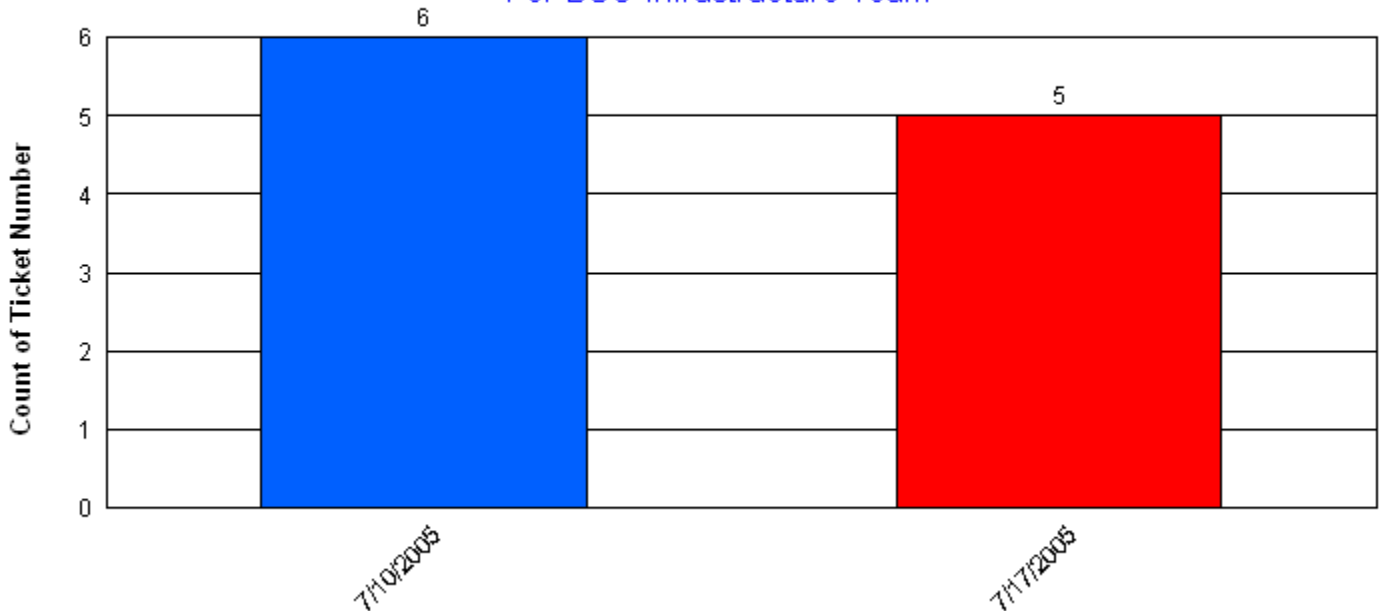


Closed/Resolved Tickets by OIT Section

Tickets Created Between 07/01/2005 and 07/31/2005

BSG Infrastructure Te	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
chriss			
		<u>Total:</u>	2
Closed			
Ticket Number:	0000120902	07/17/2005	Refresh HRTRN Instance database from backup of HRPRD instance f
Ticket Number:	0000120903	07/17/2005	Change Stephen Mubita's (username 'stephen') Oracle passwords on a
jeremy			
		<u>Total:</u>	7
Closed			
Ticket Number:	0000120850	07/15/2005	scheduling of few maps
Ticket Number:	0000120853	07/15/2005	insufficient privileges
Ticket Number:	0000120856	07/15/2005	privileges to OIR
Ticket Number:	0000120934	07/18/2005	pls restore HRCA with latest HRPRD backup
Ticket Number:	0000120938	07/18/2005	Please run following script in FSPRD
Ticket Number:	0000120871	07/15/2005	Stat Approval Request: CSR #402 (from fsdev to fstst)
Ticket Number:	0000120864	07/15/2005	Grant stored proc priv in epmdev
kirby			
		<u>Total:</u>	1
Closed			
Ticket Number:	0000120905	07/17/2005	Change Stephen Mubita's (username 'stephen') Remedy Password
ostrove			
		<u>Total:</u>	1
Closed			
Ticket Number:	0000120885	07/15/2005	legato request

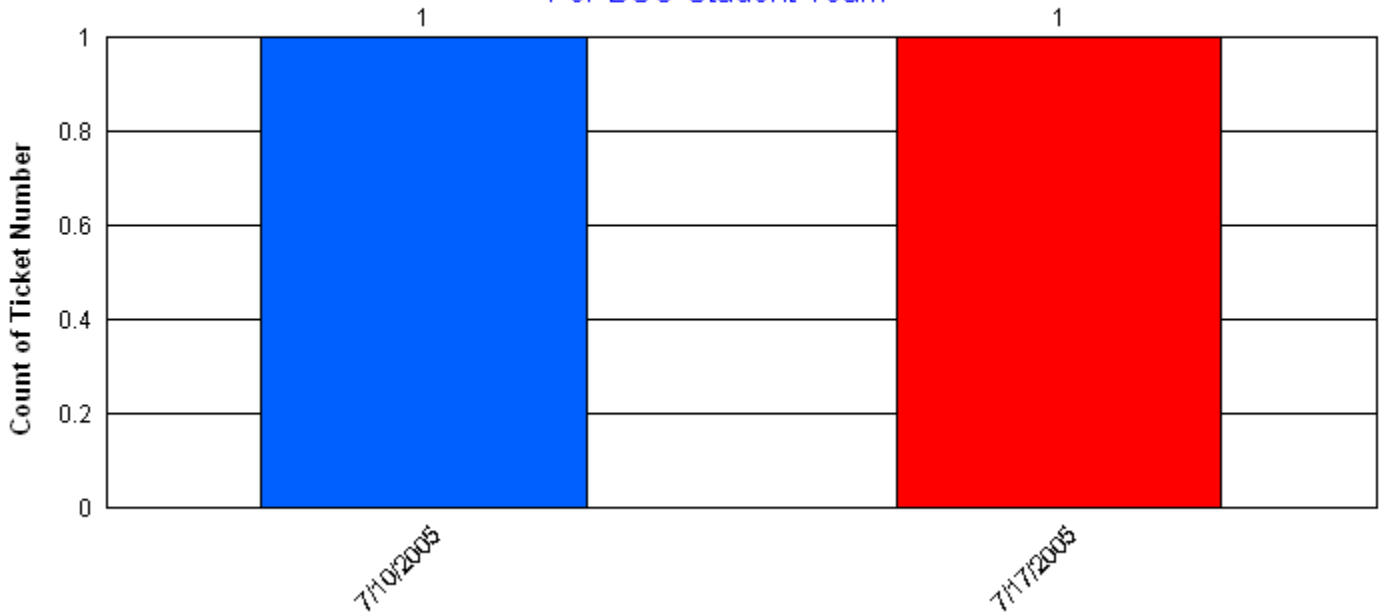
Count of Ticket Number / Create Date
For BSG Infrastructure Team



BSG Student Team	Total:	Create Date	Short Description
BSG:Student_Records	2		
Closed	Total: 1		
Ticket Number: 0000120928		07/18/2005	BIOL 100 Exam 2
putro	Total: 1		
Closed	Total: 1		
Ticket Number: 0000120863		07/15/2005	Questions about POD drop dates

Count of Ticket Number / Create Date

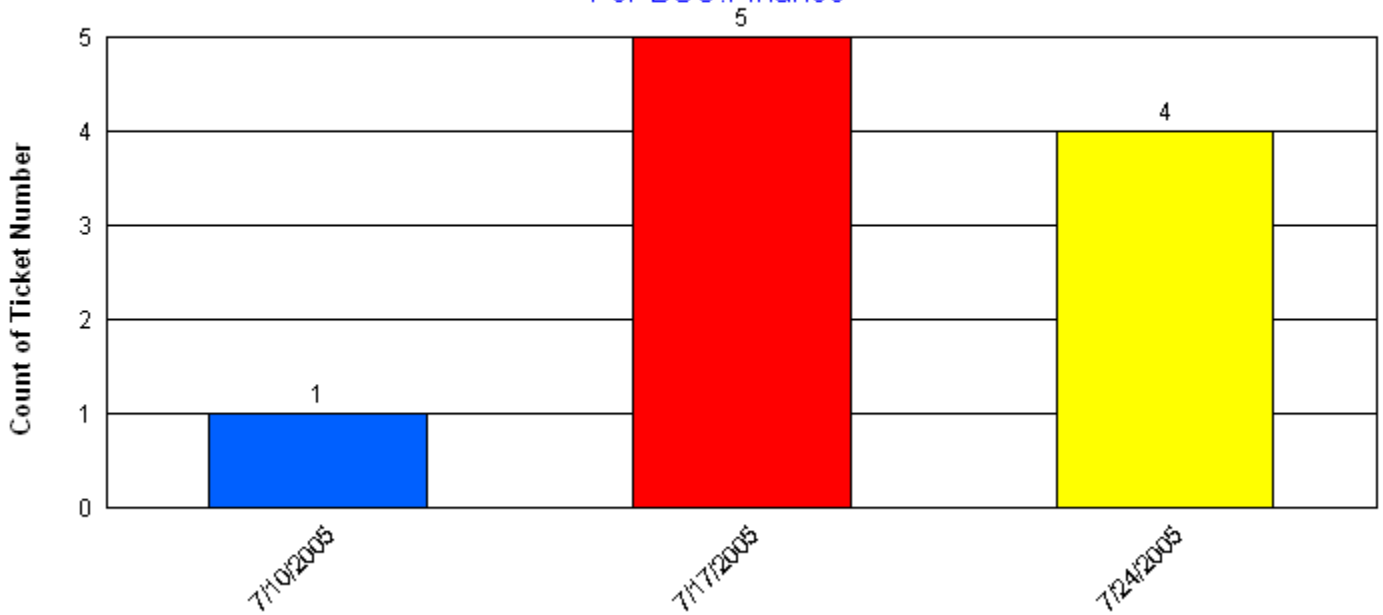
For BSG Student Team



BSG:Finance		<u>Create</u>	<u>Date</u>	<u>Short Description</u>
		Total:	10	
धारley		Total:	3	
Resolved		Total:	2	
Ticket Number:	0000121686		07/28/2005	Rumba password
Ticket Number:	0000121697		07/28/2005	Problem Printing PO's
Closed		Total:	1	
Ticket Number:	0000121124		07/20/2005	Rstar passwork
psimon		Total:	3	
Closed		Total:	3	
Ticket Number:	0000121084		07/20/2005	No Success
Ticket Number:	0000121293		07/22/2005	P-CARD Report by Department
Ticket Number:	0000120774		07/14/2005	Budget Check Problem
slong		Total:	4	
Resolved		Total:	2	
Ticket Number:	0000121532		07/27/2005	App Server is DOWN
Ticket Number:	0000121746		07/29/2005	Retriever
Closed		Total:	2	
Ticket Number:	0000121206		07/21/2005	Need sequel update created ASAP
Ticket Number:	0000121302		07/22/2005	Delete new effect date row

Count of Ticket Number / Create Date

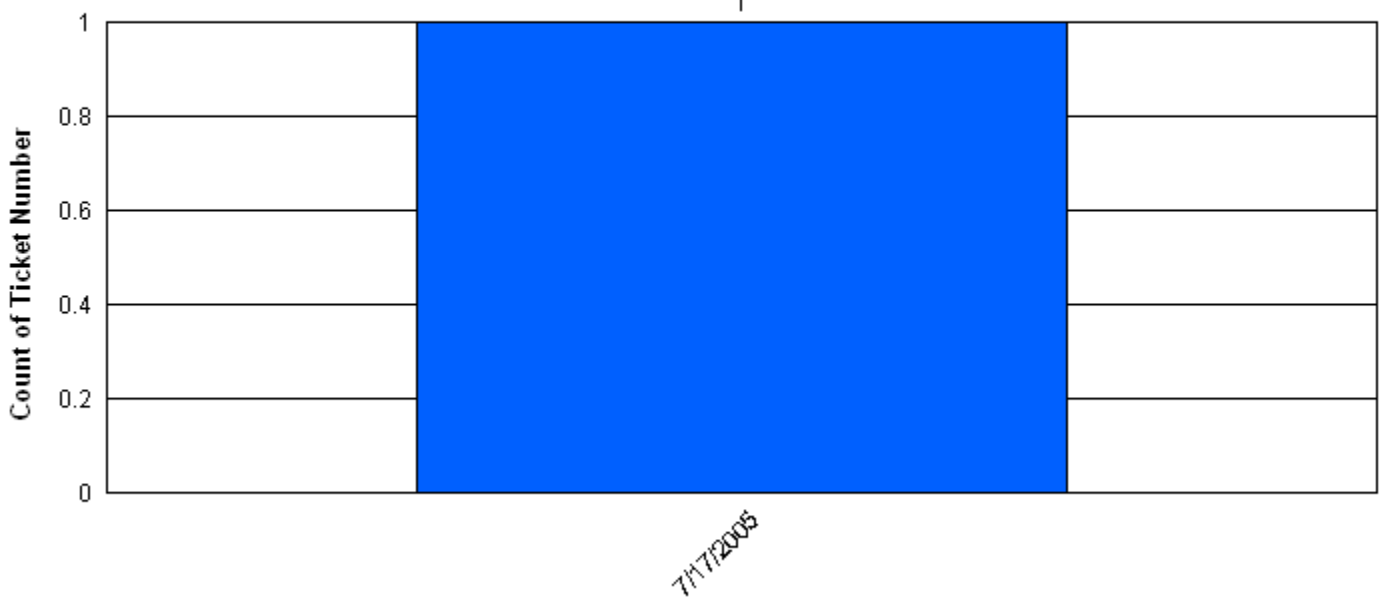
For BSG:Finance



BSG:Finance_Team	Total:	Create Date	Short Description
psimon	1		
Closed	Total: 1		
Ticket Number: 0000120996		07/19/2005	No Success

Count of Ticket Number / Create Date

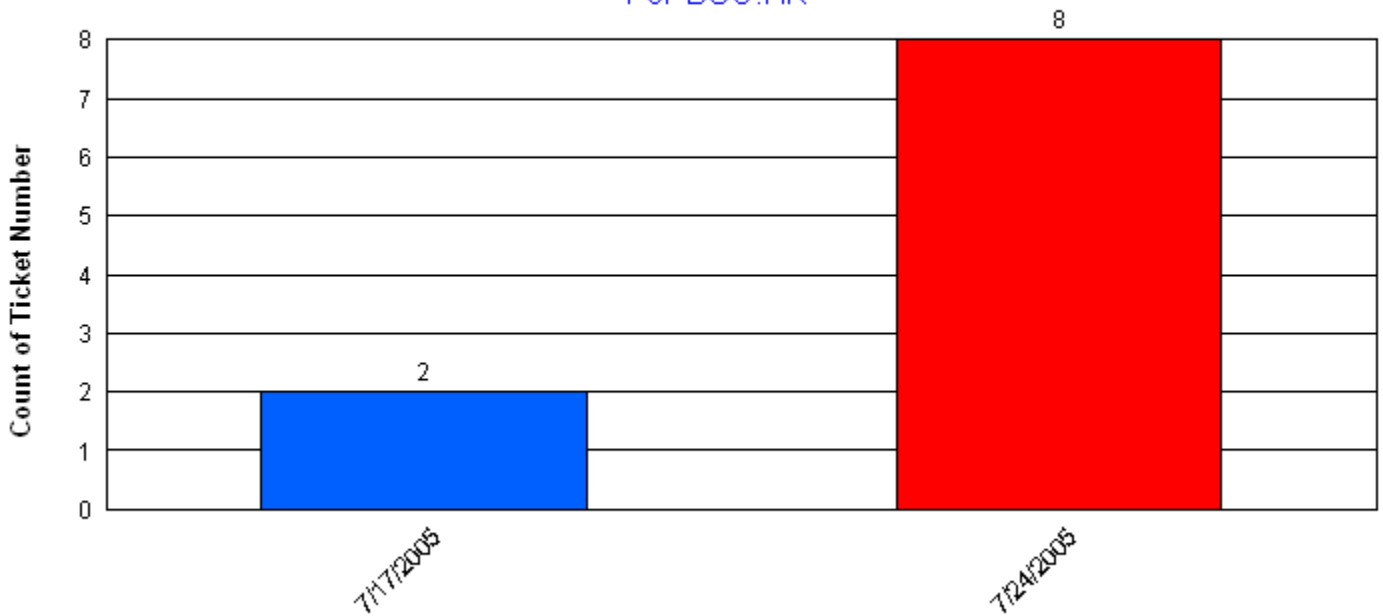
For BSG:Finance_Team



BSG:HR		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Total:		10	
byron			
Closed		Total: 1	
Ticket Number:	0000121709	07/29/2005	PS****:run script to remove old general deductions for adv recovery
dsylva			
Resolved		Total: 1	
Ticket Number:	0000121718	07/29/2005	PS****:Printer not responding in HR
lrand			
Resolved		Total: 3	
Ticket Number:	0000121517	07/26/2005	PS****:No Access -- D. Myers
Ticket Number:	0000121759	07/29/2005	PS****:Permission List Creation
Ticket Number:	0000121732	07/29/2005	PS****:Leave Accrual Report
Closed		Total: 5	
Ticket Number:	0000121424	07/25/2005	PS****:Permission List
Ticket Number:	0000121638	07/28/2005	PS****:Security Query Research
Ticket Number:	0000121209	07/21/2005	PS****:[Fwd: Department 10563]
Ticket Number:	0000121235	07/21/2005	PS****:Set Up Z account for username AWOLF2
Ticket Number:	0000121404	07/25/2005	PS****:Permission List Setup

Count of Ticket Number / Create Date

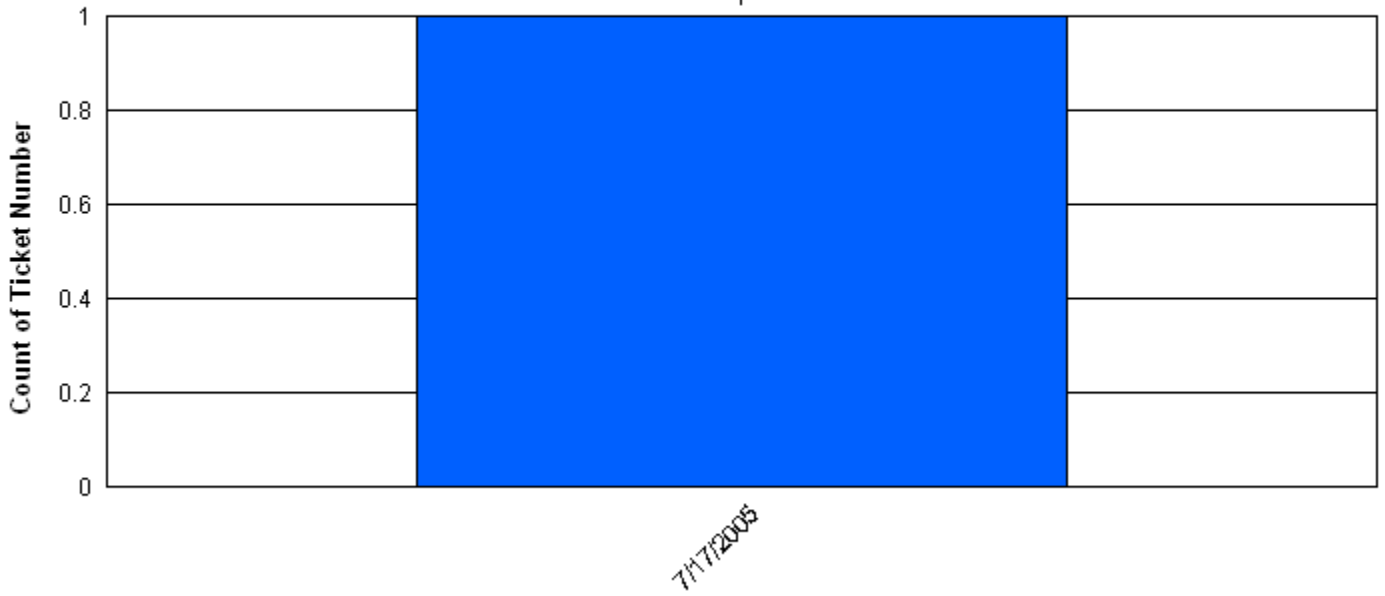
For BSG:HR



BSG:HR_Team		Total:	1	Short Description
Brand		Total:	1	
Closed		Total:	1	
Ticket Number:	0000121069	Create Date	07/19/2005	test 4 remedy at 5:33pm

Count of Ticket Number / Create Date

For BSG:HR_Team



		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
BSG:Infrastructure	Total:	56		
chriss		<u>Total:</u>	3	
	Resolved	<u>Total:</u>	1	
Ticket Number:	0000121769	07/29/2005		Please copy all PSTREE tables from FSPRD to FSDEV (backup first)
	Closed	<u>Total:</u>	2	
Ticket Number:	0000121178	07/21/2005		Script for FSTST
Ticket Number:	0000121263	07/22/2005		Correct Fix workflow
haddaway		<u>Total:</u>	6	
	Resolved	<u>Total:</u>	1	
Ticket Number:	0000121700	07/28/2005		Create table audits at the oracle level for PeopleTools tables related to
	Closed	<u>Total:</u>	5	
Ticket Number:	0000121494	07/26/2005		oracle devl access
Ticket Number:	0000121131	07/20/2005		buy small hub
Ticket Number:	0000121269	07/22/2005		test for todd
Ticket Number:	0000121421	07/25/2005		oradevl access
Ticket Number:	0000120495	07/11/2005		User needs a PE class he registered for to show up; PHED 105 sect 0

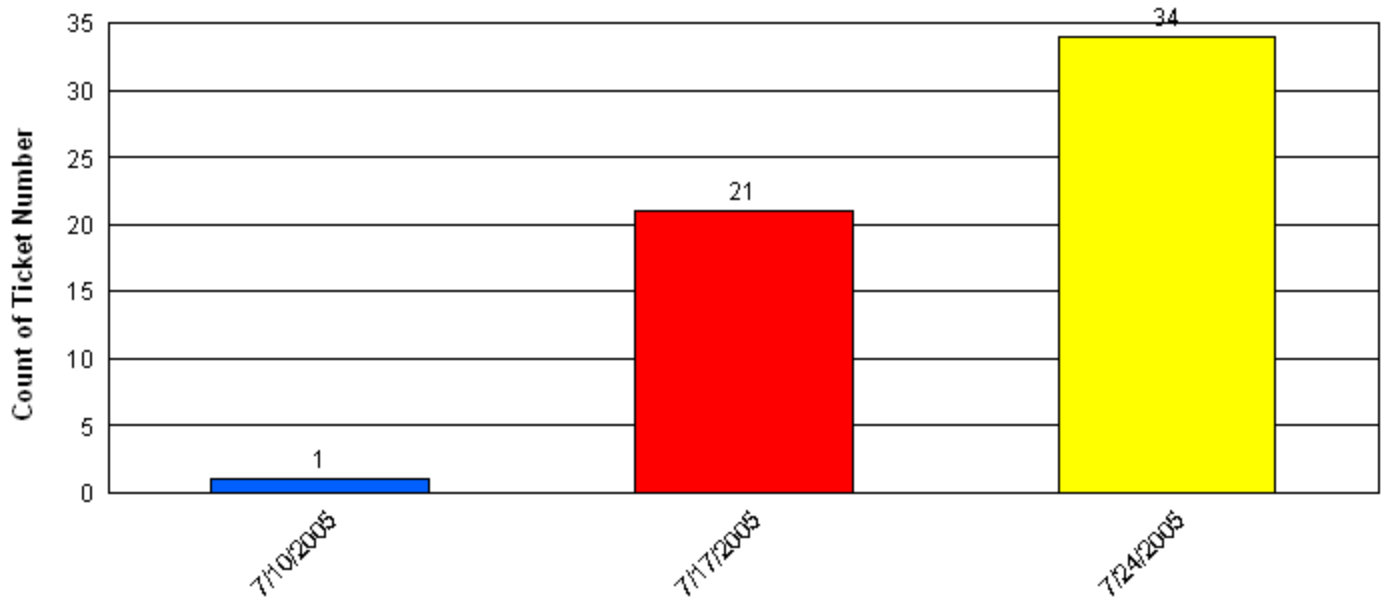
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
jeremy	Total: 37	
Resolved	Total: 18	
Ticket Number: 0000121176	07/21/2005	Test 'New' Refresh Process in FSDEV on 7/26/05 (Tuesday)
Ticket Number: 0000121259	07/22/2005	Confirm Oracle access of all members of HR Tech Team to all People
Ticket Number: 0000121546	07/27/2005	Another script for FSPRD
Ticket Number: 0000121601	07/27/2005	Need this script to be run in FSDEV (CSR #400 (Add EFF_STATUS
Ticket Number: 0000121597	07/27/2005	remove r25 locks
Ticket Number: 0000121730	07/29/2005	Need this script to be run in FSTST (CSR #417,
Ticket Number: 0000121598	07/27/2005	r25 dev refresh
Ticket Number: 0000121576	07/27/2005	Need this script to be run in FSDEV (CSR #400 (Second try))
Ticket Number: 0000121572	07/27/2005	Need this script to be run in FSDEV (CSR #400 (Additional Views))
Ticket Number: 0000121570	07/27/2005	pls restore hrtst2 from hrprd backup on 7/26 @4:27 or so
Ticket Number: 0000121559	07/27/2005	Need this script to be run in FSDEV (CSR #400 (Build Project))
Ticket Number: 0000121552	07/27/2005	SQL for FSPRD
Ticket Number: 0000121766	07/29/2005	Need this script to be run in FSPRD (CSR #401, Remedy #119166)
Ticket Number: 0000121742	07/29/2005	Need this script to be run in FSDEV (CSR #401, Remedy #119166)
Ticket Number: 0000121713	07/29/2005	pls run atchd sql in HRPRD(del genl ded adv recvry- '000087'))
Ticket Number: 0000121695	07/28/2005	Need this script to be run in FSDEV (CSR #417 (Alter view))
Ticket Number: 0000121544	07/27/2005	Script for FSPRD
Ticket Number: 0000121646	07/28/2005	Put current projects on wiki
Closed	Total: 19	
Ticket Number: 0000121500	07/26/2005	Remove STAT 'Stuff' from FSSBX
Ticket Number: 0000121504	07/26/2005	Script for FSUAT
Ticket Number: 0000121511	07/26/2005	Script for FSDEV
Ticket Number: 0000121521	07/26/2005	Change default tablespace for BYUN in epmdev
Ticket Number: 0000121554	07/27/2005	Access to Application Designer from Stat
Ticket Number: 0000121508	07/26/2005	pls backup HRPRD for payroll
Ticket Number: 0000121266	07/22/2005	pls run atcd in HRPRD (fix dates in visa_pmt_data)
Ticket Number: 0000121239	07/21/2005	Kill session in EPMDEV
Ticket Number: 0000121462	07/26/2005	Script for FSSBX
Ticket Number: 0000121133	07/20/2005	grants for stored procedures
Ticket Number: 0000121401	07/25/2005	Update for FSPRD
Ticket Number: 0000121378	07/25/2005	Script for FSDEV
Ticket Number: 0000121373	07/25/2005	Script for FSDEV
Ticket Number: 0000121387	07/25/2005	Restore HRTST2 from Backup of HRPRD created 07/24/05
Ticket Number: 0000121294	07/22/2005	kill session in EMPDEV
Ticket Number: 0000121277	07/22/2005	Need this script to be run in FSTST (CSR #401 (Build Project))
Ticket Number: 0000121177	07/21/2005	Update Statements for FSPRD
Ticket Number: 0000121134	07/20/2005	grants through stored procedures
Ticket Number: 0000121044	07/19/2005	FSUAT - Test and Refresh
jgood	Total: 8	
Resolved	Total: 2	
Ticket Number: 0000121650	07/28/2005	accounts for riedel
Ticket Number: 0000121670	07/28/2005	Need ip changed for chambord.umbc.edu
Closed	Total: 6	
Ticket Number: 0000121492	07/26/2005	access to rsumbc3 for kjoseph
Ticket Number: 0000120907	07/17/2005	Remove Stephen Mubita's (username 'stephen') access to PeopleSoft s
Ticket Number: 0000121118	07/20/2005	error 500 in FS
Ticket Number: 0000121261	07/22/2005	Confirm what level of Unix server access each member of the HR Te
Ticket Number: 0000121129	07/20/2005	RS1 NIM install
Ticket Number: 0000121100	07/20/2005	Install logwatch on AIX servers
kirby	Total: 2	
Closed	Total: 2	
Ticket Number: 0000121278	07/22/2005	test for PS:HR
Ticket Number: 0000121276	07/22/2005	test for PS:Fin_Tech

