07/07/2004		Asset Security Alert
Ticket Number: 0000095091	07/07/2004		Asset Security Alert
Ticket Number: 0000095092	07/07/2004		Asset Security Alert
Ticket Number: 0000095197	07/07/2004		Asset Security Alert
Ticket Number: 0000095169	07/07/2004		Asset Security Alert
Ticket Number: 0000095148	07/07/2004		Asset Security Alert
Ticket Number: 0000095146	07/07/2004		Asset Security Alert
Ticket Number: 0000095144	07/07/2004		Asset Security Alert
Ticket Number: 0000095143	07/07/2004		Asset Security Alert
Ticket Number: 0000095140	07/07/2004		Asset Security Alert
Ticket Number: 0000095139	07/07/2004		Asset Security Alert
Ticket Number: 0000095138	07/07/2004		Asset Security Alert
Ticket Number: 0000095137	07/07/2004		Asset Security Alert
Ticket Number: 0000095145	07/07/2004		Asset Security Alert
Ticket Number: 0000095147	07/07/2004		Asset Security Alert
Ticket Number: 0000095149	07/07/2004		Asset Security Alert
Ticket Number: 0000095167	07/07/2004		Asset Security Alert
Ticket Number: 0000095226	07/07/2004		Asset Security Alert
Ticket Number: 0000095223	07/07/2004		Asset Security Alert
Ticket Number: 0000095222	07/07/2004		Asset Security Alert
Ticket Number: 0000095219	07/07/2004		Asset Security Alert
Ticket Number: 0000095202	07/07/2004		Asset Security Alert
Ticket Number: 0000095195	07/07/2004		Asset Security Alert
Ticket Number: 0000095194	07/07/2004		Asset Security Alert
Ticket Number: 0000095198	07/07/2004		Asset Security Alert
Ticket Number: 0000095096	07/07/2004		Asset Security Alert

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000095095	07/07/2004	Asset Security Alert
Ticket Number:	0000095094	07/07/2004	Asset Security Alert
Ticket Number:	0000095093	07/07/2004	Asset Security Alert
Ticket Number:	0000095471	07/11/2004	ms office xp check out
Ticket Number:	0000095467	07/11/2004	EmpirePoker, The World's Best Online Poker Room. - 6466
Ticket Number:	0000095462	07/11/2004	Email marketing
Ticket Number:	0000095461	07/11/2004	Name Brand Sof.tw. are wholesa. le prices Fre.e Shipping oilmen edi
Ticket Number:	0000095456	07/10/2004	Inkjet, Laser & Copier Cartridges ~ Save up to 89%
Ticket Number:	0000095455	07/10/2004	No subject
Ticket Number:	0000095445	07/10/2004	Having Issues with McAfee 7.0
Ticket Number:	0000095439	07/10/2004	Do you desire to be rich?
Ticket Number:	0000095234	07/07/2004	Asset Security Alert
Ticket Number:	0000095233	07/07/2004	Asset Security Alert
Ticket Number:	0000095231	07/07/2004	Asset Security Alert
Ticket Number:	0000095230	07/07/2004	Asset Security Alert
Ticket Number:	0000095229	07/07/2004	Asset Security Alert
Ticket Number:	0000095086	07/07/2004	Asset Security Alert
Ticket Number:	0000094980	07/06/2004	Trying to connect to UMBC Dial-up
Ticket Number:	0000095554	07/12/2004	Borrow CD
Ticket Number:	0000095941	07/16/2004	301 Modem connectivity
Ticket Number:	0000095931	07/15/2004	User would like to check out SPSS cd
Ticket Number:	0000095912	07/15/2004	Error sending email smtp.umbc.edu
Ticket Number:	0000095594	07/12/2004	Work Order Request

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
kherna1	Total: 37	
Closed	Total: 37	
Ticket Number: 0000095522	07/12/2004	Password Reset
Ticket Number: 0000095875	07/15/2004	Isabel Garrido needs "mharriso" email account increased.
Ticket Number: 0000095908	07/15/2004	Tape changes done for 7/15
Ticket Number: 0000095571	07/12/2004	UMBC Account Creaion Request
Ticket Number: 0000095899	07/15/2004	question
Ticket Number: 0000095918	07/15/2004	no diplloma no problem
Ticket Number: 0000095923	07/15/2004	Email marketing
Ticket Number: 0000095920	07/15/2004	request
Ticket Number: 0000095909	07/15/2004	7/15 2pm Phonemail check.
Ticket Number: 0000094652	07/01/2004	request
Ticket Number: 0000094654	07/01/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000095003	07/07/2004	Need help cleaning Netscape Mail.
Ticket Number: 0000094987	07/07/2004	Thumper
Ticket Number: 0000094986	07/07/2004	legitimate software at a tenth of the price
Ticket Number: 0000094716	07/01/2004	Thu, 01 Jul 2004 14:31:03 -0600
Ticket Number: 0000095212	07/07/2004	Asset Security Alert
Ticket Number: 0000095221	07/07/2004	Asset Security Alert
Ticket Number: 0000095232	07/07/2004	Asset Security Alert
Ticket Number: 0000095307	07/08/2004	Phonemail, Thursday 7/8, 11:00am
Ticket Number: 0000095297	07/08/2004	7/8 Helpdesk opening check list.
Ticket Number: 0000095253	07/07/2004	Lab check 10pm 7/7/04
Ticket Number: 0000095252	07/07/2004	Lab check 7/7/04 7pm
Ticket Number: 0000095246	07/07/2004	Checked phone mail
Ticket Number: 0000095240	07/07/2004	Asset Security Alert
Ticket Number: 0000095239	07/07/2004	Asset Security Alert
Ticket Number: 0000095238	07/07/2004	Asset Security Alert
Ticket Number: 0000095237	07/07/2004	Asset Security Alert
Ticket Number: 0000095235	07/07/2004	Asset Security Alert
Ticket Number: 0000095465	07/11/2004	Webadmin Internal Service Error
Ticket Number: 0000095236	07/07/2004	Asset Security Alert
Ticket Number: 0000095225	07/07/2004	Asset Security Alert
Ticket Number: 0000095228	07/07/2004	Asset Security Alert
Ticket Number: 0000095227	07/07/2004	Asset Security Alert
Ticket Number: 0000095224	07/07/2004	Asset Security Alert
Ticket Number: 0000095220	07/07/2004	Asset Security Alert
Ticket Number: 0000096171	07/19/2004	Re:
Ticket Number: 0000096202	07/19/2004	[CGI in perl] Not working in my web directory
kincaid	Total: 13	
Closed	Total: 13	
Ticket Number: 0000096195	07/19/2004	fol.low this inves.tment idea on M0nday
Ticket Number: 0000096208	07/20/2004	PokerBook, POKG has just gone public. The First Legalized Poker
Ticket Number: 0000096211	07/20/2004	Save up to 80% buying the software at our store - 64196217
Ticket Number: 0000096344	07/21/2004	No subject
Ticket Number: 0000096213	07/20/2004	Approved: We owe you \$153101
Ticket Number: 0000096207	07/19/2004	=?GB2312?B?w+K30bXEtvnNr7XEytPGtc341b4=?=
Ticket Number: 0000096841	07/29/2004	Re:
Ticket Number: 0000096885	07/29/2004	test of using remedy for gradebook
Ticket Number: 0000094630	07/01/2004	Accounts beyond 762 but
Ticket Number: 0000094637	07/01/2004	Thu, 01 Jul 2004 05:34:30 -0600
Ticket Number: 0000095816	07/14/2004	Kendro Refrigerator Freezer Clearance
Ticket Number: 0000095937	07/16/2004	Email marketing
Ticket Number: 0000095819	07/14/2004	Re: E-mail

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
mnolan1			11	
	Resolved		3	
Ticket Number:	0000096552	07/25/2004		Work Order Request
Ticket Number:	0000096850	07/29/2004		[MailServer Notification]To Sender file blocking settings matched an
Ticket Number:	0000096979	07/30/2004		Blackboard login problem
	Closed		8	
Ticket Number:	0000096620	07/26/2004		User sent in Fax
Ticket Number:	0000096068	07/18/2004		ADV: Attention All School Staff: Teachers, Students and Facult
Ticket Number:	0000096105	07/19/2004		Peoplesoft Login error
Ticket Number:	0000096178	07/19/2004		[Fwd: Re:]
Ticket Number:	0000095449	07/10/2004		G.round B.reaking n.ews for JVGI - i.ts j.ust g.oing to e.xplode on Mon
Ticket Number:	0000095582	07/12/2004		outlook express problems
Ticket Number:	0000096667	07/27/2004		please check forwarded email
Ticket Number:	0000094833	07/03/2004		degres for sale

moneill1		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	85
		<u>Total:</u>	21
Ticket Number:	0000096923	07/30/2004	Mail Space
Ticket Number:	0000096746	07/28/2004	Quota increase for staff
Ticket Number:	0000096866	07/29/2004	UMBC Account Password Reset for mangold1
Ticket Number:	0000096899	07/29/2004	2pm phone mail done. no msges.
Ticket Number:	0000096915	07/29/2004	7/29/04 9:00pm lab check
Ticket Number:	0000096987	07/31/2004	Tape Changes, Saturday 7/31
Ticket Number:	0000096986	07/31/2004	Phonemail, Saturday 7/31, 2:00pm
Ticket Number:	0000096985	07/31/2004	Tape Change 7-31-04
Ticket Number:	0000096983	07/31/2004	VM Check 7-31-04 11.00
Ticket Number:	0000096981	07/31/2004	Checklist 7-31-04 7.30
Ticket Number:	0000096978	07/30/2004	Checklist 7-30-04 20.00
Ticket Number:	0000096977	07/30/2004	VM 7-30-04 19.00
Ticket Number:	0000096975	07/30/2004	Labcheck 7-30-04 18.00
Ticket Number:	0000096919	07/30/2004	A member is looking for experiences about: systems@umbc.edu
Ticket Number:	0000096916	07/29/2004	VM check 7pm 7/29/04
Ticket Number:	0000096882	07/29/2004	7/28 Mid day phone mail check.
Ticket Number:	0000096761	07/28/2004	UMBC Account Passwrod Reset for oyu1
Ticket Number:	0000096760	07/28/2004	UMBC Account Passsword Reset for jkim12
Ticket Number:	0000096920	07/30/2004	imagine if you had a diplomaa
Ticket Number:	0000096473	07/23/2004	Work Order Request-Deleting Emails in Webmail
Ticket Number:	0000096484	07/23/2004	disk usage

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		64	
Ticket Number: 0000096505	07/23/2004		UMBC Account Password Reset for dli2
Ticket Number: 0000096924	07/30/2004		Re:
Ticket Number: 0000096917	07/30/2004		hiAccounts
Ticket Number: 0000096734	07/28/2004		Re:
Ticket Number: 0000096698	07/27/2004		Quota increase for staff
Ticket Number: 0000096534	07/24/2004		Asset Security Alert
Ticket Number: 0000096523	07/23/2004		Labcheck 7-23-04 18.00
Ticket Number: 0000096525	07/23/2004		Checklist 7-23-04 20.00
Ticket Number: 0000096526	07/23/2004		Dial Up Setup
Ticket Number: 0000096533	07/24/2004		Asset Security Alert
Ticket Number: 0000096532	07/24/2004		Asset Security Alert
Ticket Number: 0000096524	07/23/2004		7/23/04 7:00pm phone mail check
Ticket Number: 0000096512	07/23/2004		UMBC Account Password Reset for mstone1
Ticket Number: 0000096000	07/16/2004		UMBC Account Password Reset for ccarva1
Ticket Number: 0000096276	07/20/2004		UMBC Account Password Reset for hump1
Ticket Number: 0000096401	07/22/2004		UMBC Account Password Reset for djones17
Ticket Number: 0000096368	07/21/2004		UMBC Account Password Reset for aohlin1
Ticket Number: 0000096427	07/22/2004		VM check 7pm 7/22/04
Ticket Number: 0000096425	07/22/2004		Index page for sta.umbc.edu
Ticket Number: 0000096472	07/23/2004		UMBC Account Password Reset for cbarnes1
Ticket Number: 0000096426	07/22/2004		Lab check 7pm 7/22/04
Ticket Number: 0000096413	07/22/2004		SPSS CD Loan
Ticket Number: 0000096428	07/22/2004		Lab check 9pm 7/22/04
Ticket Number: 0000096277	07/20/2004		UMBC Account Password Reset for crouch
Ticket Number: 0000095292	07/08/2004		UMBC Account Password Reset for fg1
Ticket Number: 0000095347	07/08/2004		7/8 2pm Phonemail check.
Ticket Number: 0000095365	07/08/2004		Lab check 7/08/2004 7pm
Ticket Number: 0000095366	07/08/2004		7/8/04 9:00pm lab check
Ticket Number: 0000095367	07/08/2004		7/8/04 10:00pm labcheck
Ticket Number: 0000095362	07/08/2004		7/8/04 7:00pm phone mail check
Ticket Number: 0000095549	07/12/2004		Active Directory password not working
Ticket Number: 0000095527	07/12/2004		UMBC Account Password Reset for jc
Ticket Number: 0000095529	07/12/2004		UMBC Account Password Reset for dingman1
Ticket Number: 0000095878	07/15/2004		UMBC Account Passowrd Reset for jon9
Ticket Number: 0000095794	07/14/2004		UMBC Account Password reset for brian5
Ticket Number: 0000095792	07/14/2004		UMBC Account Password Reset for nikiana1
Ticket Number: 0000095790	07/14/2004		UMBC Account Password Reset for db5
Ticket Number: 0000095788	07/14/2004		UMBC Account Password Reset for jkim41
Ticket Number: 0000095690	07/13/2004		UMBC Account Password Reset for hassern
Ticket Number: 0000095687	07/13/2004		UMBC Account Password Reset for diguill
Ticket Number: 0000095665	07/13/2004		SPSS 12 checkout
Ticket Number: 0000095660	07/13/2004		UMBC Account Password Reset for chhunt1
Ticket Number: 0000095659	07/13/2004		UMBC Account Password Reset for bometw1
Ticket Number: 0000095642	07/13/2004		UMBC Account Password Reset for akatz2
Ticket Number: 0000095671	07/13/2004		UMBC Account Password Reset for lcugle1
Ticket Number: 0000095568	07/12/2004		[Fwd: Password Reset]
Ticket Number: 0000095986	07/16/2004		Visual Studio.NET CDs Loan
Ticket Number: 0000095968	07/16/2004		Quota increase for faculty
Ticket Number: 0000095946	07/16/2004		Quota increase for faculty
Ticket Number: 0000095944	07/16/2004		UMBC Account Password Reset for della2
Ticket Number: 0000095938	07/16/2004		Lose up to 19% weight. A new weightloss is here.
Ticket Number: 0000095935	07/15/2004		Work Order Request-Not able to reach my inbox
Ticket Number: 0000095934	07/15/2004		Lab check 10 pm 7/15/2004
Ticket Number: 0000095928	07/15/2004		7/15/04 6:00pm lab check

	<u>Create</u>		<u>Short Description</u>
	<u>Date</u>		
Ticket Number: 0000095950	07/16/2004		QUOTA
Ticket Number: 0000095927	07/15/2004		VM check 7/15/04 7pm
Ticket Number: 0000095905	07/15/2004		UMBC Linux CD Loan
Ticket Number: 0000095870	07/15/2004		UMBC Account Password Reset for yang7
Ticket Number: 0000095731	07/14/2004		Quota increase for staff
Ticket Number: 0000095698	07/13/2004		UMBC Account Password Reset for dcather1
Ticket Number: 0000095528	07/12/2004		UMBC Account Password Reset for warren1
Ticket Number: 0000095526	07/12/2004		UMBC Account Password Reset for wise
Ticket Number: 0000095520	07/12/2004		UMBC Account Password Reset for trl1
Ticket Number: 0000095495	07/12/2004		Netscape Mail does not load messages
myers	<u>Total:</u>	7	
Resolved	<u>Total:</u>	1	
Ticket Number: 0000094996	07/07/2004		Create Tape for MVBR4025
Closed	<u>Total:</u>	6	
Ticket Number: 0000096139	07/19/2004		FW: Hannum Account Set-Up
Ticket Number: 0000095557	07/12/2004		Create HP accounts for ShadGrove Staff
Ticket Number: 0000095592	07/12/2004		Print Payroll Entries from UMCP for 7/12/2004
Ticket Number: 0000095019	07/07/2004		FW: New Computer Accounts
Ticket Number: 0000094991	07/07/2004		FABM3224 ABORTED
Ticket Number: 0000094715	07/01/2004		HP Account Creation Request

