

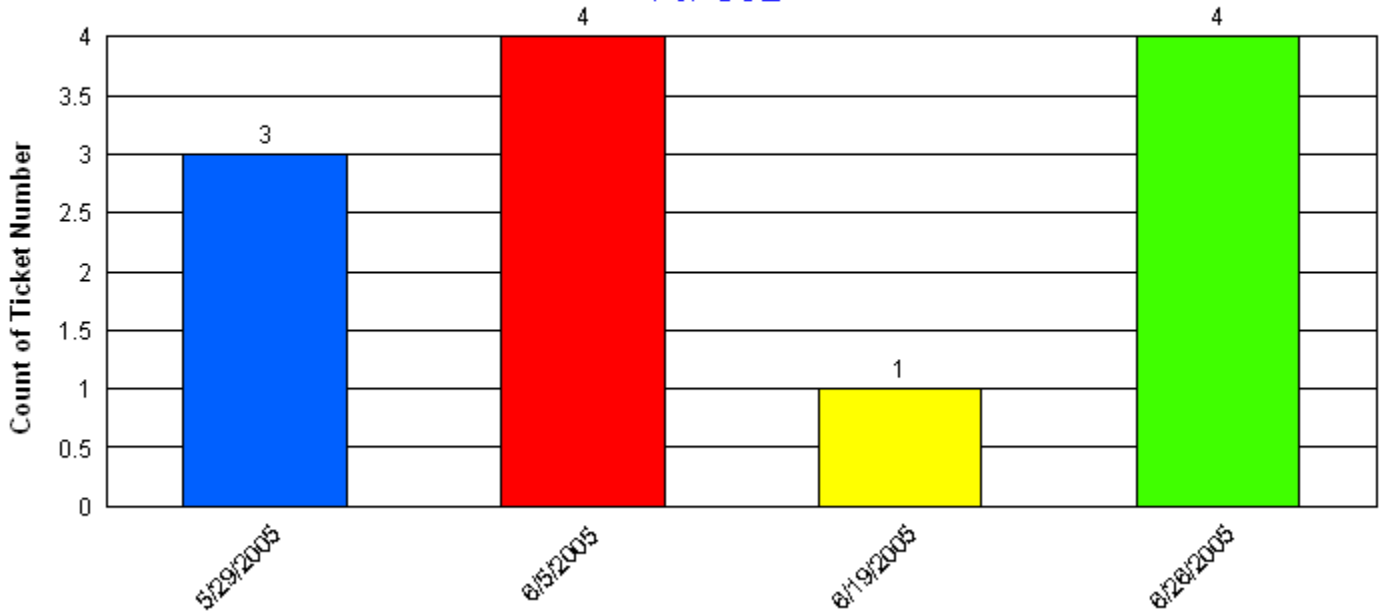
## Closed/Resolved Tickets by OIT Section

*Tickets Created Between 06/01/2005 and 06/30/2005*

COE	Total:	<u>Create Date</u>	<u>Short Description</u>
<b>champ</b>	<b>12</b>		
<b>Closed</b>	<b>12</b>		
Ticket Number: 0000118518		06/08/2005	projector
Ticket Number: 0000117860		06/01/2005	Summer Course
Ticket Number: 0000117848		06/01/2005	Summer Course
Ticket Number: 0000117878		06/01/2005	Looking for you
Ticket Number: 0000118325		06/06/2005	eggletonlinux
Ticket Number: 0000118384		06/07/2005	projector
Ticket Number: 0000118528		06/08/2005	[Fwd: listproc]
Ticket Number: 0000119645		06/25/2005	mengdiskserver
Ticket Number: 0000119665		06/27/2005	ecs230linux01.meng Dead
Ticket Number: 0000119763		06/28/2005	Digital Camera in ITS110 and 111
Ticket Number: 0000119843		06/29/2005	ecs115linux02 Dead also
Ticket Number: 0000119832		06/28/2005	follow up

### Count of Ticket Number / Create Date

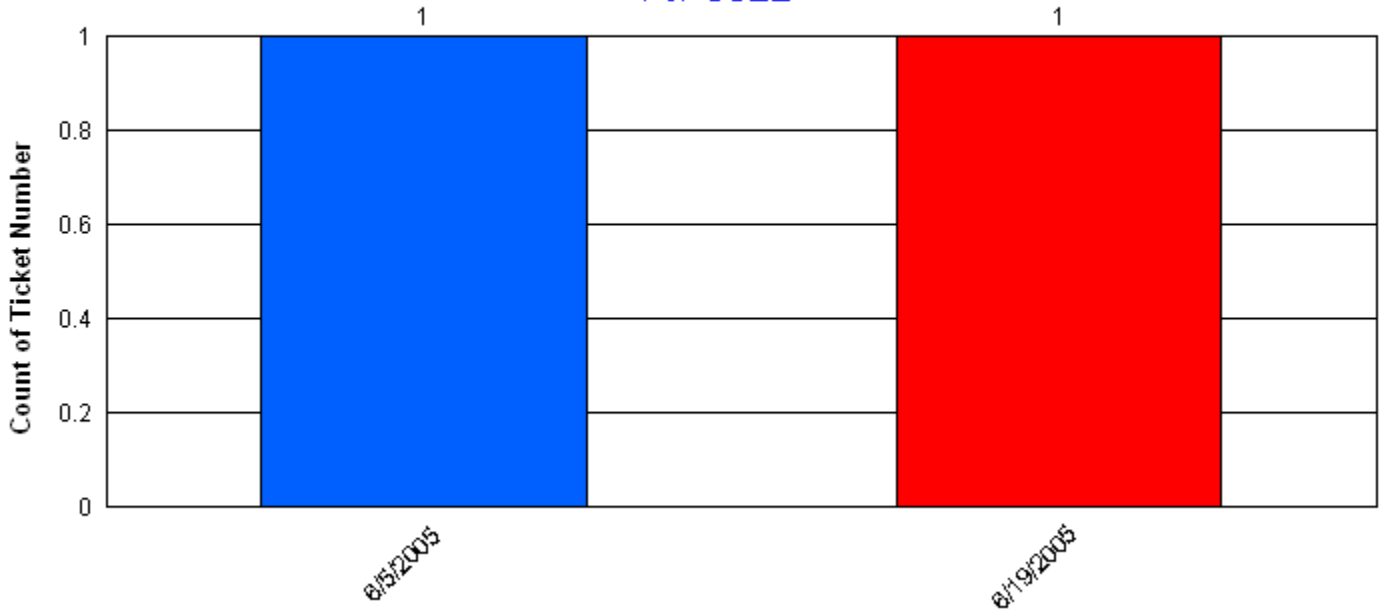
For COE



CSEE		<u>Create</u> <u>Date</u>	<u>Short Description</u>
	<b>Total:</b>	<b>2</b>	
gweiss		<b>Total:</b>	<b>2</b>
	<b>Closed</b>	<b>Total:</b>	<b>2</b>
Ticket Number:	0000119312	06/20/2005	CS quota
Ticket Number:	0000118603	06/09/2005	Work Order Request

## Count of Ticket Number / Create Date

For CSEE



		<u>Create</u>	<u>Short Description</u>
<b>DPET</b>	<u>Total:</u>	<u>Date</u>	
<b>gluo1</b>	<b>100</b>		
<b>Closed</b>		<u>Total:</u>	<b>28</b>
Ticket Number:	0000118801	06/13/2005	Order Print Cartridge
Ticket Number:	0000118442	06/08/2005	HP Laserjet 5000N Error
Ticket Number:	0000118548	06/08/2005	Check software installs on ISD lab
Ticket Number:	0000118633	06/09/2005	E-Mail Quota
Ticket Number:	0000118307	06/06/2005	Rebuild laptop (Dell Inspiron 3500) <b>**see updated notes**</b>
Ticket Number:	0000118470	06/08/2005	Order Headphones for the ELC lab
Ticket Number:	0000118564	06/09/2005	Functions Keys do not work on Sony Vaio
Ticket Number:	0000118555	06/09/2005	Video Camera
Ticket Number:	0000118482	06/08/2005	Update the mac address
Ticket Number:	0000117832	06/01/2005	Speaker Phone Setup
Ticket Number:	0000118022	06/03/2005	Copier Machine Problem
Ticket Number:	0000117986	06/02/2005	ISD Drop-In Lab Scanner
Ticket Number:	0000117989	06/02/2005	scaner
Ticket Number:	0000119555	06/23/2005	Order a network card
Ticket Number:	0000119585	06/24/2005	Mouse Pad
Ticket Number:	0000119894	06/29/2005	Put computer to AD
Ticket Number:	0000119931	06/30/2005	Request for Computer and Projector - July 1
Ticket Number:	0000118666	06/09/2005	Ink bottle dry on UC Copier
Ticket Number:	0000118702	06/10/2005	Zip Drive
Ticket Number:	0000118847	06/13/2005	Update Inventory
Ticket Number:	0000118812	06/13/2005	Rosetta Stone Configuration Test
Ticket Number:	0000118844	06/13/2005	Install KVM Switch
Ticket Number:	0000118930	06/14/2005	Feed Roll Cartridge Needs to be Replaced
Ticket Number:	0000119034	06/15/2005	Add Michelle Jabes to Clientele
Ticket Number:	0000119115	06/16/2005	Data Projector/Computer - 6/23
Ticket Number:	0000119126	06/16/2005	Set up projector
Ticket Number:	0000119076	06/16/2005	Xerox fuser
Ticket Number:	0000118929	06/14/2005	Fuser Module Needs to be returned

<u>Close</u>		<u>Create</u>	<u>Short Description</u>
<u>Date</u>		<u>Date</u>	
<u>Total:</u> 26		<u>Total:</u> 26	
<b>jglove1</b>	<b>Closed</b>		
Ticket Number:	0000118668	06/09/2005	Xerox Phaser
Ticket Number:	0000118806	06/13/2005	Change on Web Page
Ticket Number:	0000119031	06/15/2005	Adding Information to Summer Website
Ticket Number:	0000119674	06/27/2005	Video Help
Ticket Number:	0000119698	06/29/2005	Erickson Registration Forms
Ticket Number:	0000119844	06/29/2005	Printer in ELC Lab Not Functioning
Ticket Number:	0000119905	06/29/2005	Need to Retrieve Software
Ticket Number:	0000119862	06/29/2005	Update AP Home Page
Ticket Number:	0000119247	06/20/2005	machine needs to be put on AD.
Ticket Number:	0000119329	06/21/2005	Question marks on Drive Icons
Ticket Number:	0000119400	06/21/2005	scanner
Ticket Number:	0000119503	06/23/2005	Network Drives
Ticket Number:	0000119485	06/22/2005	Prepare Computer for New Assistant
Ticket Number:	0000117967	06/02/2005	ISD Web Page Updates
Ticket Number:	0000117968	06/02/2005	XCatalyst - Content Spreadsheet Update
Ticket Number:	0000118056	06/03/2005	Adding names to AP Rosters
Ticket Number:	0000118055	06/03/2005	Contribute Installation & Training
Ticket Number:	0000118053	06/03/2005	Contribute training and Scanner
Ticket Number:	0000118016	06/03/2005	Change Start Date for MUSIC 101
Ticket Number:	0000117974	06/02/2005	Ram Order
Ticket Number:	0000118311	06/06/2005	Access to /mr/
Ticket Number:	0000118352	06/07/2005	Network Drives
Ticket Number:	0000118357	06/07/2005	ACIV-B Xerox Copier
Ticket Number:	0000118370	06/07/2005	EMAIL
Ticket Number:	0000118387	06/07/2005	Paradocs Icon Disappeared
Ticket Number:	0000118358	06/07/2005	Computer for Lindsey Sarangoulis