Create
Date

Short Description

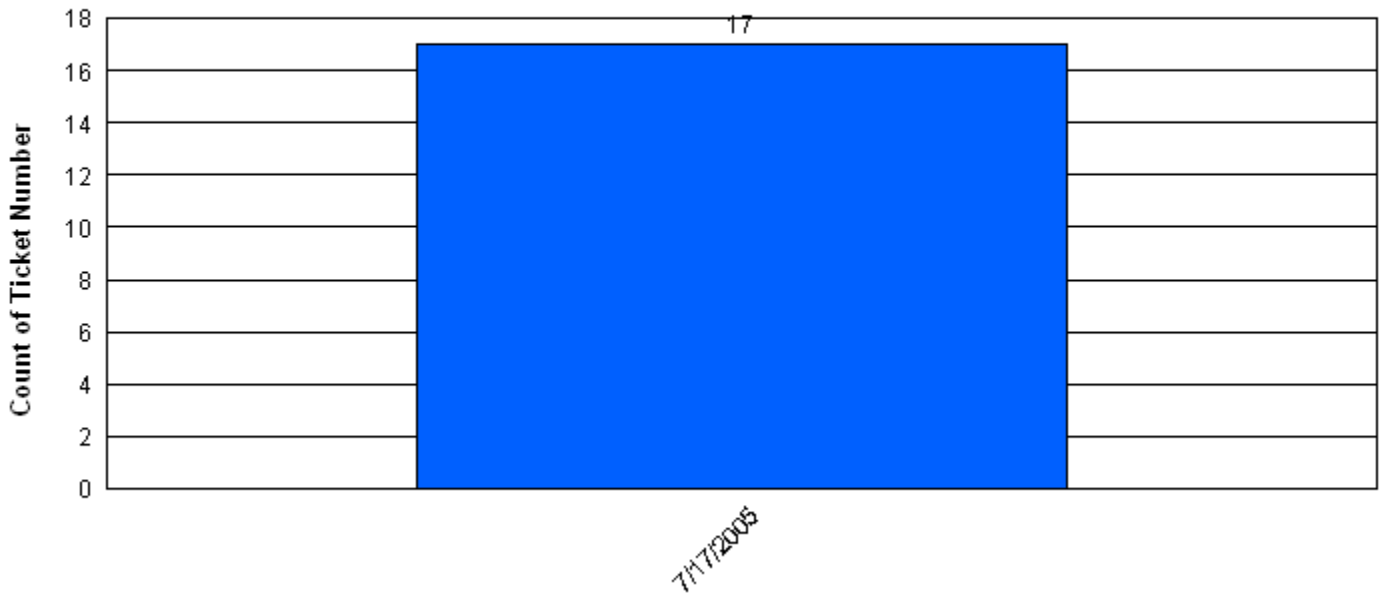
Count of Ticket Number / Create Date

For BSG:Infrastructure



BSG:Infrastructure_Te	Total:	<u>Create Date</u>	<u>Short Description</u>
chriss	17		
Closed	Total: 7		
Ticket Number: 0000120978	07/18/2005		Please create the following tables in the HRCA database
Ticket Number: 0000121028	07/19/2005		Create Synonym to HR pay_run_tbl in FSTST
Ticket Number: 0000121102	07/20/2005		Set passwords in STAT and HRPRD
Ticket Number: 0000121085	07/20/2005		Pls copy HRPRD as of last night into HRDB2
Ticket Number: 0000121021	07/19/2005		Please run following script in FSTST
Ticket Number: 0000121103	07/20/2005		Set passwords in STAT and FSPRD
Ticket Number: 0000121052	07/19/2005		Stat Approval Change
jeremy	Total: 6		
Closed	Total: 6		
Ticket Number: 0000120999	07/19/2005		please run script
Ticket Number: 0000121046	07/19/2005		Kill epmdev session for mglasser
Ticket Number: 0000121086	07/20/2005		Script for FSDEV
Ticket Number: 0000121089	07/20/2005		Another Script for FSDEV - Trigger
Ticket Number: 0000121047	07/19/2005		Script for FSTST
Ticket Number: 0000121068	07/19/2005		Kill user session in EPMDEV
kirby	Total: 3		
Closed	Total: 3		
Ticket Number: 0000120995	07/19/2005		test for remedy
Ticket Number: 0000120998	07/19/2005		test2
Ticket Number: 0000121000	07/19/2005		test for remedy #3
ostrove	Total: 1		
Closed	Total: 1		
Ticket Number: 0000120944	07/18/2005		Move chambord.umbc.edu from dept to dept-crit please

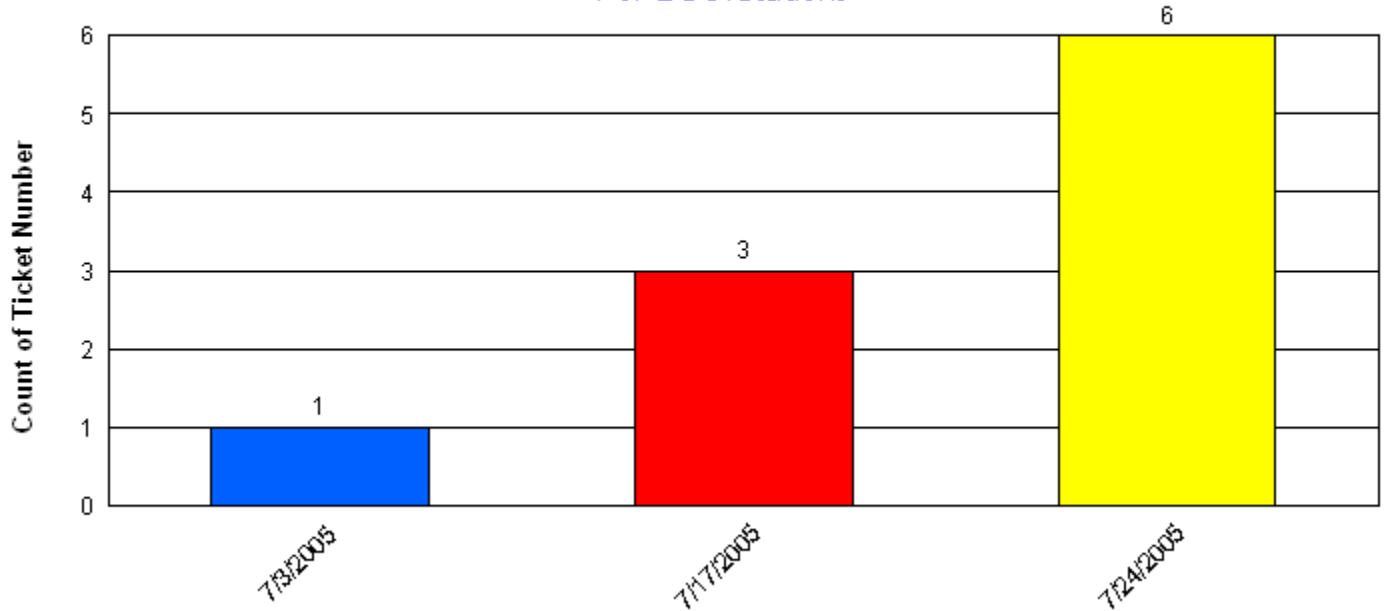
Count of Ticket Number / Create Date
For BSG:Infrastructure_Team



BSG:Student	Total:	Create Date	Short Description
blanchet	10		
Closed	Total: 5		
Ticket Number: 0000121008	07/19/2005		Report layout changes to ARBR3952 - Cashiering Settlement Report
Ticket Number: 0000121361	07/25/2005		1490 WHORL +ABORT 8 CS WH9 #J5064 9525F SUN 7
Ticket Number: 0000121362	07/25/2005		1491 WHBSARS ABORT 8 CS WHB #J5068 9524F SUN 7
Ticket Number: 0000121364	07/25/2005		2079 TCBR2203 ABORT 8/5 CS TC #J5666 899 SAT 1:3
Ticket Number: 0000121363	07/25/2005		1492 WHBLRC ABORT 8 CS WHC #J5069 9688F SUN 7
dina	Total: 2		
Closed	Total: 2		
Ticket Number: 0000121090	07/20/2005		Reinstall R25
Ticket Number: 0000121236	07/21/2005		File layout questions
jason12	Total: 2		
Closed	Total: 2		
Ticket Number: 0000121595	07/27/2005		r25 install
Ticket Number: 0000121750	07/29/2005		r25 reinstall
putro	Total: 1		
Closed	Total: 1		
Ticket Number: 0000120077	07/05/2005		Request for help with OIR/Oracle data analysis

Count of Ticket Number / Create Date

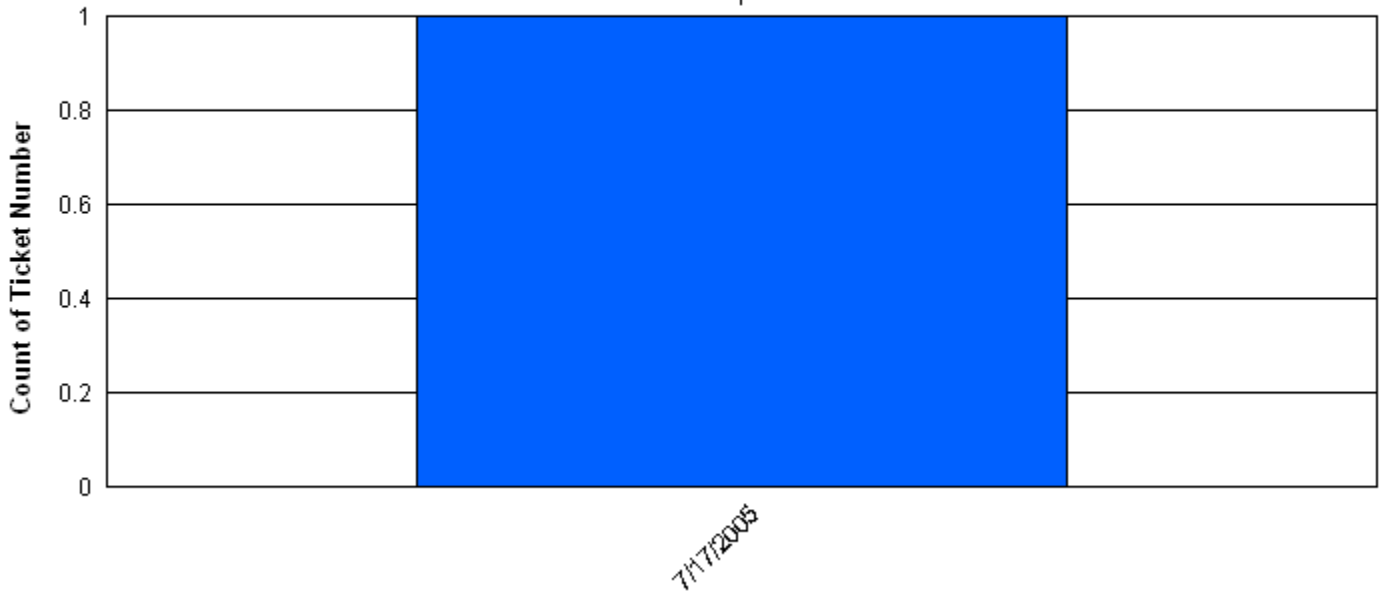
For BSG:Student



BSG:Student_Team	Total:	Create Date	Short Description
jason12	1		
Closed	Total: 1		
Ticket Number: 0000121041		07/19/2005	r25 appserv upgrade

Count of Ticket Number / Create Date

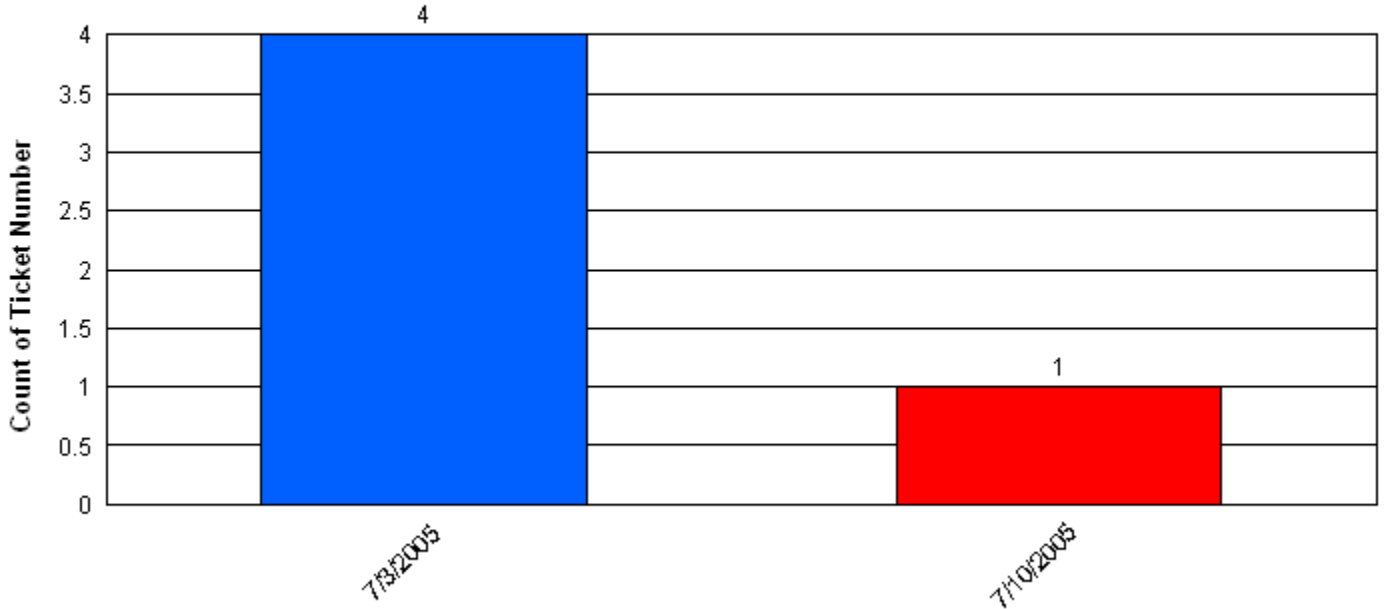
For BSG:Student_Team



COE	champ	Closed	<u>Create Date</u>	<u>Short Description</u>	
		Total:	5		
			Total:	5	
			Total:	5	
		Ticket Number:	0000120343	07/08/2005	i-deas server
		Ticket Number:	0000120608	07/12/2005	114
		Ticket Number:	0000120119	07/05/2005	matlab / siglab
		Ticket Number:	0000120146	07/06/2005	projector
		Ticket Number:	0000120225	07/07/2005	software

Count of Ticket Number / Create Date

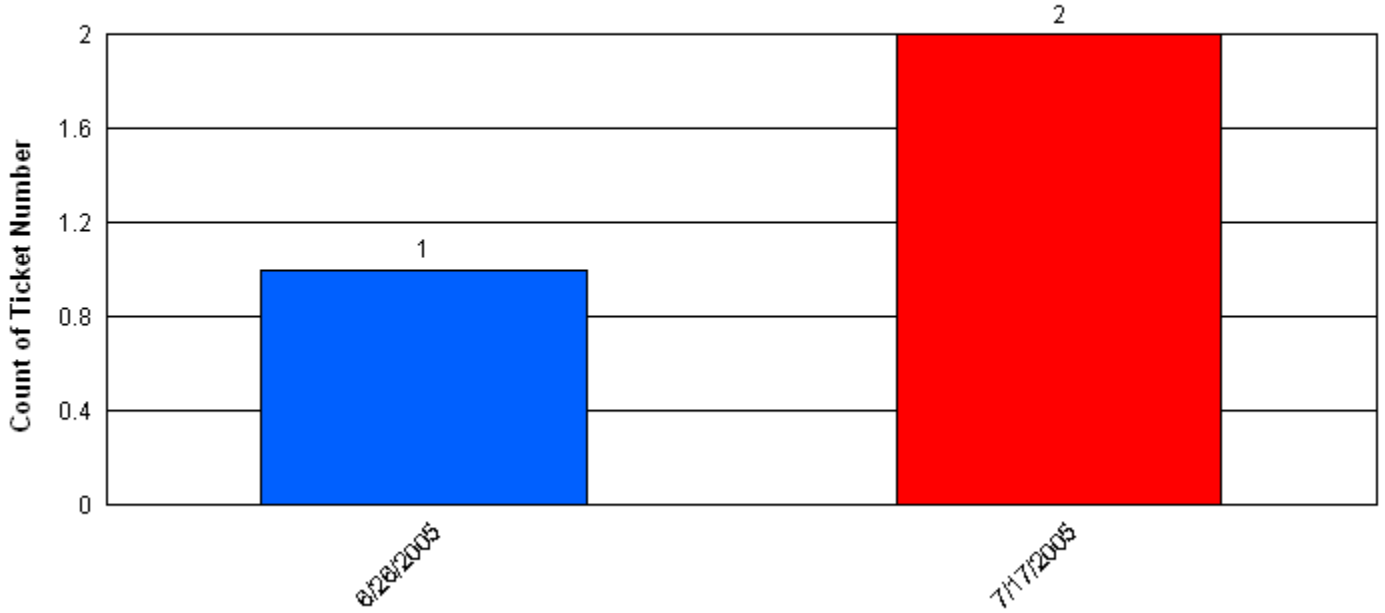
For COE



CSEE	Total:	Create Date	Short Description
bhowell1	3		
Closed	Total: 2		
Ticket Number: 0000121113		07/20/2005	mail quota
Ticket Number: 0000121312		07/22/2005	RE:#0000111213 ticket number
gweiss	Total: 1		
Closed	Total: 1		
Ticket Number: 0000120001		07/01/2005	TRC262: Activate jack on printer vlan, assign IP, create unix print qu

Count of Ticket Number / Create Date

For CSEE



DPET	Total:	<u>Create</u> <u>Date</u>	<u>Short Description</u>
	63		
gluo1		<u>Total:</u>	29
Resolved		<u>Total:</u>	7
Ticket Number: 0000120965		07/18/2005	Can not access Novell
Ticket Number: 0000121059		07/19/2005	Xerox 470 Toner (Dry Ink)
Ticket Number: 0000121691		07/28/2005	Install CD Burner and Software
Ticket Number: 0000121584		07/27/2005	ELC computer lab
Ticket Number: 0000121596		07/27/2005	Remove Epson Scanner from Inventory
Ticket Number: 0000121639		07/28/2005	Computer and projector
Ticket Number: 0000121637		07/28/2005	Video Camera
Closed		<u>Total:</u>	22
Ticket Number: 0000120294		07/07/2005	TV and VCR
Ticket Number: 0000120002		07/01/2005	Toner
Ticket Number: 0000120212		07/06/2005	Rebuild computer
Ticket Number: 0000120214		07/06/2005	Set up video camera
Ticket Number: 0000120338		07/08/2005	Network controller on DC 470(UC)
Ticket Number: 0000121198		07/21/2005	Defragment Server Hard Drives
Ticket Number: 0000120940		07/18/2005	Problem with email
Ticket Number: 0000120962		07/18/2005	extra cover sheet for each print job
Ticket Number: 0000121380		07/25/2005	[Fwd: PayPal Security Notice ID #352928679 - Identity Confirmation
Ticket Number: 0000121389		07/25/2005	Help
Ticket Number: 0000121227		07/21/2005	Problems with ACIV Xerox Phaser printer
Ticket Number: 0000121204		07/21/2005	Ethernet Jack
Ticket Number: 0000121192		07/21/2005	Trying to Change AD and Novell Passwords
Ticket Number: 0000121167		07/21/2005	Video recorder
Ticket Number: 0000121166		07/21/2005	Computer and projector
Ticket Number: 0000121230		07/21/2005	Need help!
Ticket Number: 0000121105		07/20/2005	Microsoft Office Suite
Ticket Number: 0000120373		07/08/2005	Cannot access email
Ticket Number: 0000120620		07/12/2005	RosettaStone
Ticket Number: 0000120664		07/13/2005	email scanning on the copier DC470(UC)
Ticket Number: 0000120794		07/14/2005	Toner low
Ticket Number: 0000120703		07/13/2005	Camera
hkule1		<u>Total:</u>	1
Closed		<u>Total:</u>	1
Ticket Number: 0000121520		07/26/2005	test