<u>myo</u>	<u>Resolved</u>	<u>Create</u> <u>Date</u>	<u>Total:</u> 105	<u>Short Description</u>
			<u>Total:</u> 14	
Ticket Number:	0000096440	07/23/2004		Exceeding disk usage
Ticket Number:	0000096854	07/29/2004		FW: Quota for my myUMBC account
Ticket Number:	0000096895	07/29/2004		FW: Computer Account Set-Up
Ticket Number:	0000096952	07/30/2004		quota increase request
Ticket Number:	0000096951	07/30/2004		windows XP
Ticket Number:	0000096950	07/30/2004		Quota increase request.
Ticket Number:	0000096949	07/30/2004		FW: New Account
Ticket Number:	0000096873	07/29/2004		Novell login oddities
Ticket Number:	0000096843	07/29/2004		[Fwd: Re:]
Ticket Number:	0000096567	07/26/2004		email
Ticket Number:	0000096575	07/26/2004		PC drop off for PPP setup.
Ticket Number:	0000096750	07/28/2004		RE: QUOTA WARNING for your myUMBC account
Ticket Number:	0000096710	07/27/2004		my email
Ticket Number:	0000096466	07/23/2004		Problem with Webmail

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		91	
Ticket Number: 0000096499	07/23/2004		Tape Changes, Friday 7/23
Ticket Number: 0000096626	07/26/2004		[Fwd:]UMBC2 acct has sent out huge amount of junk mail
Ticket Number: 0000096554	07/25/2004		Labcheck 7-28-04 21.00
Ticket Number: 0000096551	07/25/2004		7/25/04 7:00pm phone mail check
Ticket Number: 0000096550	07/25/2004		7/25/04 6:00pm lab check
Ticket Number: 0000096548	07/25/2004		VM check 2pm 7/25/2004
Ticket Number: 0000096543	07/25/2004		7/25/04 12:00pm phone mail check
Ticket Number: 0000096537	07/24/2004		Phonemail, Saturday 7/24, 2:00pm
Ticket Number: 0000096536	07/24/2004		Tape Changes, Saturday 7/24
Ticket Number: 0000096535	07/24/2004		Phonemail, Saturday 7/24, 11:00am
Ticket Number: 0000096538	07/24/2004		Labcheck, Saturday 7/24, 5:00pm
Ticket Number: 0000096969	07/30/2004		Mike O. Did tape change, Forgot to ticket.
Ticket Number: 0000096966	07/30/2004		2pm phone mail check.
Ticket Number: 0000096938	07/30/2004		Phonemail, Friday 7/30, 11:00am
Ticket Number: 0000096925	07/30/2004		Morning Checklist, Friday 7/30
Ticket Number: 0000096898	07/29/2004		Tape changes done for all
Ticket Number: 0000096829	07/28/2004		7/28/04 7:00pm phone mail check
Ticket Number: 0000096792	07/28/2004		7/28 Tape change.
Ticket Number: 0000096789	07/28/2004		7/28 2pm Phone Mail check.
Ticket Number: 0000096742	07/28/2004		User: David Gaviria requests myUMBC account to be created. Faxed i
Ticket Number: 0000096735	07/28/2004		Morning Checklist, Wednesday 7/28
Ticket Number: 0000096731	07/27/2004		Lab check 9pm 7/27/04
Ticket Number: 0000096706	07/27/2004		Myumbc pass reset
Ticket Number: 0000096705	07/27/2004		password reset
Ticket Number: 0000096693	07/27/2004		New faculty member requests myumbc account.
Ticket Number: 0000096853	07/29/2004		Creativity Courses in Europe and New York
Ticket Number: 0000096844	07/29/2004		7/29 8am Helpdesk opening check list.
Ticket Number: 0000096836	07/28/2004		Lab check 6pm 7/28/04
Ticket Number: 0000096834	07/28/2004		7/28/04 9:00pm lab check
Ticket Number: 0000096624	07/26/2004		VM check 7-26-04 14.00
Ticket Number: 0000096622	07/26/2004		Quota and being away
Ticket Number: 0000096596	07/26/2004		7/26 Tape change.
Ticket Number: 0000096594	07/26/2004		7/26 11am phonemail check.
Ticket Number: 0000096562	07/26/2004		Checklist 7-26-04 7.30
Ticket Number: 0000096555	07/25/2004		Checklist 7-25-04 22.00
Ticket Number: 0000096528	07/24/2004		Morning Checklist, Saturday 7/24
Ticket Number: 0000096593	07/26/2004		Spam or Virus?
Ticket Number: 0000096515	07/23/2004		New Instructor Daniel Hirschhorn needs to be added to system and g
Ticket Number: 0000095988	07/16/2004		Re: IMAP/POP Client Configuration
Ticket Number: 0000096128	07/19/2004		Tape Change 7-19-04
Ticket Number: 0000096209	07/20/2004		Work Order Request-Can't check email
Ticket Number: 0000096406	07/22/2004		7/22 11am phone mail check.
Ticket Number: 0000096392	07/22/2004		DELL service call for back roll GX270.
Ticket Number: 0000096391	07/22/2004		7/22 Helpdesk opening check list.
Ticket Number: 0000096384	07/21/2004		VM check 7pm 7/21/04
Ticket Number: 0000096385	07/21/2004		Lab check 9pm 7/21/04
Ticket Number: 0000096308	07/21/2004		Fax in on pass reset.
Ticket Number: 0000096307	07/21/2004		Fax in for a pass reset.
Ticket Number: 0000096398	07/22/2004		Tape change for 7/22/2004
Ticket Number: 0000096704	07/27/2004		Reset password for myumbc.
Ticket Number: 0000096480	07/23/2004		7/23 11am phone mail check.
Ticket Number: 0000096458	07/23/2004		SPSS 12 CD Loan
Ticket Number: 0000096452	07/23/2004		Morning Checklist, Friday 7/23
Ticket Number: 0000096423	07/22/2004		Tape changes done to VMS and Dept only. Tim and Steve says to lea

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000096420	07/22/2004	7/22 2pm Phone mail check.
Ticket Number:	0000096130	07/19/2004	Phonemail 7-19-04 11.00
Ticket Number:	0000096137	07/19/2004	Re:
Ticket Number:	0000096129	07/19/2004	Checklist 7-19-04 8.00
Ticket Number:	0000096033	07/17/2004	Tape Change 7-17-04
Ticket Number:	0000096123	07/19/2004	User requests more space for account:speccoll
Ticket Number:	0000095163	07/07/2004	Asset Security Alert
Ticket Number:	0000095168	07/07/2004	Asset Security Alert
Ticket Number:	0000095444	07/10/2004	ATTN: Barbara Lameness Project users list
Ticket Number:	0000095372	07/09/2004	7:30am Check List, Friday 7/9
Ticket Number:	0000095355	07/08/2004	reset password - no Photo ID verification
Ticket Number:	0000095196	07/07/2004	Asset Security Alert
Ticket Number:	0000095218	07/07/2004	Asset Security Alert
Ticket Number:	0000095217	07/07/2004	Asset Security Alert
Ticket Number:	0000095213	07/07/2004	Asset Security Alert
Ticket Number:	0000095187	07/07/2004	Asset Security Alert
Ticket Number:	0000095170	07/07/2004	Asset Security Alert
Ticket Number:	0000096623	07/26/2004	Re: Mail System Error - Returned Mail
Ticket Number:	0000096613	07/26/2004	Work Order Request-TEST
Ticket Number:	0000094902	07/06/2004	7/6/04 Tape - ENGR only; need to change others
Ticket Number:	0000094806	07/02/2004	Request temp space increase for user uz1
Ticket Number:	0000094764	07/02/2004	User requests quota increase.
Ticket Number:	0000094754	07/02/2004	7/2 8am Helpdesk opening check list.
Ticket Number:	0000094753	07/02/2004	dthomas2@umbc.edu - Fri, 02 Jul 2004 06:51:39 -0600
Ticket Number:	0000094751	07/02/2004	quota warning
Ticket Number:	0000094681	07/01/2004	After AD install, could not find any of the user's programs.
Ticket Number:	0000094705	07/01/2004	Tape changes done for 7/1 Engr drives are still empty
Ticket Number:	0000096627	07/26/2004	adding a nonumbc user to lameness project
Ticket Number:	0000096765	07/28/2004	Phone mail checked at 11am.
Ticket Number:	0000095693	07/13/2004	0000095652
Ticket Number:	0000095822	07/14/2004	Lab check 7pm 7/14/2004
Ticket Number:	0000095824	07/14/2004	Phonemail 9pm 7/14/2004
Ticket Number:	0000095887	07/15/2004	email account
Ticket Number:	0000095940	07/16/2004	Morning Checklist, Friday 7/16
Ticket Number:	0000095874	07/15/2004	7/15 11am Phone mail check.
Ticket Number:	0000095849	07/15/2004	7/15 Helpdesk opening check list.
Ticket Number:	0000095820	07/14/2004	7/14/04 9:00pm lab check

talder1

Create

Date

Total: **63**

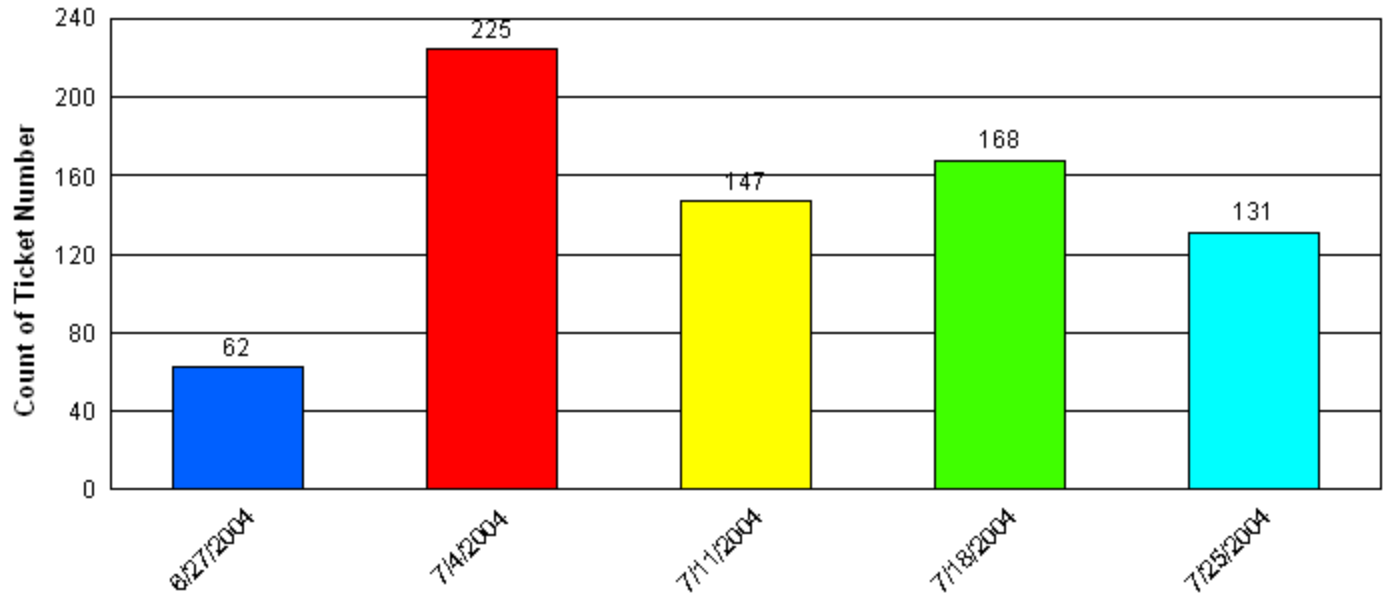
Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
Ticket Number: 0000095135	07/07/2004	63	Asset Security Alert
Ticket Number: 0000094667	07/01/2004		Workstation Account Reset
Ticket Number: 0000095162	07/07/2004		Asset Security Alert
Ticket Number: 0000094690	07/01/2004		Admin 8/9 floor: Machine setup with Username and Password/Config
Ticket Number: 0000095110	07/07/2004		Asset Security Alert
Ticket Number: 0000095100	07/07/2004		Asset Security Alert
Ticket Number: 0000095211	07/07/2004		Asset Security Alert
Ticket Number: 0000095208	07/07/2004		Asset Security Alert
Ticket Number: 0000095206	07/07/2004		Asset Security Alert
Ticket Number: 0000095205	07/07/2004		Asset Security Alert
Ticket Number: 0000095201	07/07/2004		Asset Security Alert
Ticket Number: 0000095200	07/07/2004		Asset Security Alert
Ticket Number: 0000095199	07/07/2004		Asset Security Alert
Ticket Number: 0000095207	07/07/2004		Asset Security Alert
Ticket Number: 0000095126	07/07/2004		Asset Security Alert
Ticket Number: 0000095125	07/07/2004		Asset Security Alert
Ticket Number: 0000095124	07/07/2004		Asset Security Alert
Ticket Number: 0000095123	07/07/2004		Asset Security Alert
Ticket Number: 0000095122	07/07/2004		Asset Security Alert
Ticket Number: 0000095121	07/07/2004		Asset Security Alert
Ticket Number: 0000095120	07/07/2004		Asset Security Alert
Ticket Number: 0000095119	07/07/2004		Asset Security Alert
Ticket Number: 0000095180	07/07/2004		Asset Security Alert
Ticket Number: 0000095191	07/07/2004		Asset Security Alert
Ticket Number: 0000095189	07/07/2004		Asset Security Alert
Ticket Number: 0000095179	07/07/2004		Asset Security Alert
Ticket Number: 0000095176	07/07/2004		Asset Security Alert
Ticket Number: 0000095175	07/07/2004		Asset Security Alert
Ticket Number: 0000095188	07/07/2004		Asset Security Alert
Ticket Number: 0000095174	07/07/2004		Asset Security Alert
Ticket Number: 0000095172	07/07/2004		Asset Security Alert
Ticket Number: 0000095171	07/07/2004		Asset Security Alert
Ticket Number: 0000095165	07/07/2004		Asset Security Alert
Ticket Number: 0000095158	07/07/2004		Asset Security Alert
Ticket Number: 0000095173	07/07/2004		Asset Security Alert
Ticket Number: 0000095136	07/07/2004		Asset Security Alert
Ticket Number: 0000095134	07/07/2004		Asset Security Alert
Ticket Number: 0000095133	07/07/2004		Asset Security Alert
Ticket Number: 0000095132	07/07/2004		Asset Security Alert
Ticket Number: 0000095131	07/07/2004		Asset Security Alert
Ticket Number: 0000095130	07/07/2004		Asset Security Alert
Ticket Number: 0000095129	07/07/2004		Asset Security Alert
Ticket Number: 0000095128	07/07/2004		Asset Security Alert
Ticket Number: 0000095127	07/07/2004		Asset Security Alert
Ticket Number: 0000095118	07/07/2004		Asset Security Alert
Ticket Number: 0000095117	07/07/2004		Asset Security Alert
Ticket Number: 0000095116	07/07/2004		Asset Security Alert
Ticket Number: 0000095178	07/07/2004		Asset Security Alert
Ticket Number: 0000095114	07/07/2004		Asset Security Alert
Ticket Number: 0000095113	07/07/2004		Asset Security Alert
Ticket Number: 0000095112	07/07/2004		Asset Security Alert
Ticket Number: 0000095111	07/07/2004		Asset Security Alert
Ticket Number: 0000095109	07/07/2004		Asset Security Alert
Ticket Number: 0000095108	07/07/2004		Asset Security Alert