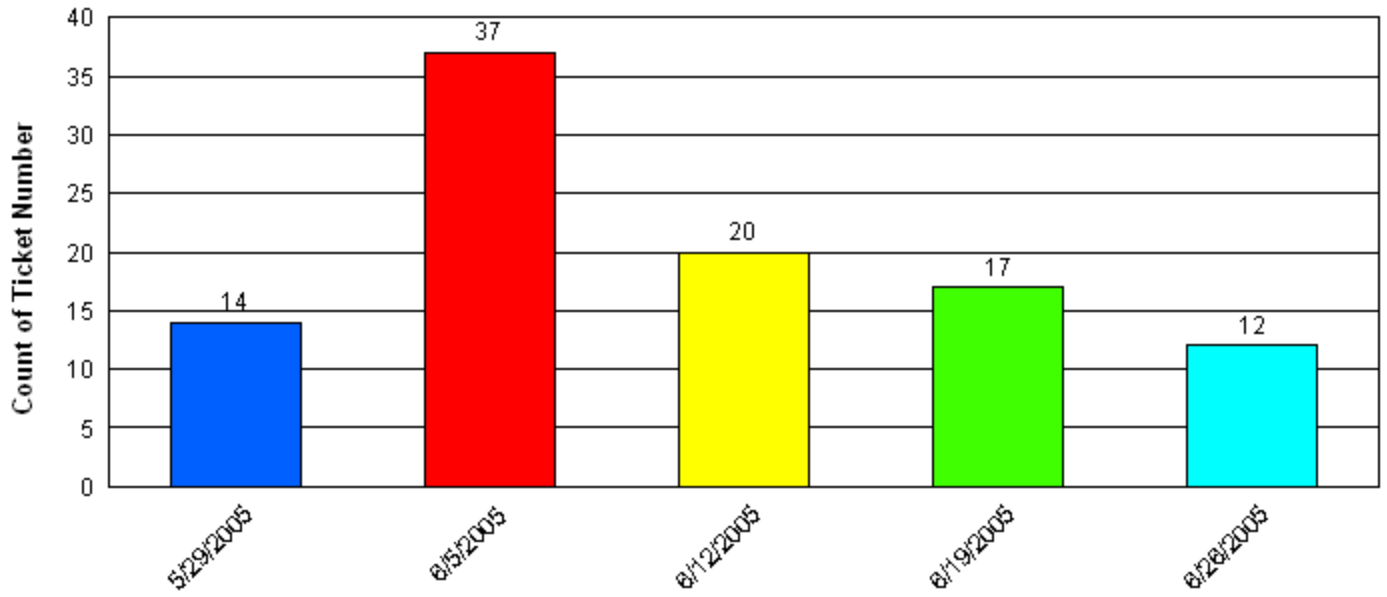
		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>stevenh1</b>		<b>Total: 31</b>	
<b>Resolved</b>		<b>Total: 1</b>	
Ticket Number:	0000119818	06/28/2005	Adding 2 users to Goldmine
<b>Closed</b>		<b>Total: 30</b>	
Ticket Number:	0000119664	06/27/2005	UC Copier out of staples
Ticket Number:	0000119857	06/29/2005	Calendar
Ticket Number:	0000119959	06/30/2005	Access for Paul Taylor phenotype
Ticket Number:	0000119235	06/20/2005	phone problem
Ticket Number:	0000119279	06/20/2005	Audiobridge
Ticket Number:	0000119561	06/23/2005	Computer woes
Ticket Number:	0000119266	06/20/2005	Needs Active Directory password reset
Ticket Number:	0000119393	06/21/2005	Disabled Macros
Ticket Number:	0000118698	06/10/2005	electronic submission project for Janet
Ticket Number:	0000118747	06/10/2005	Upgrade all Servers to PCAnywhere 11.5
Ticket Number:	0000119114	06/16/2005	Creating Secured Folder
Ticket Number:	0000119060	06/15/2005	Need to add computer to Active Directory
Ticket Number:	0000118954	06/14/2005	Computer needs to be put on Active Directory
Ticket Number:	0000118952	06/14/2005	Cannot log into Novell
Ticket Number:	0000118918	06/14/2005	Printer Problem
Ticket Number:	0000118909	06/14/2005	Michelle Jabes cannot log into Novell
Ticket Number:	0000118746	06/10/2005	Rebuild Laptop
Ticket Number:	0000118817	06/13/2005	Turn off banner sheets
Ticket Number:	0000118240	06/06/2005	Laptop, Speakers & Projector
Ticket Number:	0000118272	06/06/2005	ACIV Xerox copier not printing
Ticket Number:	0000118550	06/08/2005	RossetaStone
Ticket Number:	0000118535	06/08/2005	Diane's cell phone
Ticket Number:	0000118529	06/08/2005	video projector in 477 for Thurs morning
Ticket Number:	0000118631	06/09/2005	palm one treo synch problem
Ticket Number:	0000118506	06/08/2005	Servers' Terminal Serves
Ticket Number:	0000118465	06/08/2005	Order KVM
Ticket Number:	0000118433	06/07/2005	Cannot access share drives
Ticket Number:	0000118401	06/07/2005	Discontinue Cell Phone Service
Ticket Number:	0000117831	06/01/2005	Need to transfer files from a zip disk
Ticket Number:	0000118400	06/07/2005	my transition
<b>swapna1</b>		<b>Total: 15</b>	
<b>Closed</b>		<b>Total: 15</b>	
Ticket Number:	0000119258	06/20/2005	help for Paul
Ticket Number:	0000118046	06/03/2005	ELC LAB Connection problem
Ticket Number:	0000118211	06/06/2005	laptop return
Ticket Number:	0000117896	06/01/2005	laptop & data projector
Ticket Number:	0000118291	06/06/2005	Add to Oracle Calendar
Ticket Number:	0000118485	06/08/2005	Configure Elsa's new laptop
Ticket Number:	0000118429	06/07/2005	Cannot log into Novell
Ticket Number:	0000118601	06/09/2005	Active directory
Ticket Number:	0000118670	06/09/2005	USB device
Ticket Number:	0000118984	06/15/2005	[Fwd: list ELC-INSTRUCTORS: Mail Error Notification]
Ticket Number:	0000119263	06/20/2005	Create Oracle calendar acct for Paul TaylorUc\$
Ticket Number:	0000119600	06/24/2005	Removable Floppy Drive
Ticket Number:	0000119610	06/24/2005	Video Camera - June 24
Ticket Number:	0000119611	06/24/2005	set up projector and computer
Ticket Number:	0000119822	06/28/2005	FW: slide show for orientaiton

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For DPET



		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<b>Desktop Support</b>	<b>Total:</b>	<b>354</b>		
<b>Desktop</b>		<u>Total:</u>	<b>7</b>	
<b>Closed</b>		<u>Total:</u>	<b>7</b>	
Ticket Number:	0000119740	06/28/2005		Student-offcampus / macafee virus update not working
Ticket Number:	0000119741	06/28/2005		Gloria - ITE/lost internet connection-no access to web
Ticket Number:	0000119430	06/22/2005		offcampus - win32 error msg
Ticket Number:	0000119245	06/20/2005		Athl/Jeffery - do not have a novell icon/or program
Ticket Number:	0000118988	06/15/2005		Student - offcampus/what version is netscape from download option
Ticket Number:	0000119072	06/16/2005		Not able to open netscape or netscape mail
Ticket Number:	0000119004	06/15/2005		Student-offcampus/having problems downloading virus software and u
<b>chrism</b>		<u>Total:</u>	<b>1</b>	
<b>Closed</b>		<u>Total:</u>	<b>1</b>	
Ticket Number:	0000117952	06/02/2005		[Fwd: Lost Outlook and folders]

<b>edortiz</b>		<u>Create</u>	<u>Short Description</u>
<b>Resolved</b>		<u>Date</u>	
		<u>Total:</u>	
Ticket Number:	0000119820	06/28/2005	Troubles with printer in CHEM rm. 246
Ticket Number:	0000119930	06/30/2005	Novell Client Install
Ticket Number:	0000119872	06/29/2005	Public Policy rm 250. x55797. User cannot login to novell client. It 1
		<u>Total:</u>	<b>3</b>

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000119629	06/24/2005	70	Error on log in.
Ticket Number: 0000119703	06/27/2005		New PC Install
Ticket Number: 0000119953	06/30/2005		Move Machine to Active Directory
Ticket Number: 0000119938	06/30/2005		Math/psyc rm 308. x52430. User trying to burn CD to external burner
Ticket Number: 0000119912	06/30/2005		Receive alot of popups - would like machine checked out
Ticket Number: 0000119850	06/29/2005		Network Printer that no one can print to
Ticket Number: 0000119845	06/29/2005		Palm pilot won't hot synch again
Ticket Number: 0000119823	06/28/2005		User is tring to use sync with her Palm Pilot but it will only let her see
Ticket Number: 0000119779	06/28/2005		Customer can not log in to Novell
Ticket Number: 0000119774	06/28/2005		Users get "access denied" when attempting to print to the printer; ext. 5
Ticket Number: 0000119772	06/28/2005		new network printer for Psyc MP301
Ticket Number: 0000119794	06/28/2005		Help with virus-infected computer
Ticket Number: 0000119682	06/27/2005		Request
Ticket Number: 0000119702	06/27/2005		Problems accessing optical drive
Ticket Number: 0000119178	06/17/2005		"Windows cannot find a file, the file is missing or corrupt"
Ticket Number: 0000119277	06/20/2005		need instructions on how to reinstate SAS on my pc
Ticket Number: 0000119592	06/24/2005		Format Machine
Ticket Number: 0000119588	06/24/2005		Admin rm 717. x52091. User needs office suite on his win XP laptop.
Ticket Number: 0000119543	06/23/2005		Repair needed
Ticket Number: 0000119496	06/22/2005		customer has 130.85... IP address but can't view web pages
Ticket Number: 0000119494	06/22/2005		Computer needs Novell client
Ticket Number: 0000119477	06/22/2005		Fine arts rm 457. x52113. User had a tech work on the machine but st
Ticket Number: 0000119468	06/22/2005		Computer needs to be given an IP address that is currents; ext. 54234;
Ticket Number: 0000119449	06/22/2005		User has a new laptop and needs oracle, novell and ad put on it; Also r
Ticket Number: 0000119435	06/22/2005		User would like to have a computer setup for more than one user on n
Ticket Number: 0000119604	06/24/2005		Issue when syncing with Calendar
Ticket Number: 0000119402	06/21/2005		User needs a local account for computer.
Ticket Number: 0000119367	06/21/2005		Rachel is having problems after AD activation.
Ticket Number: 0000119357	06/21/2005		User needs Service pack installed (2) on Windows XP; ext. 52567; M
Ticket Number: 0000119237	06/20/2005		AD setup on thursday / Curt ? returned on friday to resolve outstandi
Ticket Number: 0000119272	06/20/2005		Work Order Request
Ticket Number: 0000118712	06/10/2005		Work Order Request
Ticket Number: 0000118870	06/13/2005		remedy
Ticket Number: 0000118908	06/14/2005		PHYS 326: Add shortcut to desktop
Ticket Number: 0000119038	06/15/2005		Computer has a blank screen.....no error; ext. 52305; Room ACIV A 4
Ticket Number: 0000119091	06/16/2005		users monitor shuts off and will not come back on; ext. 52209; Room 3
Ticket Number: 0000119337	06/21/2005		Strange error code in Results window
Ticket Number: 0000119037	06/15/2005		Blue screen of death on computer; ext. 51218; Room ACIV A wing 4
Ticket Number: 0000118961	06/14/2005		Work Order Request-Install palm pilot system
Ticket Number: 0000118964	06/14/2005		Spybot warnings
Ticket Number: 0000118933	06/14/2005		User needs new computer setup; Room 334 Commons; ext. 51129
Ticket Number: 0000118904	06/14/2005		OIT shut machine down last week - was told it needed to be formatted
Ticket Number: 0000118284	06/06/2005		[Fwd: Virus-infected E-mail]
Ticket Number: 0000118596	06/09/2005		Novell client installation
Ticket Number: 0000119864	06/29/2005		AD login issue with generic account; ext. 58432;
Ticket Number: 0000118073	06/03/2005		MIPAR Dept. Printer Setup.
Ticket Number: 0000118051	06/03/2005		Guest log in not working in FA509
Ticket Number: 0000118037	06/03/2005		Bio rm 368. x53479. Trying to update sas v9.1 license in graduate of
Ticket Number: 0000118014	06/03/2005		User need novell client install; ext. 2238; Room 464 BIO
Ticket Number: 0000118013	06/03/2005		Work Order Request-PC needs to have a generic username
Ticket Number: 0000117960	06/02/2005		switched her network printer but did not give her access to it; ext. 5108
Ticket Number: 0000118748	06/10/2005		Social Science rm 413A. x52794. Machine does not connect to local n
Ticket Number: 0000117895	06/01/2005		Email trouble
Ticket Number: 0000117889	06/01/2005		RAC rm 323. x56344. User has local printer that she cannot print to. C