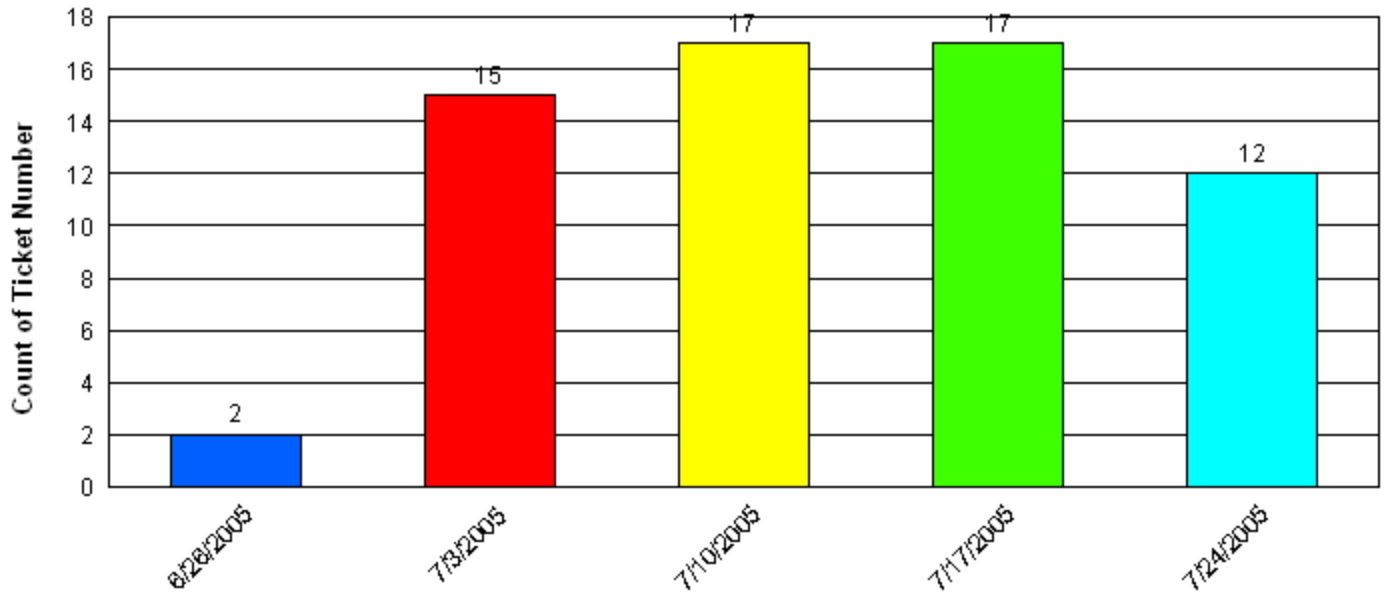
	<u>Create</u>		<u>Short Description</u>
	<u>Date</u>		
jglove1	<u>Total:</u>	22	
Resolved	<u>Total:</u>	4	
Ticket Number: 0000121240	07/21/2005		FW: I Drive
Ticket Number: 0000121621	07/28/2005		PAC web page
Ticket Number: 0000121409	07/25/2005		Deactivating Email Vacation Message
Ticket Number: 0000121527	07/26/2005		Out Of the Office
Closed	<u>Total:</u>	18	
Ticket Number: 0000121607	07/27/2005		Longman Inservice
Ticket Number: 0000121211	07/21/2005		Computer Updates
Ticket Number: 0000120054	07/05/2005		Info on internet
Ticket Number: 0000120075	07/05/2005		Wheaton High School Retreat July 11, 12, and 13
Ticket Number: 0000120140	07/06/2005		FW: internet access on umbc
Ticket Number: 0000120206	07/06/2005		Question
Ticket Number: 0000120313	07/08/2005		ISD-TD Mailbox
Ticket Number: 0000120340	07/08/2005		ISD - Another Web Page Favor
Ticket Number: 0000120633	07/13/2005		New course section on our summer updates page.
Ticket Number: 0000120817	07/14/2005		Retrieve Chris Steele's Equipment
Ticket Number: 0000120754	07/14/2005		Help with Mail Merge
Ticket Number: 0000120632	07/13/2005		ISD website
Ticket Number: 0000120566	07/12/2005		Lap top Stolen Around Christmas RECOVERED
Ticket Number: 0000120396	07/09/2005		[Fwd: TESOL Survey Entry]
Ticket Number: 0000120843	07/15/2005		Qquestion about Email
Ticket Number: 0000120870	07/15/2005		Update AP Class Rosters
Ticket Number: 0000121188	07/21/2005		Restricted Novel Share Folder
Ticket Number: 0000121054	07/19/2005		DPET copier machine
stevenhl	<u>Total:</u>	11	
Closed	<u>Total:</u>	11	
Ticket Number: 0000121033	07/19/2005		Scanner not working
Ticket Number: 0000120447	07/11/2005		can't print
Ticket Number: 0000120761	07/14/2005		Create Documentation of Shadow SIS Reports
Ticket Number: 0000120770	07/14/2005		Freeze reports
Ticket Number: 0000120762	07/14/2005		Finish configuring SUS
Ticket Number: 0000120424	07/11/2005		Susan Bresee computer email problem
Ticket Number: 0000120768	07/14/2005		Install L-Vision
Ticket Number: 0000120008	07/01/2005		ACIV Copier not working
Ticket Number: 0000120126	07/05/2005		Novell Mapping Error
Ticket Number: 0000120215	07/06/2005		Moving
Ticket Number: 0000120148	07/06/2005		SQL Renewal Certificate

Create
Date

Short Description

Count of Ticket Number / Create Date

For DPET



		<u>Create</u>	
		<u>Date</u>	<u>Short Description</u>
Desktop Support	Total:	252	
Desktop		Total:	9
Closed		Total:	9
Ticket Number:	0000121536	07/27/2005	Have a windows box.../Sue Hughes/UHS
Ticket Number:	0000121553	07/27/2005	Claire/Scott wants sas software - do we have a site license
Ticket Number:	0000121542	07/27/2005	Kars/History-task bar has moved to right of screen
Ticket Number:	0000121107	07/20/2005	Sodexho - Setting up a win98 machine/asking for windows pw
Ticket Number:	0000120639	07/13/2005	Have all info on a usb drive - F / no longer their
Ticket Number:	0000120747	07/14/2005	Printer problem - smear on left side
Ticket Number:	0000120948	07/18/2005	Pettit - having problems logging into novell
Ticket Number:	0000121011	07/19/2005	Laptop - machine reformatted and win xp pro-problem occurring...
Ticket Number:	0000121094	07/20/2005	S.Parker-Is the network down or having problems
brb1		Total:	4
Resolved		Total:	3
Ticket Number:	0000120692	07/13/2005	Dead jack in Wicomico
Ticket Number:	0000120957	07/18/2005	Possible dead jack in Terrace
Ticket Number:	0000121193	07/21/2005	Cuystomer cannot connect to resnet in his apartment; ext. 527318; Hil
Closed		Total:	1
Ticket Number:	0000121423	07/25/2005	Novell login gives "Tree or server cannot be found" error
chrism		Total:	9
Closed		Total:	9
Ticket Number:	0000120055	07/05/2005	MATLAB ISOs from myUMBC missing toolboxes?
Ticket Number:	0000120088	07/05/2005	Public policy, rm 409. x53203 User has PDA HP 4300 he is trying to s
Ticket Number:	0000120821	07/14/2005	virus update
Ticket Number:	0000120898	07/16/2005	McAfee problem
Ticket Number:	0000121365	07/25/2005	Testscore PC/Printing - unknown system problem/network printer not a
Ticket Number:	0000121327	07/22/2005	VirusScan 8 failing to update
Ticket Number:	0000121195	07/21/2005	Virus Scan Update Fail
Ticket Number:	0000121162	07/20/2005	McAfee Virus Scanner
Ticket Number:	0000120409	07/10/2005	Mcafee Unable to update

<u>edortiz</u>		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
		<u>Total:</u>	44
Resolved		<u>Total:</u>	8
Ticket Number:	0000120496	07/11/2005	User would like novell client removed from personal laptop + access t
Ticket Number:	0000120958	07/18/2005	Computer keeps rebooting
Ticket Number:	0000121014	07/19/2005	LIB214; win2k - rebooting
Ticket Number:	0000121283	07/22/2005	Dr. McGinty's Computer , The Commons 319
Ticket Number:	0000121122	07/20/2005	Customer cannot user all functionality in calendar; ext. 58747; TRC 0
Ticket Number:	0000121020	07/19/2005	IE and Adobe PDF Problems
Ticket Number:	0000120927	07/18/2005	Syncing Corp Time and Treo 650 (Palm OS)
Ticket Number:	0000120712	07/13/2005	Public Policy rm 217. x52960 User needs help syncing palm trio 650
Closed		<u>Total:</u>	36
Ticket Number:	0000121306	07/22/2005	Work Order Request-Can not print to comm_hpclj4600
Ticket Number:	0000120501	07/11/2005	Printer UC_Hp1200 in sociology dept is giving I/O error and resetting
Ticket Number:	0000120267	07/07/2005	SS 513- computer lab- computers are "not working" BSOD; ext. 5236
Ticket Number:	0000120422	07/11/2005	no Mozilla Thunderbird on machine
Ticket Number:	0000120197	07/06/2005	Dr. Burke needs WORD Package
Ticket Number:	0000120186	07/06/2005	Work Order Request
Ticket Number:	0000120074	07/05/2005	Erickson rm 151. x53767. User would like VPN client installed on his
Ticket Number:	0000120030	07/03/2005	Mcafee Auto-update error
Ticket Number:	0000119997	07/01/2005	ext. 51129; User needs admin rights to install programs on her pc; 33
Ticket Number:	0000119981	07/01/2005	Computer crashes over and over when she is using it; ext. 53702; 816 A
Ticket Number:	0000119979	07/01/2005	Users computer has IE errors on it; ext. 527411; Room 164 Erickson;
Ticket Number:	0000119993	07/01/2005	AD 902 JKCODY computer
Ticket Number:	0000120173	07/06/2005	In reference to ticket 119864; This problem is still occurring with the g
Ticket Number:	0000120446	07/11/2005	FA453; monitor keeps giving analog input signal
Ticket Number:	0000120783	07/14/2005	Palm pilot does not update my calendar
Ticket Number:	0000120758	07/14/2005	Computer Assistance
Ticket Number:	0000120739	07/14/2005	Customer experiencing problems updating mcafee virus definitions
Ticket Number:	0000120728	07/14/2005	Computer reboots after logging in
Ticket Number:	0000120686	07/13/2005	Re: Ticket 118712
Ticket Number:	0000120676	07/13/2005	User needs permissions her machine to install new software she bough
Ticket Number:	0000121189	07/21/2005	User would like to have a program called "Blast" installed on his UMB
Ticket Number:	0000120605	07/12/2005	Virus infected PC.
Ticket Number:	0000120567	07/12/2005	Help - Win XP
Ticket Number:	0000120536	07/12/2005	Macafee virus update not working
Ticket Number:	0000120483	07/11/2005	User would like Office re-installed on Machine (getting errors on old v
Ticket Number:	0000120346	07/08/2005	Social Science rm211. x52002. Users schmidba and kmcguire needs l
Ticket Number:	0000120356	07/08/2005	Customer is only able to log in to AD sometimes
Ticket Number:	0000120454	07/11/2005	User cannot get into his computer because when he logs in "tree or se
Ticket Number:	0000120464	07/11/2005	User needs new UMBC machine setup; ext. 51316; 110 UC;
Ticket Number:	0000120935	07/18/2005	Netscape will not prompt me to log in
Ticket Number:	0000120950	07/18/2005	Win2000 - Machine rebooting
Ticket Number:	0000121098	07/20/2005	Network printing capability has disappeared
Ticket Number:	0000121088	07/20/2005	Need active directory reinstalled on staff machine
Ticket Number:	0000120976	07/18/2005	Request Assistance
Ticket Number:	0000121168	07/21/2005	upgrade PC to windows xp sp2 and active directory
Ticket Number:	0000121132	07/20/2005	AD access to machines in the Office of Student Life

kirkley1		<u>Create</u>	<u>Short Description</u>
Closed		<u>Date</u>	
		<u>Total:</u>	9
		<u>Total:</u>	9
Ticket Number:	0000121029	07/19/2005	[PC s/w] COMM309: User cannot print anymore
Ticket Number:	0000121382	07/25/2005	[PC s/w] BS487: need to be able to print
Ticket Number:	0000121194	07/21/2005	[PC s/w] CHEM254: Do not see default/backup printers
Ticket Number:	0000121408	07/25/2005	[PC s/w] AD224: User cannot print to AD printers
Ticket Number:	0000121416	07/25/2005	User cannot print to AD printers; ext. 52549; Room 245 Chem;
Ticket Number:	0000120474	07/11/2005	Terrace Apts, 624C and B users cannot log into Resnet; Ext. 51897;
Ticket Number:	0000121002	07/19/2005	Win2000 - pc keeps rebooting - checking file systems
Ticket Number:	0000121186	07/21/2005	HP2300 network printer - several folks can not print to this
Ticket Number:	0000121447	07/26/2005	Unable to print to dept printer

lasuk		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	62
		<u>Total:</u>	13
Ticket Number:	0000121566	07/27/2005	BS472: Win98 user cannot print
Ticket Number:	0000121466	07/26/2005	[PC s/w] AD207: cubicle office needs to be able to print
Ticket Number:	0000121652	07/28/2005	[PC s/w] PUP250: grad students cannot access AD printers on 2 win 9
Ticket Number:	0000121591	07/27/2005	UC112: user can't printed to HP4600
Ticket Number:	0000121558	07/27/2005	No network printers listed
Ticket Number:	0000121512	07/26/2005	[PC s/w] printers do not show up; can not add them
Ticket Number:	0000121429	07/25/2005	[PC s/w] AD223: User cannot print to ad printers
Ticket Number:	0000121436	07/25/2005	[PC s/w] LIB010E: AD printing woes
Ticket Number:	0000121156	07/20/2005	PUP413: Add HP LJ4100 printer to AD for Policy Sci.
Ticket Number:	0000121622	07/28/2005	Dept network printers not working
Ticket Number:	0000121386	07/25/2005	COMM336:need to enable duplex printing
Ticket Number:	0000121119	07/20/2005	[PC s/w] COMM319: User can't print to the network printer
Ticket Number:	0000120204	07/06/2005	[site survey] COMM311: Install 1 data line for printer

	<u>Create</u>		<u>Short Description</u>
Closed	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000121459	07/26/2005	49	ENGR 329; need data jack for Xerox WC Pro
Ticket Number: 0000121185	07/21/2005		Calendar Account Creation
Ticket Number: 0000121050	07/19/2005		[PC s/w] AD818: All networks printers are showing up twice on her c
Ticket Number: 0000120466	07/11/2005		Add AD print queues to new english dept Chair's login script
Ticket Number: 0000120234	07/07/2005		[PC s/w] ECS125: Error message when I close out of Internet Explore
Ticket Number: 0000120251	07/07/2005		[site survey] PUP007: Install 2 data lines on printer vlan
Ticket Number: 0000121038	07/19/2005		ACIV406: User can not access network printer
Ticket Number: 0000121039	07/19/2005		[PC s/w] BS302: User requests admin rights to PC
Ticket Number: 0000120109	07/05/2005		[Mac s/w] AH: mac user has no admin privs
Ticket Number: 0000120227	07/07/2005		[PC s/w] AD413: can not add printers
Ticket Number: 0000120833	07/15/2005		User cannot log into Novell on his machine; ext. 52800; Room Admin
Ticket Number: 0000120243	07/07/2005		FA338: User cannot connect to the network
Ticket Number: 0000120080	07/05/2005		computer problem
Ticket Number: 0000120366	07/08/2005		[lab] ECS104PC15: inaccessible boot device
Ticket Number: 0000121108	07/20/2005		[PC s/w] PUP306: Installed Printers are for the wrong context
Ticket Number: 0000120489	07/11/2005		[lab] Remove Keyserver software from 1st floor mac lab
Ticket Number: 0000120647	07/13/2005		USB drive is not being recognized by pc
Ticket Number: 0000120558	07/12/2005		[PC s/w] SS211H: Install Matlab R14SP2
Ticket Number: 0000120578	07/12/2005		Dr. Chang wants a copy of Tiger
Ticket Number: 0000120576	07/12/2005		Computer Problem
Ticket Number: 0000121066	07/19/2005		[PC s/w] MP320: Still not able to print.
Ticket Number: 0000120800	07/14/2005		[PC s/w] BS310: configure 2 laptop to print
Ticket Number: 0000120799	07/14/2005		[PC s/w] BS480: configure laptop to print
Ticket Number: 0000121155	07/20/2005		[PC s/w] CHEM476: Generic grad student account doesn't have admi
Ticket Number: 0000120738	07/14/2005		[PC s/w] BS010: total hd capacity has decreased-need pc checked out
Ticket Number: 0000120713	07/13/2005		[Mac s/w] TRC262: Powerbook G3 (400Mhz) problems
Ticket Number: 0000120679	07/13/2005		[Mac s/w] FA103: word document infected with a Windows macro v
Ticket Number: 0000120838	07/15/2005		[PC s/w] AD812: PC is infected with a virus
Ticket Number: 0000120854	07/15/2005		Computer caught in startup loop
Ticket Number: 0000120961	07/18/2005		[PC s/w] RAC307: Unable to print
Ticket Number: 0000120984	07/18/2005		Printer Problems
Ticket Number: 0000120979	07/18/2005		Novell Printers missing
Ticket Number: 0000121232	07/21/2005		[PC s/w] BS422: Transferring data through novell and it is being corru
Ticket Number: 0000121228	07/21/2005		User cannot print to AD printer; ext. 52497; Room FA 467;
Ticket Number: 0000121210	07/21/2005		Savin printer no longer appears
Ticket Number: 0000121201	07/21/2005		Missing hp4050 network printer
Ticket Number: 0000121179	07/21/2005		create new print queue for a new printer
Ticket Number: 0000121137	07/20/2005		[PC s/w] AD808: User is getting a printer error when she tries to print
Ticket Number: 0000121091	07/20/2005		[PC s/w] TC336: Student Life - Network Printers
Ticket Number: 0000121037	07/19/2005		VPN Client not working.
Ticket Number: 0000121027	07/19/2005	[PC s/w] ERK184: Problems printing to network printer.	
Ticket Number: 0000121004	07/19/2005	Network printer will not print for 6 folks - HP4100	
Ticket Number: 0000120969	07/18/2005	[net] ERK44: Possible dead jack	
Ticket Number: 0000121126	07/20/2005	User is not getting Communications Services printers from AD.	
Ticket Number: 0000121415	07/25/2005	[PC s/w] RAC307: User cannot print to printer, needs AD printers in	
Ticket Number: 0000121398	07/25/2005	[PC s/w] AD504: User cannot print to AD printers	
Ticket Number: 0000121388	07/25/2005	Re: ID#0000120800 and ID#0000120799	
Ticket Number: 0000121384	07/25/2005	[PC s/w] COMM335: Can not print since AD	
Ticket Number: 0000120945	07/18/2005	[PC s/w] MP204: Windows keeps rebooting	
maboone1	<u>Total:</u>	2	
Closed	<u>Total:</u>	2	
Ticket Number: 0000120988	07/18/2005		re-image ECS122PC16
Ticket Number: 0000120535	07/12/2005		[lab] IMCPC06: inaccessible boot drive

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
mclaren		<u>Total:</u>	37	
	Resolved	<u>Total:</u>	8	
Ticket Number:	0000120699	07/13/2005		AD setup
Ticket Number:	0000121414	07/25/2005		AD services installed
Ticket Number:	0000121450	07/26/2005		Trust relationship failed
Ticket Number:	0000120880	07/15/2005		AD Setup
Ticket Number:	0000121455	07/26/2005		Can't access shared drive
Ticket Number:	0000121567	07/27/2005		migrate to AD
Ticket Number:	0000121568	07/27/2005		migrate to AD
Ticket Number:	0000121609	07/28/2005		Work Order Request-Trust relationship between this workstation and p
	Closed	<u>Total:</u>	29	
Ticket Number:	0000121485	07/26/2005		User cannot log into her computer-Needs AD; ext. 51526; Room C20 R
Ticket Number:	0000121569	07/27/2005		migrate to AD
Ticket Number:	0000120450	07/11/2005		getting msg to join to AD
Ticket Number:	0000120066	07/05/2005		Machine needs to be joined to AD
Ticket Number:	0000120258	07/07/2005		Admin rm 618. x53327 User needs AD installed on his winxp machin
Ticket Number:	0000120310	07/08/2005		Admin rm214A. x51337. User needs machine joined to AD. Win XP
Ticket Number:	0000120315	07/08/2005		User needs AD on his machines. ext. 52198; Room 331 RAC
Ticket Number:	0000120322	07/08/2005		Join library laptop to AD
Ticket Number:	0000120309	07/08/2005		Novell Account/Ericka Thompson
Ticket Number:	0000120279	07/07/2005		need to put computer on AD
Ticket Number:	0000120163	07/06/2005		Active Directory
Ticket Number:	0000120089	07/05/2005		Users computer needs to be connected to the AD; Room 334 Commons
Ticket Number:	0000120538	07/12/2005		Machine needs to be joined to AD
Ticket Number:	0000120756	07/14/2005		User needs printer and PC added to AD; ext. 52068; Room 332 PP bu
Ticket Number:	0000120865	07/15/2005		PC is getting a BSOD and then says "dumping physical memory" free
Ticket Number:	0000120757	07/14/2005		Machine needs to be joined to AD (laptop)
Ticket Number:	0000120599	07/12/2005		PUBPOLICY 335 : WMP upgrade/reinstall
Ticket Number:	0000120702	07/13/2005		UMBC laptop: unable to log in
Ticket Number:	0000120614	07/12/2005		Machine needs to be joined to AD
Ticket Number:	0000120638	07/13/2005		Machine needs to be joined to AD
Ticket Number:	0000120730	07/14/2005		machine needs to be joined to AD
Ticket Number:	0000120555	07/12/2005		Machine needs to be joined to AD
Ticket Number:	0000120869	07/15/2005		AD joins in the library
Ticket Number:	0000121001	07/19/2005		active directory
Ticket Number:	0000121216	07/21/2005		Work Order Request
Ticket Number:	0000121215	07/21/2005		CHEM452-460: Migrate 3 computers moved to AD
Ticket Number:	0000121087	07/20/2005		PP104: Join New PCs to AD domain
Ticket Number:	0000121006	07/19/2005		Need to be joined to AD
Ticket Number:	0000120909	07/17/2005		AD installation request

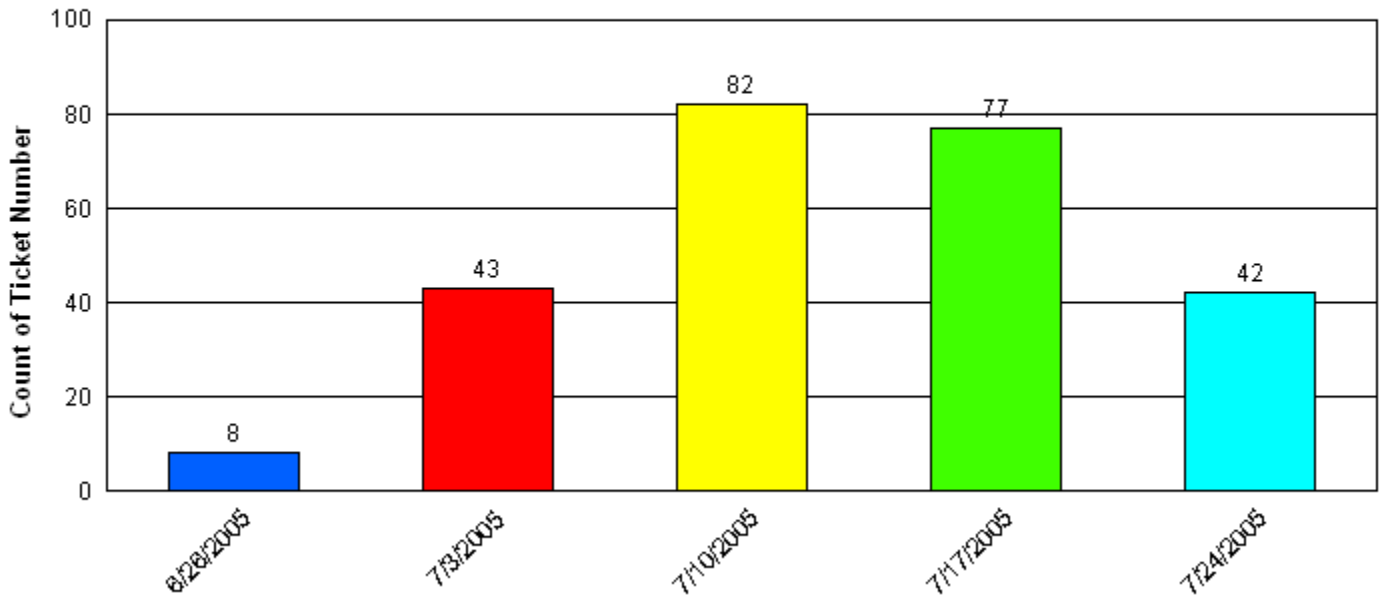
omarn		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	
		72	
		<u>Total:</u>	9
Ticket Number:	0000121456	07/26/2005	Win2000 - machine keeps rebooting
Ticket Number:	0000120982	07/18/2005	Need calendar installed
Ticket Number:	0000121110	07/20/2005	Work Order Request-spyware check 1000-1200
Ticket Number:	0000121561	07/27/2005	User needs Calendar client and office installed on her machine; ext. 5
Ticket Number:	0000121560	07/27/2005	Need calendar password reset
Ticket Number:	0000121524	07/26/2005	Computer laden with spyware and viruses
Ticket Number:	0000121419	07/25/2005	CentralPlant 017; no Novell login at bootup
Ticket Number:	0000121366	07/25/2005	User needs to have Windows XP and supporting software installed
Ticket Number:	0000120808	07/14/2005	Calender Anthony Johnson/Reinstall Calendar Software