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000095107	07/07/2004	Asset Security Alert
Ticket Number:	0000095161	07/07/2004	Asset Security Alert
Ticket Number:	0000095106	07/07/2004	Asset Security Alert
Ticket Number:	0000095105	07/07/2004	Asset Security Alert
Ticket Number:	0000095104	07/07/2004	Asset Security Alert
Ticket Number:	0000095103	07/07/2004	Asset Security Alert
Ticket Number:	0000095101	07/07/2004	Asset Security Alert
Ticket Number:	0000095156	07/07/2004	Asset Security Alert
Ticket Number:	0000095115	07/07/2004	Asset Security Alert

Count of Ticket Number / Create Date

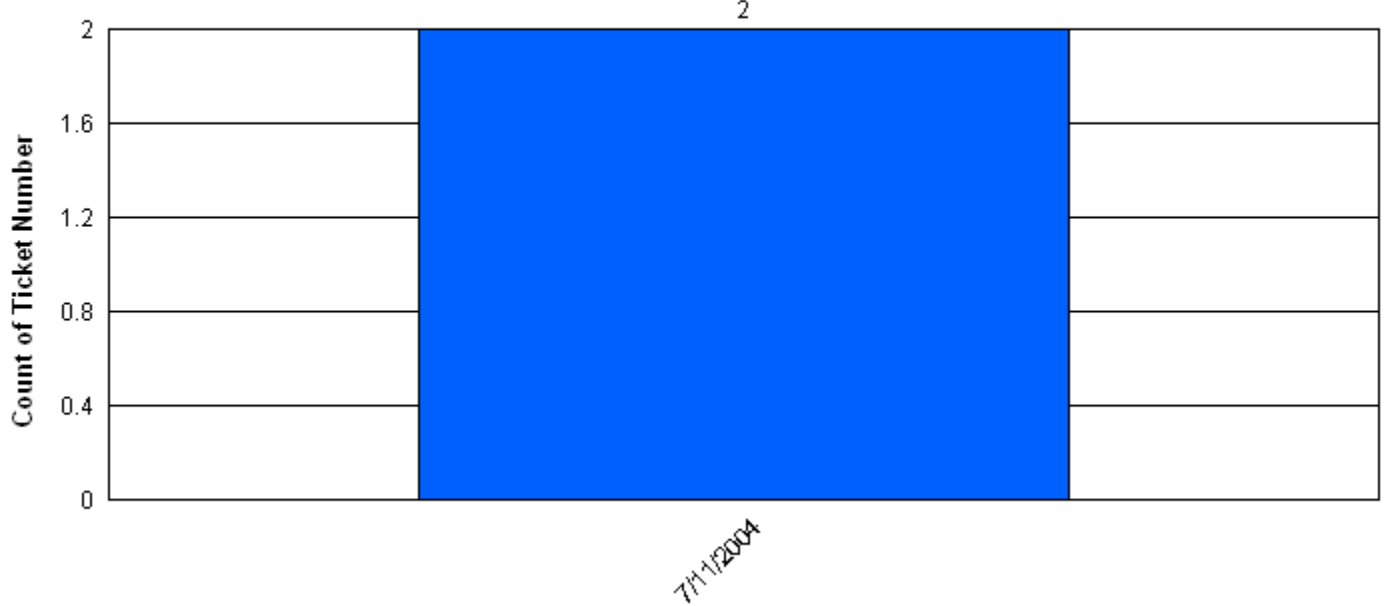
For Helpdesk



Human Resources		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Total:		2	
mcnamara		<u>Total:</u> 1	
Closed		<u>Total:</u> 1	
Ticket Number:	0000095973	07/16/2004	Gross pay Report
rsanders		<u>Total:</u> 1	
Closed		<u>Total:</u> 1	
Ticket Number:	0000095573	07/12/2004	PS Support Request

Count of Ticket Number / Create Date

For Human Resources



LAN	Total:	<u>Create</u> <u>Date</u>	<u>Short Description</u>
enoch	83		
Resolved	Total: 14		
Ticket Number: 0000095061		07/07/2004	Access to CDP I: drive
Ticket Number: 0000096819		07/28/2004	Work Order Request
Ticket Number: 0000096892		07/29/2004	I:/shared/shared/dept/econ/attendance/nfl-attendance-6901.dta
Ticket Number: 0000096876		07/29/2004	setup a secured folder
Ticket Number: 0000096441		07/23/2004	New UHS employees
Ticket Number: 0000096721		07/27/2004	Cheryl Johnson needs two Novell files restored.
Ticket Number: 0000096934		07/30/2004	Novell password rest.
Closed	Total: 7		
Ticket Number: 0000096502		07/23/2004	Library novell web function - pls expedite
Ticket Number: 0000096372		07/21/2004	RAC 330: add printer to novell Xeroxworkcentre pro 65
Ticket Number: 0000096404		07/22/2004	Need New Profile
Ticket Number: 0000096471		07/23/2004	Work Order Request
Ticket Number: 0000095977		07/16/2004	Novell account creation for new faculty
Ticket Number: 0000094784		07/02/2004	Need Novell folder and contents restored.
Ticket Number: 0000094935		07/06/2004	Novell Account

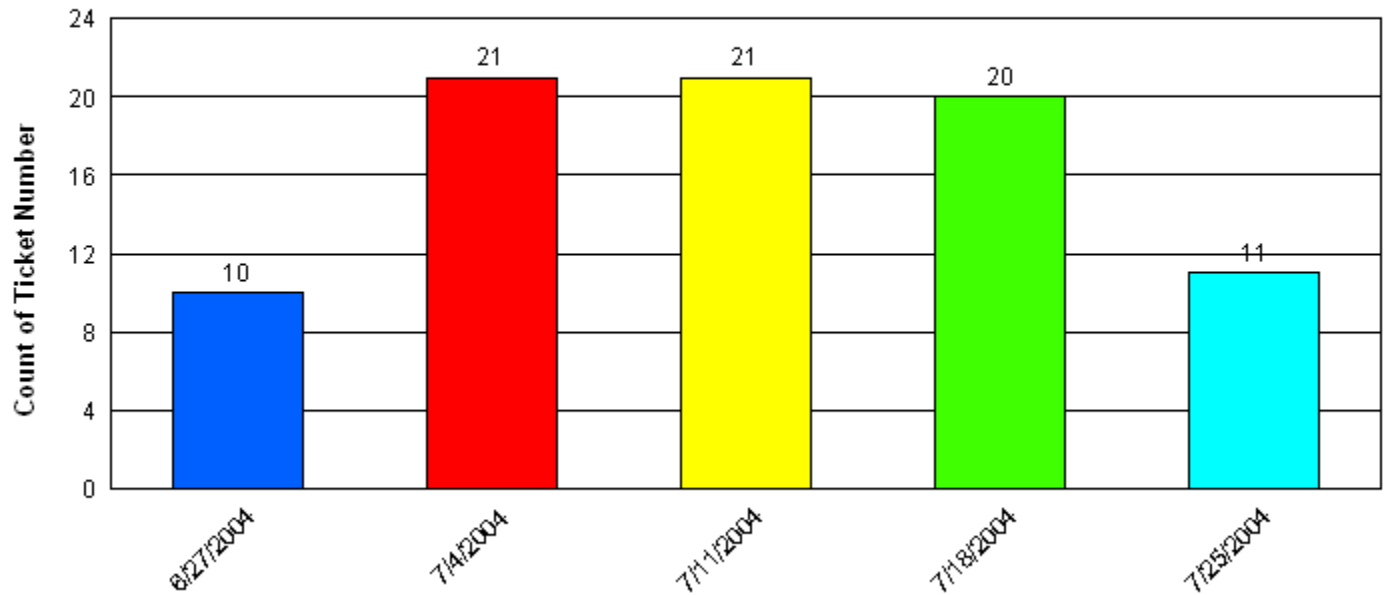
		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
jesse			<u>Total:</u> 55	
	Resolved		<u>Total:</u> 6	
Ticket Number:	0000096781	07/28/2004		Novell dir access.
Ticket Number:	0000096740	07/28/2004		Novell/Active Directory Password reset
Ticket Number:	0000096848	07/29/2004		Needs a quota Increase
Ticket Number:	0000096883	07/29/2004		NFS for PSoft Down
Ticket Number:	0000096785	07/28/2004		Printer AFAM_HP5N seems fine in NWAdmin but no one seems to b
Ticket Number:	0000096508	07/23/2004		REF#95798 printing unsolicited files

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		49	
Ticket Number: 0000095987	07/16/2004		User is locked out for too many login attempts. "Accounts disabled to d
Ticket Number: 0000096436	07/23/2004		User jleesme novell personal share
Ticket Number: 0000096421	07/22/2004		User:Henley, for admissions dept. Needs a novell account.
Ticket Number: 0000096362	07/21/2004		DRIVE ACCESS FOR fmeyers
Ticket Number: 0000096359	07/21/2004		Novell context permissions
Ticket Number: 0000096350	07/21/2004		Novell password reset
Ticket Number: 0000096335	07/21/2004		More space on Student Health Services Drive
Ticket Number: 0000096120	07/19/2004		Need Personal Share Size Increased
Ticket Number: 0000096108	07/19/2004		Password reset
Ticket Number: 0000095998	07/16/2004		Active directory password reset
Ticket Number: 0000095020	07/07/2004		Novell Account Creation
Ticket Number: 0000095042	07/07/2004		Create novell account
Ticket Number: 0000095028	07/07/2004		Active Directory Password reset
Ticket Number: 0000095060	07/07/2004		Novell Password Reset
Ticket Number: 0000095063	07/07/2004		File Deletion
Ticket Number: 0000095345	07/08/2004		Novell and Active Directory Account Creation
Ticket Number: 0000095317	07/08/2004		Workstation specific account
Ticket Number: 0000095300	07/08/2004		Need Novell "qzhang" & "jmburu" to mirror "davison".
Ticket Number: 0000095285	07/08/2004		Active Directory Password Reset
Ticket Number: 0000094910	07/06/2004		Create Novell Account for Manohar Sattaru (user = 'sattaru' -- Should h
Ticket Number: 0000094651	07/01/2004		Novell Account Creation
Ticket Number: 0000095002	07/07/2004		Need drive added to account.
Ticket Number: 0000094945	07/06/2004		"Local policy of system does not permit..." error in login. Please add u
Ticket Number: 0000094925	07/06/2004		Novell account request.
Ticket Number: 0000094922	07/06/2004		New novell account request.
Ticket Number: 0000094916	07/06/2004		Novell account request.
Ticket Number: 0000094776	07/02/2004		New novell account request.
Ticket Number: 0000094728	07/01/2004		User requestsmore space for their drive.
Ticket Number: 0000094722	07/01/2004		Novell Context Addition
Ticket Number: 0000094697	07/01/2004		User: cmille1 needs their AD password reset. contact shaheed at 443-2
Ticket Number: 0000094786	07/02/2004		Dvelli1 Novell user quota needs Increase.
Ticket Number: 0000094712	07/01/2004		Reset Novell password for user andy
Ticket Number: 0000094644	07/01/2004		new Novell account
Ticket Number: 0000095509	07/12/2004		New employee access to P: drive
Ticket Number: 0000096565	07/26/2004		Cant Log in to Novell
Ticket Number: 0000095956	07/16/2004		Need AD account change.
Ticket Number: 0000095943	07/16/2004		Novell password reset.
Ticket Number: 0000095854	07/15/2004		Generic Novell Account Creation
Ticket Number: 0000095848	07/15/2004		AD Password not working
Ticket Number: 0000095835	07/15/2004		Work Order Request
Ticket Number: 0000095949	07/16/2004		Work Order Request
Ticket Number: 0000095759	07/14/2004		Increasing my H drive memory
Ticket Number: 0000095758	07/14/2004		Heather Macy
Ticket Number: 0000095752	07/14/2004		New novell shared drive map
Ticket Number: 0000095748	07/14/2004		AD Admin Access
Ticket Number: 0000095647	07/13/2004		Novell Quota increase
Ticket Number: 0000095524	07/12/2004		Maria Zhang needs a Novell account.
Ticket Number: 0000095781	07/14/2004		Calendar account terminations.
Ticket Number: 0000095566	07/12/2004		PROBLEMS WITH SAVING after REFLECTIONS UPGRADE

vladimir		<u>Create</u>	<u>Short Description</u>
Closed		<u>Date</u>	
		<u>Total:</u> 14	
		<u>Total:</u> 14	
Ticket Number:	0000095542	07/12/2004	Novell password reset
Ticket Number:	0000096279	07/20/2004	Novell Account Password Reset for crouch
Ticket Number:	0000095662	07/13/2004	new user account
Ticket Number:	0000095572	07/12/2004	Novell login errors
Ticket Number:	0000094732	07/01/2004	User cannot log into local prfolie, gets TEMP profile
Ticket Number:	0000095005	07/07/2004	Departmental drive access
Ticket Number:	0000095338	07/08/2004	Novell account additional context(s)
Ticket Number:	0000095379	07/09/2004	Human Resources File Restore
Ticket Number:	0000095402	07/09/2004	Novell print queue clean request.
Ticket Number:	0000096125	07/19/2004	Work Order Request
Ticket Number:	0000096267	07/20/2004	Novell Account password reset
Ticket Number:	0000096477	07/23/2004	Novell and AD passwd reset.
Ticket Number:	0000096131	07/19/2004	Username Gosden AD context
Ticket Number:	0000096261	07/20/2004	new ticket: Novell drive mappings

Count of Ticket Number / Create Date

For LAN



		<u>Create</u>	
		<u>Date</u>	<u>Short Description</u>
New Media	<u>Total:</u>	121	

ebenson1

Create

Date

Total: 55

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		55	
Ticket Number: 0000095996	07/16/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000096264	07/20/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000096443	07/23/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000096337	07/21/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000096336	07/21/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000096303	07/21/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000096291	07/20/2004		Re: delete courses from BlackBoard
Ticket Number: 0000096241	07/20/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000096233	07/20/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000096092	07/19/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000096170	07/19/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000096232	07/20/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000096230	07/20/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000096096	07/19/2004		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000096599	07/26/2004		Returned mail: see transcript for details
Ticket Number: 0000096606	07/26/2004		Report
Ticket Number: 0000095026	07/07/2004		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000095043	07/07/2004		blackboard gradebook problem
Ticket Number: 0000095059	07/07/2004		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000095356	07/08/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000095561	07/12/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000094703	07/01/2004		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000095358	07/08/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000094977	07/06/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000094933	07/06/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000094955	07/06/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000094822	07/02/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000094709	07/01/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000094707	07/01/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000094693	07/01/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000094653	07/01/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000094674	07/01/2004		adding a summer course
Ticket Number: 0000094692	07/01/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000094650	07/01/2004		.Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000095562	07/12/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000095978	07/16/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000095976	07/16/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000095965	07/16/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000095957	07/16/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000095933	07/15/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000096329	07/21/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000095733	07/14/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000095710	07/13/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000095709	07/13/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000095707	07/13/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000095708	07/13/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000095963	07/16/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000095686	07/13/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000095685	07/13/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000095585	07/12/2004		Blackboard course Fall 2004
Ticket Number: 0000095668	07/13/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000096338	07/21/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000095684	07/13/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000095679	07/13/2004		Blackboard DELETE Course: Assign to New Media: Blackboard

Ticket Number:	0000095658	<u>Create</u> <u>Date</u>	<u>Short Description</u>
		07/13/2004	Blackboard NEW Course: Assign to New Media: Blackboard