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000117844	06/01/2005	Request for Mozilla as e-mail
Ticket Number:	0000118230	06/06/2005	Upgrade Netscape email client
Ticket Number:	0000118278	06/06/2005	laptop
Ticket Number:	0000118285	06/06/2005	[Fwd: infected computer...]
Ticket Number:	0000118450	06/08/2005	Not able to log into novell - error msg "system could not log in-check u
Ticket Number:	0000118660	06/09/2005	New Computer needs software install; ext. 51884; Computer is in 3rd f
Ticket Number:	0000118646	06/09/2005	Academic IV rm 366B. x52017. Eddie came over and reformatted us
Ticket Number:	0000118533	06/08/2005	Internet Explorer crashes often
Ticket Number:	0000118497	06/08/2005	Work Order Request-Lost access to netscape mail
Ticket Number:	0000118457	06/08/2005	Student Dev and Success Center suit. x52453. Reformat win xp machi
Ticket Number:	0000118381	06/07/2005	Admin rm207. x51773. Needs novell client installed on a machine
Ticket Number:	0000118409	06/07/2005	Rac rm 307. x52639. Cannot login to previous employee's machine. N
Ticket Number:	0000118820	06/13/2005	User cannot print to printer....printing failed when starting document; e
Ticket Number:	0000118362	06/07/2005	Commons rm319. x52708. Users computer will not turn on, was on w
Ticket Number:	0000118249	06/06/2005	Opened one of the zip files from an email with the virus that is going a
Ticket Number:	0000118231	06/06/2005	Several issues with pc - need machine checked out
<b>kirkley1</b>		<u>Total:</u>	<b>12</b>
<b>Closed</b>		<u>Total:</u>	<b>12</b>
Ticket Number:	0000118424	06/07/2005	user gets 169... IP, no connection
Ticket Number:	0000118593	06/09/2005	Machine needs to be joined to AD
Ticket Number:	0000119163	06/17/2005	laptop needs to be added To the AD; ext. 58183; SS 402;
Ticket Number:	0000119165	06/17/2005	Machine needs to be added to AD; ext. 52211; Room BIO 359;
Ticket Number:	0000119422	06/22/2005	Connectivity issues
Ticket Number:	0000119546	06/23/2005	User needs computer on AD; ext. 52229; Room 323 BIO buidling
Ticket Number:	0000119495	06/22/2005	Library rm 216C. x51639. User needs AD installed on machine. Win X
Ticket Number:	0000119472	06/22/2005	User needs to be on AD; ext. 52027; Room 458 FA building;
Ticket Number:	0000119458	06/22/2005	Need to get student computer on proper directory
Ticket Number:	0000119424	06/22/2005	Active Directory migration
Ticket Number:	0000119385	06/21/2005	BIO 302 - Computer needs added to AD
Ticket Number:	0000119322	06/21/2005	Machine needs to be joined to AD

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<b>lasuk</b>		<u>Total:</u>	<b>49</b>	
	<b>Resolved</b>	<u>Total:</u>	<b>1</b>	
Ticket Number:	0000118353	06/07/2005		[site survey] DH: Install 1 new run to production office jack
	<b>Closed</b>	<u>Total:</u>	<b>48</b>	
Ticket Number:	0000119621	06/24/2005		[PC s/w] PUP219: Laptop won't connect to novell in the library
Ticket Number:	0000119760	06/28/2005		[Mac s/w] FA524: Setup new 12" powerbook g4
Ticket Number:	0000119689	06/27/2005		[PC s/w] PUP311: Laptop isn't working
Ticket Number:	0000119918	06/30/2005		ECS021 MAC05 Virus Update
Ticket Number:	0000119946	06/30/2005		Errors sending mail with Outlook
Ticket Number:	0000119784	06/28/2005		[PC s/w] AD907: Palm Pilot
Ticket Number:	0000119185	06/17/2005		[PC s/w] AD802: printer
Ticket Number:	0000119498	06/22/2005		uninstall novell & umbc's custom epo agent
Ticket Number:	0000119480	06/22/2005		English Does not Have SP2
Ticket Number:	0000119459	06/22/2005		[PC s/w] AD902: Setup Tablet PC printing - App't Thursday 1:00 pm
Ticket Number:	0000119439	06/22/2005		[lab] ECS122PC01 - 04 shut down
Ticket Number:	0000119278	06/20/2005		Problems printing through local printer
Ticket Number:	0000119372	06/21/2005		[PC s/w] AD1011: Setup IP printing over WiFi for notebook pc.
Ticket Number:	0000119362	06/21/2005		[PC s/w] PUP251: PC won't print
Ticket Number:	0000118680	06/09/2005		reset AD password
Ticket Number:	0000119109	06/16/2005		[PC s/w] TC2B20: Printer in Student Involvement center is not reciev
Ticket Number:	0000119013	06/15/2005		[PC s/w] TC309: X: drive shows up - no access to our database
Ticket Number:	0000118968	06/14/2005		No subject
Ticket Number:	0000118906	06/14/2005		[PC s/w] ECS019: Need another way to print from testscoring pc
Ticket Number:	0000118890	06/13/2005		[PC s/w] PUP365: SAS software has expired
Ticket Number:	0000118856	06/13/2005		[PC s/w] ECS020: Helpdesk machine to be added to Active Directory
Ticket Number:	0000118836	06/13/2005		[site survey] FA105: Install 5 new data lines
Ticket Number:	0000118835	06/13/2005		[PC s/w] UC116: User needs access to shared drives
Ticket Number:	0000118258	06/06/2005		[PC h/w] AD904: Installation of a networked printer
Ticket Number:	0000118520	06/08/2005		[site survey] SS313: Install 1 data jack
Ticket Number:	0000118502	06/08/2005		[PC s/w] ECS125D: Setup Palm sync with Oracle Calendar
Ticket Number:	0000118489	06/08/2005		Phys311: recover data from a dead hard drive
Ticket Number:	0000118452	06/08/2005		[PC s/w] AD302: Peggy Lloyd Spam folder not working.
Ticket Number:	0000118421	06/07/2005		Setup a novell print queue
Ticket Number:	0000118396	06/07/2005		Peoplesoft dept printer Xerox does not print. Is giving error in NWAdmi
Ticket Number:	0000118349	06/07/2005		Computer not turning on.
Ticket Number:	0000118318	06/06/2005		Network printer in EHS not working.
Ticket Number:	0000118270	06/06/2005		[PC s/w] ACIV323: PC needs cleaning
Ticket Number:	0000118634	06/09/2005		[PC s/w] BS464: Install AD
Ticket Number:	0000118602	06/09/2005		[PC s/w] BS315: Install AD
Ticket Number:	0000118223	06/06/2005		SS511: Machine crashed / get blue screen
Ticket Number:	0000118234	06/06/2005		[net] ACIV345: Check jack
Ticket Number:	0000118973	06/14/2005		[net] PUP430: Jack Activation
Ticket Number:	0000117951	06/02/2005		PUP445: Printer needs IP & Setup on novell
Ticket Number:	0000118804	06/13/2005		[PC s/w] UC112: Netscape not working after AD
Ticket Number:	0000117885	06/01/2005		User needs software installed.
Ticket Number:	0000118214	06/06/2005		[net] PP: Check for a dead jack in the lock shop
Ticket Number:	0000118217	06/06/2005		[PC s/w] UC116 : Problems accessing VPN
Ticket Number:	0000118032	06/03/2005		UC rm 116. x53646 User keeps losing internet connection. Win xp.
Ticket Number:	0000117965	06/02/2005		Phys427: Matlab cannot connect to the license manager
Ticket Number:	0000117945	06/02/2005		ACIV309: NDPS will not restore the user's deleted printer.
Ticket Number:	0000117938	06/02/2005		BS368: setup new print queue; bs368hplj4250.biosci.umbc.edu
Ticket Number:	0000117877	06/01/2005		[PC s/w] CHEM100: User needs Oracle Calendar, Office 2003 and No