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		63	
Ticket Number: 0000121502	07/26/2005		Research Park Drive Suite 310; infected machine (Aung will update w Econ Dept
Ticket Number: 0000121148	07/20/2005		TRC 030: desktop doesn't connect to Novell 443-786-0103
Ticket Number: 0000120063	07/05/2005		Network Printer having connection issue
Ticket Number: 0000120332	07/08/2005		FA449: McAfee is not starting up
Ticket Number: 0000120465	07/11/2005		Problems with Windows Workstation login
Ticket Number: 0000120240	07/07/2005		Missing Microsoft Word
Ticket Number: 0000120235	07/07/2005		Dell 2500 can't clear queue
Ticket Number: 0000120232	07/07/2005		set up laptop to print to office copier
Ticket Number: 0000120226	07/07/2005		work order request (black laptop)
Ticket Number: 0000120115	07/05/2005		Install printer driver anytime
Ticket Number: 0000120110	07/05/2005		Work Order Request
Ticket Number: 0000120108	07/05/2005		Public policy rm 306. x58160. User has machine reformatted with win
Ticket Number: 0000120076	07/05/2005		User's UMBC laptop comes up with windows error, unmountable boo
Ticket Number: 0000120012	07/01/2005		Problem opening Word Documents from Browser
Ticket Number: 0000119984	07/01/2005		Users machine gets blue screen of death; ext. 58727; PP Basement la
Ticket Number: 0000119977	07/01/2005		Admin rm 923. x53004 User lost mozilla mail profiles for her and her
Ticket Number: 0000119970	07/01/2005		New PC setup - need novell installed
Ticket Number: 0000120550	07/12/2005		Novell Error
Ticket Number: 0000120124	07/05/2005		RE: 0000118658 pat 53590
Ticket Number: 0000120106	07/05/2005		After AD upgrade, user cannot print to printers; HP4100 79935; ext. 5
Ticket Number: 0000120668	07/13/2005		Physics rm 332. x52385 user needs brand new dell setup between 8:3
Ticket Number: 0000120174	07/06/2005		Virus Scan menu options not all present, and different version of offi
Ticket Number: 0000120818	07/14/2005		UC 116; blue screens everytime she boots up
Ticket Number: 0000121377	07/25/2005		microsoft publisher
Ticket Number: 0000121223	07/21/2005		Can no longer print to HP Laserjet 1200 after AD printer transi 900-1
Ticket Number: 0000121101	07/20/2005		PC does not turn on 1000-1130
Ticket Number: 0000121040	07/19/2005		Blue screen upon bootup - started yesterday after power outage
Ticket Number: 0000121007	07/19/2005		After power surge last night - Tree or server not found
Ticket Number: 0000120994	07/19/2005		SPSS Program
Ticket Number: 0000121058	07/19/2005		Commons: Not able to log into Novell
Ticket Number: 0000120939	07/18/2005		Blue screen received after machine bootup 830-1200
Ticket Number: 0000120936	07/18/2005		RAC 331: spontaneous reboots
Ticket Number: 0000120930	07/18/2005		McAfee Software Install
Ticket Number: 0000121149	07/20/2005		New computer needs Windows XP installed on it; ext. 58994; Room 1
Ticket Number: 0000121015	07/19/2005		AD206: spontaneous reboots
Ticket Number: 0000120926	07/18/2005		User can't log into her computer; ext. 52247; Room 353 ACIV
Ticket Number: 0000120858	07/15/2005		Users computer is rebooting over and over.
Ticket Number: 0000120857	07/15/2005		SAS
Ticket Number: 0000120370	07/08/2005		Work Order Request-Problems copying files to H: drive
Ticket Number: 0000120671	07/13/2005		Monday 10:00-12:30 the SPSS and Office be installed on 2 new lab m
Ticket Number: 0000120651	07/13/2005		Ticket # 0000120498-Ticket was assigned to Omar 1000-1130
Ticket Number: 0000120624	07/12/2005		BSOD
Ticket Number: 0000120617	07/12/2005		Admin 811. x52276. User would like office 2003 suite installed with p
Ticket Number: 0000120584	07/12/2005		Novell printer not appearing
Ticket Number: 0000120559	07/12/2005		ORL: Request VPN client installation (windows)
Ticket Number: 0000120549	07/12/2005		Please check out machine since popup window with spoolsv.exe appli
Ticket Number: 0000120542	07/12/2005		proofreading errors
Ticket Number: 0000120534	07/12/2005		In reference to ticket 120486; Cust is saying that the Office program (
Ticket Number: 0000120772	07/14/2005		Customer is constantly prompted to install Windows Journal Viewer 1
Ticket Number: 0000120987	07/18/2005		Machine randomly restarts b4 1130
Ticket Number: 0000120749	07/14/2005		messages not copying to sent July 18 at 8:30 -1000a.m
Ticket Number: 0000120740	07/14/2005		Tiicket #0000120455 Msg for OMAR
Ticket Number: 0000120720	07/13/2005		POT Front Desk: CD-ROM drive not functioning 1130 -100
Ticket Number: 0000120719	07/13/2005		

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000120709	07/13/2005	Laptop Needs Reformatting
Ticket Number:	0000120707	07/13/2005	Slow computer
Ticket Number:	0000120685	07/13/2005	IE gives a runtime object error every time customer view web page
Ticket Number:	0000120519	07/11/2005	SS 403: Printer malfunction
Ticket Number:	0000120498	07/11/2005	User needs novell client installed; ext. 53438; Commons Room 2B08 S
Ticket Number:	0000120486	07/11/2005	public policy rm 306. x58160. User needs XP pro installed on machine
Ticket Number:	0000120455	07/11/2005	User needs XP Professional Upgraded on his computer; ext. 52042; R
Ticket Number:	0000120452	07/11/2005	Cisco VPN Client
Ticket Number:	0000120372	07/08/2005	new employee needs printer connection
talder1		<u>Total:</u>	4
	Resolved	<u>Total:</u>	3
Ticket Number:	0000121489	07/26/2005	User needs AD printers intalled on his machine; ext. 51326; Room 21
Ticket Number:	0000121130	07/20/2005	[PC s/w] UC116: Migrate Win 98 to AD
Ticket Number:	0000121545	07/27/2005	Customer can no longer print
	Closed	<u>Total:</u>	1
Ticket Number:	0000120275	07/07/2005	Customer not getting valid ip since yesterday

Count of Ticket Number / Create Date

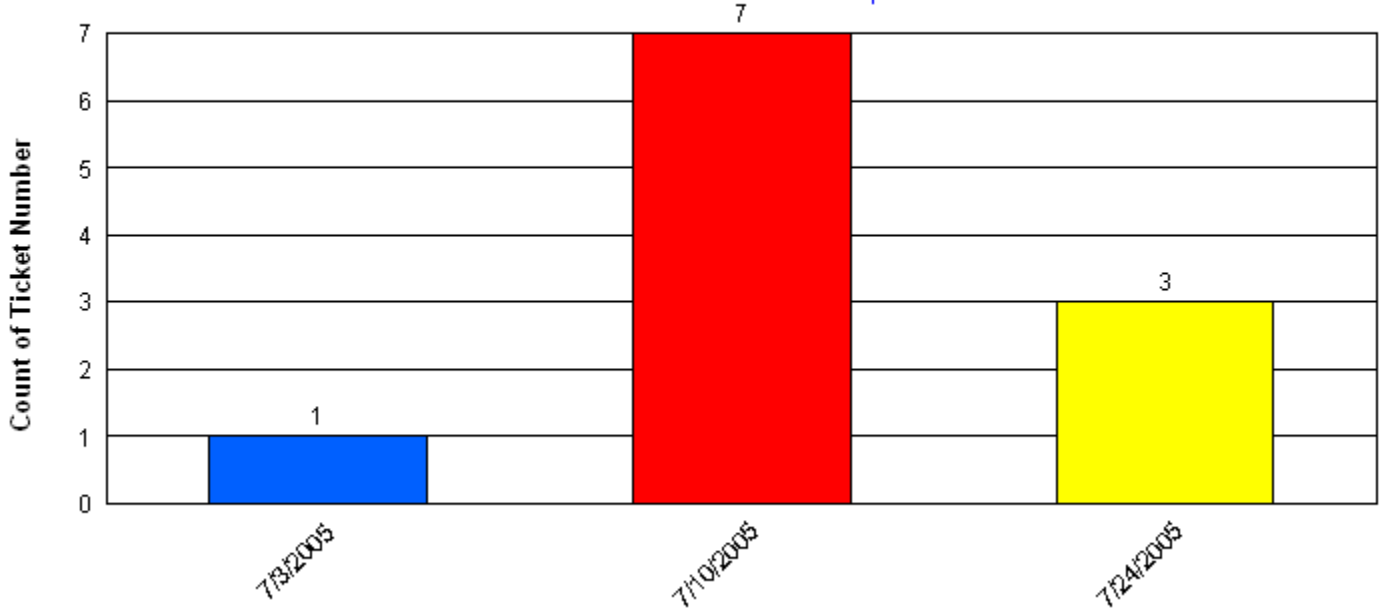
For Desktop Support



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Financial Services: Peo	Total:	11	
cnewton		Total: 1	
Closed		Total: 1	
Ticket Number:	0000120172	07/06/2005	Account codes for new project
tkuonen		Total: 10	
Closed		Total: 10	
Ticket Number:	0000120508	07/11/2005	Need access to retriever
Ticket Number:	0000120526	07/12/2005	User Access
Ticket Number:	0000121452	07/26/2005	Vendor file authorization
Ticket Number:	0000121689	07/28/2005	PS Role for Jennifer Garrett
Ticket Number:	0000120725	07/14/2005	Retriever/Oracle corruption?
Ticket Number:	0000120511	07/11/2005	Financial Retriever and Reports
Ticket Number:	0000120875	07/15/2005	PCard Report Problem
Ticket Number:	0000120595	07/12/2005	Detail Report (Actuals)
Ticket Number:	0000120543	07/12/2005	Security role for Ismail Ahmed
Ticket Number:	0000121400	07/25/2005	remedy - increase po approval level to 100K

Count of Ticket Number / Create Date

For Financial Services: PeopleSoft



Helpdesk	Total:	<u>Create</u> <u>Date</u>	<u>Short Description</u>
BSG:HD_Operational_Support	468		
Closed		<u>Total:</u> 4	
Ticket Number: 0000121083		07/20/2005	exam test
Ticket Number: 0000121117		07/20/2005	CHEM 124/DaSilva
Ticket Number: 0000121116		07/20/2005	CHEM 124 DaSilva
Ticket Number: 0000121114		07/20/2005	PSYC 304/Freiberg
HD:Tape_Changes		<u>Total:</u> 15	
Closed		<u>Total:</u> 15	
Ticket Number: 0000120912		07/17/2005	7/17/05 2:00pm tape change
Ticket Number: 0000121217		07/21/2005	Thursday 7/21 - daily tape change
Ticket Number: 0000121270		07/22/2005	7/22 Tape Change
Ticket Number: 0000121379		07/25/2005	Monday 7/25 Daily tape change
Ticket Number: 0000121347		07/24/2005	7/24/05 2:00pm tape change
Ticket Number: 0000121551		07/27/2005	HD TApe Change 7/27/05
Ticket Number: 0000121111		07/20/2005	7/20 HD Tape Change
Ticket Number: 0000121018		07/19/2005	Tuesday 7/19 - daily tape change
Ticket Number: 0000120406		07/10/2005	7/10/05 tape change
Ticket Number: 0000120764		07/14/2005	7/14 - daily tape change
Ticket Number: 0000121476		07/26/2005	Tuesday 7/26 - Daily tape change
Ticket Number: 0000121792		07/31/2005	7/31/05 2:00pm tape change
Ticket Number: 0000121753		07/29/2005	HD Tape Change 7/29/05
Ticket Number: 0000121647		07/28/2005	Thursday 7/28 Daily tape change
Ticket Number: 0000120032		07/03/2005	Tape changes for 7/3
HD_Operational_Support_BSG		<u>Total:</u> 15	
Closed		<u>Total:</u> 15	
Ticket Number: 0000121411		07/25/2005	Monday 7/25 - Print Labels
Ticket Number: 0000121412		07/25/2005	UADM acknowledgement cards -
Ticket Number: 0000121509		07/26/2005	hanson/biol106
Ticket Number: 0000121662		07/28/2005	Vera Roquemore / scan sheets to create data file
Ticket Number: 0000121629		07/28/2005	Recreate ORL Jobs for Deb Dixon
Ticket Number: 0000121749		07/29/2005	PSYC 305 Freiberg
Ticket Number: 0000121656		07/28/2005	CHEM 102L Brothers
Ticket Number: 0000121589		07/27/2005	User cannot connect to Online SAR
Ticket Number: 0000121654		07/28/2005	CHEM 124 Exam 2
Ticket Number: 0000121224		07/21/2005	CHEM 352/Perks
Ticket Number: 0000121413		07/25/2005	Daily tape change 7/25 - HP1,2,3
Ticket Number: 0000121257		07/22/2005	CHEM 352 Final/Perks
Ticket Number: 0000121256		07/22/2005	CHEM 102/Kalivretenos
Ticket Number: 0000121225		07/21/2005	CHEM 352L - Perks
Ticket Number: 0000121219		07/21/2005	daSilva/chem124

<u>HelpDesk</u>	<u>Create Date</u>	<u>Short Description</u>
Resolved	Total: 36	
Ticket Number: 0000121630	07/28/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000121795	07/31/2005	Work Order Request
Closed	Total: 34	
Ticket Number: 0000121454	07/26/2005	Ellen/Research Park - can not delete mail
Ticket Number: 0000121755	07/29/2005	myUMBC password reset request
Ticket Number: 0000121653	07/28/2005	requesting for quota increase
Ticket Number: 0000121626	07/28/2005	Create myUMBC account for Harold Falcon
Ticket Number: 0000121587	07/27/2005	Password Reset/linares l
Ticket Number: 0000121514	07/26/2005	myUMBC password reset request
Ticket Number: 0000121537	07/27/2005	New Employee Jackie Ward -User ID=jward
Ticket Number: 0000121190	07/21/2005	Please increase mail quota
Ticket Number: 0000120546	07/12/2005	Quota increase
Ticket Number: 0000120922	07/18/2005	Need mail quota increase
Ticket Number: 0000120005	07/01/2005	password reset request
Ticket Number: 0000120132	07/05/2005	password reset request
Ticket Number: 0000120151	07/06/2005	Password Reset
Ticket Number: 0000120591	07/12/2005	Password Reset
Ticket Number: 0000120932	07/18/2005	Kcamp email is not working - not allowing a login
Ticket Number: 0000120943	07/18/2005	Requests quota increase
Ticket Number: 0000121623	07/28/2005	Password for mail seems to be not working
Ticket Number: 0000121009	07/19/2005	Need password reset
Ticket Number: 0000120955	07/18/2005	Password change
Ticket Number: 0000120949	07/18/2005	97% - please up quota for preising
Ticket Number: 0000121012	07/19/2005	Student - offcampus/canfield asked that we make a directory...
Ticket Number: 0000121092	07/20/2005	Student/Offcampus - quota @ 100%
Ticket Number: 0000121410	07/25/2005	password reset
Ticket Number: 0000121323	07/22/2005	Please reset myUMBC password
Ticket Number: 0000121273	07/22/2005	Craig account quota
Ticket Number: 0000121104	07/20/2005	Offcampus-Need to re-establish my email account for umbc
Ticket Number: 0000121093	07/20/2005	D.Schulz-receiving mail about stock tips-no way to log out of list
Ticket Number: 0000121056	07/19/2005	David Skiba needs quota increase
Ticket Number: 0000120448	07/11/2005	purge items in trash
Ticket Number: 0000120453	07/11/2005	received several TIFF files from colleagues which put him over quota
Ticket Number: 0000120787	07/14/2005	Customer cannot login to email account
Ticket Number: 0000120751	07/14/2005	Chem/Engr dept - asking that I setup another email account
Ticket Number: 0000120649	07/13/2005	Can not delete mail
Ticket Number: 0000120451	07/11/2005	ADC password expiring
anna	Total: 7	
Resolved	Total: 1	
Ticket Number: 0000121477	07/26/2005	web space
Closed	Total: 6	
Ticket Number: 0000121463	07/26/2005	PLP for MATLAB invalid
Ticket Number: 0000121473	07/26/2005	library login
Ticket Number: 0000120218	07/06/2005	New Account Request
Ticket Number: 0000120400	07/10/2005	Internal Server Error
Ticket Number: 0000121345	07/24/2005	Servers down in Chemistry building.
Ticket Number: 0000121356	07/24/2005	Matlab download webpage problem

	<u>Create</u>	<u>Short Description</u>
egabril	<u>Date</u>	
Closed	<u>Total:</u> 13	
	<u>Total:</u> 13	
Ticket Number: 0000120896	07/16/2005	User is getting password corrupted. After password resets it logs in o
Ticket Number: 0000120901	07/17/2005	Work Order Request
Ticket Number: 0000120365	07/08/2005	7-8-05 Phonemail 2 p.m.
Ticket Number: 0000120384	07/08/2005	7/8/05 5:00pm lab check
Ticket Number: 0000120394	07/09/2005	11 a.m. phonemail 7-9-05
Ticket Number: 0000120407	07/10/2005	7/10/05 2:00pm phone mail check
Ticket Number: 0000120403	07/10/2005	7/10/05 11:30pm phone mail check
Ticket Number: 0000120397	07/09/2005	Closing Labcheck 5 p.m. 7-9-05
Ticket Number: 0000120391	07/09/2005	Opening Checklist 8 a.m. 7-9-05
Ticket Number: 0000120383	07/08/2005	7/8/05 5:00pm phone mail check
Ticket Number: 0000120375	07/08/2005	7/8 all tapes changed.
Ticket Number: 0000120408	07/10/2005	7/10/05 2;00PM lab check
Ticket Number: 0000120296	07/07/2005	SAS 9.0 CD Check Out
ha2	<u>Total:</u> 12	
Closed	<u>Total:</u> 12	
Ticket Number: 0000121767	07/29/2005	Outlook
Ticket Number: 0000120266	07/07/2005	internal server error
Ticket Number: 0000120026	07/02/2005	The best way to have a worthy salary. Security sign: 0515
Ticket Number: 0000121782	07/30/2005	ticket #: 0000121320
Ticket Number: 0000121786	07/30/2005	Yun Kim's invitation
Ticket Number: 0000120814	07/14/2005	Work Order Request
Ticket Number: 0000120815	07/14/2005	Work Order Request-Having problems w/email acct
Ticket Number: 0000120890	07/15/2005	Dude check out this sweet site!
Ticket Number: 0000120894	07/16/2005	Buy Cheap PC Software from Special Reserve.
Ticket Number: 0000120893	07/16/2005	Yun Kim's invitation
Ticket Number: 0000121181	07/21/2005	[Fwd: CDGT Start y0ur trading day with a bang]
Ticket Number: 0000121135	07/20/2005	Work Order Request-Can not access email

kherna1		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	106
		<u>Total:</u>	16
Ticket Number:	0000121487	07/26/2005	Virex 7 loan
Ticket Number:	0000120900	07/17/2005	Work Order Request-problems with squirrel mail
Ticket Number:	0000121290	07/22/2005	No subject
Ticket Number:	0000121483	07/26/2005	Question about disk usage for e-mail
Ticket Number:	0000121526	07/26/2005	9 p.m. phonemail 7-26-05
Ticket Number:	0000121534	07/27/2005	7/27/2005: opening phonemail
Ticket Number:	0000121694	07/28/2005	logging in
Ticket Number:	0000121687	07/28/2005	quota increase
Ticket Number:	0000121683	07/28/2005	disk quota increase request
Ticket Number:	0000121619	07/28/2005	7/28/2005: opening phonemail
Ticket Number:	0000121606	07/27/2005	closing 7.27
Ticket Number:	0000121575	07/27/2005	11 am phonemail check; 1 new message;
Ticket Number:	0000121535	07/27/2005	7/27/2005: opening labcheck
Ticket Number:	0000121528	07/26/2005	Closing checklist 10 p.m. 7-26-05
Ticket Number:	0000121525	07/26/2005	Labcheck 9 p.m. 7-26-05
Ticket Number:	0000121433	07/25/2005	VPN dialer

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000121435	07/25/2005	90	New AD printer not responding.
Ticket Number: 0000121586	07/27/2005		summercourse
Ticket Number: 0000121169	07/21/2005		7/21/2005: opening phonemail
Ticket Number: 0000121080	07/19/2005		Closing Checklist 7-19-05
Ticket Number: 0000121079	07/19/2005		Work Order Request-quota
Ticket Number: 0000120086	07/05/2005		FTP Server
Ticket Number: 0000120048	07/05/2005		publish?
Ticket Number: 0000120025	07/02/2005		Blackboard help
Ticket Number: 0000120020	07/01/2005		Recovering SSH for remote connection
Ticket Number: 0000120021	07/02/2005		Sending Messages to Spam Folder
Ticket Number: 0000120015	07/01/2005		7/1/05 5:00pm phone mail check
Ticket Number: 0000120004	07/01/2005		7/1/05 2:00pm phone mail check
Ticket Number: 0000120003	07/01/2005		7/1/05 2:00pm lab check
Ticket Number: 0000119986	07/01/2005		11AM phonemail; No New Messages;
Ticket Number: 0000120138	07/06/2005		Net-Temps Career News
Ticket Number: 0000120103	07/05/2005		Records 1
Ticket Number: 0000119978	07/01/2005		quota increase 50000 uid=dwyer
Ticket Number: 0000119969	07/01/2005		Opening Checklist and Phonemail;
Ticket Number: 0000119995	07/01/2005		Work Order Request
Ticket Number: 0000120016	07/01/2005		7/1/05 5:00pm lab check
Ticket Number: 0000121141	07/20/2005		Work Order Request-Not able to log into bb
Ticket Number: 0000120923	07/18/2005		7/18/2005: opening phonemail
Ticket Number: 0000120887	07/15/2005		7/15/05 5:00pm lab check
Ticket Number: 0000120476	07/11/2005		myUMBC Account Creation for Caitlin Lamb
Ticket Number: 0000119987	07/01/2005		Call for Papers: International Joint Conferences on Computer Informati
Ticket Number: 0000121170	07/21/2005		7/21/2005: opening checklist
Ticket Number: 0000121077	07/19/2005		Password reset
Ticket Number: 0000121078	07/19/2005		7-19-05 9 p.m. labcheck
Ticket Number: 0000121071	07/19/2005		Work Order Request-Delete spam folder
Ticket Number: 0000120886	07/15/2005		User's account was made during file server outage and for some reaso
Ticket Number: 0000120891	07/16/2005		Opening 7-16-05 8 a.m.
Ticket Number: 0000121441	07/25/2005		MacOS Tiger and VPN client
Ticket Number: 0000120919	07/17/2005		7/17/05 10:00pm lab check
Ticket Number: 0000120918	07/17/2005		7/17/05 8:00pm lab check
Ticket Number: 0000120917	07/17/2005		7/17/05 5:00pm phone mail check
Ticket Number: 0000120911	07/17/2005		7/17/05 2:00pm lab check
Ticket Number: 0000120910	07/17/2005		7/17/05 2:00pm phone mail check
Ticket Number: 0000120904	07/17/2005		7/17/05 12:00pm phone mail check
Ticket Number: 0000120897	07/16/2005		7-16-05 Closing list 5 p.m.
Ticket Number: 0000120892	07/16/2005		Fw: QUOTA WARNING for your myUMBC account
Ticket Number: 0000121358	07/24/2005		Adobe Photoshop Elements 3.0 - \$19.95
Ticket Number: 0000121357	07/24/2005		7/24/05 10:00pm lab check
Ticket Number: 0000121353	07/24/2005		7/24/05 8:00pm phone mail check
Ticket Number: 0000121352	07/24/2005		7/24/05 8:00pm lab check
Ticket Number: 0000121351	07/24/2005		7/24/05 5:00pm phone mail check
Ticket Number: 0000121349	07/24/2005		7/24/05 2:00pm phone mail check
Ticket Number: 0000121348	07/24/2005		7/24/05 2:00pm lab check
Ticket Number: 0000121344	07/24/2005		7/24/05 11:30am phone mail check
Ticket Number: 0000121338	07/23/2005		2 p.m. phonemail 7-23-05
Ticket Number: 0000121333	07/23/2005		Opening Checklist 7-23-05
Ticket Number: 0000121324	07/22/2005		7/22/05 5:00pm lab check
Ticket Number: 0000121321	07/22/2005		Strange E-mail
Ticket Number: 0000121316	07/22/2005		7/22/05 2:00pm phone mail check
Ticket Number: 0000121314	07/22/2005		7/22/05 2:00pm lab check