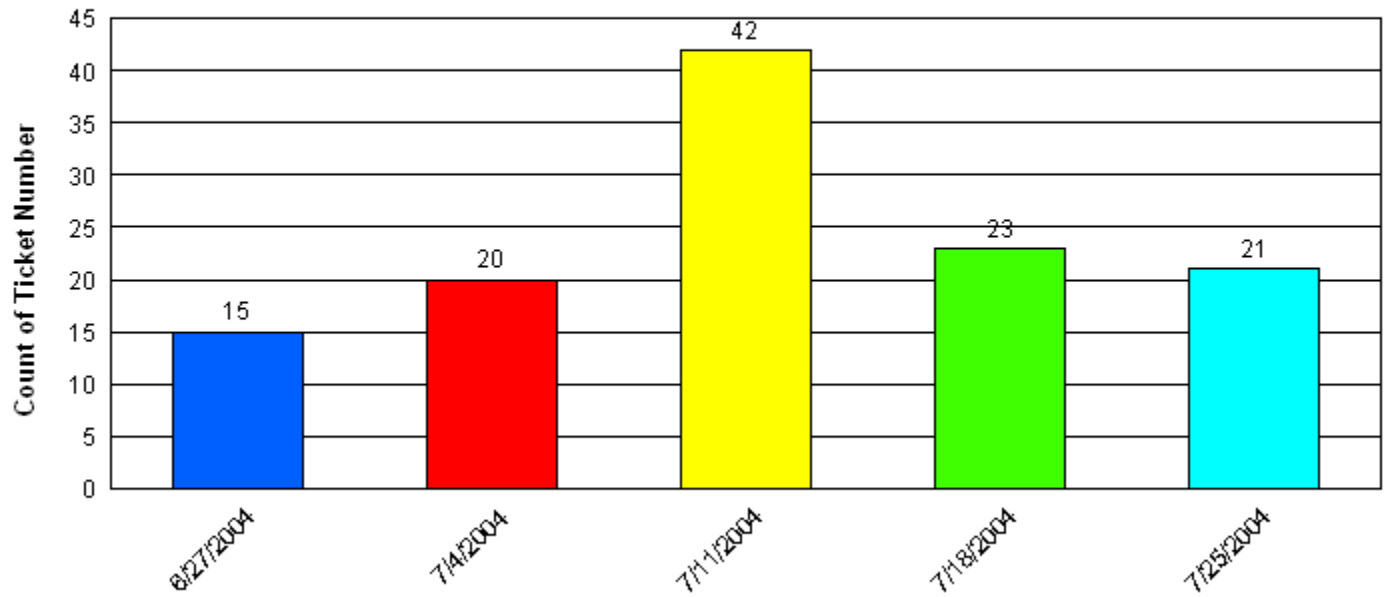
rarmstro		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u> 59	
		<u>Total:</u> 13	
Ticket Number:	0000096755	07/28/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000096703	07/27/2004	deleting classes
Ticket Number:	0000096730	07/27/2004	Fac Customer Requests Blackboard Course Creation
Ticket Number:	0000096759	07/28/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000096832	07/28/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000096890	07/29/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000096955	07/30/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000096958	07/30/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000096957	07/30/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000096937	07/30/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000096889	07/29/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000096831	07/28/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000096756	07/28/2004	Blackboard NEW Course: Assign to New Media: Blackboard

	<u>Create</u>	
	<u>Date</u>	<u>Short Description</u>
Closed	Total:	46
Ticket Number: 0000096518	07/23/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000096531	07/24/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000096529	07/24/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000096530	07/24/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000096825	07/28/2004	My Courses
Ticket Number: 0000096694	07/27/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000096695	07/27/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000096682	07/27/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000096652	07/26/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000096601	07/26/2004	Can't access
Ticket Number: 0000096038	07/17/2004	Cannot login to bb6.umbc.edu
Ticket Number: 0000096489	07/23/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000096488	07/23/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000096357	07/21/2004	courses for fall 04
Ticket Number: 0000096483	07/23/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000096043	07/17/2004	Course Enrollment on through blackboard
Ticket Number: 0000095306	07/08/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000095302	07/08/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000095303	07/08/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000095459	07/10/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000095458	07/10/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000095510	07/12/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000095513	07/12/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000095507	07/12/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000095511	07/12/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000095610	07/13/2004	Blackboard summer course problem
Ticket Number: 0000095605	07/12/2004	Work Order Request
Ticket Number: 0000095600	07/12/2004	course deletion request
Ticket Number: 0000095599	07/12/2004	Work Order Request
Ticket Number: 0000095598	07/12/2004	Work Order Request
Ticket Number: 0000095584	07/12/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000095597	07/12/2004	User is getting access denied error for bb class
Ticket Number: 0000095564	07/12/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000095516	07/12/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000095515	07/12/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000095514	07/12/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000095834	07/15/2004	Blackboard Problem
Ticket Number: 0000095512	07/12/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000095053	07/07/2004	problem
Ticket Number: 0000094992	07/07/2004	EDUC 771 summer
Ticket Number: 0000094949	07/06/2004	Gradebook settings
Ticket Number: 0000094905	07/06/2004	Logging of the discussion board
Ticket Number: 0000094855	07/04/2004	Help with blackboard 6
Ticket Number: 0000094840	07/03/2004	Black board help
Ticket Number: 0000094827	07/02/2004	fall 2004
Ticket Number: 0000094814	07/02/2004	blackboard 6 access problem

vergil		<u>Create</u>	<u>Short Description</u>
Closed		<u>Date</u>	
		<u>Total:</u> 7	
		<u>Total:</u> 7	
Ticket Number:	0000094735	07/01/2004	Walker1
Ticket Number:	0000094782	07/02/2004	http://asp1.umbc.edu/newmedia/sites/sta/events.cfm User is trying to u
Ticket Number:	0000094994	07/07/2004	Work Order Request
Ticket Number:	0000094741	07/01/2004	Thu, 01 Jul 2004 20:06:05 -0600
Ticket Number:	0000095669	07/13/2004	Request for URL change (Assign to Webdev)
Ticket Number:	0000095745	07/14/2004	need write access to /afs/umbc.edu/public/www/mas directory
Ticket Number:	0000095415	07/09/2004	authorizing for Poli-Sci's Webpage

Count of Ticket Number / Create Date

For New Media

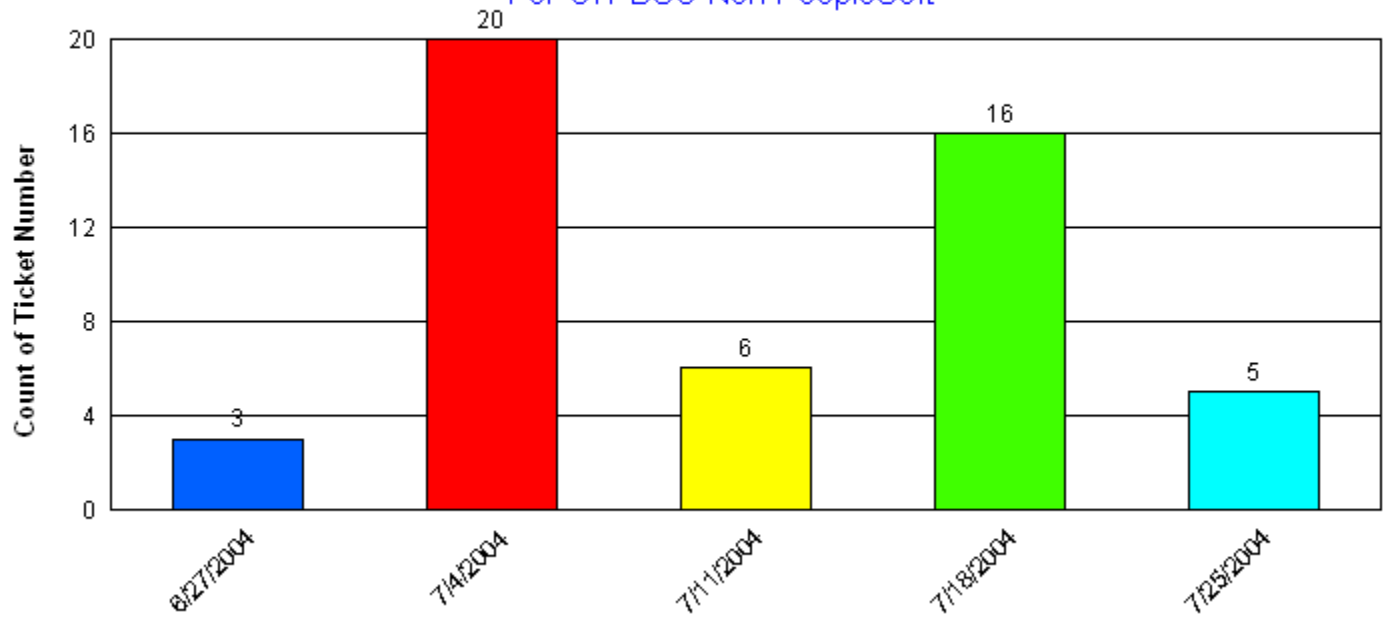


		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
OIT BSG Non People	Total:	50	
BSG:Operational_Support	Total:	6	
Closed	Total:	6	
Ticket Number: 0000095034		07/07/2004	Reset security password for Chuck Smithson
Ticket Number: 0000095268		07/08/2004	MVBR4024 MVA Flag Sending Tape
Ticket Number: 0000096346		07/21/2004	Steve Jones - Lib/HP not connecting
Ticket Number: 0000096416		07/22/2004	Security pw not working
Ticket Number: 0000096631		07/26/2004	Need session aborted
Ticket Number: 0000095939		07/16/2004	Motor Vehicle MVBM4009
BSG:Web_Infrastructure	Total:	25	
Closed	Total:	25	
Ticket Number: 0000095502		07/12/2004	ECON 102
Ticket Number: 0000095583		07/12/2004	PSYC 385 Anderson
Ticket Number: 0000094695		07/01/2004	chem123 - neumann
Ticket Number: 0000095503		07/12/2004	ECON 211 Mark Thomas
Ticket Number: 0000094997		07/07/2004	CHEM352 Exam Perks
Ticket Number: 0000096600		07/26/2004	chem102L - brothers
Ticket Number: 0000096783		07/28/2004	biol106 - hanson
Ticket Number: 0000096884		07/29/2004	biol106 - hanson
Ticket Number: 0000096842		07/29/2004	biol100 - lake
Ticket Number: 0000096082		07/19/2004	chem352 - perks
Ticket Number: 0000096086		07/19/2004	chem352L - Q7 - Perks
Ticket Number: 0000096479		07/23/2004	chem102 - kalivretenos
Ticket Number: 0000096083		07/19/2004	chem352L - Q1 - Perks
Ticket Number: 0000096304		07/21/2004	Biol106 - Hanson
Ticket Number: 0000096219		07/20/2004	chem352L - perks
Ticket Number: 0000096084		07/19/2004	chem352L - Q3 - Perks
Ticket Number: 0000096085		07/19/2004	chem352L - Q5 - Perks
Ticket Number: 0000095069		07/07/2004	BIOL 302 Exam
Ticket Number: 0000095324		07/08/2004	psyc 304 Karen Freiberg
Ticket Number: 0000095410		07/09/2004	PSYC 340 Tom Blass
Ticket Number: 0000095425		07/09/2004	CHEM123 Final Dr. Neumann
Ticket Number: 0000095412		07/09/2004	CHEM 101 Final Dr. Neumann
Ticket Number: 0000095411		07/09/2004	CHEM 101 Exam 4 Dr. Neumann
Ticket Number: 0000095325		07/08/2004	psyc 305 freiberg
Ticket Number: 0000095346		07/08/2004	PSYC 380 ANDERSON
blanchet	Total:	5	
Closed	Total:	5	
Ticket Number: 0000096078		07/19/2004	ABORT: AM019,AM090,AM092F,AM090
Ticket Number: 0000096079		07/19/2004	ABORT: TCBM2201 USR0006.OSWP
Ticket Number: 0000096450		07/23/2004	4443 ARBM4428 +ABORT 8 CS A04 #J5600 588 THU 10
Ticket Number: 0000096216		07/20/2004	ABORT: TCBR2203 (Two different jobs)
Ticket Number: 0000096080		07/19/2004	ABORT: IRBR3030 JMS #3966 JOB#5119
dina	Total:	1	
Closed	Total:	1	
Ticket Number: 0000094756		07/02/2004	RDBR2022 and RDBR2009 Aborts
jason12	Total:	3	
Closed	Total:	3	
Ticket Number: 0000094914		07/06/2004	R25 error
Ticket Number: 0000095001		07/07/2004	Programs need installed.
Ticket Number: 0000096415		07/22/2004	r25 reservation problem
paulr	Total:	2	
Closed	Total:	2	
Ticket Number: 0000095857		07/15/2004	Internal Server Error help
Ticket Number: 0000095855		07/15/2004	MYUMBC slow loading. Netsaint didn't list anything down.

<u>putro</u>	<u>Create Date</u>	<u>Short Description</u>
Closed	Total: 8	
Ticket Number: 0000094758	07/02/2004	Incorrect school codes
Ticket Number: 0000094957	07/06/2004	PUBL acronym not working for Graduate School
Ticket Number: 0000094993	07/07/2004	ABORT FABM3224
Ticket Number: 0000095067	07/07/2004	SHS Download on Monday's is not being updated with Myerhoff Stu
Ticket Number: 0000095273	07/08/2004	need to reactivate
Ticket Number: 0000095371	07/09/2004	ABORT: RDBR2051 Audit Residency Changes Report
Ticket Number: 0000095282	07/08/2004	Student Parking Registration
Ticket Number: 0000095088	07/07/2004	Research Student Registration Auths activity in logs

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:	171	
PS:HR			
	Closed	Total: 6	
Ticket Number:	0000096778	07/28/2004	Correct Invalid Date in CAMP05 File for Pay Period 2005003
Ticket Number:	0000096835	07/28/2004	Delete PS_FSA_BENEFIT row for EMPLID 1000000123
Ticket Number:	0000094631	07/01/2004	Production Support for Payroll 2004026
Ticket Number:	0000095616	07/13/2004	Create user in HRTRN instance for Jennifer Garrett (username GARRET
Ticket Number:	0000095888	07/15/2004	Modify user Desiree Laster (username 'DLASTER') to be certain that f
Ticket Number:	0000095889	07/15/2004	Create user in HRPRD for Jennifer Garrett (user name 'GARRETT1' w
afinn		Total: 1	
	Resolved	Total: 1	
Ticket Number:	0000096246	07/20/2004	2 Effort Reporting Problem
chris		Total: 14	
	Resolved	Total: 1	
Ticket Number:	0000096862	07/29/2004	Table creation in HRPRD
	Closed	Total: 13	
Ticket Number:	0000096569	07/26/2004	Need Userids for SAR Tables
Ticket Number:	0000096155	07/19/2004	Update sql for fsprd
Ticket Number:	0000096200	07/19/2004	Refresh HRCA instance with backup of HRPRD data from evening of
Ticket Number:	0000096164	07/19/2004	Update in FSPRD for PR FA
Ticket Number:	0000096475	07/23/2004	SQL for FSPRD Update
Ticket Number:	0000096393	07/22/2004	Refresh HRCA instance from backup of HRPRD taken on evening of 7
Ticket Number:	0000096243	07/20/2004	run script
Ticket Number:	0000095519	07/12/2004	Stat Access
Ticket Number:	0000095755	07/14/2004	Please grant username 'jochen' read access to specified tables in non-p
Ticket Number:	0000095966	07/16/2004	run script to change process flag to "N"
Ticket Number:	0000096574	07/26/2004	run script to update bank load (FSPRD)
Ticket Number:	0000095850	07/15/2004	Back up proj_res_tmp (fsprd)
Ticket Number:	0000095838	07/15/2004	SQL update needed for vouchers (fsprd)
dore		Total: 1	
	Closed	Total: 1	
Ticket Number:	0000094866	07/05/2004	[Fwd: Returned mail: see transcript for details]
dsylva		Total: 2	
	Closed	Total: 2	
Ticket Number:	0000096077	07/19/2004	Statement of payroll charges
Ticket Number:	0000096185	07/19/2004	[Fwd: Statement of Payroll Charges - PP 25 and PP 26]