	<u>Create</u>		<u>Short Description</u>
	<u>Date</u>		
<b>maboone1</b>		<b>8</b>	
<b>Resolved</b>		<b>1</b>	
Ticket Number: 0000119137	06/16/2005		User cannot login
<b>Closed</b>		<b>7</b>	
Ticket Number: 0000119882	06/29/2005		Problems with installing MATLAB R14
Ticket Number: 0000119954	06/30/2005		User's profile gives error on login and puts him on temp profile. Woul
Ticket Number: 0000119301	06/20/2005		Memory error in Netscape
Ticket Number: 0000117975	06/02/2005		User does not seem to have a lab profile. Needs to have one created to
Ticket Number: 0000118389	06/07/2005		Internet Explorer bring up Dialer window, and Netscape crashes on st
Ticket Number: 0000118486	06/08/2005		Work Order Request
Ticket Number: 0000118440	06/08/2005		Problems with running Netscape on lab machines
<b>mclaren</b>		<b>16</b>	
<b>Resolved</b>		<b>1</b>	
Ticket Number: 0000119873	06/29/2005		User need AD installed; Room 309 Public Policy; ext. 52194
<b>Closed</b>		<b>15</b>	
Ticket Number: 0000119727	06/27/2005		AD access
Ticket Number: 0000118724	06/10/2005		User jleesme
Ticket Number: 0000118559	06/09/2005		Need AD Installed
Ticket Number: 0000118574	06/09/2005		EricksonHall 180 - need to be migrated to AD
Ticket Number: 0000118586	06/09/2005		Need machine to join AD
Ticket Number: 0000118618	06/09/2005		5523 Research Park drive suite 310. User needs AD installed as she g
Ticket Number: 0000118587	06/09/2005		Need machine joined to AD
Ticket Number: 0000118579	06/09/2005		Need to join machine to AD
Ticket Number: 0000118573	06/09/2005		AD 712 - got Novell message to migrate to AD
Ticket Number: 0000118557	06/09/2005		AD needs to be installed
Ticket Number: 0000118567	06/09/2005		Need machine joined to AD
Ticket Number: 0000118569	06/09/2005		Machine needs to be joined to AD
Ticket Number: 0000118568	06/09/2005		Machine needs to be joined to AD
Ticket Number: 0000118563	06/09/2005		AD install
Ticket Number: 0000118572	06/09/2005		MP 213 - Need to have pc joined to AD

<b>omarn</b>		<u>Create</u>	<u>Short Description</u>
<b>Resolved</b>		<u>Date</u>	
		<u>Total:</u>	
		<u>Total:</u>	
Ticket Number:	0000119394	06/21/2005	Installation Completion
Ticket Number:	0000119932	06/30/2005	T#119615; no account for person who is using PC 900
Ticket Number:	0000119811	06/28/2005	network printer problem chem462
Ticket Number:	0000119944	06/30/2005	Kim Robinson/Trowbridge vpn timed out4432860103
Ticket Number:	0000119828	06/28/2005	Work Order Request-Need help w/installing pc to network 7/5 10:00
		<b>82</b>	
		<b>5</b>	

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000119687	06/27/2005	77	Computer needs setup with Novell client, AD, and Calender; ext. 52
Ticket Number: 0000119671	06/27/2005		Total hd capacity has increased - contact hd if you have not changed a
Ticket Number: 0000119896	06/29/2005		Connection to Reflections times out even after VPN login
Ticket Number: 0000119827	06/28/2005		Work Order Request-Need help w/installing pc to network
Ticket Number: 0000119803	06/28/2005		User got new Canon Multipass printer they would like to put on the n
Ticket Number: 0000119767	06/28/2005		Opening up h drive documents really slow - please check this out
Ticket Number: 0000119765	06/28/2005		Machine prompts for Windows Product Key 830-10
Ticket Number: 0000119755	06/28/2005		Lab x58183 - SS402/ 8:30-10:00 443-415-8462.
Ticket Number: 0000119745	06/28/2005		Possible Virus infection? 8:30 - 10:00 comm 334
Ticket Number: 0000119728	06/27/2005		Work Order Request-New pc install
Ticket Number: 0000119712	06/27/2005		Monitor displays error: "Digital Image Self Test Feature check"
Ticket Number: 0000119679	06/27/2005		Pornographic popups
Ticket Number: 0000119175	06/17/2005		Work Order Request 1030 1130
Ticket Number: 0000119484	06/22/2005		Windows XP install 1000-1130
Ticket Number: 0000119464	06/22/2005		Math/psyc rm 225. x52928. User's machine just freezes on start up a
Ticket Number: 0000119475	06/22/2005		Rac rm 321. Machine that got ad install lost old profile so when loadi
Ticket Number: 0000119433	06/22/2005		Novell Client Install
Ticket Number: 0000119432	06/22/2005		Novell Client Install
Ticket Number: 0000119427	06/22/2005		Work Order Request
Ticket Number: 0000119354	06/21/2005		User cannot log into tree or server on Novell; ext. 529100; Room 009
Ticket Number: 0000119341	06/21/2005		Text in CorpTime is difficult to read 9-10
Ticket Number: 0000119332	06/21/2005		Computer Issue 1000 1130
Ticket Number: 0000119605	06/24/2005		User gets runtime error on computer when going to UMBC sites; ext. 5
Ticket Number: 0000119504	06/23/2005		IE keeps crashing
Ticket Number: 0000119323	06/21/2005		Firefox - trashed the update and now firefox won't open
Ticket Number: 0000119296	06/20/2005		Install SAS 9 on Faculty Machine/Public Policy
Ticket Number: 0000119510	06/23/2005		Request
Ticket Number: 0000119276	06/20/2005		E-mail
Ticket Number: 0000119254	06/20/2005		Novell error: Tree or Server not found
Ticket Number: 0000119248	06/20/2005		User would like to have computer moved from old office to new offic
Ticket Number: 0000119238	06/20/2005		Help with E-mail
Ticket Number: 0000119194	06/17/2005		machine running slow and printer problem
Ticket Number: 0000119401	06/21/2005		Computer reporting "imminent failure"
Ticket Number: 0000119364	06/21/2005		Palm 7135 10-1200
Ticket Number: 0000118675	06/09/2005		New PC setup s
Ticket Number: 0000118805	06/13/2005		Blue screen - no icons since last wednesday
Ticket Number: 0000118874	06/13/2005		user name tkacik - email errors
Ticket Number: 0000118888	06/13/2005		sas
Ticket Number: 0000119099	06/16/2005		Problems logging in Novell 900-1100
Ticket Number: 0000119065	06/16/2005		No subject
Ticket Number: 0000119035	06/15/2005		Request
Ticket Number: 0000119024	06/15/2005		Machine keeps rebooting automatically
Ticket Number: 0000119009	06/15/2005		User needs machine reformatted and reset; ext. 56885; Room Alumni H
Ticket Number: 0000119016	06/15/2005		Work Order Request
Ticket Number: 0000118962	06/14/2005		User can no longer read .pdf files, and needs ;ext. 52087; Room 231 P
Ticket Number: 0000118893	06/14/2005		Work Order Request-Follow up appt
Ticket Number: 0000118884	06/13/2005		Windows drivers install request
Ticket Number: 0000118814	06/13/2005		Need office pc setup for general student use - PUP252
Ticket Number: 0000118815	06/13/2005		WinXPSP2 and Spybot
Ticket Number: 0000118811	06/13/2005		Work Order Request s
Ticket Number: 0000118717	06/10/2005		Local printer installation s
Ticket Number: 0000118464	06/08/2005		Fine Arts rm111. x52150. PC wont start up, gives errors when it tries t
Ticket Number: 0000118017	06/03/2005		Laptop support request from user for Omar; ext. 51904;
Ticket Number: 0000118094	06/03/2005		Users Reporting Shady Emails

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000118048	06/03/2005	Social Science bld. rm 402. Dr. Schultz has a laptop in the lab that wo
Ticket Number: 0000118044	06/03/2005	Work Order Request-New laptop/need software install
Ticket Number: 0000117994	06/02/2005	User would like tech to come install reflections. Have CD, call user to
Ticket Number: 0000117929	06/02/2005	Possible Malware infection
Ticket Number: 0000117935	06/02/2005	Printer Chem_HP3700 does not let user print to it. Printer shows up f
Ticket Number: 0000117927	06/02/2005	after AD update, machine has problems
Ticket Number: 0000117977	06/02/2005	CHEM 476 - Windows 98 freezing
Ticket Number: 0000117888	06/01/2005	Commons rm 025. x58448. User tried installing novell himself but did
Ticket Number: 0000118803	06/13/2005	Harddrive is not powering up - need machine checked s
Ticket Number: 0000118247	06/06/2005	Room 224 Admin; User cannot print to printer but it does appear on h
Ticket Number: 0000118658	06/09/2005	User pgarne1
Ticket Number: 0000118647	06/09/2005	Commons rm 336. x53048 Need novell client installed on win xp ma
Ticket Number: 0000118636	06/09/2005	Chem bld rm 103. x51566. User needs active directory installed on t
Ticket Number: 0000118629	06/09/2005	novell password was reset; ext. 58143; Room 2nd floor Admin buildin
Ticket Number: 0000118614	06/09/2005	Network printer up, how do I print to it from windows
Ticket Number: 0000118589	06/09/2005	Problems with Microsoft Outlook
Ticket Number: 0000118560	06/09/2005	No ICONS on desktop
Ticket Number: 0000118525	06/08/2005	user has opened an attachment containing a virus s
Ticket Number: 0000118417	06/07/2005	BIO464 : SAS Install
Ticket Number: 0000118416	06/07/2005	SOUTH CAMPUS 1.002 - Computer not booting properly s
Ticket Number: 0000118565	06/09/2005	have reflection software - need it installed
Ticket Number: 0000118313	06/06/2005	Work Order Request-Email with virus opened
Ticket Number: 0000118309	06/06/2005	rm309 commons. x52770. Machine has been compromised since mar