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000121308	07/22/2005	linux dial up configuration
Ticket Number:	0000121304	07/22/2005	Fwd: Winning claims Alert
Ticket Number:	0000121297	07/22/2005	[Fwd: Returned Mail: jack activation]
Ticket Number:	0000121281	07/22/2005	hard + software infos
Ticket Number:	0000121260	07/22/2005	Opening Lab Check;
Ticket Number:	0000121255	07/22/2005	Opening Phonemail check;
Ticket Number:	0000121252	07/21/2005	closing 7-21 10 p.m.
Ticket Number:	0000121249	07/21/2005	lab 7-21-05 9 p.m.
Ticket Number:	0000121231	07/21/2005	2pm phonemail; 2 new messages;
Ticket Number:	0000121221	07/21/2005	PHONE TRANSFER
Ticket Number:	0000121218	07/21/2005	11 am phonemail; 2 new messages;
Ticket Number:	0000121163	07/20/2005	Closing lab check;
Ticket Number:	0000121151	07/20/2005	spam turn off
Ticket Number:	0000121125	07/20/2005	What is this
Ticket Number:	0000121096	07/20/2005	Work Order Request-Receiving emails regarding acct suspension
Ticket Number:	0000121064	07/19/2005	myUMBC Account Creation for Robert Brugger
Ticket Number:	0000121063	07/19/2005	Microsoft FrontPage 2003 Pro plus 200 Templates - \$29.95
Ticket Number:	0000120991	07/18/2005	phonemail check at approx 9pm on 7.18
Ticket Number:	0000120971	07/18/2005	2 p.m. phonemail 7-18-05
Ticket Number:	0000120963	07/18/2005	Work Order Request-VPN download for MAC now longer works
Ticket Number:	0000120924	07/18/2005	7/18/2005: opening checklist
Ticket Number:	0000120379	07/08/2005	New dean needs a 50 mb quota increase indefinitely.
Ticket Number:	0000120812	07/14/2005	Work Order Request
Ticket Number:	0000120683	07/13/2005	2pm phonemail; No New messages;
Ticket Number:	0000120650	07/13/2005	Need Accounts Disabled
Ticket Number:	0000120631	07/13/2005	HD Tape Change 7/13/05
Ticket Number:	0000120623	07/12/2005	Closing Checklist 7-12-05
Ticket Number:	0000120622	07/12/2005	Labcheck 8 p.m.7-12-05
Ticket Number:	0000120615	07/12/2005	Work Order Request-delete bb course engl401 0301 sp2004
Ticket Number:	0000120603	07/12/2005	Don't Just Treat Your disease . Prevent It
Ticket Number:	0000120580	07/12/2005	Work Order Request-Computer will not turn on since power failure
Ticket Number:	0000120579	07/12/2005	Work Order Request-No ticket info included
Ticket Number:	0000120788	07/14/2005	linux SAS ISOs
Ticket Number:	0000120544	07/12/2005	[Fwd: Your password has been successfully updated]
Ticket Number:	0000120470	07/11/2005	myUMBC Account Creation for Douglas Copeland
Ticket Number:	0000120378	07/08/2005	User needs quota incese of 50 mb until end of summer for large e-ma

kincaid		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u> 59	
		<u>Total:</u> 15	
Ticket Number:	0000120444	07/11/2005	concerns with spam emails
Ticket Number:	0000121599	07/27/2005	Set up account for new employee
Ticket Number:	0000120820	07/14/2005	Work Order Request
Ticket Number:	0000121791	07/31/2005	Alternate Dial-up Phone Numbers
Ticket Number:	0000121788	07/31/2005	Unknown E-mails
Ticket Number:	0000121740	07/29/2005	how to block someone?
Ticket Number:	0000121643	07/28/2005	Work Order Request-No central location for resoruces LGBTQA
Ticket Number:	0000121611	07/28/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000121608	07/27/2005	using outlook with umbc email
Ticket Number:	0000121573	07/27/2005	Irby Cole needs his email quota increased.
Ticket Number:	0000121538	07/27/2005	Calendar Account for jward
Ticket Number:	0000121184	07/21/2005	Work Order Request-Can not get winsp to work
Ticket Number:	0000120993	07/19/2005	Re: hfs11 / hfs12 filesrver downtime, July 17 2005
Ticket Number:	0000120616	07/12/2005	Saving emails
Ticket Number:	0000120458	07/11/2005	Reported Problem

	<u>Create</u>		<u>Short Description</u>
Closed	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000121426	07/25/2005	44	ResNet Access
Ticket Number: 0000121461	07/26/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000121530	07/26/2005		You're invited: Live online seminars
Ticket Number: 0000121475	07/26/2005		increase inbox
Ticket Number: 0000121196	07/21/2005		Work Order Request-Can you block spam
Ticket Number: 0000120335	07/08/2005		Activate Anne Murphy
Ticket Number: 0000119985	07/01/2005		[Fwd: Netscape Calendar]
Ticket Number: 0000120029	07/03/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000120137	07/06/2005		Unable to TRASH a large email
Ticket Number: 0000120035	07/04/2005		Emptying email trash folder
Ticket Number: 0000119980	07/01/2005		virus threat
Ticket Number: 0000120364	07/08/2005		Activate Laura Pinto
Ticket Number: 0000120399	07/10/2005		problem with my account
Ticket Number: 0000120398	07/09/2005		Fw: Verify your account urgently !
Ticket Number: 0000120505	07/11/2005		Activate Dr. Scott Farrow
Ticket Number: 0000120481	07/11/2005		Disk Quota
Ticket Number: 0000120748	07/14/2005		Low cost medical coverage for families and individuals
Ticket Number: 0000120736	07/14/2005		Mr. Citro needs his email quota increased by 50MB.
Ticket Number: 0000120729	07/14/2005		Disk Usage
Ticket Number: 0000120722	07/13/2005		Work Order Request-Internet access has been down
Ticket Number: 0000120711	07/13/2005		quota increase request
Ticket Number: 0000120694	07/13/2005		problems
Ticket Number: 0000120691	07/13/2005		World first Patch Technology for penis Enlargement
Ticket Number: 0000120637	07/13/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000120588	07/12/2005		I would like to request accounts for Matthew Riedel
Ticket Number: 0000120556	07/12/2005		Power Point
Ticket Number: 0000120380	07/08/2005		Temporary Accounts for Summer Conference Guests Blind Industr
Ticket Number: 0000121174	07/21/2005		DISK QUOTA
Ticket Number: 0000121060	07/19/2005		hanson/biol106
Ticket Number: 0000121139	07/20/2005		The Internet leading online pharmacy.
Ticket Number: 0000121444	07/26/2005		Tree or server could not be found
Ticket Number: 0000121182	07/21/2005		email problems
Ticket Number: 0000121253	07/21/2005		Adobe Creative Suite CS CE Premium Edition - \$99
Ticket Number: 0000121272	07/22/2005		Thank you
Ticket Number: 0000121292	07/22/2005	Any software backups for lowest pricest.	
Ticket Number: 0000121418	07/25/2005	email accounts	
Ticket Number: 0000121431	07/25/2005	Disk Quota	
Ticket Number: 0000121367	07/25/2005	perks / chem352	
Ticket Number: 0000121354	07/24/2005	FW: Computer Account Set-up	
Ticket Number: 0000121334	07/23/2005	DVD X Copy Platinum 4.0.38 - \$19.95	
Ticket Number: 0000121284	07/22/2005	Quota Increase	
Ticket Number: 0000121271	07/22/2005	Thank you	
Ticket Number: 0000121203	07/21/2005	VPN Access	
Ticket Number: 0000121165	07/20/2005	quota increase	
mcpads1	<u>Total:</u>	1	
Resolved	<u>Total:</u>	1	
Ticket Number: 0000121739	07/29/2005		SAS v.9 checkout of 6 CDs

	<u>Create</u>		<u>Short Description</u>
myers	<u>Date</u>		
	<u>Total:</u>	50	
Resolved	<u>Total:</u>	4	
Ticket Number: 0000121346	07/24/2005		Spam
Ticket Number: 0000121727	07/29/2005		Quota increase
Ticket Number: 0000121677	07/28/2005		Email account: Christina Doty
Ticket Number: 0000121663	07/28/2005		Catalog PS Finance FY05 Backup Tape
Closed	<u>Total:</u>	46	
Ticket Number: 0000121610	07/28/2005		Create UADM Account for Katie Ketenheim
Ticket Number: 0000121267	07/22/2005		User needs his webmail quota increased
Ticket Number: 0000120238	07/07/2005		MyUMBC Account/Ericka Thompson
Ticket Number: 0000120165	07/06/2005		URGENT: Student from Mexico
Ticket Number: 0000120141	07/06/2005		increasing disk quota
Ticket Number: 0000120096	07/05/2005		Setup 2 auditors for HP3000 access
Ticket Number: 0000120009	07/01/2005		Establish New Computer Accounts
Ticket Number: 0000119992	07/01/2005		HP Backups HPUMBC1,2,3
Ticket Number: 0000119994	07/01/2005		RCBR3406/UADM Jobs Scheduled
Ticket Number: 0000119971	07/01/2005		Quota
Ticket Number: 0000120337	07/08/2005		Activate Traci Anderson
Ticket Number: 0000120164	07/06/2005		Tape Change 7/6/05
Ticket Number: 0000119990	07/01/2005		7/1/05 Daily Tape Changes
Ticket Number: 0000119991	07/01/2005		ByRequest Backup 7/1/05
Ticket Number: 0000120331	07/08/2005		Activate Michael VanDereedt
Ticket Number: 0000120960	07/18/2005		ACCTS: EHS Accounts
Ticket Number: 0000120302	07/08/2005		FW: QUOTA WARNING for your myUMBC account
Ticket Number: 0000120288	07/07/2005		[Fwd: New Account Set-Up]
Ticket Number: 0000120133	07/05/2005		500 internal server error
Ticket Number: 0000120129	07/05/2005		Access for Paul Taylor
Ticket Number: 0000120105	07/05/2005		User alex bassett
Ticket Number: 0000121051	07/19/2005		New email/myUMBC account for Richard Mason
Ticket Number: 0000121074	07/19/2005		quota
Ticket Number: 0000121279	07/22/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000120882	07/15/2005		CRI
Ticket Number: 0000120914	07/17/2005		request
Ticket Number: 0000120973	07/18/2005		ACCTS: Work Order Request-Need 3 AID HP accounts created
Ticket Number: 0000120974	07/18/2005		ACCTS: Work Order Request-Need 3 AID acct for HP
Ticket Number: 0000121247	07/21/2005		Quota Increase
Ticket Number: 0000121150	07/20/2005		account creation for Anne Scholl-Fiedler
Ticket Number: 0000121121	07/20/2005		HP Security/Remove menu capabilities
Ticket Number: 0000121062	07/19/2005		Account has been deactivate
Ticket Number: 0000121057	07/19/2005		Please activate Cecelia Roe (jasek)
Ticket Number: 0000121030	07/19/2005		Center for History Education: Activate Matthew Hipszer
Ticket Number: 0000120975	07/18/2005		User needs quota increase
Ticket Number: 0000120344	07/08/2005		Activate Stephen Palazzo
Ticket Number: 0000120522	07/12/2005		One pill can change all your ideas about sex!
Ticket Number: 0000120745	07/14/2005		Create Computer Accounts
Ticket Number: 0000120737	07/14/2005		HP Accounts: Douglas Copeland/Caitlin Lamb
Ticket Number: 0000120954	07/18/2005		Delete Min Myo's Reflection Account
Ticket Number: 0000120695	07/13/2005		Novell Account/AD Win W. Maw
Ticket Number: 0000120636	07/13/2005		VPN Off campus
Ticket Number: 0000120641	07/13/2005		[Fwd: Re: Northrop Grumman-Greg Hodges]
Ticket Number: 0000120531	07/12/2005		No subject
Ticket Number: 0000120459	07/11/2005		Activate Michelle Shaffer
Ticket Number: 0000120401	07/10/2005		server is down

myo

Create
Date
Total: 90

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		90	
Ticket Number: 0000120341	07/08/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000120554	07/12/2005		Once taken its effective for 36 hrs with fewer side effects.
Ticket Number: 0000120528	07/12/2005		7/12/2005: opening checklist
Ticket Number: 0000120527	07/12/2005		7/12/2005: opening phonemail
Ticket Number: 0000120494	07/11/2005		2pm mail check; 3 new messages;
Ticket Number: 0000120491	07/11/2005		[ID# 0000120219] problem solved
Ticket Number: 0000120488	07/11/2005		You don_t know how to get into search engine results?
Ticket Number: 0000120420	07/11/2005		7/11/2005: phonemail
Ticket Number: 0000120382	07/08/2005		Temporary E-mail Accounts for PA Wrestling (Conference Guests)
Ticket Number: 0000120387	07/08/2005		No subject
Ticket Number: 0000120813	07/14/2005		Work Order Request-Can not log into gl
Ticket Number: 0000120810	07/14/2005		Work Order Request-Unable to login to email
Ticket Number: 0000120807	07/14/2005		No subject
Ticket Number: 0000120806	07/14/2005		Work Order Request
Ticket Number: 0000120805	07/14/2005		Resnet access Please create account
Ticket Number: 0000120803	07/14/2005		Inbox was Deleted
Ticket Number: 0000120802	07/14/2005		All of my e-mails disappeared
Ticket Number: 0000120801	07/14/2005		No subject
Ticket Number: 0000120798	07/14/2005		My mailbox won't open
Ticket Number: 0000120793	07/14/2005		Please activate Jeffrey Martens for account creation
Ticket Number: 0000120792	07/14/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000120861	07/15/2005		ELC lab computer
Ticket Number: 0000120791	07/14/2005		my AFS home vol is timing out
Ticket Number: 0000120785	07/14/2005		2pm phonemail check; No new messages;
Ticket Number: 0000120811	07/14/2005		Work Order Request
Ticket Number: 0000120771	07/14/2005		9 new messages; 11 am phonemail check;
Ticket Number: 0000120665	07/13/2005		11 AM phonemail; No New Messages;
Ticket Number: 0000120635	07/13/2005		7/13/2005: opening checklist
Ticket Number: 0000120634	07/13/2005		7/13/2005: opening phonemail
Ticket Number: 0000120589	07/12/2005		2 pm phonemail check; No New messages;
Ticket Number: 0000120587	07/12/2005		7/12 all tapes changed.
Ticket Number: 0000120410	07/10/2005		7/10/05 5:00pm phone mail check
Ticket Number: 0000120415	07/10/2005		7/10/05 10:00pm lab check
Ticket Number: 0000120412	07/10/2005		7/10/05 8:00pm lab check
Ticket Number: 0000120388	07/08/2005		disk usage problem
Ticket Number: 0000120823	07/14/2005		Labcheck 7-14-05 9 p.m.
Ticket Number: 0000120839	07/15/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000120824	07/14/2005		closing 7-14-05 10 p.m.
Ticket Number: 0000120825	07/14/2005		Work Order Request
Ticket Number: 0000120827	07/15/2005		ResNet Access
Ticket Number: 0000120826	07/14/2005		Work Order Request-email recieved regard acct suspended
Ticket Number: 0000120859	07/15/2005		11 AM phonemail check; no new messages;
Ticket Number: 0000120844	07/15/2005		Calendar Account
Ticket Number: 0000120122	07/05/2005		1/5/05 5:00pm phone mail check
Ticket Number: 0000120220	07/06/2005		SAS download
Ticket Number: 0000120330	07/08/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000120463	07/11/2005		11 AM Phonemail check; 2 new messages;
Ticket Number: 0000120393	07/09/2005		user stjones
Ticket Number: 0000120286	07/07/2005		2pm phonemail check; 1 new message;
Ticket Number: 0000120299	07/07/2005		Work Order Request-How can I get a copy of MS Office again
Ticket Number: 0000120261	07/07/2005		[Fwd: lab times]
Ticket Number: 0000120256	07/07/2005		Ticket 0000119910
Ticket Number: 0000120249	07/07/2005		11 am phonemail; no new messages;
Ticket Number: 0000120247	07/07/2005		stop email forwarding

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000120241	07/07/2005	VBrick Systems Sets Standard for Government Visual Communication
Ticket Number:	0000120421	07/11/2005	7/11/2005: opening checklist
Ticket Number:	0000120222	07/06/2005	6.6 closing tasks
Ticket Number:	0000120329	07/08/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000120324	07/08/2005	10 AM phonemail check; no new messages;
Ticket Number:	0000120301	07/08/2005	Hello
Ticket Number:	0000120300	07/07/2005	Closing 10 p.m. 7/7/05
Ticket Number:	0000120560	07/12/2005	11 AM phonemail check; No New Messages;
Ticket Number:	0000120287	07/07/2005	7/7 all tapes changed
Ticket Number:	0000120219	07/06/2005	remote accessing s: drive
Ticket Number:	0000120305	07/08/2005	Opening phonemail; No new messages;
Ticket Number:	0000120210	07/06/2005	request to increase GL quota
Ticket Number:	0000120193	07/06/2005	2pm phonemail check; No new messages;
Ticket Number:	0000120176	07/06/2005	UMBC main web directory entry
Ticket Number:	0000120157	07/06/2005	No subject
Ticket Number:	0000120084	07/05/2005	1 New message; 11 AM phonemail check;
Ticket Number:	0000120083	07/05/2005	Jack Check
Ticket Number:	0000120034	07/03/2005	Lab closing 7/3
Ticket Number:	0000120033	07/03/2005	2pm Phonemail check on 7/3
Ticket Number:	0000120028	07/03/2005	Opening for 7/3/05
Ticket Number:	0000120024	07/02/2005	7/2/2005: opening checklist
Ticket Number:	0000120023	07/02/2005	7/2/2005: opening phonemail
Ticket Number:	0000120014	07/01/2005	7/1/05 SAS 6-CD set checkout
Ticket Number:	0000120010	07/01/2005	Do not deactivate my account
Ticket Number:	0000120306	07/08/2005	Opening labcheck;
Ticket Number:	0000120134	07/05/2005	7/5/05 10:00pm lab check
Ticket Number:	0000120131	07/05/2005	7/5/05 8:00pm lab check
Ticket Number:	0000120112	07/05/2005	Install software for copier
Ticket Number:	0000120101	07/05/2005	Problems printing to Network Printer
Ticket Number:	0000120100	07/05/2005	2pm Phonemail check; No new Messages;
Ticket Number:	0000120094	07/05/2005	7/5/2005: opening checklist
Ticket Number:	0000120093	07/05/2005	7/5/2005: Opening phonemail
Ticket Number:	0000120090	07/05/2005	7/5/05 Tape Change
Ticket Number:	0000120143	07/06/2005	7/6/2005: opening checklist
Ticket Number:	0000120142	07/06/2005	7/6/2005: opening phonemail
Ticket Number:	0000120160	07/06/2005	1 new message; 11 AM voicemail check;
pmcneel1		<u>Total:</u>	1
Closed		<u>Total:</u>	1
Ticket Number:	0000120257	07/07/2005	SAS version 8 disc borrowed 4 discs; due back friday after noon; che
pzeafol		<u>Total:</u>	9
Resolved		<u>Total:</u>	1
Ticket Number:	0000121550	07/27/2005	Ticket #0000120867
Closed		<u>Total:</u>	8
Ticket Number:	0000121439	07/25/2005	saving email
Ticket Number:	0000121469	07/26/2005	No subject
Ticket Number:	0000120989	07/18/2005	password reset
Ticket Number:	0000120990	07/18/2005	Folder in webmail not displaying as a link
Ticket Number:	0000120520	07/11/2005	Password reset
Ticket Number:	0000120602	07/12/2005	password reset
Ticket Number:	0000120718	07/13/2005	myUMBC not responding
Ticket Number:	0000120776	07/14/2005	password reset

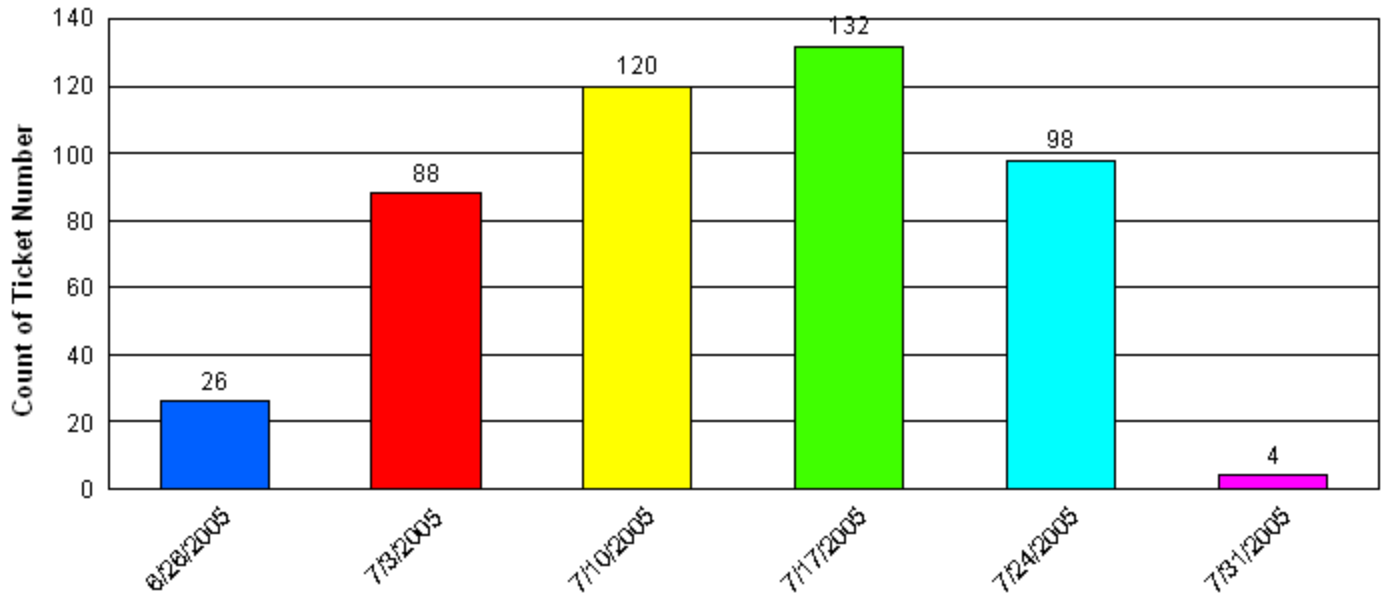
<u>rkhalil1</u>		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Resolved		Total: 50	
		<u>Total:</u>	6
Ticket Number:	0000121250	07/21/2005	No subject
Ticket Number:	0000121620	07/28/2005	7/28/2005: opening checklist
Ticket Number:	0000121735	07/29/2005	Erickson 184; no internet connection
Ticket Number:	0000121671	07/28/2005	2pm phonemail messages; No new messages;
Ticket Number:	0000121659	07/28/2005	11AM phonemail; No new messages;
Ticket Number:	0000121325	07/22/2005	Outlook email send error
Closed		Total: 44	
		<u>Total:</u>	44
Ticket Number:	0000121430	07/25/2005	2pm phonemail; 1 new message;
Ticket Number:	0000121484	07/26/2005	11 am phonemail check;
Ticket Number:	0000121499	07/26/2005	2pm voicemail check; No new messages;
Ticket Number:	0000121443	07/25/2005	closing 7.25
Ticket Number:	0000121258	07/22/2005	Helpdesk Hours
Ticket Number:	0000120068	07/05/2005	User cford2 needs to be re-activated old student whose account was r
Ticket Number:	0000120239	07/07/2005	Disk Space increase needed
Ticket Number:	0000120245	07/07/2005	...if you're looking for the lowest software prices on the web, you just f
Ticket Number:	0000120162	07/06/2005	Walker 3423C Apts; ext. 56619; User cannot connect to resnet;
Ticket Number:	0000120888	07/15/2005	Temporary Internet Account
Ticket Number:	0000120667	07/13/2005	User's password reset;
Ticket Number:	0000120596	07/12/2005	Strange error dialing-in
Ticket Number:	0000120619	07/12/2005	E-mail deleting itself
Ticket Number:	0000120600	07/12/2005	Exceeding limit
Ticket Number:	0000120862	07/15/2005	ELC lab computer
Ticket Number:	0000120782	07/14/2005	Warning: It was not possible to send you e-mail! (fwd)
Ticket Number:	0000121127	07/20/2005	WEBmail Question
Ticket Number:	0000121099	07/20/2005	7/20/2005: opening checklist
Ticket Number:	0000121158	07/20/2005	2pm phonemail; 1new Messages;
Ticket Number:	0000121207	07/21/2005	deleting sent messages all together
Ticket Number:	0000121340	07/23/2005	07/23/2005: Request For Technical Support.
Ticket Number:	0000121329	07/22/2005	Viagra - Just do her! :-)
Ticket Number:	0000121326	07/22/2005	No subject
Ticket Number:	0000121313	07/22/2005	[Fwd: RE:#0000121113 ticket number]
Ticket Number:	0000121307	07/22/2005	disk quota
Ticket Number:	0000121295	07/22/2005	User is checking out 6 disks of SAS v. 9
Ticket Number:	0000121251	07/21/2005	[Fwd:]
Ticket Number:	0000121248	07/21/2005	[Fwd: Your Account is Suspended For Security Reasons-0000121076
Ticket Number:	0000121244	07/21/2005	Problem with disk usage
Ticket Number:	0000121406	07/25/2005	5 new phonemail messages; 11 am phomail check;
Ticket Number:	0000121395	07/25/2005	[Fwd: 1]
Ticket Number:	0000121369	07/25/2005	7/25/2005: opening checklist
Ticket Number:	0000121368	07/25/2005	7/25/2005: opening phonemail
Ticket Number:	0000121359	07/25/2005	from student Jian Liu
Ticket Number:	0000121355	07/24/2005	dial-up connection
Ticket Number:	0000121342	07/23/2005	Large quantity Telecom products with low price
Ticket Number:	0000121341	07/23/2005	Closing Ticket;
Ticket Number:	0000121159	07/20/2005	Just Announced: HENRY ROLLINS at Sonar - Sept 16
Ticket Number:	0000121112	07/20/2005	11 AM phonemail check; No new messages;
Ticket Number:	0000121097	07/20/2005	7/20/2005: opening phonemail
Ticket Number:	0000120899	07/17/2005	Work Order Request
Ticket Number:	0000121031	07/19/2005	7/19/2005: opening checklist
Ticket Number:	0000121032	07/19/2005	11 am phonemail ;3 new messags;
Ticket Number:	0000120878	07/15/2005	Expanding Disk Space