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
haddaway	Total: 22	
Resolved	Total: 5	
Ticket Number: 0000096586	07/26/2004	Please run attached script in HRPRD
Ticket Number: 0000096747	07/28/2004	run script to correct duplicate data (fsprd)
Ticket Number: 0000096837	07/29/2004	Restore HRPRD Instance from Backup taken at around 10:30 on Wedn
Ticket Number: 0000096796	07/28/2004	Refresh HRTRN instance database from backup of HRPRD from even
Ticket Number: 0000096779	07/28/2004	HRTST2 instance database needs to be refreshed from backup of HR
Closed	Total: 17	
Ticket Number: 0000095011	07/07/2004	Oracle DB Access Read only
Ticket Number: 0000095437	07/09/2004	[Fwd: reset sequences]
Ticket Number: 0000095276	07/08/2004	Change the "create table" DDL model in HR
Ticket Number: 0000095275	07/08/2004	Change 'create table' DDL Model in Finance
Ticket Number: 0000095257	07/08/2004	Grant Oracle read/write access to Reddy Sattaru (username 'sattaru' on
Ticket Number: 0000095013	07/07/2004	create synonym for Rob Banz
Ticket Number: 0000094919	07/06/2004	Create Tablespace in HRTST@
Ticket Number: 0000094920	07/06/2004	Create database link from HRPRD to HRTST2
Ticket Number: 0000095676	07/13/2004	Webfocus user access in EPMDEV
Ticket Number: 0000095674	07/13/2004	delete dups in temp table (fsprd)
Ticket Number: 0000095753	07/14/2004	Grant User Jonathan Chen (username jochen) read/write access to HRT
Ticket Number: 0000095865	07/15/2004	myUMBC log on failure
Ticket Number: 0000095869	07/15/2004	my.umbc.edu general failure
Ticket Number: 0000095876	07/15/2004	myUMBC: General failure under faculty options
Ticket Number: 0000095868	07/15/2004	Grade Retrivel error
Ticket Number: 0000095847	07/15/2004	Export Table
Ticket Number: 0000095691	07/13/2004	Back-Up HRPRD instance on afternoon/evening of 7/14/04 just prior t
jeremy	Total: 14	
Resolved	Total: 1	
Ticket Number: 0000096827	07/28/2004	Create PSBUILD file
Closed	Total: 13	
Ticket Number: 0000096692	07/27/2004	ODBC on UNIX servers for Ascential
Ticket Number: 0000095243	07/07/2004	PS_UW_TSE_ERR_EXCP schedule
Ticket Number: 0000095382	07/09/2004	Backup table- FSPRD
Ticket Number: 0000095416	07/09/2004	Copy and compare Retriever project from FS to EPM
Ticket Number: 0000095376	07/09/2004	Create PS Build File
Ticket Number: 0000095271	07/08/2004	New OIR User
Ticket Number: 0000095517	07/12/2004	script
Ticket Number: 0000095634	07/13/2004	PSFT problem changing password in EPMDEV
Ticket Number: 0000095540	07/12/2004	Retriever Tables
Ticket Number: 0000094669	07/01/2004	Copy BDATA.ITEM_VALUES to EPMDEV
Ticket Number: 0000094755	07/02/2004	Refresh HRCA Instance from Backup of HRPRD from evening of 7/1
Ticket Number: 0000094736	07/01/2004	Share Retriever with UMB
Ticket Number: 0000094718	07/01/2004	BUG039A file
jgood	Total: 8	
Closed	Total: 8	
Ticket Number: 0000096630	07/26/2004	EIS Plus File
Ticket Number: 0000094941	07/06/2004	Enhanced Monitoring
Ticket Number: 0000096714	07/27/2004	New EIS files
Ticket Number: 0000095518	07/12/2004	Tony Finneran
Ticket Number: 0000095979	07/16/2004	BUG file
Ticket Number: 0000095574	07/12/2004	Permission to FTP HX History Files
Ticket Number: 0000095558	07/12/2004	BUG files
Ticket Number: 0000096435	07/23/2004	Add time of day restrictions to bussys db backup

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
jking	<u>Total:</u> 8	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000095802	07/14/2004	Nvision
Closed	<u>Total:</u> 7	
Ticket Number: 0000096672	07/27/2004	Interface file copy
Ticket Number: 0000096093	07/19/2004	Removal of Access
Ticket Number: 0000095256	07/08/2004	Increase timeout for HR Non Production instances
Ticket Number: 0000095291	07/08/2004	New VPN user for PeopleSoft
Ticket Number: 0000095308	07/08/2004	user addition
Ticket Number: 0000095401	07/09/2004	Modify notifications from external file transfer processes to change j
Ticket Number: 0000094937	07/06/2004	Web Server Access
jpatna1	<u>Total:</u> 3	
Closed	<u>Total:</u> 3	
Ticket Number: 0000095552	07/12/2004	1 - Production DBE Positions Rollover
Ticket Number: 0000094724	07/01/2004	Fix Job Data Buffer Sync Issue
Ticket Number: 0000095553	07/12/2004	Summer Pay Report
kirby	<u>Total:</u> 3	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000096560	07/26/2004	ABORT: ARBM4440 JMS#4752/JOB#5918
Closed	<u>Total:</u> 2	
Ticket Number: 0000095994	07/16/2004	Testing
Ticket Number: 0000094684	07/01/2004	Setup Derek Stivers in PSHRPRO for Retro Review
kjoseph	<u>Total:</u> 4	
Closed	<u>Total:</u> 4	
Ticket Number: 0000095567	07/12/2004	Problems with fsaAtlast Uploads
Ticket Number: 0000096180	07/19/2004	DN: Problem accessing data in current student menu
Ticket Number: 0000096184	07/19/2004	DN: Allow for entry of usernames less than 4 characters
Ticket Number: 0000096793	07/28/2004	Need assistance uploading files to hp
lrاند	<u>Total:</u> 6	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000096833	07/28/2004	Delete Incorrect Benefits for EMPLID's 1000000240 and 100000173
Closed	<u>Total:</u> 5	
Ticket Number: 0000096642	07/26/2004	PS HR error message
Ticket Number: 0000095692	07/13/2004	Reset Leave Balances After Payroll Confirmation for PP26 in HRPR
Ticket Number: 0000095796	07/14/2004	USE CONVERSION PROCESS TO UPDATE EXPIRATION
Ticket Number: 0000094714	07/01/2004	Position with 'Missing' DBE Entry
Ticket Number: 0000094748	07/02/2004	Print the @ 1600 Retro's contained in the Excel Spreadsheet
ostrove	<u>Total:</u> 1	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000096786	07/28/2004	WebFocus Server console userid/password
preston	<u>Total:</u> 6	
Closed	<u>Total:</u> 6	
Ticket Number: 0000096636	07/26/2004	Transfer Trans File
Ticket Number: 0000096287	07/20/2004	1 Cannot Budget Check a voucher if it is linked to a rolled PO
Ticket Number: 0000096379	07/21/2004	FW: FSCOMBLD Ran to No Success
Ticket Number: 0000095319	07/08/2004	1 Segmented File Transfer to State for AP Vendors
Ticket Number: 0000095386	07/09/2004	1 AP Payment and Vendor files not on Novell for transfer
Ticket Number: 0000095543	07/12/2004	Delete Incompletes

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
psimon	<u>Total:</u> 7	
Closed	<u>Total:</u> 7	
Ticket Number: 0000095653	07/13/2004	1 Eliminate dup rows on Temp Table
Ticket Number: 0000095924	07/15/2004	1 Reset In Process Flag on 7 POs
Ticket Number: 0000095806	07/14/2004	1 SQL update needed for vouchers
Ticket Number: 0000095272	07/08/2004	Records in staging table
Ticket Number: 0000096405	07/22/2004	3 Mod to code that controls separation of duties
Ticket Number: 0000096564	07/26/2004	No Success
Ticket Number: 0000096736	07/28/2004	No Success
slong	<u>Total:</u> 24	
Resolved	<u>Total:</u> 5	
Ticket Number: 0000094808	07/02/2004	Setup access for Joe Kirby in a test instance to review Security setup
Ticket Number: 0000096737	07/28/2004	HELP! NEED NEW PASSWORD FOR R*STARS
Ticket Number: 0000096868	07/29/2004	1 Recover AP Interface file
Ticket Number: 0000096791	07/28/2004	R-Star
Ticket Number: 0000096787	07/28/2004	Problem Journals
Closed	<u>Total:</u> 19	
Ticket Number: 0000096504	07/23/2004	Locked JE#0000001615
Ticket Number: 0000096010	07/16/2004	1 Unique Constraint Match Process Error - Need SQL delete
Ticket Number: 0000096012	07/16/2004	2 SQL update needed on PROJ_RESOURCE
Ticket Number: 0000096017	07/16/2004	1 SQL updates needed for PROJ_RESOURCE (F&A)
Ticket Number: 0000096377	07/21/2004	Update journals from S to V
Ticket Number: 0000096265	07/20/2004	AP_Matching Unique Constraint Error
Ticket Number: 0000096194	07/19/2004	1 POs locked in Process
Ticket Number: 0000096165	07/19/2004	1 Receipts locked in Process - Cannot Accrue
Ticket Number: 0000096094	07/19/2004	Removal of access
Ticket Number: 0000095352	07/08/2004	1 POs locked
Ticket Number: 0000095414	07/09/2004	Rumba password
Ticket Number: 0000095578	07/12/2004	S Status
Ticket Number: 0000095867	07/15/2004	Status R to V
Ticket Number: 0000095784	07/14/2004	Payroll 26
Ticket Number: 0000095339	07/08/2004	S Status
Ticket Number: 0000094907	07/06/2004	Reports
Ticket Number: 0000094720	07/01/2004	0631 Interface
Ticket Number: 0000095493	07/12/2004	1 FMIS password request IHUGO 2nd ticket
Ticket Number: 0000095377	07/09/2004	2 SQL update FA Status on selected rows

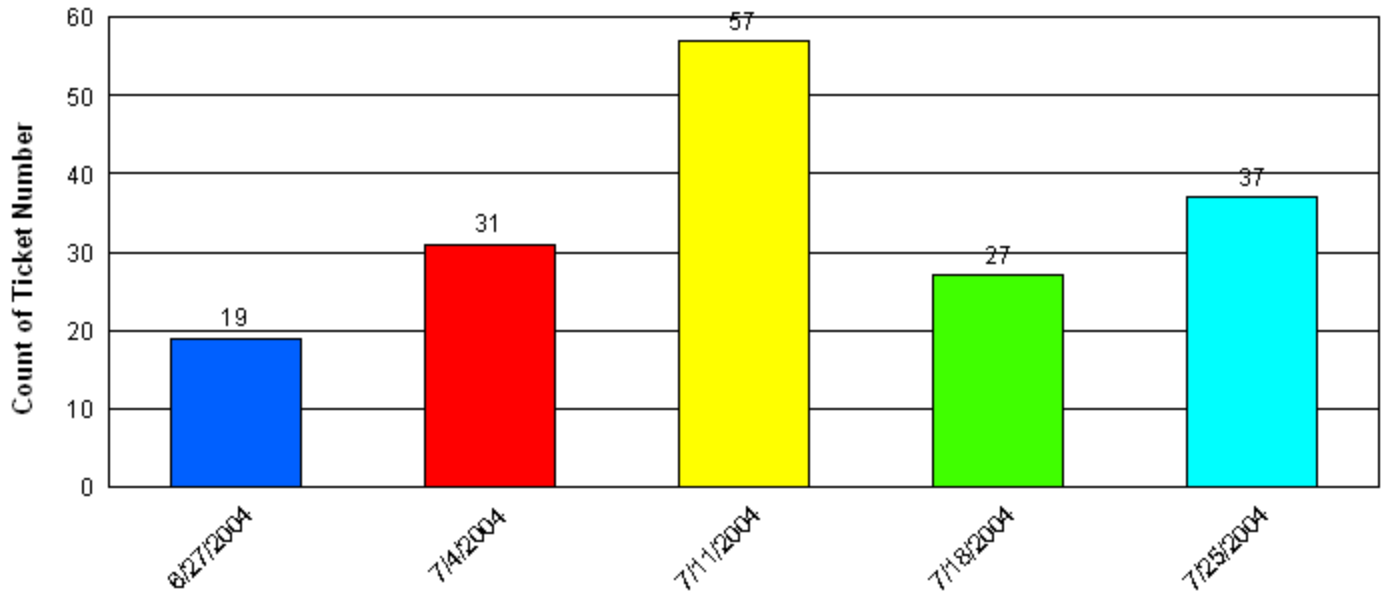
		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
stephen		Total:	41	
	Resolved	Total:	7	
Ticket Number:	0000096790	07/28/2004		Leave Balance Conversion spreadsheet edit
Ticket Number:	0000096946	07/30/2004		Security Revision
Ticket Number:	0000096771	07/28/2004		Employee needs 'HOME' address in system
Ticket Number:	0000096770	07/28/2004		Security access change needed
Ticket Number:	0000096689	07/27/2004		Payroll
Ticket Number:	0000096942	07/30/2004		Security Access Needed - Priority
Ticket Number:	0000095739	07/14/2004		Update Add'l Pay
	Closed	Total:	34	
Ticket Number:	0000096581	07/26/2004		Security Confirmation
Ticket Number:	0000096668	07/27/2004		Security for dept 10135
Ticket Number:	0000096637	07/26/2004		Security Confirmation/Revision
Ticket Number:	0000096684	07/27/2004		Security Revision--Dept 10491 & 10492 (Economics & Administrativ
Ticket Number:	0000095993	07/16/2004		UM_DEPT_JRNL_NEW
Ticket Number:	0000096016	07/16/2004		Update Add'l pay
Ticket Number:	0000096310	07/21/2004		Security Revision for dept 10212
Ticket Number:	0000096231	07/20/2004		Security for dept 10303 and 10545
Ticket Number:	0000096191	07/19/2004		Security Revision
Ticket Number:	0000096121	07/19/2004		Apply PP 1-10 for Serial File data from HPUMBC1
Ticket Number:	0000096113	07/19/2004		Security Confirmation
Ticket Number:	0000095082	07/07/2004		Security Revision -- dept 10528 (National Disaster Medical Syst)
Ticket Number:	0000095906	07/15/2004		urgent
Ticket Number:	0000095299	07/08/2004		Security Revision--do not revise until 7/13/04
Ticket Number:	0000095892	07/15/2004		Time Entry/Department Time Entry Report
Ticket Number:	0000094647	07/01/2004		PS Support Request
Ticket Number:	0000094675	07/01/2004		[Fwd: Re: Status PR025]
Ticket Number:	0000094655	07/01/2004		Department Time Entry Report--NEEDS URGENT RESPONSE
Ticket Number:	0000094678	07/01/2004		URGENT FOR PAYROLL DEADLINE TODAY!
Ticket Number:	0000094942	07/06/2004		Security Confirmation
Ticket Number:	0000094781	07/02/2004		Time Entry
Ticket Number:	0000094726	07/01/2004		securit access change requested
Ticket Number:	0000094719	07/01/2004		Security access change requested
Ticket Number:	0000094702	07/01/2004		SECURITY ACCESS FOR DIANE CRUMP
Ticket Number:	0000095544	07/12/2004		UMBC EBD Load Error
Ticket Number:	0000095880	07/15/2004		Need Access to 10409
Ticket Number:	0000095953	07/16/2004		Security Access
Ticket Number:	0000095981	07/16/2004		Payroll Journal not listing overtime hoursn
Ticket Number:	0000095919	07/15/2004		Department Time Entry Report
Ticket Number:	0000095910	07/15/2004		Several duplicate entries in Time Entry Report
Ticket Number:	0000095877	07/15/2004		Security Revision
Ticket Number:	0000095845	07/15/2004		security access check required
Ticket Number:	0000095791	07/14/2004		Security Revision (Admissions & Enrollment)
Ticket Number:	0000095729	07/14/2004		Grant User 'SDAWSON' access to UMBC Position/Incumbents report