**talder1**

Create

Date

Total: **106**

Short Description

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000118955	06/14/2005	106	Work Order Request
Ticket Number: 0000118763	06/10/2005		AD Install
Ticket Number: 0000118655	06/09/2005		User is getting the Install AD on his computer; ext. 53990; Communicati
Ticket Number: 0000118653	06/09/2005		ACIV B Wing, Room 446
Ticket Number: 0000118648	06/09/2005		Active Directory Request
Ticket Number: 0000118632	06/09/2005		Machine needs to be joined to AD
Ticket Number: 0000118630	06/09/2005		Admin rm 806. x52210 User needs active directory installed on mach
Ticket Number: 0000118623	06/09/2005		PUP rm 251. Machine gives active directory needed msg. x52342
Ticket Number: 0000118613	06/09/2005		User: jstevens in deans office gets needs active directory installed mes
Ticket Number: 0000118598	06/09/2005		Need to have machine joined AD
Ticket Number: 0000118588	06/09/2005		Machine needs to be joined to AD
Ticket Number: 0000118584	06/09/2005		Machine needs to be joined to Active Directory
Ticket Number: 0000118583	06/09/2005		Machine needs to be joined to AD
Ticket Number: 0000118580	06/09/2005		Join machine to AD
Ticket Number: 0000118578	06/09/2005		join machine to AD
Ticket Number: 0000118704	06/10/2005		User needs AD installed on machine; ext. 51361; Room 814 Admin;
Ticket Number: 0000118562	06/09/2005		Machine needs to be joined to AD
Ticket Number: 0000118556	06/09/2005		Need AD installed
Ticket Number: 0000118718	06/10/2005		Access to Active Directory
Ticket Number: 0000118821	06/13/2005		User need AD installed on his machine; ext. 57625; Room 2B04 behi
Ticket Number: 0000118735	06/10/2005		Active Directory
Ticket Number: 0000118644	06/09/2005		Rachel Ward needs an Active Directory installed on her PC.
Ticket Number: 0000118374	06/07/2005		Larry needs Active Directory set up on his PC.
Ticket Number: 0000119256	06/20/2005		Work Order Request
Ticket Number: 0000118828	06/13/2005		User needs AD installed on machine; ext.. 5142; Room 110 Admin;
Ticket Number: 0000118029	06/03/2005		Room 613 ANTEETUMM;; USER CANnotot IP connect with j
Ticket Number: 0000118662	06/09/2005		ITE 320 - Machine added to active directory
Ticket Number: 0000118699	06/10/2005		Bio rm 453. x51585User needs active directory installed.
Ticket Number: 0000118697	06/10/2005		Admin rm 707. x52046. User needs active directory installed on mac
Ticket Number: 0000118722	06/10/2005		Joining user sterling to AD
Ticket Number: 0000118720	06/10/2005		User needs AD account
Ticket Number: 0000118716	06/10/2005		User needs AD account
Ticket Number: 0000118714	06/10/2005		User needs an Active Directory account
Ticket Number: 0000118711	06/10/2005		PUP rm 222. x53817 User needs active directory installed on machin
Ticket Number: 0000118709	06/10/2005		User needs AD installed; ext. 53731; Office of Academic Services..
Ticket Number: 0000118706	06/10/2005		User needs AD installed on machine; ext. 53481; Research Park 5523
Ticket Number: 0000118705	06/10/2005		User needs AD installed; ext. 51414; Research Park 5523 RP Drive, S
Ticket Number: 0000118701	06/10/2005		User cannot log into machine after AD install; ext. 53080; Physical P
Ticket Number: 0000118757	06/10/2005		user needs to be added to AD (standard warning message)
Ticket Number: 0000118743	06/10/2005		user requests a novell reinstallation
Ticket Number: 0000118738	06/10/2005		User is not on AD
Ticket Number: 0000118849	06/13/2005		User needs AD installed on thier machine; ext. 52889; Room 827 Adm
Ticket Number: 0000118726	06/10/2005		User need AD
Ticket Number: 0000118693	06/10/2005		ITE 325L : AD migration
Ticket Number: 0000118685	06/09/2005		Computer Freezing on Login Attempts
Ticket Number: 0000118700	06/10/2005		Ticket
Ticket Number: 0000118993	06/15/2005		Machined joined to AD
Ticket Number: 0000118991	06/15/2005		Machine joined to AD
Ticket Number: 0000118951	06/14/2005		Active Directory
Ticket Number: 0000118938	06/14/2005		User cronise
Ticket Number: 0000118935	06/14/2005		User cannot log into machine; ext. 53647; Room 502 Admin Building
Ticket Number: 0000118934	06/14/2005		User needs to be added to AD; ext. 52918; Room 105 Physical Plant
Ticket Number: 0000119120	06/16/2005		User needs to be added to active directory; ext. 56286; Room 330 Phy
Ticket Number: 0000118921	06/14/2005		Need to have AD installed

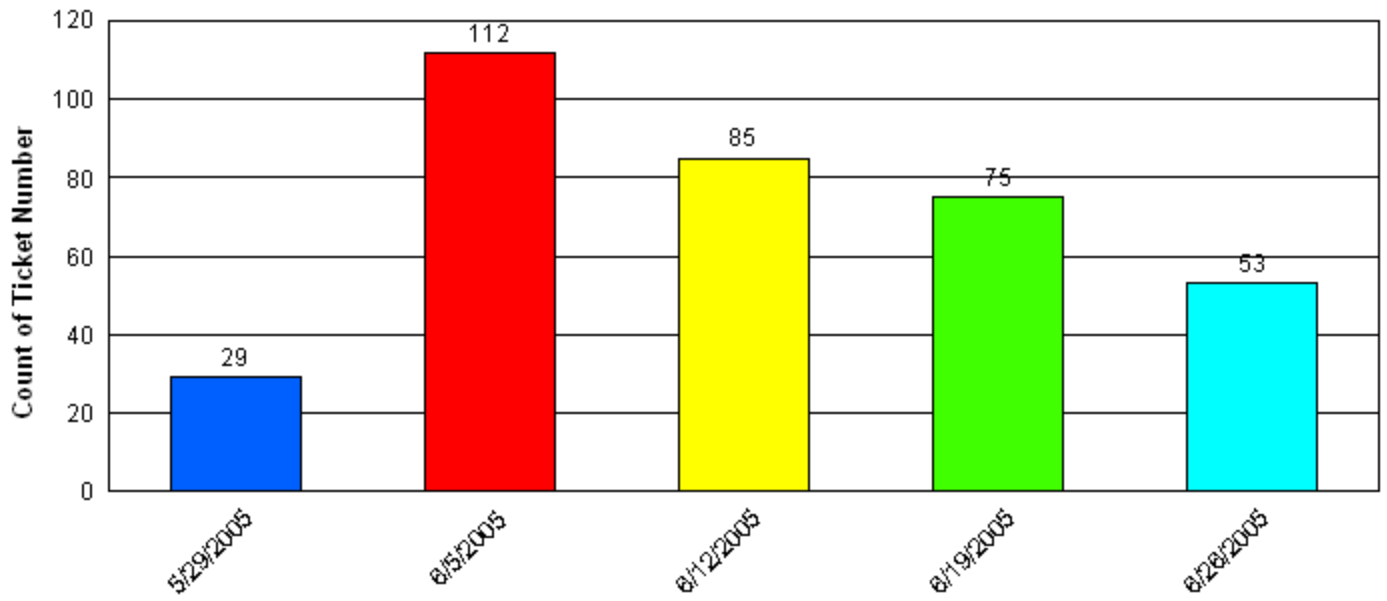
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000118915	06/14/2005	Need to be joined to AD
Ticket Number:	0000119118	06/16/2005	User needs to be added to the AD; ext. 52161; Room 424 FA buildin
Ticket Number:	0000119071	06/16/2005	South Campus: "couldn't locate local settings:
Ticket Number:	0000119064	06/15/2005	OIT Maple9.5 license
Ticket Number:	0000119061	06/15/2005	Add Machine to Active Directory
Ticket Number:	0000119056	06/15/2005	PC at office behind service desk at aok needs ad installed. x 52343
Ticket Number:	0000119030	06/15/2005	AD needs to be put on users computers; ext. 53140; Room 329D ESC
Ticket Number:	0000118994	06/15/2005	Need to be joined to AD
Ticket Number:	0000118912	06/14/2005	Machine needs to be joined to AD
Ticket Number:	0000118905	06/14/2005	Need help in setting up shortcuts on desktop since AD was installed
Ticket Number:	0000118898	06/14/2005	Need to be joined to AD
Ticket Number:	0000118897	06/14/2005	AD installation
Ticket Number:	0000118919	06/14/2005	User needs AD on thier machine; ext. 58468; Room 230 Public Policy
Ticket Number:	0000118913	06/14/2005	AC219: need to add to AD
Ticket Number:	0000118853	06/13/2005	Rachel has lost all of her icons after having AD installed.
Ticket Number:	0000118851	06/13/2005	Machine needs to be joined to AD
Ticket Number:	0000118990	06/15/2005	Machine joined to AD
Ticket Number:	0000118992	06/15/2005	Machine joined to AD
Ticket Number:	0000118839	06/13/2005	RAC rm 212. x52206 User needs AD installed on machine. Win XP.
Ticket Number:	0000118833	06/13/2005	Machine joined to AD
Ticket Number:	0000118829	06/13/2005	User needs AD installed on machines; ext. 53240; Room Commons 3
Ticket Number:	0000118848	06/13/2005	Warehouse B, x52317. User getting msg local policy does not allow i
Ticket Number:	0000118800	06/13/2005	Machine needs to be joined to AD
Ticket Number:	0000118799	06/13/2005	Machine needs to be joined to AD
Ticket Number:	0000118797	06/13/2005	Machine needs to be joined to AD
Ticket Number:	0000119156	06/17/2005	User needs to be added to the AD; ext. 52100; Room 116 COMM ST
Ticket Number:	0000119246	06/20/2005	User needs to have AD installed; ext. 5532; Room UC 207
Ticket Number:	0000119161	06/17/2005	Migration from NOvelle to Active Directory
Ticket Number:	0000119281	06/20/2005	Computers need to be updated for AD; UC 116; 7 computers; ext. 51
Ticket Number:	0000119368	06/21/2005	ACIV - 310 - Computer will not boot
Ticket Number:	0000119426	06/22/2005	Machines to be joined to AD
Ticket Number:	0000119603	06/24/2005	In reference to ticket 119476 users settings appear to be correct, and
Ticket Number:	0000119666	06/27/2005	Machine hangs upon login
Ticket Number:	0000119594	06/24/2005	Need Desktop Computer Configured for Active Directory
Ticket Number:	0000119573	06/23/2005	Basement of pup, or rm 249. x58725. User needs AD installed.
Ticket Number:	0000119571	06/23/2005	New VP of Finance Needs Laptop Setup
Ticket Number:	0000119695	06/27/2005	ITE 414. x58433. Machine further from door needs local account add
Ticket Number:	0000119491	06/22/2005	New user needs active directory access for her computer.
Ticket Number:	0000119462	06/22/2005	ecs rm 125G. x56316. User needs AD installed on their machine.
Ticket Number:	0000119436	06/22/2005	Ashra Morcos cannot login to Novell.
Ticket Number:	0000119370	06/21/2005	RAC 305 - Novell Fatal Error
Ticket Number:	0000119369	06/21/2005	ACIV 310 - New computer install
Ticket Number:	0000119366	06/21/2005	User cannot get resnet log in screen tos how up; Please contact by pho
Ticket Number:	0000119339	06/21/2005	Machine needs to be joined to AD
Ticket Number:	0000119295	06/20/2005	Move Machine to Active Directory
Ticket Number:	0000119677	06/27/2005	Machine needs to be joined to AD
Ticket Number:	0000119721	06/27/2005	AD installation request
Ticket Number:	0000119805	06/28/2005	Admin 912/Admin 1006; 2 computers need AD and Novell Client in
Ticket Number:	0000119893	06/29/2005	Work Order Request-Need several items added to AD
Ticket Number:	0000119838	06/29/2005	Need machine joined to AD
Ticket Number:	0000119739	06/28/2005	Active Directory
Ticket Number:	0000119824	06/28/2005	Machine joined to AD

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For Desktop Support



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>Financial Services: Peo</b>	<b>Total:</b>	<b>53</b>	
<b>cnewton</b>		<b>Total: 4</b>	
<b>Closed</b>		<b>Total: 4</b>	
Ticket Number:	0000119179	06/17/2005	+No Activity ID for project 00001607
Ticket Number:	0000118116	06/03/2005	Peoplesoft Finance Logon
Ticket Number:	0000118125	06/04/2005	Peoplesoft Job Failed
Ticket Number:	0000118288	06/06/2005	PS Support Request
<b>rpreston</b>		<b>Total: 4</b>	
<b>Closed</b>		<b>Total: 4</b>	
Ticket Number:	0000118527	06/08/2005	confirmation of budget transfers
Ticket Number:	0000117922	06/02/2005	FW: Retriever - GL summary report & detail report
Ticket Number:	0000119203	06/18/2005	Error Message when attempting to log-in to Retriever
Ticket Number:	0000119819	06/28/2005	PS Support Request