Create
Date

Short Description

Count of Ticket Number / Create Date

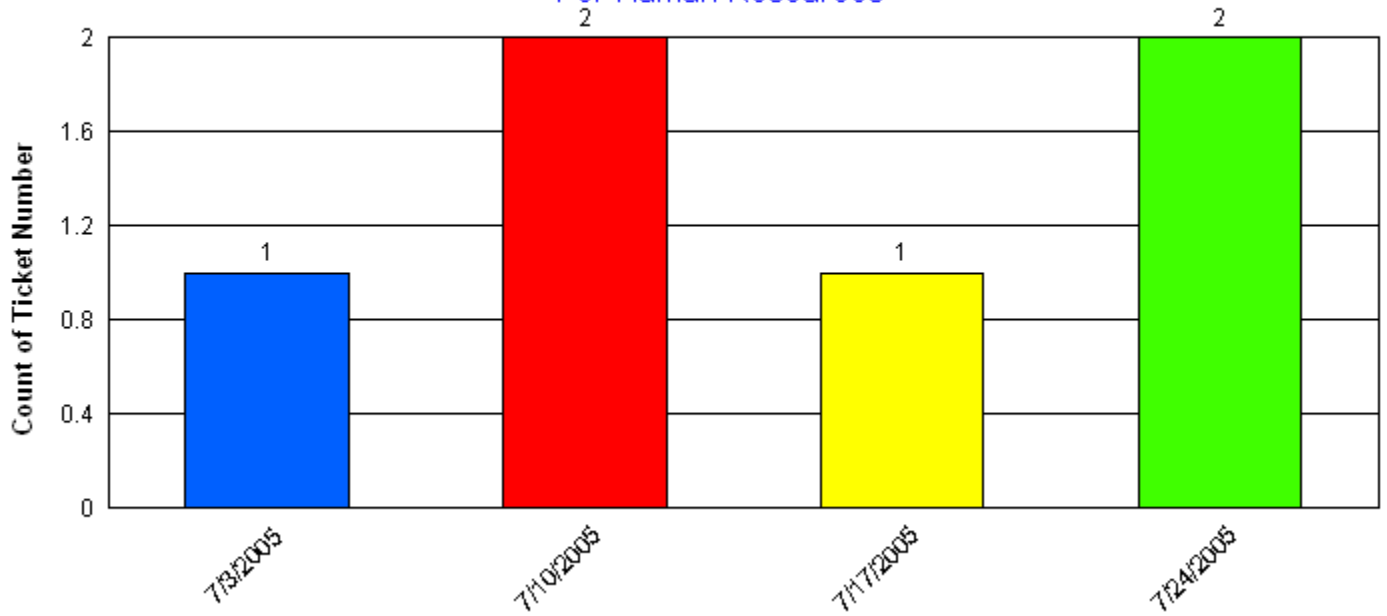
For Helpdesk



Human Resources		<u>Create</u>	<u>Date</u>	<u>Short Description</u>
mcnamara		Total:	6	
Resolved		Total:	2	
Ticket Number:	0000121282		07/22/2005	Multiple primary jobs for two people in HR
Ticket Number:	0000121674		07/28/2005	Need access terminated immediately
Closed		Total:	4	
Ticket Number:	0000121602		07/27/2005	PS Support Request
Ticket Number:	0000120374		07/08/2005	Statement of Payroll Charges Question
Ticket Number:	0000120594		07/12/2005	Faculty Rank not consistent with Jobcoce
Ticket Number:	0000120593		07/12/2005	Employees without Active Primary Job

Count of Ticket Number / Create Date

For Human Resources



<u>LAN</u>	<u>Total:</u>	<u>Create</u> <u>Date</u>	<u>Short Description</u>
LAN	94		
Closed		<u>Total:</u> 1	
Ticket Number: 0000120548		07/12/2005	Novell/AD account creation

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<u>jesse</u>	<u>Resolved</u>	<u>Total:</u>	83	
		<u>Total:</u>	15	
Ticket Number:	0000121540	07/27/2005		Novell/AD acct for new employee oif New Media
Ticket Number:	0000121519	07/26/2005		AD Printing: mixed up printers
Ticket Number:	0000121751	07/29/2005		Re Access to General Accounting Folder on I Drive
Ticket Number:	0000121678	07/28/2005		Novell account/active directory access
Ticket Number:	0000121644	07/28/2005		Blank pw for AD not working
Ticket Number:	0000121548	07/27/2005		Novell/AD account needed for new chair / Farrow
Ticket Number:	0000121506	07/26/2005		More space needed on users H:
Ticket Number:	0000121437	07/25/2005		[Fwd: Computer Account Set-Up] Karim Said
Ticket Number:	0000121199	07/21/2005		secure network folders set-up
Ticket Number:	0000121226	07/21/2005		Create a new drive
Ticket Number:	0000120985	07/18/2005		Illiad Update
Ticket Number:	0000121625	07/28/2005		Novell Account/AD access
Ticket Number:	0000120492	07/11/2005		ext. 52917; Room 467 FA; Needs a second AD account;
Ticket Number:	0000121440	07/25/2005		FW: Computer Account Set-up
Ticket Number:	0000120966	07/18/2005		Novell account [passwd reset]

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		68	
Ticket Number: 0000121446	07/26/2005		Novell Access for Susan Boyer
Ticket Number: 0000121453	07/26/2005		Novell Account/AD Access
Ticket Number: 0000121486	07/26/2005		Need Novell Account and AD
Ticket Number: 0000121721	07/29/2005		User needs access to her computer.
Ticket Number: 0000121468	07/26/2005		dconnors has novell acct / no access to I drive for SJP
Ticket Number: 0000120577	07/12/2005		please reset active directory password uid=ldague1
Ticket Number: 0000120000	07/01/2005		User would like a generic novell print account created for use on an o
Ticket Number: 0000120333	07/08/2005		User: Katie McGuire username: kmcguire needs novell account for d
Ticket Number: 0000120320	07/08/2005		Work Order Request
Ticket Number: 0000120319	07/08/2005		Novell Account Setup Win W. Maw
Ticket Number: 0000120295	07/07/2005		Users need to log into Novell at two PC's at the same time.
Ticket Number: 0000120246	07/07/2005		Cancel Accounts
Ticket Number: 0000120205	07/06/2005		customer request creation of a generic account
Ticket Number: 0000120153	07/06/2005		User: jmtolji1 needs novell accounts under context CASPR. x58740
Ticket Number: 0000120150	07/06/2005		Need access Grad School Dean's Office Files on I: Drive
Ticket Number: 0000120149	07/06/2005		user "chapman"; re: AD access for Provost's office
Ticket Number: 0000120145	07/06/2005		Novell Account Deletion
Ticket Number: 0000120532	07/12/2005		Need AD account for leiplslab2
Ticket Number: 0000120104	07/05/2005		BS368: Network printer does not show up on the computer
Ticket Number: 0000120095	07/05/2005		Novell/AD Account Creation
Ticket Number: 0000120070	07/05/2005		User: Emily Gerrett, username: egerrett needs novell acct. for OIA dep
Ticket Number: 0000120067	07/05/2005		Account needs to be setup for AD
Ticket Number: 0000120499	07/11/2005		Novell/AD account creation
Ticket Number: 0000119996	07/01/2005		Novell/AD account creation request
Ticket Number: 0000120139	07/06/2005		TODO error
Ticket Number: 0000121488	07/26/2005		Need Novell Account and AD
Ticket Number: 0000120477	07/11/2005		Novell/AD Account Creation
Ticket Number: 0000120159	07/06/2005		Novell/AD Account Creation
Ticket Number: 0000121213	07/21/2005		Novell Account: Anne Scholl-Fiedler
Ticket Number: 0000120284	07/07/2005		Access right
Ticket Number: 0000120445	07/11/2005		Customer changing offices; needs context change
Ticket Number: 0000120796	07/14/2005		Cancel Accounts
Ticket Number: 0000120678	07/13/2005		Novell/AD acct needed for riedel - setup like John Goodall
Ticket Number: 0000120696	07/13/2005		Dee needs more space on her Novell H:\ drive.
Ticket Number: 0000120662	07/13/2005		Novell/AD account deletion
Ticket Number: 0000120660	07/13/2005		Chuck Brawner needs a Novell account.
Ticket Number: 0000120646	07/13/2005		Novell.umbc.edu - Netstorage appears to be hanging
Ticket Number: 0000120611	07/12/2005		Out of Space on Novell Shared (M:) Drive
Ticket Number: 0000120630	07/13/2005		[Fwd: Re: New AD account]
Ticket Number: 0000120606	07/12/2005		"H" drive increase
Ticket Number: 0000120704	07/13/2005		request for Novell account
Ticket Number: 0000120727	07/14/2005		Calendar account for kirsten
Ticket Number: 0000120700	07/13/2005		New Employee (kirsten)-novell/AD acct
Ticket Number: 0000120597	07/12/2005		FW: Problem Submitted By jessame@umbc.edu
Ticket Number: 0000120574	07/12/2005		User Naly1, Nancy Lee needs novell account and AD for Context Spo
Ticket Number: 0000120509	07/11/2005		User need novell account
Ticket Number: 0000120487	07/11/2005		Generic Novell/AD login Password Reset
Ticket Number: 0000120472	07/11/2005		Novell/AD Account Creation
Ticket Number: 0000120468	07/11/2005		User: jeffries needs to have context changed from history to DAS.
Ticket Number: 0000120449	07/11/2005		Need To View Directory Sizes
Ticket Number: 0000120849	07/15/2005		User tried to long to novell wrong 5 times and is locked out.; ext. 582
Ticket Number: 0000121420	07/25/2005		Question about dept drives
Ticket Number: 0000121417	07/25/2005		User cannot update macafee succesfully; 203-610-3924
Ticket Number: 0000121391	07/25/2005		Calendar acct needed for connor

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000121374	07/25/2005	New Employee-AD/Novell acct needed
Ticket Number:	0000121335	07/23/2005	Mcafee update problem
Ticket Number:	0000121157	07/20/2005	novell account creation
Ticket Number:	0000121152	07/20/2005	request
Ticket Number:	0000121187	07/21/2005	Restricted Novel Share Folder
Ticket Number:	0000121140	07/20/2005	user leotis needs workstation AD admin privs
Ticket Number:	0000121049	07/19/2005	Restrict Novell Access
Ticket Number:	0000120970	07/18/2005	Suspended account.
Ticket Number:	0000120915	07/17/2005	request
Ticket Number:	0000120937	07/18/2005	AD account needed for pettit
Ticket Number:	0000121005	07/19/2005	Local policy of system does not allow you to log on interactly
Ticket Number:	0000120947	07/18/2005	disable account
Ticket Number:	0000120941	07/18/2005	Novell/AD account needed for new employee
Ticket Number:	0000120876	07/15/2005	User is in context communications. None of the novell printers shows u

vladimir

Total: 10

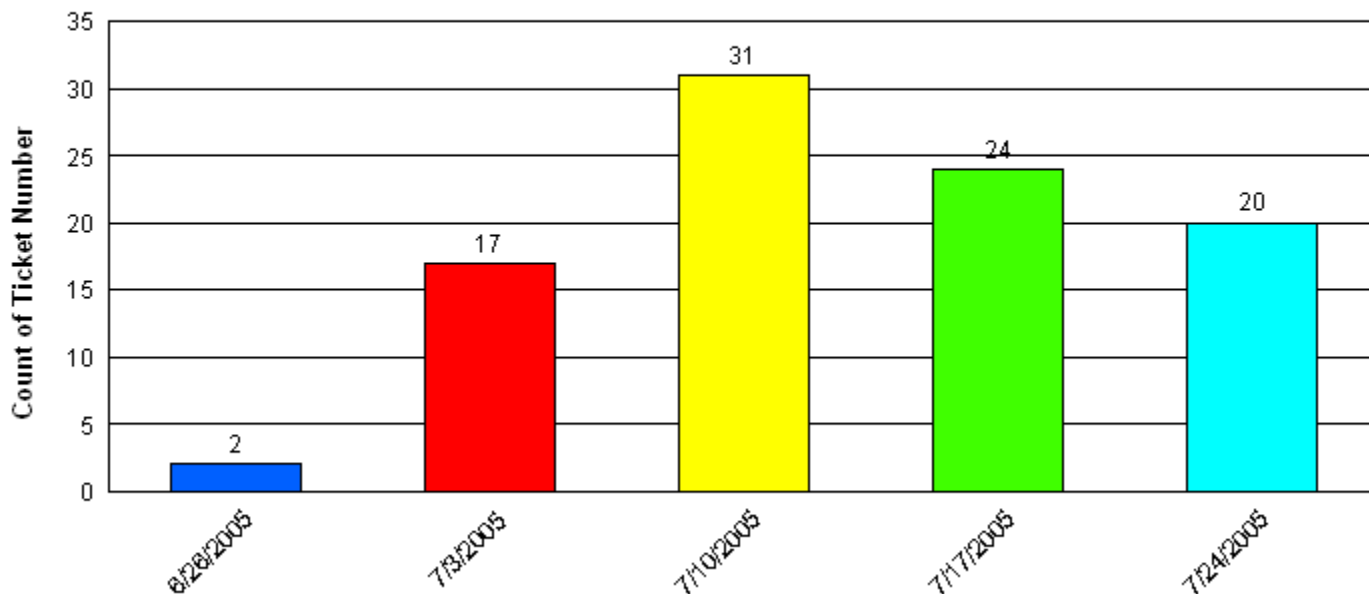
Closed

Total: 10

Ticket Number:	0000120846	07/15/2005	User jung and jyoder1
Ticket Number:	0000121106	07/20/2005	novell account
Ticket Number:	0000121095	07/20/2005	Old network printer no longer appears under Printers and Faxes
Ticket Number:	0000121070	07/19/2005	User unable to print.
Ticket Number:	0000121017	07/19/2005	AD811: Missing 2 network printers for OIA - HP4000 & HP4000_2
Ticket Number:	0000120981	07/18/2005	AD account
Ticket Number:	0000120967	07/18/2005	Password reset
Ticket Number:	0000120929	07/18/2005	Customer needs AD log in access to machines in OSP
Ticket Number:	0000120883	07/15/2005	User mbradley in context, economics needs password reset.
Ticket Number:	0000120708	07/13/2005	Users uhussong and randy

Count of Ticket Number / Create Date

For LAN



		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
New Media	<u>Total:</u>	79		
darnold		<u>Total:</u>	2	
Closed		<u>Total:</u>	2	
Ticket Number:	0000120512	07/11/2005		page needs updating
Ticket Number:	0000121172	07/21/2005		[Fwd: Re: Home Page]

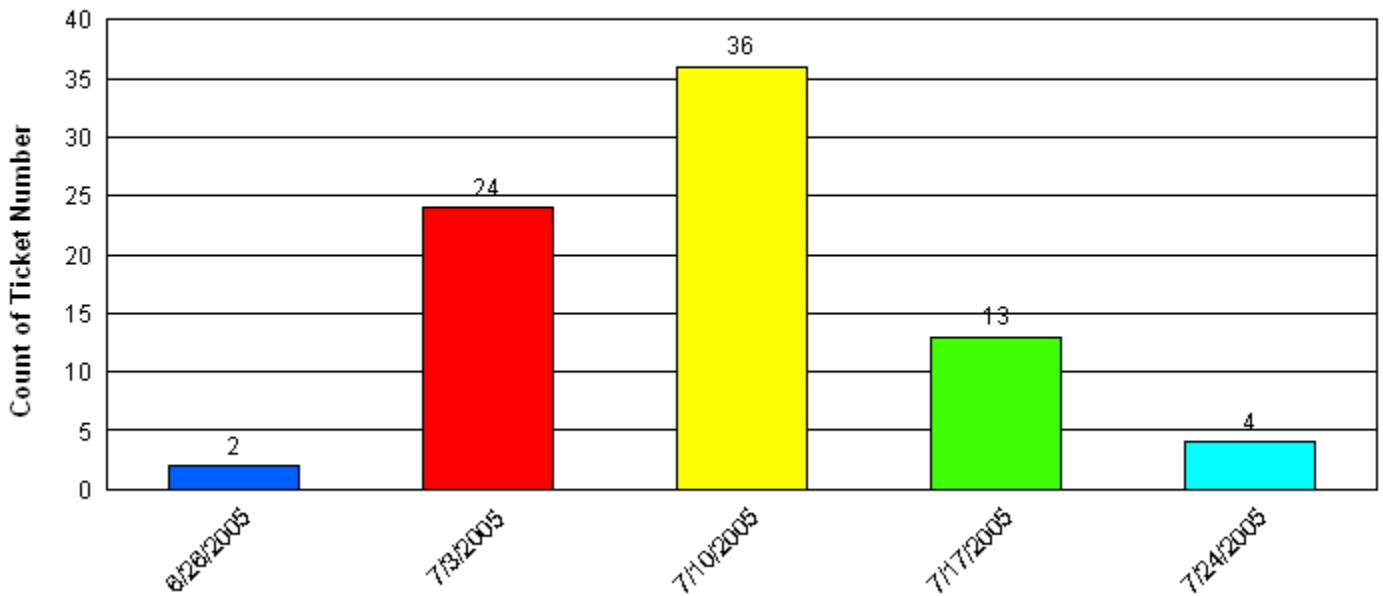
ebenson1		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
Ticket Number:	0000121613	<u>Total:</u> 60	missing class
Ticket Number:	0000121699	<u>Total:</u> 2	Blackboard Community Request: Assign to New Media: Blackboard
		07/28/2005	
		07/28/2005	

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		58	
Ticket Number: 0000121442	07/25/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000121425	07/25/2005		In regards to tickets 120517;16;15; Customer cannot see the courses in
Ticket Number: 0000120281	07/07/2005		Returning adjunct faculty would like training in Bb
Ticket Number: 0000120259	07/07/2005		User wants name on blackboard changed from "Richard Delaney" to "
Ticket Number: 0000120425	07/11/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000120217	07/06/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000120044	07/05/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000120027	07/03/2005		Work Order Request-Can not access Data Driven group
Ticket Number: 0000120443	07/11/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000120442	07/11/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000120439	07/11/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000119973	07/01/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000120043	07/05/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000120042	07/05/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000120298	07/07/2005		Kathleen Kidd reply to Eric/Blackboard
Ticket Number: 0000120533	07/12/2005		Blackboard login problems
Ticket Number: 0000120114	07/05/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000120107	07/05/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000121154	07/20/2005		"Collaboration" & "Virtual Chat Room" buttons do not come up
Ticket Number: 0000120087	07/05/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000120060	07/05/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000120851	07/15/2005		Chem 124 needs to be created on blackboard;
Ticket Number: 0000121142	07/20/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000121143	07/20/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000121205	07/21/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000121289	07/22/2005		Work Order Request-Class for fall not listed in bb
Ticket Number: 0000121145	07/20/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000121144	07/20/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000120426	07/11/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000120390	07/08/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000120386	07/08/2005		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000120395	07/09/2005		Customer cannot access blackboard, the site continually redirects her; 4
Ticket Number: 0000120411	07/10/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000120428	07/11/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000120430	07/11/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000120432	07/11/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000120517	07/11/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000120516	07/11/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000120515	07/11/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000120564	07/12/2005		How to post grades to the gradebook in Blackboard
Ticket Number: 0000120485	07/11/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000120462	07/11/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000120441	07/11/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000120440	07/11/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000120436	07/11/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000120435	07/11/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000120437	07/11/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000120434	07/11/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000120433	07/11/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000120852	07/15/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000120666	07/13/2005		User created umbc account but blackboard account was not made for h
Ticket Number: 0000120643	07/13/2005		setting up a blackboard course
Ticket Number: 0000120598	07/12/2005		Question re Blackboard
Ticket Number: 0000120431	07/11/2005		Blackboard DELETE Course: Assign to New Media: Blackboard

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000120429	07/11/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000120419	07/11/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000120402	07/10/2005	Fall 2005
Ticket Number: 0000120389	07/08/2005	Blackboard NEW Course: Assign to New Media: Blackboard
rarmstro	<u>Total:</u> 17	
Closed	<u>Total:</u> 17	
Ticket Number: 0000120687	07/13/2005	User: jsaz1 does not have blackboard account, needs one created.
Ticket Number: 0000120781	07/14/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000121081	07/20/2005	query on courses
Ticket Number: 0000120831	07/15/2005	Question about new Bb course shells
Ticket Number: 0000121337	07/23/2005	Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000120908	07/17/2005	Blackboard Course Settings
Ticket Number: 0000121336	07/23/2005	Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000121136	07/20/2005	need training
Ticket Number: 0000120037	07/04/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000120156	07/06/2005	Professor needs a course created for Socy 335: Terrorism and Social V
Ticket Number: 0000120242	07/07/2005	User would like his name on accout changed from "Eugene Melcavage
Ticket Number: 0000120188	07/06/2005	Peoplesoft Training
Ticket Number: 0000120136	07/06/2005	Courses
Ticket Number: 0000120130	07/05/2005	Your Email Account is Suspended For Security Reasons
Ticket Number: 0000120013	07/01/2005	SUMMER ..CHEM 124L
Ticket Number: 0000120097	07/05/2005	Access to Grad School content management system
Ticket Number: 0000120038	07/04/2005	Blackboard Course Setup

Count of Ticket Number / Create Date

For New Media



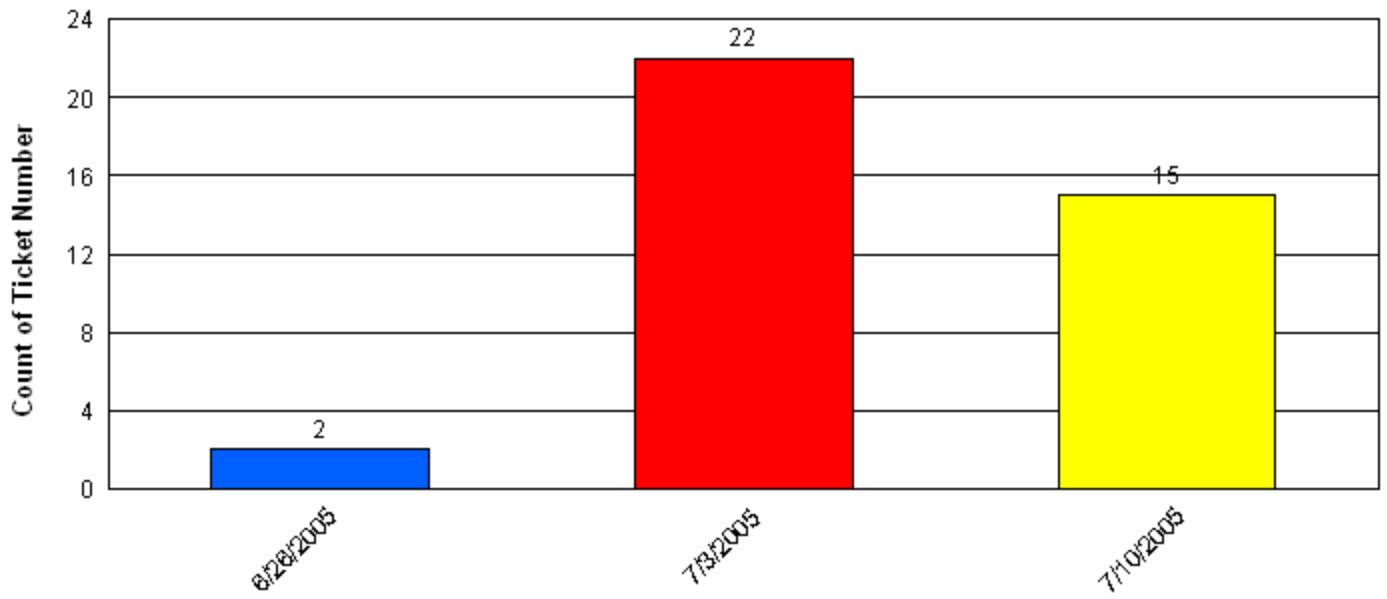
		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
OIT BSG Non People	Total:	39	
BSG:Operational_Support	Total:	4	
Closed	Total:	4	
Ticket Number:	0000120050	07/05/2005	SYBM4125 LogFile Tape
Ticket Number:	0000120098	07/05/2005	HPUMBC2/Load SAFERs/COCO tape
Ticket Number:	0000120354	07/08/2005	RDBM2003 GradeSheets Printed
Ticket Number:	0000120569	07/12/2005	Reset Ustr0029.GADM
BSG:SA_Records_Support	Total:	1	
Closed	Total:	1	
Ticket Number:	0000120873	07/15/2005	set up projector and computer
BSG:Web_Infrastructure	Total:	20	
Closed	Total:	20	
Ticket Number:	0000120348	07/08/2005	IS 300 Vyas
Ticket Number:	0000120350	07/08/2005	Anderson PSYC 342
Ticket Number:	0000120775	07/14/2005	daSilva/chem124
Ticket Number:	0000120629	07/13/2005	CHEM 352L Quiz 9 Perks
Ticket Number:	0000120628	07/13/2005	CHEM 352L Quiz 7 Perks
Ticket Number:	0000120627	07/13/2005	CHEM 352L Quiz 5 Perks
Ticket Number:	0000120500	07/11/2005	BIOL 302 Exam 6 Caruso
Ticket Number:	0000120353	07/08/2005	BIOL 251 Fleischman
Ticket Number:	0000120376	07/08/2005	ECON 312 CArter
Ticket Number:	0000120377	07/08/2005	ECON 312 Carter
Ticket Number:	0000120352	07/08/2005	PSYC 333Blass
Ticket Number:	0000120351	07/08/2005	BIOL 303 Blumberg
Ticket Number:	0000120423	07/11/2005	ECON 102 Mark Thomas
Ticket Number:	0000120228	07/07/2005	PSYC 380 Anderson
Ticket Number:	0000120230	07/07/2005	PSYC 340 Blass
Ticket Number:	0000120525	07/12/2005	ECON 121 Croteau
Ticket Number:	0000120231	07/07/2005	BIOL 303 Blumberg
Ticket Number:	0000120046	07/05/2005	CHEM 352 Perks
Ticket Number:	0000119975	07/01/2005	PSYC 342 Anderson
Ticket Number:	0000119974	07/01/2005	SOWK Okundaye Exam
blanchet	Total:	5	
Closed	Total:	5	
Ticket Number:	0000120051	07/05/2005	Sallie Mae transmission problems over the weekend
Ticket Number:	0000120052	07/05/2005	S5 Report questions
Ticket Number:	0000120045	07/05/2005	ABORT: ARBM4438
Ticket Number:	0000120529	07/12/2005	Questions on certain crossover reports and student selection criteria
Ticket Number:	0000120766	07/14/2005	Sallie Mae transmission files from 7/12
dina	Total:	3	
Closed	Total:	3	
Ticket Number:	0000120371	07/08/2005	Investigate Student Claim of Drops
Ticket Number:	0000120585	07/12/2005	Investigate impact of readmit in ugrad admissions
Ticket Number:	0000120254	07/07/2005	Questions about R25
jason12	Total:	1	
Closed	Total:	1	
Ticket Number:	0000120203	07/06/2005	r25 table export/import(secondtime)
putro	Total:	5	
Closed	Total:	5	
Ticket Number:	0000120152	07/06/2005	Leslie Lawrence was having a problem with fsaAtlas
Ticket Number:	0000120180	07/06/2005	Extra sort for GABR1813
Ticket Number:	0000120681	07/13/2005	Student not able to sign in to myUMBC after being admitted
Ticket Number:	0000120765	07/14/2005	Questions about how to download files
Ticket Number:	0000120682	07/13/2005	Student Names showing up multiple times in Name Search