Create
Date

Short Description

Count of Ticket Number / Create Date

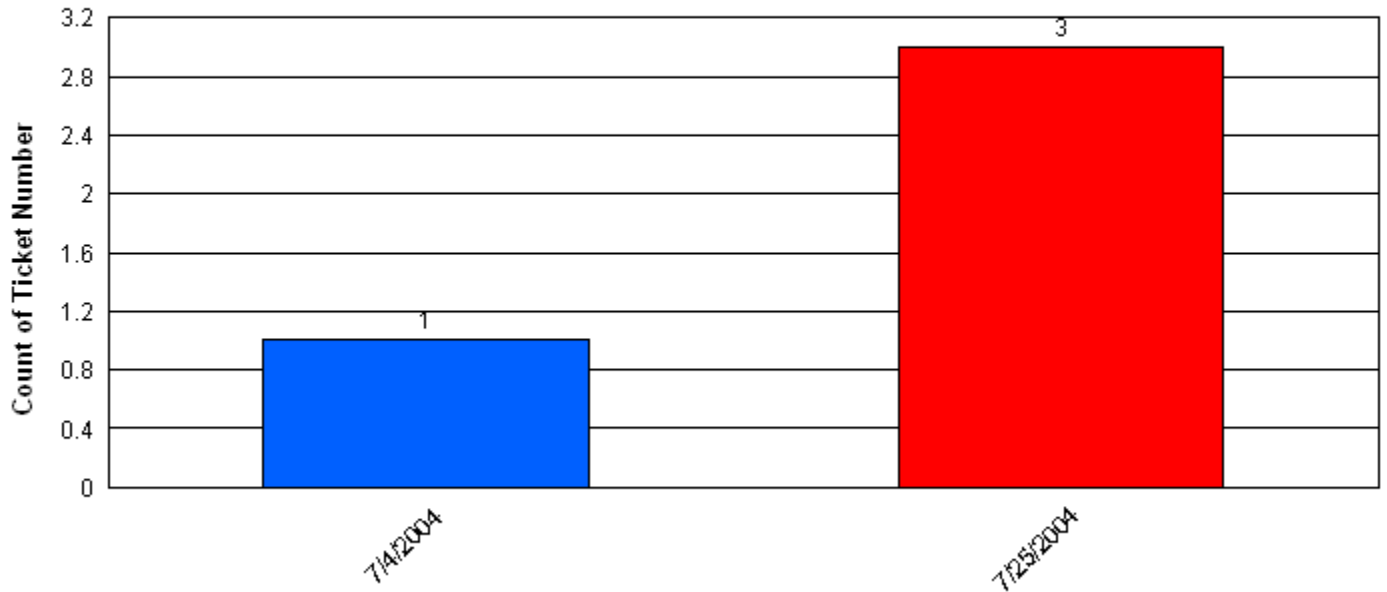
For OIT Business Systems: PeopleSoft



PC Labs	Total:	Create Date	Short Description
nevans1	4	Total: 4	
Resolved		Total: 3	
Ticket Number: 0000096678		07/27/2004	Work Order Request
Ticket Number: 0000096720		07/27/2004	Work Order Request
Ticket Number: 0000096719		07/27/2004	Work Order Request
Closed		Total: 1	
Ticket Number: 0000095244		07/07/2004	Work Order Request

Count of Ticket Number / Create Date

For PC Labs



		<u>Create</u>	<u>Short Description</u>
	<u>Date</u>		
Physical Networks	Total:	86	
Telcom	Total:	3	
Closed	Total:	3	
Ticket Number: 0000095699	07/13/2004		Work Order Request
Ticket Number: 0000094665	07/01/2004		Is a jack present?
Ticket Number: 0000094913	07/06/2004		PC booting problem. ACIV-B 362
beakja1	Total:	29	
Closed	Total:	29	
Ticket Number: 0000096456	07/23/2004		Jack activation.
Ticket Number: 0000094727	07/01/2004		Jack activations in PP/104
Ticket Number: 0000094787	07/02/2004		Port Activation
Ticket Number: 0000094729	07/01/2004		Jack Activation
Ticket Number: 0000094685	07/01/2004		User needs a jack activated and a dhcp entry for a PC.
Ticket Number: 0000095589	07/12/2004		IP request
Ticket Number: 0000095969	07/16/2004		Jack Activation-PHYS Room 313
Ticket Number: 0000096332	07/21/2004		TRC 134: Jack Activation
Ticket Number: 0000095614	07/13/2004		Dead Jack.
Ticket Number: 0000095066	07/07/2004		Jack activation
Ticket Number: 0000095241	07/07/2004		WALKER 303A: No network connection
Ticket Number: 0000095477	07/11/2004		Resnet Site is down
Ticket Number: 0000095428	07/09/2004		Lost network connection. ACIV-A 114
Ticket Number: 0000095336	07/08/2004		Jack activation
Ticket Number: 0000095315	07/08/2004		FA/434: dead jack #49 confirmed
Ticket Number: 0000095248	07/07/2004		Closet in ECS 021A beeping
Ticket Number: 0000095242	07/07/2004		resnet.umbc.edu Inaccessable from wireless
Ticket Number: 0000095077	07/07/2004		Library jack activation
Ticket Number: 0000096521	07/23/2004		FW: Network Jack Activation
Ticket Number: 0000096579	07/26/2004		request
Ticket Number: 0000096592	07/26/2004		User requests jack # 425 in room 425 of admin building be activated.
Ticket Number: 0000096008	07/16/2004		needs jk activated jk 319-a05 phy319
Ticket Number: 0000096103	07/19/2004		2/4 Food Services Time clocks down
Ticket Number: 0000096400	07/22/2004		Jack acting strange in ECS 225G
Ticket Number: 0000096470	07/23/2004		Work Order Request-Activate jack
Ticket Number: 0000096453	07/23/2004		Warehouse: tree or server can't be found
Ticket Number: 0000096288	07/20/2004		Work Order Request
Ticket Number: 0000096283	07/20/2004		jack not at 100mb speed
Ticket Number: 0000096032	07/17/2004		Jack activation
cmckin1	Total:	13	
Resolved	Total:	3	
Ticket Number: 0000096604	07/26/2004		ECS021PC08: Dead jack
Ticket Number: 0000096751	07/28/2004		new 6 lines run in cr
Ticket Number: 0000096716	07/27/2004		ECS122PC31 No Connection.
Closed	Total:	10	
Ticket Number: 0000096510	07/23/2004		PC network being slow. TRC 232
Ticket Number: 0000096513	07/23/2004		grouping 65 in CR appears dead
Ticket Number: 0000096002	07/16/2004		[PC s/w] Computer Networking
Ticket Number: 0000096253	07/20/2004		PC lost network connection. Child Care Center Building 10 on map.
Ticket Number: 0000096100	07/19/2004		Need a jack check
Ticket Number: 0000095435	07/09/2004		Emergency weather station in PPlant not connecting to the network
Ticket Number: 0000095492	07/12/2004		Physplant Network DOWN.
Ticket Number: 0000095738	07/14/2004		WT Trailer by PUP: No network connection
Ticket Number: 0000095746	07/14/2004		WT Trailer by CHEM: No network connection
Ticket Number: 0000096348	07/21/2004		Local outage, Old shriver center trailer

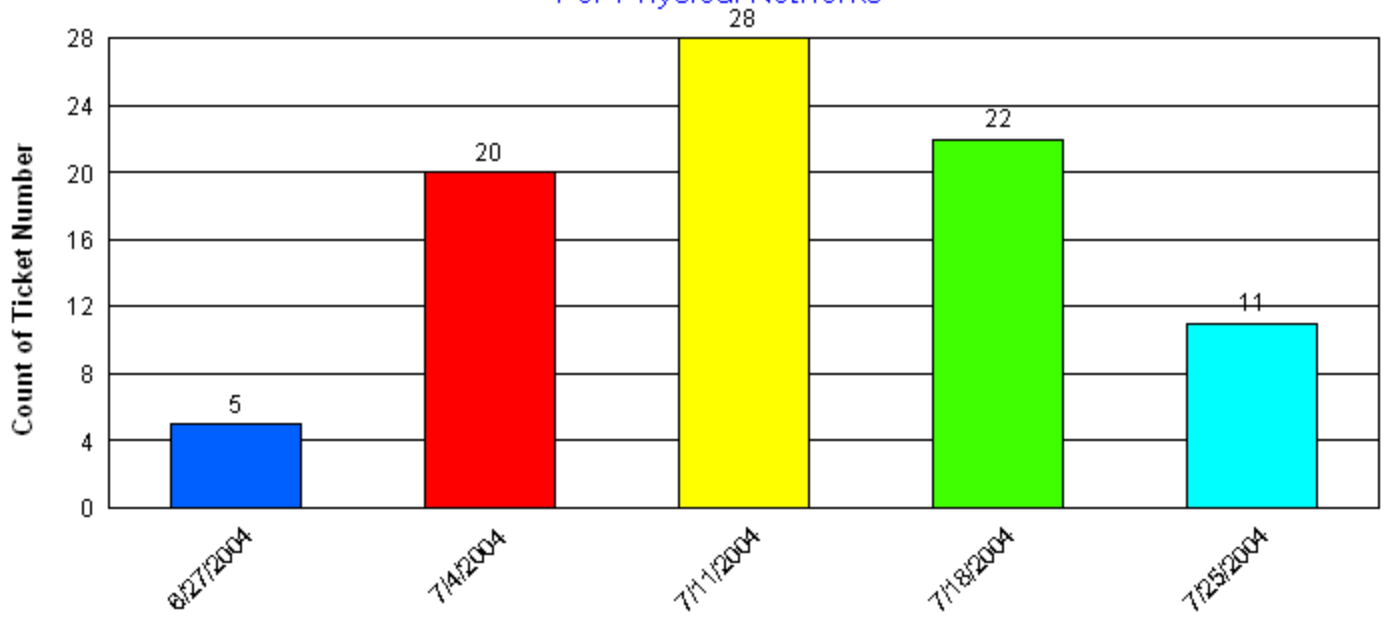
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
damian	<u>Total:</u> 4	
Closed	<u>Total:</u> 4	
Ticket Number: 0000094974	07/06/2004	[Site Survey] Need additional network lines in ECS 101 suite by Thursd
Ticket Number: 0000095718	07/14/2004	Firewall Problem - Cannot Establish VPN to Annapolis
Ticket Number: 0000095800	07/14/2004	can't establish a ghost session
Ticket Number: 0000095266	07/08/2004	Admin 8th floor network down.
rays1	<u>Total:</u> 10	
Resolved	<u>Total:</u> 2	
Ticket Number: 0000096702	07/27/2004	please activate network jack
Ticket Number: 0000096859	07/29/2004	Admin bld. rm. 822 jack #822-2 needs to be activated.
Closed	<u>Total:</u> 8	
Ticket Number: 0000095301	07/08/2004	Library bindery room computer
Ticket Number: 0000095639	07/13/2004	Alumni House: Activate Jack #37-A
Ticket Number: 0000095648	07/13/2004	Resnet Login Page does not load completely
Ticket Number: 0000095765	07/14/2004	need line
Ticket Number: 0000095947	07/16/2004	Jack activate. Erickson 072.
Ticket Number: 0000095898	07/15/2004	Library jack 290
Ticket Number: 0000095727	07/14/2004	jack activation
Ticket Number: 0000094929	07/06/2004	Two tickets.....
vicki	<u>Total:</u> 6	
Closed	<u>Total:</u> 6	
Ticket Number: 0000094936	07/06/2004	delete DNS record
Ticket Number: 0000095764	07/14/2004	dns mods
Ticket Number: 0000095856	07/15/2004	Removal of fixed IP addresses
Ticket Number: 0000095065	07/07/2004	New IP address for PSoft Machine
Ticket Number: 0000095280	07/08/2004	nothing on NOC; UC Delta Conference room has not network connect
Ticket Number: 0000095270	07/08/2004	ECS122a, 333: localized network outage
zicka	<u>Total:</u> 21	
Resolved	<u>Total:</u> 4	
Ticket Number: 0000096282	07/20/2004	IP address for new machine
Ticket Number: 0000096888	07/29/2004	Work Order Request
Ticket Number: 0000096897	07/29/2004	HELP - IP Request
Ticket Number: 0000096591	07/26/2004	No subject
Closed	<u>Total:</u> 17	
Ticket Number: 0000096522	07/23/2004	DHCP change
Ticket Number: 0000096584	07/26/2004	Static IP Request
Ticket Number: 0000096069	07/18/2004	fix IP request!!
Ticket Number: 0000096070	07/18/2004	Fixed IP request!!
Ticket Number: 0000096485	07/23/2004	Static ip transfer - pls expedite
Ticket Number: 0000096245	07/20/2004	Jack not giving IP in room 405, jack# 405J-2
Ticket Number: 0000096189	07/19/2004	DNS change
Ticket Number: 0000096141	07/19/2004	user needs an IP for a printer
Ticket Number: 0000095090	07/07/2004	FW: Static ip address
Ticket Number: 0000095384	07/09/2004	Register in DHCP
Ticket Number: 0000095523	07/12/2004	Static ip #2 - media
Ticket Number: 0000095630	07/13/2004	DNS Names not working after move
Ticket Number: 0000095631	07/13/2004	need ip
Ticket Number: 0000095586	07/12/2004	MAC-to-IP address mapping update request
Ticket Number: 0000095555	07/12/2004	Work Order Request
Ticket Number: 0000095895	07/15/2004	Work Order Request
Ticket Number: 0000095661	07/13/2004	Static IP Address

Create
Date

Short Description

Count of Ticket Number / Create Date

For Physical Networks



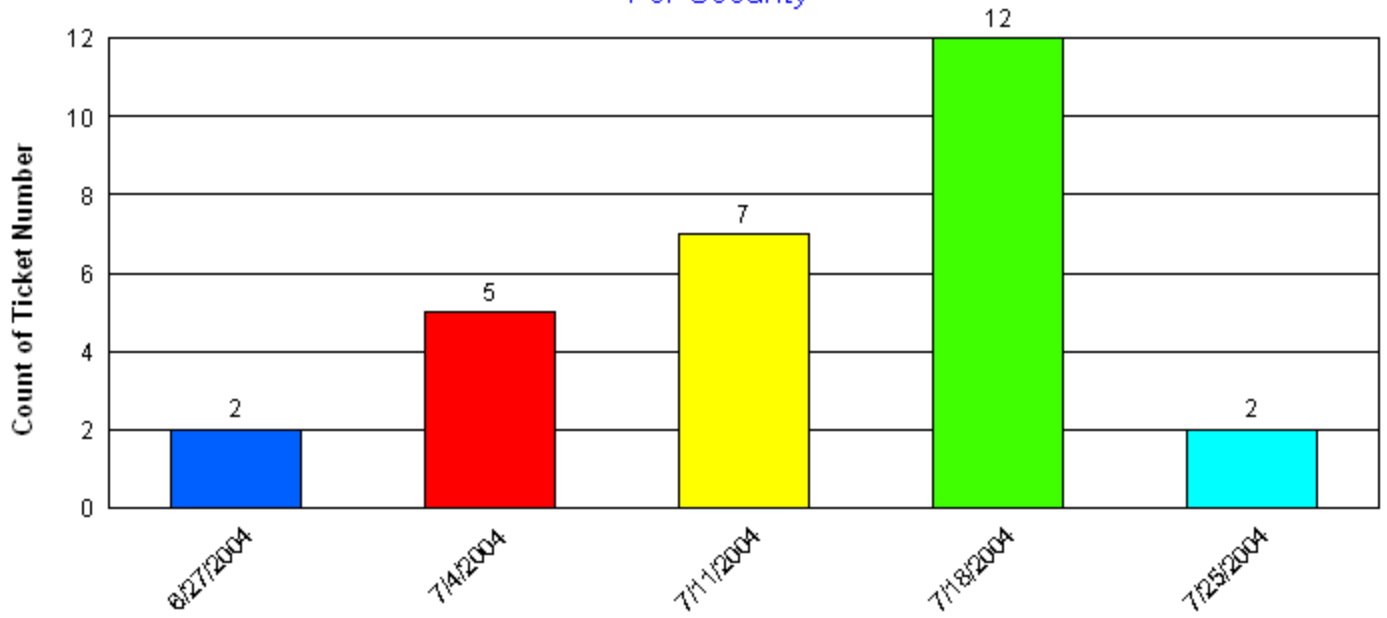
		<u>Create</u>	<u>Short Description</u>
Security	Total:	Date	
sziad1		Total: 28	
Resolved		Total: 2	
Ticket Number: 0000096146		07/19/2004	[Fwd: ATTN: Citibank Update]
Ticket Number: 0000096503		07/23/2004	[Fwd: E-MAIL VIRUS YOU'VE BEEN SENDING ME!]
Closed		Total: 26	
Ticket Number: 0000096516		07/23/2004	surveillance video request
Ticket Number: 0000096660		07/27/2004	New ADOBE Campus-wide Buying Program
Ticket Number: 0000096838		07/29/2004	Creativity Courses in Europe and New York
Ticket Number: 0000096040		07/17/2004	Re:
Ticket Number: 0000096099		07/19/2004	RE: TICKET0000095533
Ticket Number: 0000096101		07/19/2004	re: ticket #0000095533
Ticket Number: 0000096091		07/19/2004	American Idol, Survivor and Now American Television & Film
Ticket Number: 0000096134		07/19/2004	Re:
Ticket Number: 0000096190		07/19/2004	Email virus from UMBC machines
Ticket Number: 0000096334		07/21/2004	possible virus report
Ticket Number: 0000096330		07/21/2004	What is this #2
Ticket Number: 0000096321		07/21/2004	What is this?
Ticket Number: 0000096285		07/20/2004	[Fwd: Returned mail: see transcript for details]
Ticket Number: 0000095016		07/07/2004	virus?
Ticket Number: 0000095482		07/11/2004	ticket #0000095016
Ticket Number: 0000095483		07/11/2004	ID 0000095016
Ticket Number: 0000095480		07/11/2004	Ticket ID#0000095016
Ticket Number: 0000095357		07/08/2004	Work Order Request
Ticket Number: 0000095359		07/08/2004	e-mail virus'
Ticket Number: 0000095400		07/09/2004	[csee-grad-ee] Hi Cost (fwd)
Ticket Number: 0000095533		07/12/2004	OFFENSIVE E-MAIL MESSAGES
Ticket Number: 0000095581		07/12/2004	Returned mail
Ticket Number: 0000095749		07/14/2004	Microsoft Security Bulletin Summary for July 2004 (fwd)
Ticket Number: 0000094632		07/01/2004	Norton AntiVirus detected and quarantined a virus in a message you s
Ticket Number: 0000094878		07/05/2004	Caught a port scan in progress
Ticket Number: 0000094812		07/02/2004	Urgent Response