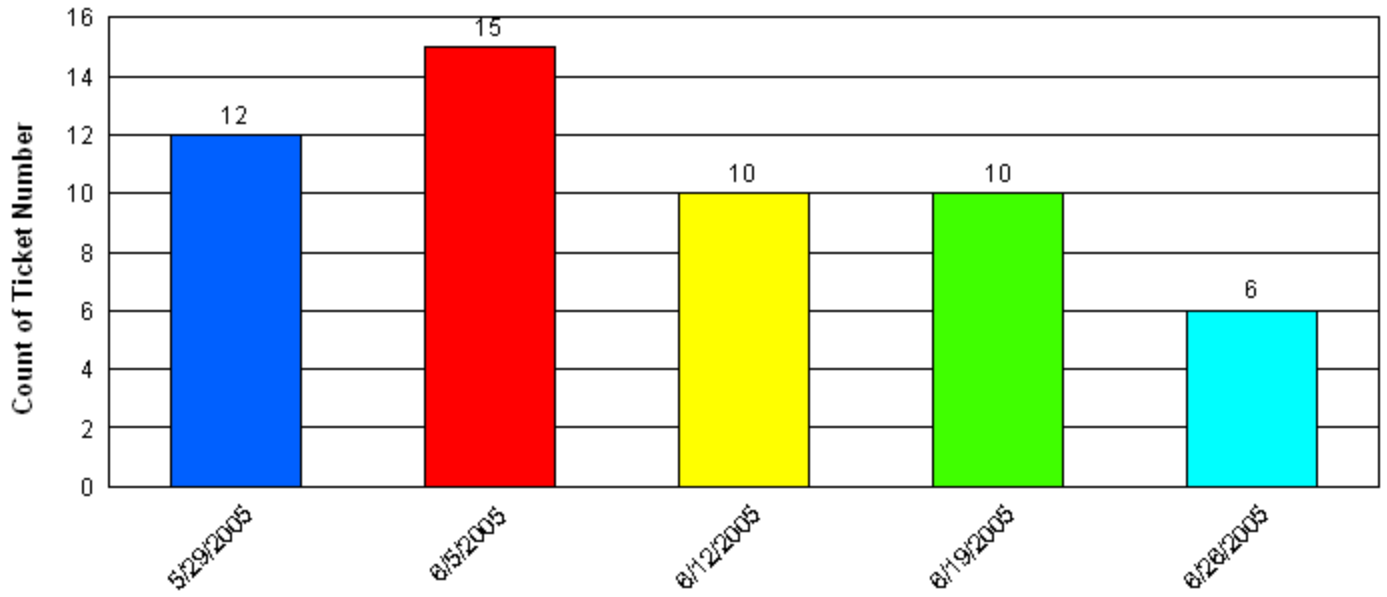
<u>tkuonen</u>		<u>Create</u>	<u>Short Description</u>
<u>Closed</u>		<u>Date</u>	
		<u>Total:</u>	<b>45</b>
		<u>Total:</u>	<b>45</b>
Ticket Number: 0000119704	06/27/2005	Error when trying to access grants	
Ticket Number: 0000119925	06/30/2005	Requisition Approver for Education Department	
Ticket Number: 0000119919	06/30/2005	Retriever Run Control Issues	
Ticket Number: 0000119812	06/28/2005	Work Order Request-Set up security for grant event log	
Ticket Number: 0000119790	06/28/2005	Problems printing a P- Card report	
Ticket Number: 0000119171	06/17/2005	Access security and permissions for Henry Siemer	
Ticket Number: 0000119584	06/24/2005	Access to enter Requisitions?	
Ticket Number: 0000119446	06/22/2005	PS Support Request	
Ticket Number: 0000119434	06/22/2005	Updated Retriever	
Ticket Number: 0000119429	06/22/2005	Retriever	
Ticket Number: 0000119317	06/21/2005	FW: concern about effort reporting	
Ticket Number: 0000119298	06/20/2005	Retriever Reports	
Ticket Number: 0000119294	06/20/2005	Re: Access security and permissions for Henry Siemer	
Ticket Number: 0000118723	06/10/2005	Deposits Not in Retriever May 2005	
Ticket Number: 0000119129	06/16/2005	list serve	
Ticket Number: 0000119081	06/16/2005	Retriever Access	
Ticket Number: 0000119493	06/22/2005	Effort Reports	
Ticket Number: 0000119080	06/16/2005	New PS Finance Access	
Ticket Number: 0000118899	06/14/2005	GL Summary Report (Actuals)	
Ticket Number: 0000119478	06/22/2005	Access security and permissions (in FSPRD) for Henry Siemer and	
Ticket Number: 0000118864	06/13/2005	PCard Report by Card Number	
Ticket Number: 0000118843	06/13/2005	Vendor Processing Authority	
Ticket Number: 0000118760	06/10/2005	Scheduling Grant Reports	
Ticket Number: 0000118841	06/13/2005	Budget Grant Reports	
Ticket Number: 0000119349	06/21/2005	Fw: Departments are not in the prompt tables	
Ticket Number: 0000117981	06/02/2005	Specialized Access Request Form...	
Ticket Number: 0000117882	06/01/2005	Help with Statement of Payroll Charges	
Ticket Number: 0000118651	06/09/2005	User is trying to access PS Finance and ends up in retriever every tim	
Ticket Number: 0000117886	06/01/2005	P-Card Transaction	
Ticket Number: 0000117919	06/02/2005	[Fwd: retriever access]	
Ticket Number: 0000117930	06/02/2005	Previous Request	
Ticket Number: 0000118027	06/03/2005	Access to Budget Check Rev Estimates	
Ticket Number: 0000117948	06/02/2005	Financial Reports	
Ticket Number: 0000117933	06/02/2005	Add New User	
Ticket Number: 0000117926	06/02/2005	commitment control access	
Ticket Number: 0000118253	06/06/2005	Access security and permissions for Mike Morgan	
Ticket Number: 0000118346	06/07/2005	Requisition Training	
Ticket Number: 0000118597	06/09/2005	Urgent Peoplesoft requests	
Ticket Number: 0000118591	06/09/2005	Problem Reconciling Credit Card Statement	
Ticket Number: 0000118491	06/08/2005	Project Report - Missing Entries	
Ticket Number: 0000118505	06/08/2005	Retriever	
Ticket Number: 0000118462	06/08/2005	RE: Requisition Training	
Ticket Number: 0000118367	06/07/2005	authorization error	
Ticket Number: 0000118351	06/07/2005	Project number not in Account Table	
Ticket Number: 0000118345	06/07/2005	Jean Bunch	

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For Financial Services: PeopleSoft



	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
<b>Helpdesk</b>	<b>Total:</b>	<b>665</b>	
<b>HD:Tape_Changes</b>	<b>Total:</b>	<b>8</b>	
<b>Closed</b>	<b>Total:</b>	<b>8</b>	
Ticket Number: 0000118625	06/09/2005	Thursday - Tape change	
Ticket Number: 0000117871	06/01/2005	6/1/05: HD Tape Change	
Ticket Number: 0000119521	06/23/2005	6/23 tape change	
Ticket Number: 0000118180	06/05/2005	6/5/05 2:00pm tape change	
Ticket Number: 0000119086	06/16/2005	Thursday - tape change 6/16	
Ticket Number: 0000119215	06/19/2005	6/19/05 tape change	
Ticket Number: 0000119652	06/26/2005	6/26/05 tape change	
Ticket Number: 0000119924	06/30/2005	6/30 - Thursday daily tape change	
<b>HelpDesk</b>	<b>Total:</b>	<b>37</b>	
<b>Closed</b>	<b>Total:</b>	<b>37</b>	
Ticket Number: 0000119663	06/27/2005	Robert/FAID - can not receive/delete emails	
Ticket Number: 0000119753	06/28/2005	Several accounts on wireless not working	
Ticket Number: 0000119676	06/27/2005	Need pw reset	
Ticket Number: 0000119842	06/29/2005	Police Dept - quota in mail @ 100%/can not delete	
Ticket Number: 0000119888	06/29/2005	Quota increase	
Ticket Number: 0000119964	06/30/2005	password reset request	
Ticket Number: 0000119961	06/30/2005	password reset request	
Ticket Number: 0000119917	06/30/2005	Quota increase for auvil	
Ticket Number: 0000119916	06/30/2005	Need pw reset	
Ticket Number: 0000119764	06/28/2005	Acct not working for wireless in commons333	
Ticket Number: 0000119186	06/17/2005	password reset request	
Ticket Number: 0000119241	06/20/2005	jantos - can not delete mail thru mozilla	
Ticket Number: 0000119231	06/20/2005	How can I control spam received in my email	
Ticket Number: 0000119212	06/19/2005	password reset request	
Ticket Number: 0000119250	06/20/2005	EHS - can not delete mail	
Ticket Number: 0000119419	06/22/2005	Need large quota increase for summer work/ emails	
Ticket Number: 0000119378	06/21/2005	Account Creation for Hosham Eltahir	
Ticket Number: 0000119377	06/21/2005	Account Creation for William Peng	
Ticket Number: 0000119336	06/21/2005	Need quota increase - more then the standard increase	
Ticket Number: 0000119233	06/20/2005	Need pw reset to access email	
Ticket Number: 0000119082	06/16/2005	Jeanne - address book has disappeared from compose window	
Ticket Number: 0000119078	06/16/2005	Fax received - reset password for flor1	
Ticket Number: 0000119079	06/16/2005	Fax received - pw reset for ssprin1	
Ticket Number: 0000119068	06/16/2005	Student-offcampus/can not access mail/over quota	
Ticket Number: 0000119006	06/15/2005	Fax received to change pw for krystina gaudio	
Ticket Number: 0000119003	06/15/2005	dpet / faculty returning after 5 yrs - clean out his email account for hi	
Ticket Number: 0000117920	06/02/2005	Rubin - can not open attachment in macmail	
Ticket Number: 0000117937	06/02/2005	Not receiving mail	
Ticket Number: 0000118221	06/06/2005	MaryPat - can not delete mail	
Ticket Number: 0000118296	06/06/2005	Password reset	
Ticket Number: 0000118375	06/07/2005	Need quota increase for ginny	
Ticket Number: 0000118412	06/07/2005	Password Reset	
Ticket Number: 0000118504	06/08/2005	Increase Quota "dasilva"	
Ticket Number: 0000118627	06/09/2005	how to get IP address on workstation	
Ticket Number: 0000118611	06/09/2005	winston2 - need to verify id / and reset pw	
Ticket Number: 0000118539	06/08/2005	password reset request	
Ticket Number: 0000118445	06/08/2005	Tom Taylor - need pw reset for use in ecs025	