Create
Date

Short Description

Count of Ticket Number / Create Date

For OIT BSG Non PeopleSoft



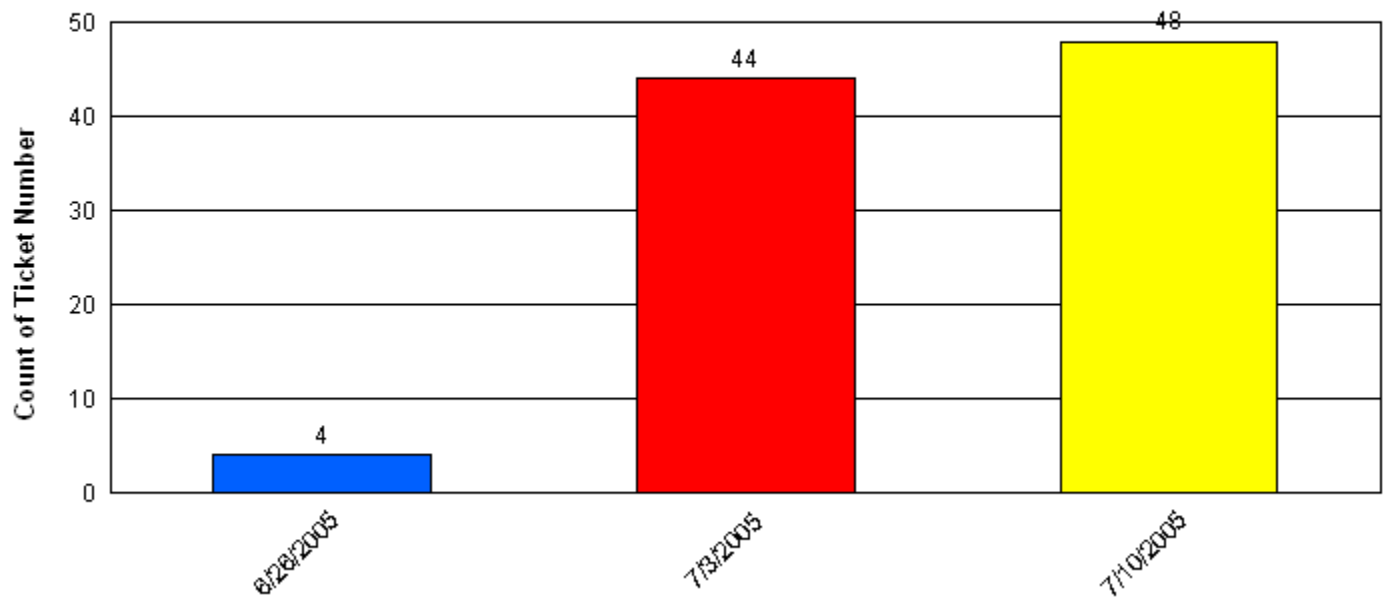
		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
OIT Business Systems: P	Total:	96	
PS:TECHSA		Total: 1	
Closed		Total: 1	
Ticket Number: 0000120361		07/08/2005	peoplebooks server failure
byron		Total: 2	
Closed		Total: 2	
Ticket Number: 0000120743		07/14/2005	HRDB3 Subscription app message error
Ticket Number: 0000120744		07/14/2005	HRDB3 Publication app message error
chriss		Total: 36	
Closed		Total: 36	
Ticket Number: 0000120417		07/11/2005	Script for FSDEV
Ticket Number: 0000120480		07/11/2005	run snippet
Ticket Number: 0000120484		07/11/2005	Script for FSTST
Ticket Number: 0000120479		07/11/2005	PS backups not running
Ticket Number: 0000120590		07/12/2005	Script for Updates to FSPRD
Ticket Number: 0000120642		07/13/2005	run script
Ticket Number: 0000120716		07/13/2005	Execute script in HRPRD
Ticket Number: 0000120705		07/13/2005	Execute script in HRPRD
Ticket Number: 0000120669		07/13/2005	pls backup hrprd for payroll
Ticket Number: 0000120626		07/13/2005	Retriever is getting a database corrupted error.
Ticket Number: 0000120582		07/12/2005	Re: Oracle access
Ticket Number: 0000120506		07/11/2005	Please run attached in FSDEV
Ticket Number: 0000120530		07/12/2005	Backup HRDB2
Ticket Number: 0000120209		07/06/2005	Script for FSPRD
Ticket Number: 0000120233		07/07/2005	App Messaging
Ticket Number: 0000120178		07/06/2005	Script for FSDEV
Ticket Number: 0000120308		07/08/2005	run script
Ticket Number: 0000120334		07/08/2005	run script
Ticket Number: 0000120303		07/08/2005	FSRPT - Oracle Error (corrupt data block)
Ticket Number: 0000120493		07/11/2005	Please and run attached in FSDEV and build DB link
Ticket Number: 0000120269		07/07/2005	Need this script to be run in FSTST (rebuilding run control table)
Ticket Number: 0000120253		07/07/2005	Execute script in HRPRD
Ticket Number: 0000120252		07/07/2005	Approved migration of HR-126 into production
Ticket Number: 0000120255		07/07/2005	Execute script in HRPRD
Ticket Number: 0000120237		07/07/2005	Please copy PS_UM_GM_DEPT_CONV from FSDEV to FSTST
Ticket Number: 0000120475		07/11/2005	Fix backups on seven
Ticket Number: 0000120199		07/06/2005	Move uportal
Ticket Number: 0000120196		07/06/2005	Please grant read-only Oracle access to HRPRD for Darryl Del Pino (
Ticket Number: 0000120195		07/06/2005	Script for FSTST
Ticket Number: 0000120192		07/06/2005	Work Order Request
Ticket Number: 0000120191		07/06/2005	please run script to fix budget check error (fsprd)
Ticket Number: 0000120187		07/06/2005	Another Script for FSDEV
Ticket Number: 0000120177		07/06/2005	Need this script to be run in FSDEV (building run control table)
Ticket Number: 0000120175		07/06/2005	Work Order Request
Ticket Number: 0000120507		07/11/2005	Please run attached in FSDEV
Ticket Number: 0000120724		07/14/2005	FSRPT - Corrupt Data Block (Retriever)
dharley		Total: 1	
Closed		Total: 1	
Ticket Number: 0000120537		07/12/2005	ADC password assistance

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
dsylva	<u>Total:</u>	5	
Closed	<u>Total:</u>	5	
Ticket Number: 0000120369	07/08/2005		R0000A: Create FY 2005 Accruals for PP 2006001
Ticket Number: 0000120773	07/14/2005		PS****:Can not print HR Reports - Dept 10237
Ticket Number: 0000120746	07/14/2005		PS****:Distribution program cannot find 2006 DBEs for hourly empl
Ticket Number: 0000120540	07/12/2005		PS****:Run Payroll Accrual Process for FY05/FY06 Transition
Ticket Number: 0000120829	07/15/2005		PS****:2006 DBEs missing for 2 positions
haddaway	<u>Total:</u>	1	
Closed	<u>Total:</u>	1	
Ticket Number: 0000120289	07/07/2005		Script for FSDEV
jeremy	<u>Total:</u>	12	
Closed	<u>Total:</u>	12	
Ticket Number: 0000120270	07/07/2005		Pl. run map nightly
Ticket Number: 0000120565	07/12/2005		make another copy of run controls and security for FSRPT
Ticket Number: 0000120563	07/12/2005		clone FSTST from last nights backup using WLM
Ticket Number: 0000120645	07/13/2005		refresh HRTST2
Ticket Number: 0000120625	07/13/2005		pls restore HRDB2 from HRPRD bkup 7/12
Ticket Number: 0000120562	07/12/2005		ORA-26040: Data block was loaded using the NOLOGGING option
Ticket Number: 0000120568	07/12/2005		Please run attached in FSDEV
Ticket Number: 0000120655	07/13/2005		run script
Ticket Number: 0000120795	07/14/2005		pls run attcd sql in HRPRD (fix for 7516- dpt in pay_earnings)
Ticket Number: 0000120778	07/14/2005		Script for FSDEV
Ticket Number: 0000120742	07/14/2005		Restore HRCA from HRPRD of Last night effective 11:05 PM
Ticket Number: 0000120674	07/13/2005		please run script (fsprd)
kblank	<u>Total:</u>	4	
Closed	<u>Total:</u>	4	
Ticket Number: 0000120545	07/12/2005		1 Retriever technical problem
Ticket Number: 0000120592	07/12/2005		Payroll 026 Incorrect Fiscal Year
Ticket Number: 0000120276	07/07/2005		Retriever FSRPT Instance
Ticket Number: 0000120328	07/08/2005		1 Retreiver
kirby	<u>Total:</u>	1	
Closed	<u>Total:</u>	1	
Ticket Number: 0000120061	07/05/2005		PS****:Payroll file from CP to UMBC
lrاند	<u>Total:</u>	3	
Closed	<u>Total:</u>	3	
Ticket Number: 0000120019	07/01/2005		PS****:Remove Budget Office roles from Anna Gosden's user 'GOSD
Ticket Number: 0000120018	07/01/2005		PS****:Disable Carole Kincaid's 'Z' User in HRPRD
Ticket Number: 0000120385	07/08/2005		PS****:Priority 1 - Changes to Dept Names in Finance
ostrove	<u>Total:</u>	9	
Closed	<u>Total:</u>	9	
Ticket Number: 0000120457	07/11/2005		Relabel legato tape
Ticket Number: 0000120693	07/13/2005		legato - replace bad tape
Ticket Number: 0000120607	07/12/2005		Inventory Stuff
Ticket Number: 0000120684	07/13/2005		change tape retention in psoft web servers
Ticket Number: 0000120229	07/07/2005		Sallie Mae failed
Ticket Number: 0000120056	07/05/2005		IBM Training - Korn and Bash shell programming
Ticket Number: 0000120113	07/05/2005		tapestud ip change
Ticket Number: 0000120510	07/11/2005		IBM hardware maintenance issues
Ticket Number: 0000120213	07/06/2005		Aegis Hard Drive Failure
psimon	<u>Total:</u>	3	
Closed	<u>Total:</u>	3	
Ticket Number: 0000119976	07/01/2005		PO Problem
Ticket Number: 0000120640	07/13/2005		"No Success"
Ticket Number: 0000120841	07/15/2005		AP Paycycle Report Error

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
slong	Total: 3	
Closed	Total: 3	
Ticket Number: 0000120413	07/10/2005	HELP!
Ticket Number: 0000119972	07/01/2005	No Success
Ticket Number: 0000120118	07/05/2005	1 Update Journal Status
stephen	Total: 15	
Closed	Total: 15	
Ticket Number: 0000120291	07/07/2005	PS****:Inactivate Security
Ticket Number: 0000120120	07/05/2005	PS****:Security Revision
Ticket Number: 0000120268	07/07/2005	PS***** Inactivate Security
Ticket Number: 0000120321	07/08/2005	PS****:Security Revision
Ticket Number: 0000120326	07/08/2005	PS***** Security Revision
Ticket Number: 0000120327	07/08/2005	PS***** Inactivate Security
Ticket Number: 0000120325	07/08/2005	PS****:Security Revision
Ticket Number: 0000120277	07/07/2005	PS****:Inactivate Security
Ticket Number: 0000120260	07/07/2005	PS****:Security Revision
Ticket Number: 0000120154	07/06/2005	PS****:Security Revision/Setup
Ticket Number: 0000120336	07/08/2005	PS****:Inactivate Security
Ticket Number: 0000120688	07/13/2005	PS****:Permission List Setup
Ticket Number: 0000120473	07/11/2005	PS***** HR Access for Karen Barnes
Ticket Number: 0000120539	07/12/2005	PS***** Establish Security
Ticket Number: 0000120339	07/08/2005	PS***** Inactivate Security

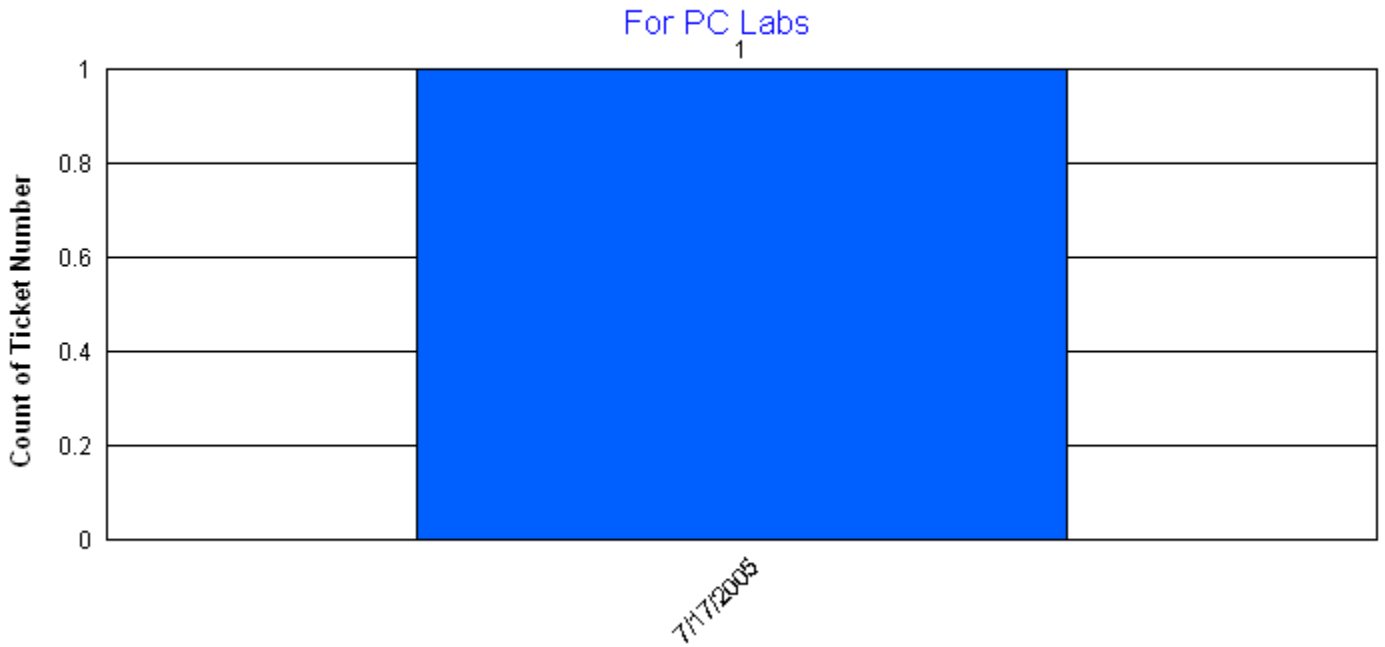
Count of Ticket Number / Create Date

For OIT Business Systems: PeopleSoft



<u>PC Labs</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
PCLabs	1		
Closed	1		
Ticket Number: 0000121180		07/21/2005	Maton - ECS122 - pw not working for instructor machine

Count of Ticket Number / Create Date

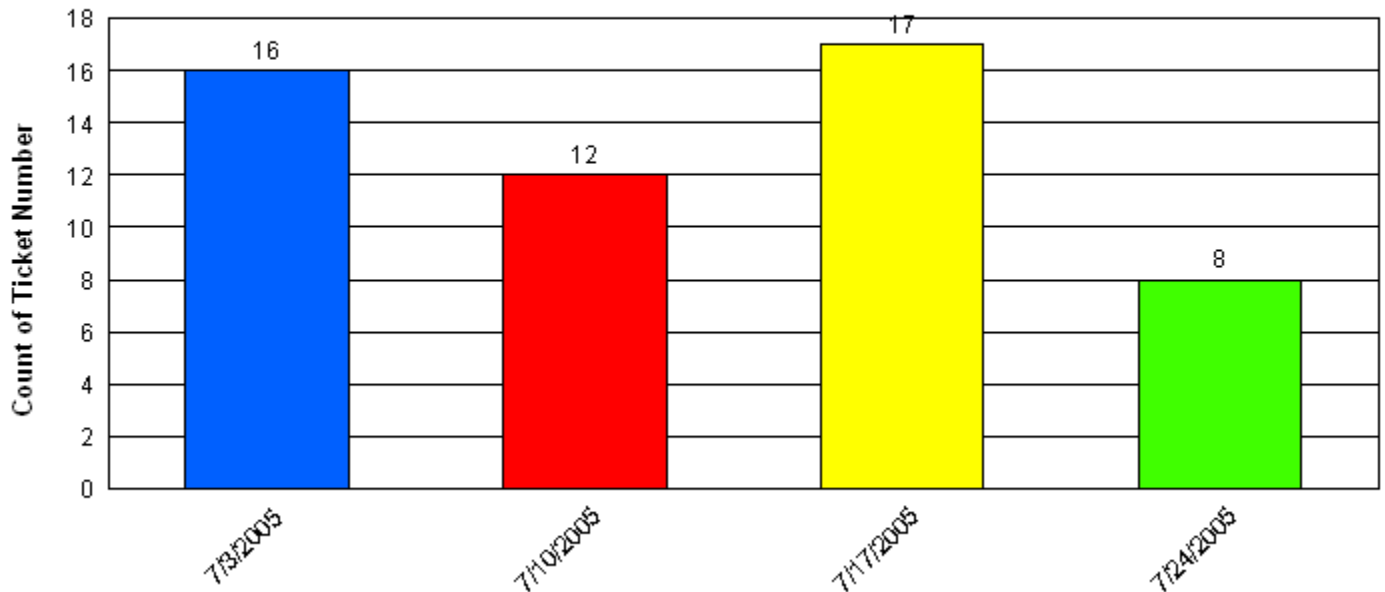


		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Physical Networks	Total:	53	
beakja1		Total: 5	
Closed		Total: 5	
Ticket Number:	0000120983	07/18/2005	Not able to connect to Resnet in Wicomico
Ticket Number:	0000121072	07/19/2005	Wireless problems in Harbor Hall
Ticket Number:	0000120360	07/08/2005	User cannot get ip from jack #005-1-toe in room 1005A of Wallker. x
Ticket Number:	0000120571	07/12/2005	Person Megan called, she's there for summer program and her jack is
Ticket Number:	0000120216	07/06/2005	Math Psych building outage
bushong1		Total: 17	
Resolved		Total: 7	
Ticket Number:	0000121220	07/21/2005	[site survey] ECS329: Install 2 new data line & 1 voice line
Ticket Number:	0000121432	07/25/2005	CHEM451: Jack Activation
Ticket Number:	0000121448	07/26/2005	Work Order Request-Need static ip
Ticket Number:	0000121510	07/26/2005	TRC 181 - Network jack not activated
Ticket Number:	0000121445	07/26/2005	Work Order Request-Unable to ping device to port
Ticket Number:	0000121287	07/22/2005	ACIV427B: migrate pc to AD
Ticket Number:	0000121264	07/22/2005	Computer behaving strangely.
Closed		Total: 10	
Ticket Number:	0000121171	07/21/2005	Work Order Request-Prob w/connecting to network
Ticket Number:	0000120889	07/15/2005	Work Order Request
Ticket Number:	0000120514	07/11/2005	Chem464: re-activate dead network jack
Ticket Number:	0000120601	07/12/2005	Network line to rack A6
Ticket Number:	0000121229	07/21/2005	activate the jack behind Jim's desk on the printer vlan
Ticket Number:	0000121233	07/21/2005	dead jacks please fix
Ticket Number:	0000121275	07/22/2005	User needs ethernet jack repaired
Ticket Number:	0000121394	07/25/2005	Jack activation
Ticket Number:	0000121370	07/25/2005	ERK152: need to deactivate old connection and activate new jack
Ticket Number:	0000121245	07/21/2005	Please re-activate jack #TRC210-4
cmckin1		Total: 1	
Closed		Total: 1	
Ticket Number:	0000120201	07/06/2005	Users in this office room cannot connect to the internet; 2nd floor 2.0
damian		Total: 1	
Resolved		Total: 1	
Ticket Number:	0000121109	07/20/2005	ECS012C VLAN/LB configurations for uportal
natb1		Total: 7	
Closed		Total: 7	
Ticket Number:	0000120168	07/06/2005	Dead jack in ECS 116
Ticket Number:	0000120170	07/06/2005	Need jack turned on in ECS
Ticket Number:	0000120182	07/06/2005	ERK167: Activate jacks 167-1 & 167-2 on the client vlan
Ticket Number:	0000120202	07/06/2005	Need jack activated in ITE
Ticket Number:	0000120081	07/05/2005	Library 2nd floor replacement hubs
Ticket Number:	0000120959	07/18/2005	jack # 007-3 in PUP 015
Ticket Number:	0000121036	07/19/2005	Modem line to rack A6

zicka		<u>Create</u>	<u>Short Description</u>
Closed		<u>Date</u>	
		<u>Total:</u> 22	
		<u>Total:</u> 22	
Ticket Number:	0000120925	07/18/2005	Can not find server when trying to dial in from new jersey
Ticket Number:	0000120964	07/18/2005	Work Order Request
Ticket Number:	0000121067	07/19/2005	New DNS entry needed
Ticket Number:	0000120980	07/18/2005	Palm Mac Address
Ticket Number:	0000120357	07/08/2005	DNS Entry removal
Ticket Number:	0000120790	07/14/2005	[site survey] MP Hallway: Install 1 data line for vending machine
Ticket Number:	0000120698	07/13/2005	Library pay4print printer
Ticket Number:	0000120680	07/13/2005	Verify/create DNS entries
Ticket Number:	0000120557	07/12/2005	DNS change
Ticket Number:	0000120570	07/12/2005	Work Order Request
Ticket Number:	0000120604	07/12/2005	Add DNS entry
Ticket Number:	0000120661	07/13/2005	User claims to be able to connect to modem but cannot connect to any
Ticket Number:	0000120293	07/07/2005	IP for a department printer
Ticket Number:	0000120290	07/07/2005	Need hw registered
Ticket Number:	0000120467	07/11/2005	low on memory in terminal window
Ticket Number:	0000120292	07/07/2005	Need another hw registered
Ticket Number:	0000120278	07/07/2005	Need ip changed
Ticket Number:	0000120183	07/06/2005	Need DHCP entry updated
Ticket Number:	0000120169	07/06/2005	Need dns name moved to different subnet
Ticket Number:	0000120047	07/05/2005	WAREHOUSE: Router down (PhysPlant)
Ticket Number:	0000121458	07/26/2005	static ip addresses for two computers
Ticket Number:	0000121495	07/26/2005	need static IP