Create
Date

Short Description

Count of Ticket Number / Create Date

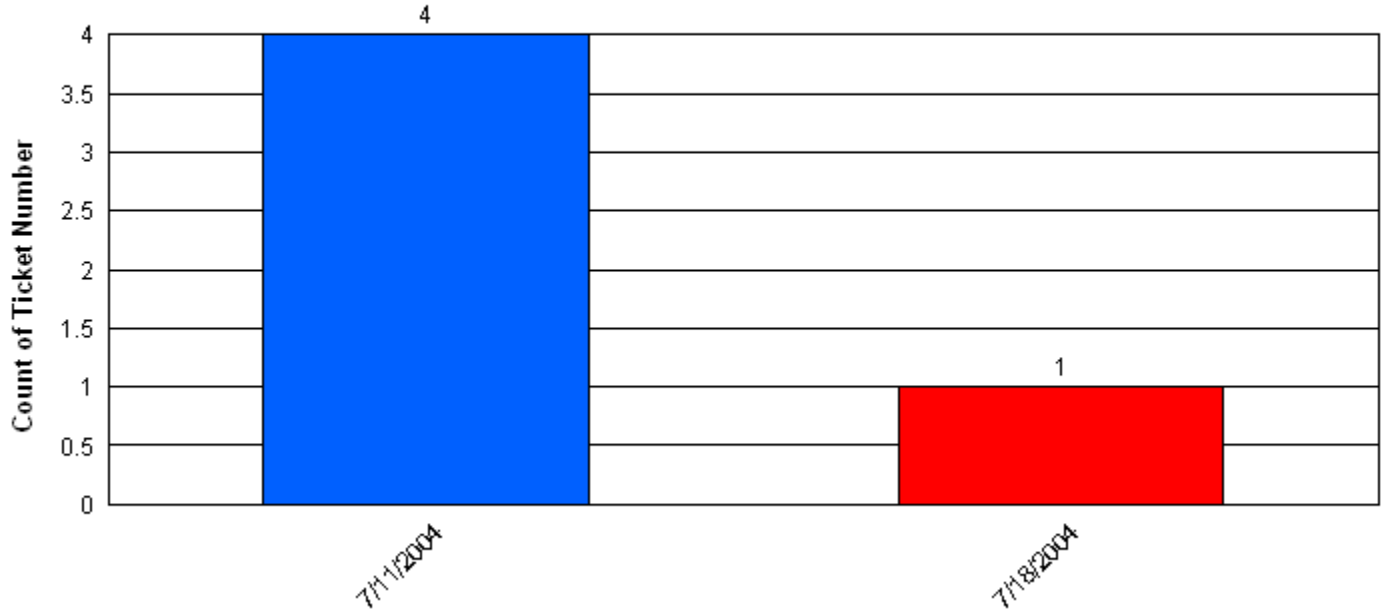
For Security



Shriver Center		<u>Create</u>	<u>Short Description</u>
psscott		<u>Date</u>	
Total:		5	
Closed		Total:	5
Ticket Number:	0000095812	07/14/2004	Relocate Choice SMC office Network
Ticket Number:	0000095813	07/14/2004	Fix Inventory database
Ticket Number:	0000095915	07/15/2004	Install desktop PC - Tarsha
Ticket Number:	0000095916	07/15/2004	Printer installation - Cherry Hill
Ticket Number:	0000096358	07/21/2004	Rebuild 2 PCs - Choice SMC

Count of Ticket Number / Create Date

For Shriver Center



<u>SysCore</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
banz	254		
		<u>Total:</u>	14
Resolved		<u>Total:</u>	1
Ticket Number: 0000096927		07/30/2004	junk mail
Closed		<u>Total:</u>	13
Ticket Number: 0000096563		07/26/2004	studentaffairs@umbc.edu members update
Ticket Number: 0000096173		07/19/2004	Re:
Ticket Number: 0000096353		07/21/2004	Network jack not working
Ticket Number: 0000096912		07/29/2004	Problems with hertz.engr.umbc.edu connection to AFS
Ticket Number: 0000095255		07/08/2004	RE: email access through the web
Ticket Number: 0000095351		07/08/2004	New ticket: higher afs quota needed
Ticket Number: 0000095340		07/08/2004	Access to bursar@umbc.edu MyUMBC needed.
Ticket Number: 0000095331		07/08/2004	khai1@umbc.edu
Ticket Number: 0000095451		07/10/2004	php error logs
Ticket Number: 0000095422		07/09/2004	"submit" ENDDATE question
Ticket Number: 0000095595		07/12/2004	User requests account to be reactivated.
Ticket Number: 0000095893		07/15/2004	[Fwd: Renewal notice from thawte]
Ticket Number: 0000094765		07/02/2004	new onecard datafeed
daleg		<u>Total:</u>	4
Closed		<u>Total:</u>	4
Ticket Number: 0000095804		07/14/2004	AFS permissions for the Economics dept website
Ticket Number: 0000096158		07/19/2004	Create/Update afsadmin account
Ticket Number: 0000096157		07/19/2004	Create/update afsadmin account
Ticket Number: 0000096161		07/19/2004	Create/Update afsadmin account
dave		<u>Total:</u>	1
Closed		<u>Total:</u>	1
Ticket Number: 0000096641		07/26/2004	Blackboard server not loading
jcgriego		<u>Total:</u>	24
Closed		<u>Total:</u>	24
Ticket Number: 0000096585		07/26/2004	mail bounce error
Ticket Number: 0000096618		07/26/2004	MIME multipart test
Ticket Number: 0000095999		07/16/2004	Please Create Corp.Time Account for Jim Lord
Ticket Number: 0000096481		07/23/2004	Please delete "PeopleSoft Implementation Team" CT calendar acct.
Ticket Number: 0000096461		07/23/2004	Disable Remedy Users
Ticket Number: 0000096035		07/17/2004	User list in Blackboard is not being updated from LDAP
Ticket Number: 0000096270		07/20/2004	UMBC User name: bond1, user michelle bond needs a calendar acc
Ticket Number: 0000095263		07/08/2004	Compiling Java on school system
Ticket Number: 0000095470		07/11/2004	[Fwd: Account Deactivation Notification (fwd)]
Ticket Number: 0000095485		07/11/2004	TNS listener for oracle.gl database down
Ticket Number: 0000095322		07/08/2004	WebAdmin app running at snails pace; transactions not completing or t
Ticket Number: 0000095049		07/07/2004	please add me to all the subgroups for LAN
Ticket Number: 0000094897		07/06/2004	Implement spam filtering for Remedy
Ticket Number: 0000094944		07/06/2004	User requests myUMBC account for group Social Science Forum whi
Ticket Number: 0000094958		07/06/2004	tbd test
Ticket Number: 0000095494		07/12/2004	Webadmin: Administration Functions gives Internal Server Error
Ticket Number: 0000095837		07/15/2004	E mail problem
Ticket Number: 0000095730		07/14/2004	Calendar AAccount
Ticket Number: 0000095666		07/13/2004	calendar group
Ticket Number: 0000095656		07/13/2004	Removal of Off hours support and Hours Worked fields
Ticket Number: 0000095814		07/14/2004	Customer field as a required data entry field
Ticket Number: 0000095627		07/13/2004	create new PhysNet sub group
Ticket Number: 0000095654		07/13/2004	LDAP for OS Xserve in VART labs
Ticket Number: 0000095570		07/12/2004	Calendar account creation for new staff

sbrown7		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	153
		<u>Total:</u>	7
Ticket Number:	0000095694	07/13/2004	Customer deletes mail
Ticket Number:	0000096803	07/28/2004	Closing of E-mail Account
Ticket Number:	0000096852	07/29/2004	(testscore)Web List Request
Ticket Number:	0000095972	07/16/2004	Need for "bursar@umbc.edu" to stop forwarding.
Ticket Number:	0000096894	07/29/2004	User cannot login to webmail or access email in anyway (pine, outloo
Ticket Number:	0000096962	07/30/2004	Email restore request.
Ticket Number:	0000096926	07/30/2004	Inbox restore

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		146	
Ticket Number: 0000096007	07/16/2004		Fw: Message Receipt
Ticket Number: 0000096041	07/17/2004		doctors,physicians, 7,000 hospitals,25,000 nursing homes and 400,00
Ticket Number: 0000096468	07/23/2004		problem connecting to gl from unix machine
Ticket Number: 0000096465	07/23/2004		Alumni email filtering
Ticket Number: 0000096464	07/23/2004		Mature woman wants to meet a girl
Ticket Number: 0000096289	07/20/2004		Re-financing your home is easy at 3.75%
Ticket Number: 0000096286	07/20/2004		Sick of overpaying for medications
Ticket Number: 0000096281	07/20/2004		(eng1393-ss204)Web List Request
Ticket Number: 0000096275	07/20/2004		Email account
Ticket Number: 0000096193	07/19/2004		Work Order Request-AFS Quota increase
Ticket Number: 0000096109	07/19/2004		Request for Computer Accounts
Ticket Number: 0000096104	07/19/2004		Get \$200 bonus at our Casino!
Ticket Number: 0000096102	07/19/2004		Dee.Gains of 50.0% Monday, ate
Ticket Number: 0000096075	07/19/2004		\$85145
Ticket Number: 0000096447	07/23/2004		http://www.continuinged.umbc.edu/erickson/
Ticket Number: 0000096439	07/23/2004		(salonetalk)Web List Request
Ticket Number: 0000096431	07/23/2004		(pas2008)Web List Request
Ticket Number: 0000096430	07/23/2004		(ora_ps_dba)Web List Request
Ticket Number: 0000096632	07/26/2004		New Employee
Ticket Number: 0000096395	07/22/2004		User account quota increase.
Ticket Number: 0000096306	07/21/2004		Need emails that were accidentally deleted on 7/21 at 7:30am.
Ticket Number: 0000096299	07/20/2004		\$85145
Ticket Number: 0000096062	07/18/2004		Toppi Inv.estor.s Profit 400.% brisket
Ticket Number: 0000096055	07/18/2004		Did you make_400 return last week? clothbound
Ticket Number: 0000096054	07/18/2004		Keep a very close eye on this stock
Ticket Number: 0000096053	07/18/2004		Lose up to 19% weight. A new weightloss is here.
Ticket Number: 0000096050	07/18/2004		giveth
Ticket Number: 0000096049	07/18/2004		\$31446
Ticket Number: 0000096045	07/17/2004		Lose up to 19% weight. A new weightloss is here.
Ticket Number: 0000096044	07/17/2004		\$47258
Ticket Number: 0000096251	07/20/2004		Shriver Center Listproc Owner Address change
Ticket Number: 0000096249	07/20/2004		Work Order Request - New account
Ticket Number: 0000096152	07/19/2004		User: Ode, Odette Johnson needs a calendar account.
Ticket Number: 0000096140	07/19/2004		Need to send out important email to ALL UMBC students.
Ticket Number: 0000096028	07/17/2004		\$77168
Ticket Number: 0000096031	07/17/2004		I'm attractive with a webcam
Ticket Number: 0000096023	07/16/2004		Lose up to 19% weight. A new weightloss is here.
Ticket Number: 0000096013	07/16/2004		Needs a new UMBC user name
Ticket Number: 0000096021	07/16/2004		\$95145
Ticket Number: 0000096602	07/26/2004		same privs as consultants
Ticket Number: 0000096634	07/26/2004		Recover mail that was deleted
Ticket Number: 0000096541	07/25/2004		Submit request
Ticket Number: 0000096826	07/28/2004		(nscsofficers)Web List Request
Ticket Number: 0000096918	07/30/2004		employers don't hire people without degrees, buy yours today
Ticket Number: 0000096887	07/29/2004		We give you \$200 bonus at Casino Zeal!
Ticket Number: 0000096691	07/27/2004		User cant log into anything but myUMBC
Ticket Number: 0000096654	07/26/2004		(cuere_seminar)Web List Request
Ticket Number: 0000095012	07/07/2004		Qian M. Zhang needs a Corporate Time account.
Ticket Number: 0000095332	07/08/2004		Quota Increase Request for OIT Website
Ticket Number: 0000095423	07/09/2004		Healthiness=Happiness
Ticket Number: 0000095288	07/08/2004		Unable to send/receive email (outlook, webmail, pine)
Ticket Number: 0000095279	07/08/2004		Email message not received
Ticket Number: 0000095277	07/08/2004		Old E-mail Address
Ticket Number: 0000095259	07/08/2004		\$12546