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>anna</b>	<b>Total: 6</b>	
<b>Closed</b>	<b>Total: 6</b>	
Ticket Number: 0000118054	06/03/2005	Printing rights for classes
Ticket Number: 0000119121	06/16/2005	Novell Client software needs to be updated on website
Ticket Number: 0000119139	06/16/2005	No subject
Ticket Number: 0000119138	06/16/2005	You are not going to believe this one!
Ticket Number: 0000119174	06/17/2005	Oracle Calender
Ticket Number: 0000119409	06/22/2005	Net-Temps Career News
<b>egabril</b>	<b>Total: 14</b>	
<b>Closed</b>	<b>Total: 14</b>	
Ticket Number: 0000119618	06/24/2005	request for a quota increase
Ticket Number: 0000118753	06/10/2005	6-10-05 phonemail check 2 p.m.
Ticket Number: 0000118754	06/10/2005	Your Account is Suspended For Security Reasons
Ticket Number: 0000118766	06/10/2005	6/10/05 5:00pm lab check
Ticket Number: 0000118759	06/10/2005	ticket #0000118315 resolved
Ticket Number: 0000118768	06/10/2005	Your Account is Suspended For Security Reasons
Ticket Number: 0000118751	06/10/2005	6/10 all tapes but engr changed, tim said to leave it out.
Ticket Number: 0000118789	06/12/2005	GFEXRPKOCWHR
Ticket Number: 0000118785	06/12/2005	Opening check list June 12 2005
Ticket Number: 0000118781	06/11/2005	*DETECTED* Online User Violation
Ticket Number: 0000118780	06/11/2005	*DETECTED* Online User Violation
Ticket Number: 0000118257	06/06/2005	Work Order Request-Spam filter no longer working
Ticket Number: 0000118315	06/06/2005	McAfee Install
Ticket Number: 0000118541	06/08/2005	SPSS Version 12 cd loan
<b>ha2</b>	<b>Total: 18</b>	
<b>Closed</b>	<b>Total: 18</b>	
Ticket Number: 0000118052	06/03/2005	Work Order Request
Ticket Number: 0000118102	06/03/2005	Your Account is Suspended For Security Reasons
Ticket Number: 0000118118	06/04/2005	*WARNING* Your Email Account Will Be Closed
Ticket Number: 0000118122	06/04/2005	YOUR ACCOUNT IS SUSPENDEED FOR SECURITY REASONS
Ticket Number: 0000118151	06/04/2005	Banned file: message.scr in mail from you
Ticket Number: 0000118164	06/05/2005	Important Notification
Ticket Number: 0000118194	06/05/2005	Your Account is Suspended For Security Reasons
Ticket Number: 0000118193	06/05/2005	[Fwd: IMPORTANT NOTIFICATION]
Ticket Number: 0000118186	06/05/2005	Important Notification
Ticket Number: 0000118174	06/05/2005	Your Account is Suspended For Security Reasons
Ticket Number: 0000118168	06/05/2005	question
Ticket Number: 0000118161	06/05/2005	[Fwd: *DETECTED* Online User Violation]
Ticket Number: 0000118155	06/04/2005	Emails that I am receiving from umbc accounts
Ticket Number: 0000118124	06/04/2005	*WARNING* YOUR EMAIL ACCOUNT WILL BE CLOSED
Ticket Number: 0000118120	06/04/2005	*DETECTED* Online User Violation
Ticket Number: 0000119596	06/24/2005	Work Order Request
Ticket Number: 0000119599	06/24/2005	get a better job
Ticket Number: 0000119445	06/22/2005	FW: Returned Mail: Quota

<b>kherna1</b>		<u>Create</u>	<u>Short Description</u>
<b>Resolved</b>		<u>Date</u>	
		<u>Total:</u>	
Ticket Number:	0000118286	06/06/2005	high disk usage problem
Ticket Number:	0000119744	06/28/2005	Password Reset for JERemy Reed
		<u>Total:</u>	<b>2</b>
			<b>101</b>

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000119619	06/24/2005	99	6/24/05 SAS v9 6-cd set check out
Ticket Number: 0000119966	06/30/2005		increase of quota space
Ticket Number: 0000119968	06/30/2005		6/30/05 10:00pm lab check
Ticket Number: 0000119967	06/30/2005		quota increase request
Ticket Number: 0000119965	06/30/2005		6/30/05 8:00pm lab check
Ticket Number: 0000119948	06/30/2005		Work Order Request
Ticket Number: 0000119942	06/30/2005		2pm mail check; no new messages;
Ticket Number: 0000119902	06/29/2005		Customer not getting connection to oracle.gl
Ticket Number: 0000119830	06/28/2005		Virus?!
Ticket Number: 0000119649	06/26/2005		Local Dialup Number
Ticket Number: 0000119648	06/25/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000119187	06/17/2005		Work Order Request-How do I block an email address
Ticket Number: 0000119593	06/24/2005		corporate time
Ticket Number: 0000119590	06/24/2005		User cannot log into novell; ext. 52305
Ticket Number: 0000119576	06/23/2005		disk usage
Ticket Number: 0000119539	06/23/2005		SAS software
Ticket Number: 0000119499	06/22/2005		Need laptop checked
Ticket Number: 0000119481	06/22/2005		Email question
Ticket Number: 0000119479	06/22/2005		No subject
Ticket Number: 0000119474	06/22/2005		*IMPORTANT* Your Account Has Been Locked
Ticket Number: 0000119473	06/22/2005		dreamweaver
Ticket Number: 0000119471	06/22/2005		2pm phonemail; 2 new messages;
Ticket Number: 0000119489	06/22/2005		joy kolb
Ticket Number: 0000119608	06/24/2005		Work Order Request
Ticket Number: 0000119386	06/21/2005		oitcleaner
Ticket Number: 0000119344	06/21/2005		Account Creation for William Coomber
Ticket Number: 0000119314	06/20/2005		Re: QUOTA Warning on UMBC Email Account
Ticket Number: 0000119305	06/20/2005		Work Order Request-Problems renewing sas 8.0 license
Ticket Number: 0000119260	06/20/2005		Work Order Request-Getting more junk mail
Ticket Number: 0000119225	06/20/2005		problems with uploading MATLAB
Ticket Number: 0000119575	06/23/2005		spam/junk email filtering
Ticket Number: 0000118771	06/11/2005		No subject
Ticket Number: 0000118767	06/10/2005		brief question, please respond
Ticket Number: 0000118772	06/11/2005		[Fwd: *DETECTED* ONLINE USER VIOLATION]
Ticket Number: 0000119105	06/16/2005		user cannot get logged into blackboard; 240-441-9074;
Ticket Number: 0000119023	06/15/2005		ticket 118837
Ticket Number: 0000118957	06/14/2005		User cannot access webmail; 443-996-3478 Cell; Please contact by p
Ticket Number: 0000118936	06/14/2005		myUMBC Account Creation for Katerina Horejsi
Ticket Number: 0000118959	06/14/2005		User does not get a resnet login screen and cannot log into resnet; ext.
Ticket Number: 0000118894	06/14/2005		Work Order Request-Problem sending/receiving emails
Ticket Number: 0000118887	06/13/2005		unable to renew SAS 9.0 software
Ticket Number: 0000118886	06/13/2005		Concerning Email
Ticket Number: 0000118794	06/13/2005		SAS License File
Ticket Number: 0000118774	06/11/2005		strange email
Ticket Number: 0000118779	06/11/2005		Account Issues
Ticket Number: 0000118294	06/06/2005		Delete
Ticket Number: 0000117827	06/01/2005		[TKO NOTICE] Your account could be suspended
Ticket Number: 0000117830	06/01/2005		Net-Temps Career News
Ticket Number: 0000117835	06/01/2005		Aunglette Peterson needs her email quota increased.
Ticket Number: 0000118192	06/05/2005		No subject
Ticket Number: 0000118177	06/05/2005		Spoofing email?
Ticket Number: 0000118178	06/05/2005		strange e-mail
Ticket Number: 0000118171	06/05/2005		email viruses?
Ticket Number: 0000118166	06/05/2005		[Fwd: Your Account is Suspended For Security Reasons]

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000118165	06/05/2005	[Fwd: *WARNING* Your Email Account Will Be Closed]
Ticket Number:	0000118160	06/05/2005	[Fwd: NOTICE OF ACCOUNT LIMITATION]
Ticket Number:	0000118159	06/04/2005	[Fwd: Your Email Account is Suspended For Security Reasons]
Ticket Number:	0000118145	06/04/2005	[Fwd: Your Account is Suspended] Virus/Trojan/Worm Alert!!!!
Ticket Number:	0000118144	06/04/2005	[Fwd: vaoi]
Ticket Number:	0000118143	06/04/2005	Viewings fro the Spring 05 semester on Bb
Ticket Number:	0000118135	06/04/2005	Is this real or not? Fw: NOTICE: **LAST WARNING**
Ticket Number:	0000118136	06/04/2005	Hoax E-mail with virus attached
Ticket Number:	0000118129	06/04/2005	Re: *WARNING* Your Email Account Will Be Closed
Ticket Number:	0000118115	06/03/2005	Fw: Notice of account limitation
Ticket Number:	0000118114	06/03/2005	Fw: *WARNING* Your Email Account Will Be Closed
Ticket Number:	0000118113	06/03/2005	[Fwd: Notice of account limitation]
Ticket Number:	0000118112	06/03/2005	Work Order Request
Ticket Number:	0000118111	06/03/2005	MyUmbc problems
Ticket Number:	0000118108	06/03/2005	E-mail Problem
Ticket Number:	0000118107	06/03/2005	Suspicious email scam?
Ticket Number:	0000118106	06/03/2005	termination?
Ticket Number:	0000118104	06/03/2005	Possible virus on campus? Email I keep receiving.
Ticket Number:	0000118091	06/03/2005	[Fwd: Your Account is Suspended For Security Reasons]
Ticket Number:	0000118083	06/03/2005	Suspect Email (Account Suspended For Security Reasons)
Ticket Number:	0000118081	06/03/2005	[Fwd: YOUR ACCOUNT IS SUSPENDED]
Ticket Number:	0000118079	06/03/2005	Malicious Email
Ticket Number:	0000118075	06/03/2005	FW: Your Account is Suspended For Security Reasons
Ticket Number:	0000118030	06/03/2005	AICHe Website
Ticket Number:	0000118015	06/03/2005	Strange Emails
Ticket Number:	0000117950	06/02/2005	[Fwd: 04-402 UMBC Administration Building 5th Floor / 9th Floor
Ticket Number:	0000117870	06/01/2005	FTP and webspace
Ticket Number:	0000117833	06/01/2005	[TKO NOTICE] Your account could be suspended
Ticket Number:	0000118293	06/06/2005	I can not delete email in my account
Ticket Number:	0000118317	06/06/2005	Keep getting emails from UMBC addresses containing worms
Ticket Number:	0000118329	06/06/2005	[Fwd: Your Account is Suspended For Security Reasons]
Ticket Number:	0000118336	06/06/2005	unusual e-mail
Ticket Number:	0000118343	06/07/2005	Important
Ticket Number:	0000118466	06/08/2005	FW: Notice of account limitation
Ticket Number:	0000118405	06/07/2005	Fraudulent Email
Ticket Number:	0000118394	06/07/2005	Password Reset
Ticket Number:	0000118377	06/07/2005	SAS Version 9 software loan
Ticket Number:	0000118350	06/07/2005	*WARNING* YOUR EMAIL ACCOUNT WILL BE CLOSED
Ticket Number:	0000118342	06/06/2005	my account
Ticket Number:	0000118334	06/06/2005	email viruses
Ticket Number:	0000118323	06/06/2005	quota increase request
Ticket Number:	0000118305	06/06/2005	[Fwd: Your Account is Suspended For Security Reasons]
Ticket Number:	0000118303	06/06/2005	Alert
Ticket Number:	0000118301	06/06/2005	Notification
Ticket Number:	0000118302	06/06/2005	email question