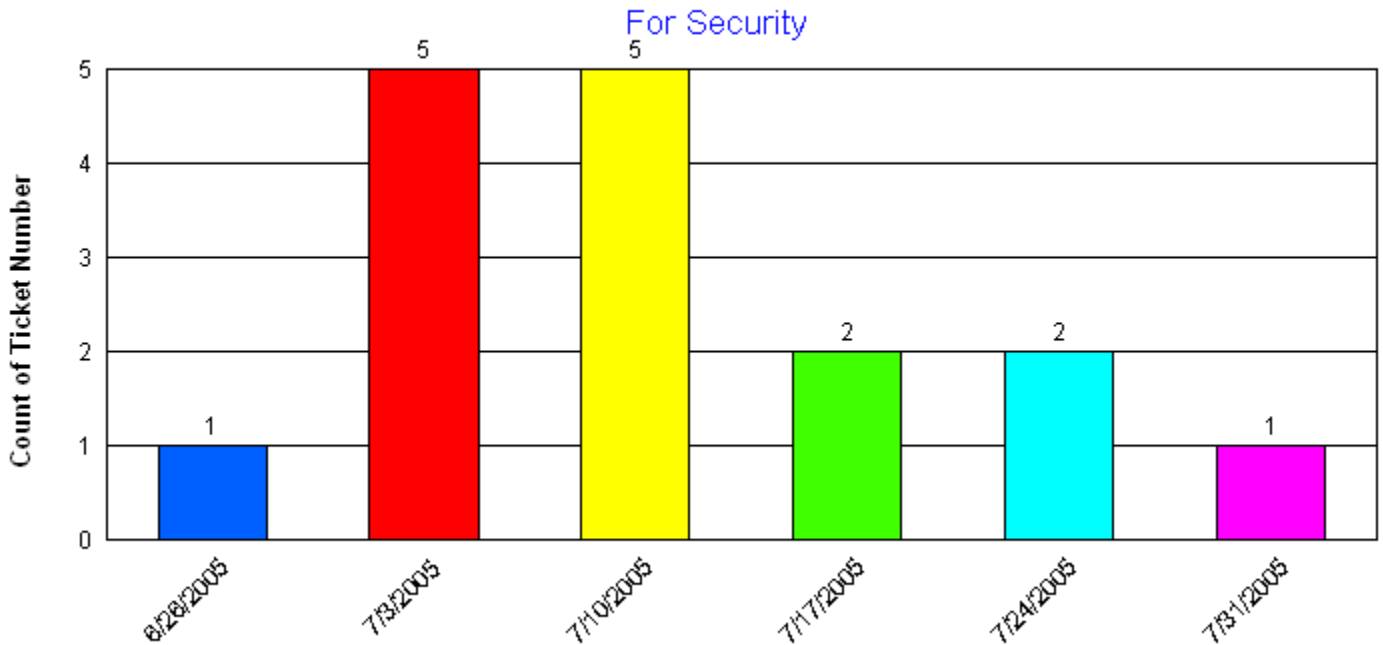
Count of Ticket Number / Create Date

For Physical Networks



Security	Total:	Create Date	Short Description
akhant1	16		
Resolved	Total: 9		
Ticket Number: 0000121696	07/28/2005		print jobs from rangoon.ucs?
Ticket Number: 0000121797	07/31/2005		User wants confirmation of Verizon software component
Closed	Total: 7		
Ticket Number: 0000119982	07/01/2005		Call for Papers: International Joint Conferences on Computer Informati
Ticket Number: 0000120082	07/05/2005		FW: Case ID 70332953 - Notice of Claimed Infringement chirag1
Ticket Number: 0000120297	07/07/2005		[Fwd: Spam report]
Ticket Number: 0000120135	07/05/2005		Spam coming from PPlant...
Ticket Number: 0000120405	07/10/2005		[Fwd: Fw: Verify your account urgently !] Notice from faculty to
Ticket Number: 0000120714	07/13/2005		Fwd: SPAM from 130.85.112.232
Ticket Number: 0000120842	07/15/2005		[Fwd: SPAMBOT on your network from 130.85.159.57]
andy	Total: 7		
Resolved	Total: 1		
Ticket Number: 0000121457	07/26/2005		FW: Case ID 78519038 - Notice of Claimed Infringement
Closed	Total: 6		
Ticket Number: 0000121076	07/19/2005		Suspicious E-mail
Ticket Number: 0000120198	07/06/2005		Your Account is Suspended (fwd)
Ticket Number: 0000120223	07/06/2005		PPlant hacked machine still out there...
Ticket Number: 0000120933	07/18/2005		[Fwd: 130.85.57.115 Abuse: Network Scan Port 139/tcp (netbios-ss
Ticket Number: 0000120427	07/11/2005		Account has been locked
Ticket Number: 0000120721	07/13/2005		Security Case: Probe/Scan Activity [130.85.57.115]

Count of Ticket Number / Create Date



<u>SysCore</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
SysCore:Webmail	165		
Closed	Total: 1		
Ticket Number: 0000121023	07/19/2005	1	Folders missing in webmail
banz	Total: 2		
Closed	Total: 2		
Ticket Number: 0000121138	07/20/2005	2	Internal Server Error on myUMBC Login
Ticket Number: 0000120672	07/13/2005	2	Machine UMBC7 has SAS license expired; ext. 56590;
daleg	Total: 22		
Resolved	Total: 5		
Ticket Number: 0000120318	07/08/2005	5	Need All Novell Users Names in ListProc Updated
Ticket Number: 0000120368	07/08/2005		Sarah's Spam folder is not appearing in Outlook Express.
Ticket Number: 0000121577	07/27/2005		Matlab toolbox questions
Ticket Number: 0000121583	07/27/2005		hase@umbc.edu = account. Username = medha1 needs access to this a
Ticket Number: 0000120753	07/14/2005		New "Bursar" web account is needed.
Closed	Total: 17		
Ticket Number: 0000121799	07/31/2005	17	movieSville.com Top 20; Jet Li new release; Tsui Hark and Zhang Zi
Ticket Number: 0000120011	07/01/2005		renaming email lists
Ticket Number: 0000120404	07/10/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000120723	07/13/2005		No subject
Ticket Number: 0000120701	07/13/2005		HERCULES cpu usage
Ticket Number: 0000120469	07/11/2005		Work Order Request
Ticket Number: 0000120879	07/15/2005		Problems with Management
Ticket Number: 0000120956	07/18/2005		Quota increase for advance website
Ticket Number: 0000120895	07/16/2005		User is only recieving some messages on his inbox.....some mail is g
Ticket Number: 0000121061	07/19/2005		myumbc internal server error
Ticket Number: 0000121328	07/22/2005		unsubscribe Pre Law - non UMBC email account
Ticket Number: 0000121407	07/25/2005		Privacy
Ticket Number: 0000121390	07/25/2005		User cannot remove vacation message from MyUMBC; ext. 54786;
Ticket Number: 0000121376	07/25/2005		Not able to access Vacation Message
Ticket Number: 0000121332	07/23/2005		LOTTERY
Ticket Number: 0000121331	07/23/2005		Bonanza: Seven Swords; "Aadaw!"; Ong Bak; Eros; Latest Releases
Ticket Number: 0000121055	07/19/2005		titan
jcgriego	Total: 12		
Closed	Total: 12		
Ticket Number: 0000121146	07/20/2005	12	Remedy Access
Ticket Number: 0000121222	07/21/2005		Username rkhalil1 is listed in remedy as HD:PPP where he should be H
Ticket Number: 0000120347	07/08/2005		Batch create FA05 Bb courses
Ticket Number: 0000120644	07/13/2005		LIMs reconcile system problem
Ticket Number: 0000120609	07/12/2005		[Fwd: two records in DB for same patron]
Ticket Number: 0000120583	07/12/2005		Access to SQL
Ticket Number: 0000120663	07/13/2005		Remedy Access termination
Ticket Number: 0000120752	07/14/2005		add PhysNet:Modems
Ticket Number: 0000120677	07/13/2005		Remedy acct for riedel -setup like john goodall
Ticket Number: 0000120675	07/13/2005		Calendar account for riedel
Ticket Number: 0000120022	07/02/2005		invalid sqlplus password
Ticket Number: 0000120181	07/06/2005		manually synch accounts for Lynne Schaefer
paulr	Total: 4		
Closed	Total: 4		
Ticket Number: 0000120311	07/08/2005	4	email link change on myUMBC Academics tab
Ticket Number: 0000120381	07/08/2005		myUMBC
Ticket Number: 0000120804	07/14/2005		Weird account issues
Ticket Number: 0000121403	07/25/2005		Can not view certain info in myUMBC

sbrown7		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	
		120	
		<u>Total:</u>	11
Ticket Number:	0000121371	07/25/2005	Cancel Accounts
Ticket Number:	0000121562	07/27/2005	Customer needs a calendar account set up; ext. 52205; RAC 231;
Ticket Number:	0000121736	07/29/2005	Connection dropped error in webmail
Ticket Number:	0000121724	07/29/2005	user needs directory access
Ticket Number:	0000121679	07/28/2005	Oracle Calendar Account: Christina Doty
Ticket Number:	0000121633	07/28/2005	Calendar Account Name Change
Ticket Number:	0000121574	07/27/2005	shared email folder
Ticket Number:	0000121549	07/27/2005	Calendar account for new chair of econ dept
Ticket Number:	0000121470	07/26/2005	Departmental E-mail Edits and Creations
Ticket Number:	0000121523	07/26/2005	Staff needs calendar account
Ticket Number:	0000121543	07/27/2005	No subject

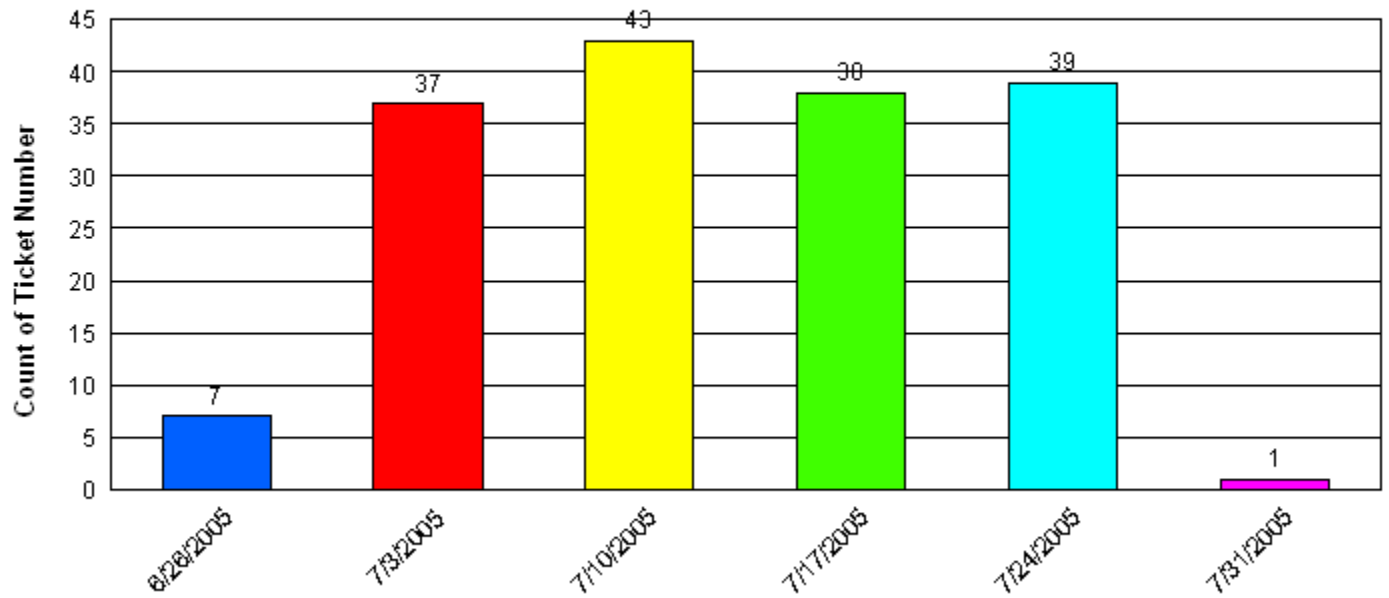
<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		109	
Ticket Number: 0000121449	07/26/2005		Name Change
Ticket Number: 0000121600	07/27/2005		(rflcomm)Web List Request
Ticket Number: 0000121615	07/28/2005		(pmc-cab)Web List Request
Ticket Number: 0000121777	07/29/2005		(waa-cab)Web List Request
Ticket Number: 0000121660	07/28/2005		(pd-collaboration)Web List Request
Ticket Number: 0000121618	07/28/2005		(erk-cab)Web List Request
Ticket Number: 0000121616	07/28/2005		(cpk-cab)Web List Request
Ticket Number: 0000121614	07/28/2005		(apts-cab)Web List Request
Ticket Number: 0000121612	07/28/2005		(hbr-cab)Web List Request
Ticket Number: 0000121529	07/26/2005		Ong-Bak The Thai Warrior Complete Series
Ticket Number: 0000121507	07/26/2005		Calendar Account
Ticket Number: 0000121498	07/26/2005		(pahf_overall)Web List Request
Ticket Number: 0000121705	07/28/2005		(mga)Web List Request
Ticket Number: 0000121505	07/26/2005		Jessica Porras needs Corporate Calendar Account
Ticket Number: 0000120121	07/05/2005		SEB-BOARD Listproc Problem
Ticket Number: 0000120041	07/05/2005		calendar account
Ticket Number: 0000120167	07/06/2005		Need 100 Ceduc accounts
Ticket Number: 0000120312	07/08/2005		Corporate Time Account
Ticket Number: 0000120307	07/08/2005		No subject
Ticket Number: 0000120561	07/12/2005		SysCore: Is there a problem with spam filters?
Ticket Number: 0000120271	07/07/2005		AFS folder restore
Ticket Number: 0000120265	07/07/2005		departmental web sites ownership
Ticket Number: 0000120263	07/07/2005		User: Candace Doane username: doane needs calendar account if she a
Ticket Number: 0000120262	07/07/2005		(seat)Web List Request
Ticket Number: 0000121043	07/19/2005		listproc question
Ticket Number: 0000120244	07/07/2005		List Deletion Request: SBTP
Ticket Number: 0000120224	07/07/2005		pl. explain?
Ticket Number: 0000120211	07/06/2005		UMBC UNIX account problems
Ticket Number: 0000120194	07/06/2005		Email and Corporate Time Account
Ticket Number: 0000120166	07/06/2005		(askrush)Web List Request
Ticket Number: 0000120144	07/06/2005		need to upload ISOs to myUMBC Business Services downloads
Ticket Number: 0000120123	07/05/2005		afs permissions
Ticket Number: 0000120117	07/05/2005		Calendar Account: bare
Ticket Number: 0000120099	07/05/2005		add to listproc
Ticket Number: 0000120085	07/05/2005		New employee
Ticket Number: 0000120078	07/05/2005		List Deletion Request: TSWEBAR
Ticket Number: 0000120071	07/05/2005		User: Emily Gerrett, username:egerrett needs calendar account.
Ticket Number: 0000120031	07/03/2005		ALERT: Email you sent may have contained a virus
Ticket Number: 0000120017	07/01/2005		(mediascan)Web List Request
Ticket Number: 0000119999	07/01/2005		Cancel Accounts
Ticket Number: 0000119998	07/01/2005		(ijegr)Web List Request
Ticket Number: 0000119988	07/01/2005		Web Redirect for Teaching American History
Ticket Number: 0000119989	07/01/2005		User boehling needs a Calendar account setup; 305-451-2564;
Ticket Number: 0000120200	07/06/2005		missing home dir
Ticket Number: 0000120221	07/06/2005		(elc610)Web List Request
Ticket Number: 0000120236	07/07/2005		FW: No requests found
Ticket Number: 0000120040	07/04/2005		I've wiped out my sent-mail folders!
Ticket Number: 0000120036	07/04/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000120478	07/11/2005		Calendar Account Creation
Ticket Number: 0000121212	07/21/2005		Create corporate calendar acct: Anne Scholl-Fiedler
Ticket Number: 0000120367	07/08/2005		Work Order Request-Corporate Calendar account
Ticket Number: 0000120819	07/14/2005		Needs Account Please
Ticket Number: 0000120840	07/15/2005		ask for help
Ticket Number: 0000121513	07/26/2005		Calendar Account for Karim Said

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000120822	07/14/2005	Work Order Request-Emails not showing up
Ticket Number:	0000120881	07/15/2005	Oracle calendar account needed
Ticket Number:	0000121428	07/25/2005	Out of the Office
Ticket Number:	0000121422	07/25/2005	Forwarding Address
Ticket Number:	0000121392	07/25/2005	deactivated accounts and listproc
Ticket Number:	0000121427	07/25/2005	Staff e-mail and calendar accounts
Ticket Number:	0000121310	07/22/2005	Pre-Law Society Listproc
Ticket Number:	0000121298	07/22/2005	**Message you sent blocked by our bulk email filter**
Ticket Number:	0000121286	07/22/2005	User was in admissions and is now in registrars. Needs to have here n
Ticket Number:	0000121285	07/22/2005	User needs access to webadmin2 "aok" guest accounts admin service o
Ticket Number:	0000121268	07/22/2005	Work Order Request
Ticket Number:	0000121254	07/22/2005	School's email
Ticket Number:	0000121246	07/21/2005	(funteam)Web List Request
Ticket Number:	0000121242	07/21/2005	need new email account [Shared Mailbox]
Ticket Number:	0000121053	07/19/2005	(youngalum)Web List Request
Ticket Number:	0000121330	07/23/2005	slow/hanging logins
Ticket Number:	0000121317	07/22/2005	Library guest account issuers (add)
Ticket Number:	0000121003	07/19/2005	Make new PR director an owner of umbc-announce
Ticket Number:	0000120992	07/18/2005	Unsubscribe
Ticket Number:	0000120986	07/18/2005	Would please help to add me into the cssa mailing, thanks
Ticket Number:	0000121405	07/25/2005	(pahf_overall_listserve)Web List Request
Ticket Number:	0000120951	07/18/2005	User needs calendar account
Ticket Number:	0000120946	07/18/2005	Disable Admin Privs
Ticket Number:	0000120942	07/18/2005	New employee needs calendar account
Ticket Number:	0000120931	07/18/2005	Work Order Request-Add to SEB website
Ticket Number:	0000121164	07/20/2005	lost emails
Ticket Number:	0000121147	07/20/2005	Corporate Time Access
Ticket Number:	0000121123	07/20/2005	Folders appear as subscribed to in webmail, but do not exist under pin
Ticket Number:	0000121082	07/20/2005	Owner Question
Ticket Number:	0000121075	07/19/2005	url redirect
Ticket Number:	0000121065	07/19/2005	List Proc List
Ticket Number:	0000120872	07/15/2005	Calendar Account for Win W. MAW
Ticket Number:	0000121153	07/20/2005	Internal Server Error while trying to setup Spam Filtering
Ticket Number:	0000120845	07/15/2005	Calendar Account
Ticket Number:	0000120342	07/08/2005	ISD-TD Mailbox (connect@umbc.edu)
Ticket Number:	0000120363	07/08/2005	Work Order Request-Restore file
Ticket Number:	0000120482	07/11/2005	Work Order Request disk space increase
Ticket Number:	0000120513	07/11/2005	ID#0000120342 connect@umbc.edu
Ticket Number:	0000120575	07/12/2005	Work Order Request
Ticket Number:	0000120715	07/13/2005	(ugstaff)Web List Request
Ticket Number:	0000120689	07/13/2005	unsubscribe for your help.
Ticket Number:	0000120755	07/14/2005	Restore inbox from 7/13 for manderso
Ticket Number:	0000120670	07/13/2005	listserv question
Ticket Number:	0000120673	07/13/2005	Need Procmail Filter Adjusted
Ticket Number:	0000120659	07/13/2005	Chuck Brawner needs Corp Time account.
Ticket Number:	0000120657	07/13/2005	Need 3 ceduc accounts
Ticket Number:	0000120656	07/13/2005	CT access for Uta Hussong
Ticket Number:	0000120653	07/13/2005	(nasulgc_csa)Web List Request
Ticket Number:	0000120621	07/12/2005	restore backup of 4 afs files
Ticket Number:	0000120581	07/12/2005	Calendar account request
Ticket Number:	0000120789	07/14/2005	Corporate Calendar
Ticket Number:	0000120547	07/12/2005	Calendar Account Creation
Ticket Number:	0000120471	07/11/2005	Calendar Account Creation
Ticket Number:	0000120392	07/09/2005	(paramedic2007)Web List Request
Ticket Number:	0000120726	07/14/2005	Need daily.html file restored

skillset	status	Create Date	Short Description
skille1	Closed	Total: 2	
		Total: 2	
	Ticket Number: 0000120763	07/14/2005	User requests a password reset for an account on server cgi.umbc.edu; user is unable to access own 'www' directory
Ticket Number: 0000120916	07/17/2005		
tim	Resolved	Total: 2	
		Total: 2	
	Ticket Number: 0000121617	07/28/2005	User Quota under betawa seems broken
Ticket Number: 0000121648	07/28/2005	Create accounts under Admin/Helpdesk (beta) still not working	

Count of Ticket Number / Create Date

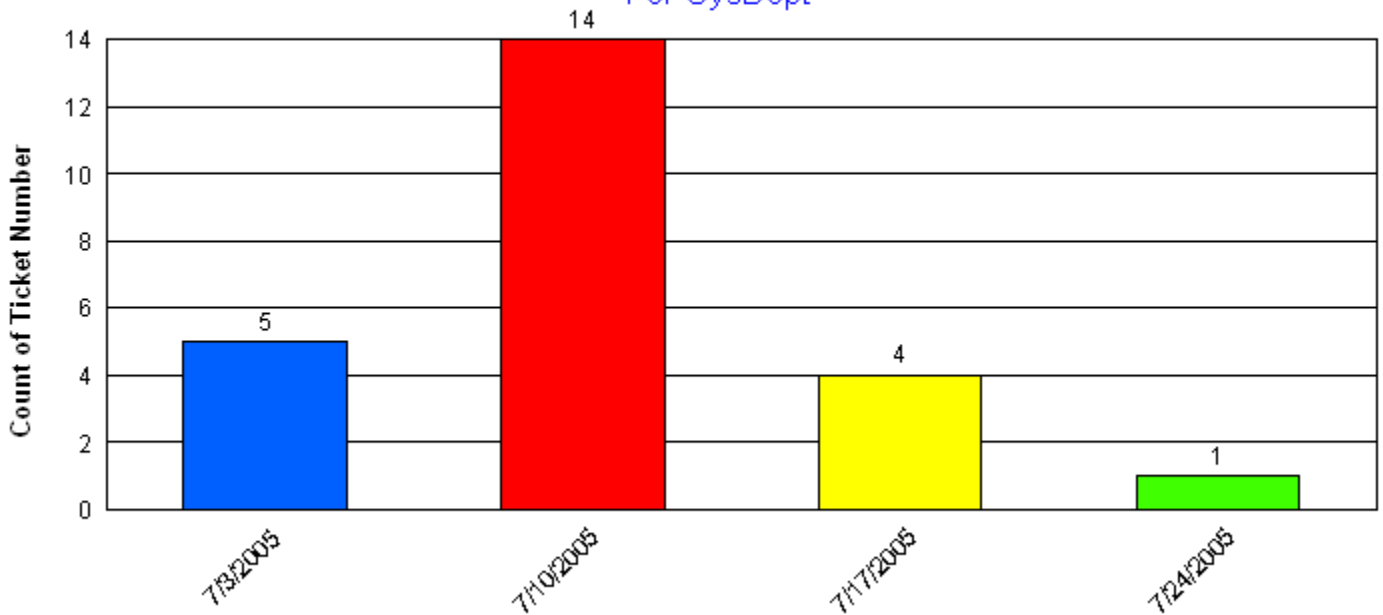
For SysCore



SysDept	Total:	Create Date	Short Description
laura	24		
Closed	Total: 19		
Ticket Number: 0000120418	07/11/2005	columbia and lancair down in physics?	
Ticket Number: 0000120733	07/14/2005	testing sys-other	
Ticket Number: 0000120779	07/14/2005	test ignore	
Ticket Number: 0000120780	07/14/2005	one more try ignore	
Ticket Number: 0000120734	07/14/2005	testing sys-math	
Ticket Number: 0000120735	07/14/2005	Adding user to cerebro.chem	
Ticket Number: 0000120732	07/14/2005	testing sys-chem ignore	
Ticket Number: 0000120731	07/14/2005	testing sys-phys ignore	
Ticket Number: 0000120769	07/14/2005	test	
Ticket Number: 0000121360	07/25/2005	Boot my groups chem boxes back up after weekend out	
Ticket Number: 0000121025	07/19/2005	Physics: lancair/columbia software	
Ticket Number: 0000120828	07/15/2005	bluemonday crashed shortly into backups last night.	
Ticket Number: 0000120524	07/12/2005	dept amanda, no tape last night	
Ticket Number: 0000120304	07/08/2005	systems down in jcet, chem, phys, biosci from power last night	
Ticket Number: 0000120416	07/11/2005	dvd burner on abequosse (growisofs stopped working?)	
Ticket Number: 0000120065	07/05/2005	lancair not backing up to amanda over weekend.	
Ticket Number: 0000120184	07/06/2005	Bad Memory in Node 8 (kali.math)	
Ticket Number: 0000120171	07/06/2005	gcc 2.95.3 on gravity.jcet	
Ticket Number: 0000120523	07/12/2005	power again, systems down chem/biosci	
randy	Total: 5		
Resolved	Total: 2		
Ticket Number: 0000121016	07/19/2005	Update AFS Acls for TRC AFS area	
Ticket Number: 0000121315	07/22/2005	neanderthal.biosci access	
Closed	Total: 3		
Ticket Number: 0000121042	07/19/2005	Possible Sudo Access to Neanderthal (biosci)	
Ticket Number: 0000120272	07/07/2005	phenotype.biosci user access	
Ticket Number: 0000120884	07/15/2005	neanderthal.biosci.umbc.edu access	

Count of Ticket Number / Create Date

For SysDept



Create

Date

Short Description

Total Remedy Tickets Closed or Resolved between

07/01/2005 and 07/31/2005 : 1494

Count of Ticket Number / Create Date & HD Department Section