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000095247	07/07/2004	Get Strong Cialis-ES 750
Ticket Number:	0000095327	07/08/2004	AFS Website Quota Increase Request
Ticket Number:	0000095314	07/08/2004	Spam folder oddity
Ticket Number:	0000095058	07/07/2004	Novell/calendar account request
Ticket Number:	0000095024	07/07/2004	Request e-mail account
Ticket Number:	0000095014	07/07/2004	Ownership of 2 listprocs
Ticket Number:	0000095021	07/07/2004	Calendar Account Creation
Ticket Number:	0000095027	07/07/2004	(ryanwhitemaryland)Web List Request
Ticket Number:	0000095453	07/10/2004	CMSC1 tape has not ejected yet
Ticket Number:	0000095431	07/09/2004	Please setup "submit" for CMSC 437 summer
Ticket Number:	0000095429	07/09/2004	FYC Listproc Ownership
Ticket Number:	0000095396	07/09/2004	New calendar account.
Ticket Number:	0000095368	07/09/2004	There's someone out there for you.
Ticket Number:	0000095364	07/08/2004	Improve your skills with software from Systemworks, downloadable i
Ticket Number:	0000095349	07/08/2004	Increase quota
Ticket Number:	0000095343	07/08/2004	Lose 19% weight. A new weightloss is now available.
Ticket Number:	0000096242	07/20/2004	Permissions required
Ticket Number:	0000095872	07/15/2004	Need "tgarber" email account deleted.
Ticket Number:	0000095768	07/14/2004	Not listed as active student
Ticket Number:	0000095990	07/16/2004	access to afs /gradschool
Ticket Number:	0000095689	07/13/2004	account name correction
Ticket Number:	0000095682	07/13/2004	Temporary Account Activation
Ticket Number:	0000095593	07/12/2004	Outbox restore request
Ticket Number:	0000096419	07/22/2004	"Busar@umbc.edu" account still forwarding email.
Ticket Number:	0000096361	07/21/2004	permissions needed
Ticket Number:	0000095052	07/07/2004	request
Ticket Number:	0000095023	07/07/2004	Generic Email Account Creation
Ticket Number:	0000094672	07/01/2004	email not working
Ticket Number:	0000094963	07/06/2004	\$64268
Ticket Number:	0000094641	07/01/2004	BARRY THOMAS - warlord@hard.net.au
Ticket Number:	0000094656	07/01/2004	Spend less time worrying, and more time fixing your situation.
Ticket Number:	0000094854	07/04/2004	No subject
Ticket Number:	0000094853	07/04/2004	does that position require a university degree? We'll sell you a REA
Ticket Number:	0000094852	07/04/2004	Adventure Awaits!
Ticket Number:	0000094851	07/04/2004	Form request
Ticket Number:	0000094850	07/04/2004	New peni;le drug just developed;
Ticket Number:	0000094848	07/04/2004	\$11523
Ticket Number:	0000094846	07/04/2004	mutate
Ticket Number:	0000094845	07/03/2004	dilogarithm
Ticket Number:	0000094777	07/02/2004	New calendar account request.
Ticket Number:	0000094880	07/05/2004	issue with subscribing using Yahoo mail
Ticket Number:	0000094877	07/05/2004	\$64268
Ticket Number:	0000094873	07/05/2004	Thumper
Ticket Number:	0000094870	07/05/2004	Thumper
Ticket Number:	0000094869	07/05/2004	Lose 19% weight. New weightloss available to you.
Ticket Number:	0000094861	07/05/2004	No subject
Ticket Number:	0000094859	07/05/2004	sitemanager@gl.umbc.edu deductible
Ticket Number:	0000094858	07/05/2004	\$11523
Ticket Number:	0000094857	07/04/2004	Lose 19% weight. New weightloss available to you.
Ticket Number:	0000094998	07/07/2004	Fax in name change request.
Ticket Number:	0000094921	07/06/2004	Co-owner change
Ticket Number:	0000094911	07/06/2004	Create account for Manohar Sattaru (user = 'sattaru')
Ticket Number:	0000094900	07/06/2004	Lose 19% weight. New weightloss available to you.
Ticket Number:	0000094886	07/06/2004	Toronto Pharmacy Drugs jutvjgvec z npx cf
Ticket Number:	0000094881	07/05/2004	Re: issue with subscribing using Yahoo mail

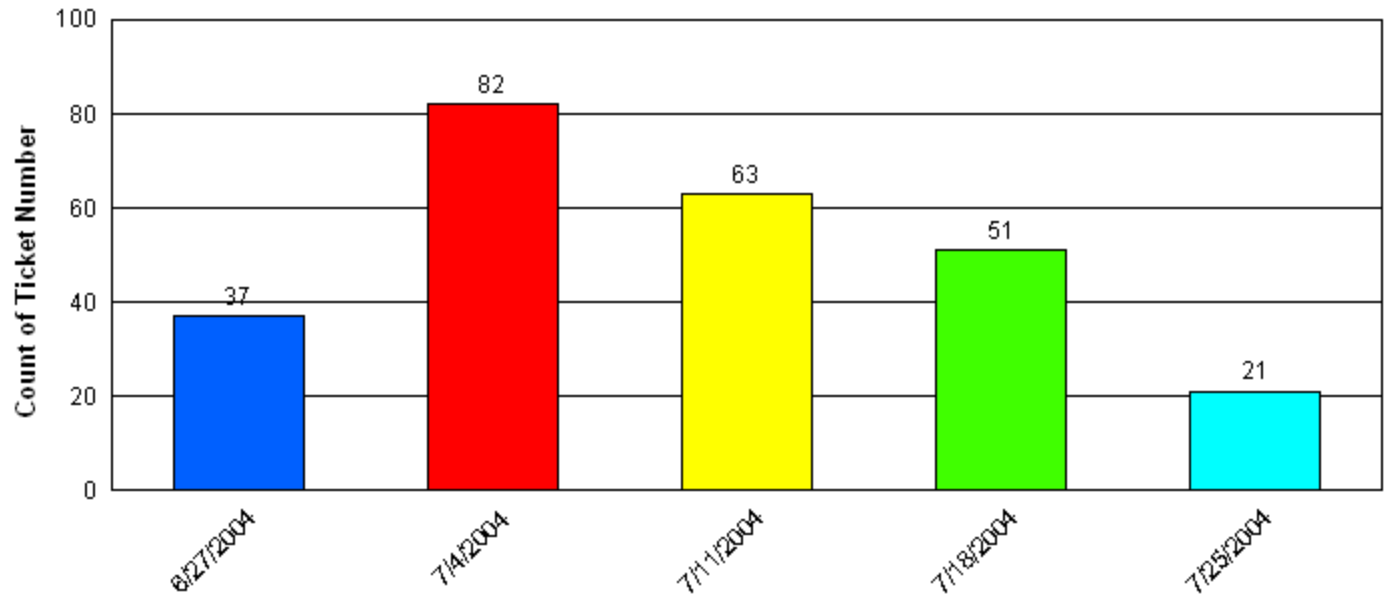
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000094774	07/02/2004	Question
Ticket Number:	0000094760	07/02/2004	vociferous
Ticket Number:	0000094752	07/02/2004	Your VLAIUM Percsirtption is raeyd.. _yme_amlia_dderss_ ID ...
Ticket Number:	0000094749	07/02/2004	Lose 19% weight. New weightloss available to you.
Ticket Number:	0000094745	07/01/2004	Meet your future love.
Ticket Number:	0000094766	07/02/2004	(m16)Web List Request
Ticket Number:	0000094734	07/01/2004	Thu, 01 Jul 2004 17:45:47 -0600
Ticket Number:	0000094733	07/01/2004	No subject
Ticket Number:	0000095010	07/07/2004	Lose 19% weight. New weightloss available to you.
Ticket Number:	0000095353	07/08/2004	alias /redirect
Ticket Number:	0000094984	07/07/2004	Thumper
Ticket Number:	0000094975	07/06/2004	Need a Website removed
Ticket Number:	0000094973	07/06/2004	User :Hundley, Erin Hundley needs a calendar account.
Ticket Number:	0000094972	07/06/2004	Meriel Newsome needs a Corporate Time account.
Ticket Number:	0000094985	07/07/2004	Dating set up.
Ticket Number:	0000094960	07/06/2004	Quota increase for Sociology Dept Website.
Ticket Number:	0000094947	07/06/2004	User still works at university, but somehow account was deactivated.
Ticket Number:	0000094943	07/06/2004	Username: meyers, Roy T. Meyers.
Ticket Number:	0000094837	07/03/2004	Gr.ow a bigger d.ick
Ticket Number:	0000094830	07/03/2004	Lose 19% weight. New weightloss available to you.
Ticket Number:	0000094826	07/02/2004	hiCalendar
Ticket Number:	0000094815	07/02/2004	Lose 19% weight. New weightloss available to you.
Ticket Number:	0000095045	07/07/2004	Email Request
Ticket Number:	0000094679	07/01/2004	Error accessing Spam folder in webmail
Ticket Number:	0000094663	07/01/2004	Get back on track today, professional friendly advice. 38-71
Ticket Number:	0000094662	07/01/2004	Get back on track today, professional friendly advice. 07-35
Ticket Number:	0000094661	07/01/2004	Get back on track today, professional friendly advice. 10-78
Ticket Number:	0000094659	07/01/2004	Finally, a xerox company that tries to truly helps.
Ticket Number:	0000094658	07/01/2004	(artsoutreach-aems)Web List Request
Ticket Number:	0000094657	07/01/2004	Imagine your worries reduced by 37 % every month.
Ticket Number:	0000094649	07/01/2004	stopcock
Ticket Number:	0000094730	07/01/2004	Try saving some money on meds
Ticket Number:	0000094737	07/01/2004	Lose 19% weight. New weightloss available to you.
Ticket Number:	0000094842	07/03/2004	Lose 19% weight. New weightloss available to you.
Ticket Number:	0000094635	07/01/2004	Account on titan (fwd)
Ticket Number:	0000094698	07/01/2004	Work Order Request
Ticket Number:	0000094834	07/03/2004	\$22331

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Closed		Total:	57
Ticket Number:	0000095017	07/07/2004	Authorship to a Website
Ticket Number:	0000095029	07/07/2004	\$64268
Ticket Number:	0000095825	07/15/2004	Low-cost oem solutions 808
Ticket Number:	0000095488	07/12/2004	quality watches 10% cost of real watches - Free shipping for July only
Ticket Number:	0000095486	07/11/2004	Lose up to 19% weight. A new weightloss is here.
Ticket Number:	0000095481	07/11/2004	forgot password
Ticket Number:	0000095464	07/11/2004	\$74168
Ticket Number:	0000095460	07/10/2004	Get one for every room! PowerBook G4/G3 AC Adapters only 39.95 U
Ticket Number:	0000095457	07/10/2004	Lose 19% weight. A new weightloss is now available.
Ticket Number:	0000095448	07/10/2004	\$64268
Ticket Number:	0000095688	07/13/2004	\$37258
Ticket Number:	0000095430	07/09/2004	cerius2 software (trial license) to use on hercules.rs to test moving off t
Ticket Number:	0000095424	07/09/2004	AFS permissions in submit tree
Ticket Number:	0000095408	07/09/2004	Lose 19% weight. A new weightloss is now available.
Ticket Number:	0000095394	07/09/2004	Need temp account for high schoolers
Ticket Number:	0000095032	07/07/2004	im Rachel
Ticket Number:	0000095068	07/07/2004	Form request
Ticket Number:	0000095577	07/12/2004	Need ceduc accounts (talked to Tim C already)
Ticket Number:	0000094813	07/02/2004	Pagec update.
Ticket Number:	0000094699	07/01/2004	lpUMBC Feedback: Other
Ticket Number:	0000096397	07/22/2004	Quota increase function not working.
Ticket Number:	0000094780	07/02/2004	User requests for Tepp Jems Program students, temp summer generic a
Ticket Number:	0000094785	07/02/2004	webauth on www
Ticket Number:	0000094687	07/01/2004	Work Order Request
Ticket Number:	0000095537	07/12/2004	not receiving all of my email messages
Ticket Number:	0000095607	07/12/2004	Lose up to 19% weight. A new weightloss is here.
Ticket Number:	0000095711	07/14/2004	INCR^EASE YOUR D"IT"C:K WEIGHT ; sqykhkub
Ticket Number:	0000095714	07/14/2004	\$95145
Ticket Number:	0000095960	07/16/2004	Alumni account quota check
Ticket Number:	0000095958	07/16/2004	B.uy Hydroc;odone Online For Less
Ticket Number:	0000095948	07/16/2004	Get all the XP Pro software you need from Worley's Warehouse
Ticket Number:	0000095936	07/15/2004	\$77168
Ticket Number:	0000095896	07/15/2004	downtrodden
Ticket Number:	0000095894	07/15/2004	Lose up to 19% weight. A new weightloss is here.
Ticket Number:	0000095821	07/14/2004	Home delivery Xana,x Cia,lis
Ticket Number:	0000095810	07/14/2004	\$77168
Ticket Number:	0000095799	07/14/2004	(projectteamnyc)Web List Request
Ticket Number:	0000095783	07/14/2004	greta
Ticket Number:	0000095773	07/14/2004	Work Order Request
Ticket Number:	0000095766	07/14/2004	Carzy braagins on xnaax
Ticket Number:	0000095735	07/14/2004	Status notice
Ticket Number:	0000095713	07/14/2004	This Mornings Pick, XLPI,..Get It ASAP! clang
Ticket Number:	0000095644	07/13/2004	Strong inexpen.sive meds
Ticket Number:	0000095655	07/13/2004	Get your Meds on the web
Ticket Number:	0000095608	07/13/2004	\$33258
Ticket Number:	0000095551	07/12/2004	didn't go to college - that's ok we'll give you a dimploma
Ticket Number:	0000095579	07/12/2004	(cmsc491dns)Web List Request
Ticket Number:	0000096386	07/21/2004	remote printers for ice9.chem.umbc.edu
Ticket Number:	0000096215	07/20/2004	Get \$200 bonus at our Casino!
Ticket Number:	0000096214	07/20/2004	beebe
Ticket Number:	0000096212	07/20/2004	Get \$7584
Ticket Number:	0000096097	07/19/2004	Vicky,Gains of 200% Monday, border
Ticket Number:	0000096199	07/19/2004	User needs Oracle account password reset
Ticket Number:	0000096203	07/19/2004	\$17168

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000096210	07/20/2004	Message subject
Ticket Number:	0000096204	07/19/2004	Need your help
Ticket Number:	0000096111	07/19/2004	Valium 60 Pills

Count of Ticket Number / Create Date

For SysCore



<u>SysDept</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
champ	38		
Closed	Total:	18	
Ticket Number: 0000096197		07/19/2004	User believes they have a virus, cannot access internet
Ticket Number: 0000096319		07/21/2004	Maple Installation
Ticket Number: 0000096378		07/21/2004	from the graduate school [Fwd: Link to website]
Ticket Number: 0000094893		07/06/2004	Machine does not boot
Ticket Number: 0000095395		07/09/2004	problem with comp!
Ticket Number: 0000094965		07/06/2004	[Fwd: Requested Dell Quote(s) #162303102]
Ticket Number: 0000095031		07/07/2004	[Fwd: Out Of the Office]-Urgent
Ticket Number: 0000095387		07/09/2004	Error when sending messages on csee server
Ticket Number: 0000095081		07/07/2004	Install abaqus/ideas help for Ahmad
Ticket Number: 0000095982		07/16/2004	thanks and...
Ticket Number: 0000095980		07/16/2004	ECS 225G: Connection going in and out
Ticket Number: 0000095971		07/16/2004	Fwd: [csee-grad-ee] Hello Cost
Ticket Number: 0000095900		07/15/2004	Maple Installation !!!
Ticket Number: 0000095808		07/14/2004	ordering CFDRC equipment
Ticket Number: 0000095871		07/15/2004	Stokes and Linux
Ticket Number: 0000095703		07/13/2004	Disk Usage 100%?
Ticket Number: 0000095673		07/13/2004	No subject
Ticket Number: 0000095545		07/12/2004	[Fwd: [csee-grad-ee] Hello Cost]ID#0000095400]
laura	Total:	14	
Closed	Total:	14	
Ticket Number: 0000095504		07/12/2004	testing ignore
Ticket Number: 0000095505		07/12/2004	testing
Ticket Number: 0000095565		07/12/2004	7/12 Tape change.
Ticket Number: 0000095506		07/12/2004	last test
Ticket Number: 0000096621		07/26/2004	vmd remote problem.
Ticket Number: 0000096643		07/26/2004	Builds on Hercules?? (hercules.rs/depot)
Ticket Number: 0000094901		07/06/2004	stuck job on kali.math
Ticket Number: 0000094971		07/06/2004	physics/lancair
Ticket Number: 0000095261		07/08/2004	power glitch last night caused some systems issues
Ticket Number: 0000095378		07/09/2004	dawkins/phenotype.biosci down acc'd to netsaint.
Ticket Number: 0000095262		07/08/2004	Node 001 myrinet card down kali.math
Ticket Number: 0000096462		07/23/2004	lancair problems
Ticket Number: 0000096476		07/23/2004	lancair problems
Ticket Number: 0000096474		07/23/2004	Fabris lab
randy	Total:	6	
Resolved	Total:	1	
Ticket Number: 0000096891		07/29/2004	AFS Problems on Hertz
Closed	Total:	5	
Ticket Number: 0000095609		07/13/2004	Tomcat and XML database accounts on serine.biosci (fwd)
Ticket Number: 0000095717		07/14/2004	rssipl down (not firewall related)
Ticket Number: 0000095663		07/13/2004	Myrinet interfaces down on Node012 and Node014
Ticket Number: 0000095628		07/13/2004	Specs for TRC
Ticket Number: 0000095310		07/08/2004	problems on hertz (walter)