**kincaid**

Create

Date

Total: **129**

Short Description

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
		<b>129</b>	
Ticket Number: 0000118216	06/06/2005		(no subject)
Ticket Number: 0000118536	06/08/2005		Placement results?
Ticket Number: 0000118512	06/08/2005		Jeff Shue-Changing Email Address
Ticket Number: 0000118515	06/08/2005		*WARNING* Your Email Account Will Be Closed
Ticket Number: 0000118437	06/08/2005		Net-Temps Career News
Ticket Number: 0000118428	06/07/2005		YOUR ACCOUNT IS SUSPENDED FOR SECURITY REASONS
Ticket Number: 0000118544	06/08/2005		ResNet Access
Ticket Number: 0000118348	06/07/2005		EMAIL
Ticket Number: 0000118338	06/06/2005		Your Account is Suspended For Security Reasons
Ticket Number: 0000118331	06/06/2005		Notice: **Last Warning**
Ticket Number: 0000118607	06/09/2005		Work Order Request-email
Ticket Number: 0000118872	06/13/2005		ACCOUNT ALERT
Ticket Number: 0000118576	06/09/2005		RE: email usage issue
Ticket Number: 0000118575	06/09/2005		my UMBC space usage problem
Ticket Number: 0000118553	06/09/2005		can't delete email
Ticket Number: 0000118554	06/09/2005		Email Account Suspension
Ticket Number: 0000118552	06/08/2005		Disk usage help
Ticket Number: 0000118549	06/08/2005		Quota increase request
Ticket Number: 0000118543	06/08/2005		Res Net Access
Ticket Number: 0000118538	06/08/2005		User request password reset
Ticket Number: 0000118537	06/08/2005		Possible Security Problem
Ticket Number: 0000118530	06/08/2005		Email Problems
Ticket Number: 0000118321	06/06/2005		*DETECTED* Online User Violation
Ticket Number: 0000118312	06/06/2005		*DETECTED* ONLINE USER VIOLATION
Ticket Number: 0000118299	06/06/2005		Suspended
Ticket Number: 0000118545	06/08/2005		FW: *DETECTED* ONLINE USER VIOLATION
Ticket Number: 0000118236	06/06/2005		virus
Ticket Number: 0000118238	06/06/2005		Getting warning messages from UMBC ids
Ticket Number: 0000118008	06/03/2005		Work Order Request-Can not delete a mail msg
Ticket Number: 0000118571	06/09/2005		Closing of Email Account
Ticket Number: 0000117890	06/01/2005		ResNet Activation
Ticket Number: 0000117892	06/01/2005		ResNet Access
Ticket Number: 0000117894	06/01/2005		*DETECTED* ONLINE USER VIOLATION
Ticket Number: 0000117901	06/01/2005		Work Order Request-Think email I received are viruses
Ticket Number: 0000118262	06/06/2005		Question.
Ticket Number: 0000117953	06/02/2005		Get the Software you need, now!
Ticket Number: 0000117961	06/02/2005		OpScan10 - reject hopper not working properly
Ticket Number: 0000117923	06/02/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000117921	06/02/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000117910	06/01/2005		Security measures
Ticket Number: 0000117908	06/01/2005		*WARNING* Your Email Account Will Be Closed
Ticket Number: 0000117903	06/01/2005		Work Order Request-Can not access myumbc
Ticket Number: 0000117897	06/01/2005		username change request kheching->klewis
Ticket Number: 0000118187	06/05/2005		Kcktydhoewxfc
Ticket Number: 0000118185	06/05/2005		Your Account is Suspended For Security Reasons
Ticket Number: 0000118184	06/05/2005		Infected E-mail Message from service@umbc.edu
Ticket Number: 0000118183	06/05/2005		Account Alert
Ticket Number: 0000118181	06/05/2005		*WARNING* YOUR EMAIL ACCOUNT WILL BE CLOSED
Ticket Number: 0000118179	06/05/2005		Email Account Suspension
Ticket Number: 0000118173	06/05/2005		Important Notification
Ticket Number: 0000118163	06/05/2005		*WARNING* YOUR EMAIL ACCOUNT WILL BE CLOSED
Ticket Number: 0000118156	06/04/2005		Your Email Account Has been Blocked
Ticket Number: 0000118212	06/06/2005		[Fwd: Your Account is Suspended]
Ticket Number: 0000118210	06/06/2005		Email account suspension

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000118209	06/06/2005	[Fwd: Your Account is Suspended For Security Reasons]
Ticket Number:	0000118208	06/06/2005	Important Notification
Ticket Number:	0000118206	06/06/2005	Email Account Suspension
Ticket Number:	0000118203	06/06/2005	Your Account is Suspended For Security Reasons
Ticket Number:	0000118202	06/06/2005	Your Account is Suspended For Security Reasons
Ticket Number:	0000118201	06/06/2005	Work Order Request-Received several emails regarding acct suspend
Ticket Number:	0000118200	06/05/2005	Account Alert
Ticket Number:	0000118199	06/05/2005	Ixoxfel
Ticket Number:	0000118191	06/05/2005	Receiving e-mail saying account suspended and limited
Ticket Number:	0000118190	06/05/2005	Your Account is Suspended For Security Reasons
Ticket Number:	0000118152	06/04/2005	IMPORTANT NOTIFICATION
Ticket Number:	0000118149	06/04/2005	Your Account is Suspended For Security Reasons
Ticket Number:	0000118140	06/04/2005	Your Account is Suspended For Security Reasons
Ticket Number:	0000118134	06/04/2005	Your Account is Suspended For Security Reasons
Ticket Number:	0000118132	06/04/2005	Security measures
Ticket Number:	0000118131	06/04/2005	Email Account Suspension
Ticket Number:	0000118121	06/04/2005	Your Account is Suspended For Security Reasons
Ticket Number:	0000118197	06/05/2005	Your Account is Suspended
Ticket Number:	0000118110	06/03/2005	Your Account is Suspended
Ticket Number:	0000118109	06/03/2005	Your Account is Suspended
Ticket Number:	0000118101	06/03/2005	rmwzlwkhkbzavxqs
Ticket Number:	0000118070	06/03/2005	mail@umbc emails
Ticket Number:	0000118065	06/03/2005	ResNet Access
Ticket Number:	0000118034	06/03/2005	Email Account Suspension
Ticket Number:	0000118033	06/03/2005	[Fwd: *WARNING* Your Email Account Will Be Closed]
Ticket Number:	0000118011	06/03/2005	Account Alert
Ticket Number:	0000118117	06/04/2005	*DETECTED* Online User Violation
Ticket Number:	0000118006	06/03/2005	Your PayPal Billing Information records are out of date. Please updat
Ticket Number:	0000118000	06/02/2005	No subject
Ticket Number:	0000117997	06/02/2005	ResNet Access
Ticket Number:	0000117996	06/02/2005	ResNet Access
Ticket Number:	0000117995	06/02/2005	ResNet Access
Ticket Number:	0000117893	06/01/2005	ResNet Access
Ticket Number:	0000117891	06/01/2005	ResNet Access
Ticket Number:	0000117868	06/01/2005	strange emails
Ticket Number:	0000118021	06/03/2005	request for Novell account
Ticket Number:	0000118012	06/03/2005	User requests mail quota increas; ext. 52498
Ticket Number:	0000118827	06/13/2005	Work Order Request
Ticket Number:	0000118869	06/13/2005	Viagra Is it the right medication for you!
Ticket Number:	0000118881	06/13/2005	VBrick Systems Sets Standard for Government Visual Communication
Ticket Number:	0000119113	06/16/2005	disk usage?
Ticket Number:	0000119087	06/16/2005	When does account expire?
Ticket Number:	0000119017	06/15/2005	uid=kheching please make klewis alias
Ticket Number:	0000118982	06/15/2005	The best way to have a worthy salary. Protection code:LE-5526
Ticket Number:	0000118970	06/14/2005	PayPal Account Security Measures
Ticket Number:	0000118902	06/14/2005	emails indicating that my account is suspended with virus attached
Ticket Number:	0000119198	06/17/2005	email
Ticket Number:	0000119223	06/20/2005	Under The Radar Stox Micro-cap Profile
Ticket Number:	0000119580	06/24/2005	Email Problems
Ticket Number:	0000119551	06/23/2005	User "george1" needs access to the Business Systems Users Group un
Ticket Number:	0000119549	06/23/2005	request
Ticket Number:	0000119538	06/23/2005	UMBC Upward Bound
Ticket Number:	0000119528	06/23/2005	User requests quota increase; 410-461-2296
Ticket Number:	0000119487	06/22/2005	No subject
Ticket Number:	0000119488	06/22/2005	Learning Session

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000119431	06/22/2005	Establish New Computer Account
Ticket Number:	0000119355	06/21/2005	Create Accounts
Ticket Number:	0000119300	06/20/2005	Request to Open New Computer Accounts
Ticket Number:	0000119302	06/20/2005	request to increase quota
Ticket Number:	0000119227	06/20/2005	IMPORTANT:Security Update
Ticket Number:	0000119226	06/20/2005	IMPORTANT:Security Update
Ticket Number:	0000119224	06/20/2005	=?UTF-8?b?T2ZmaWNpYWwgHJLWFwcHJvdmFsIG5vdGljZSB
Ticket Number:	0000119200	06/18/2005	Legal way to have a worthy salary. Security sign:MI-3602
Ticket Number:	0000119209	06/19/2005	P
Ticket Number:	0000119635	06/24/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000119940	06/30/2005	Disk Space Expanded, please
Ticket Number:	0000119910	06/30/2005	Candace Doane
Ticket Number:	0000119903	06/29/2005	One stop store for best levitra buy.
Ticket Number:	0000119889	06/29/2005	Request for e-mail account for new student
Ticket Number:	0000119856	06/29/2005	Software protection computer security.
Ticket Number:	0000119837	06/29/2005	Work Order Request-Can not delete pictures in sent mail
Ticket Number:	0000119810	06/28/2005	web pages
Ticket Number:	0000119809	06/28/2005	My INBOX
Ticket Number:	0000119749	06/28/2005	Borrow SAS V9
Ticket Number:	0000119636	06/24/2005	Res Net account
<b>mcpads1</b>		<u>Total:</u>	<b>2</b>
<b>Closed</b>		<u>Total:</u>	<b>2</b>
Ticket Number:	0000119441	06/22/2005	SAS version 9.0 CD checkoutThursday 23rd Due back
Ticket Number:	0000118948	06/14/2005	Blackboard

		<u>Create</u>		<u>Short Description</u>
<b>myers</b>		<u>Date</u>		
		<b>Total:</b>	<b>48</b>	
<b>Resolved</b>		<b>Total:</b>	<b>3</b>	
Ticket Number:	0000119630	06/24/2005		dreamweaver
Ticket Number:	0000119789	06/28/2005		[Fwd: Fw: Returned mail: delivery problems encountered]
Ticket Number:	0000119833	06/29/2005		Work Order Request-Trying to access email acct
<b>Closed</b>		<b>Total:</b>	<b>45</b>	
Ticket Number:	0000119673	06/27/2005		HPUMBC3: Mirrowed Volume Disabled on LDEV 30
Ticket Number:	0000119785	06/28/2005		VPN access
Ticket Number:	0000119188	06/17/2005		HP Account Deletions
Ticket Number:	0000119554	06/23/2005		Faculty Accounts
Ticket Number:	0000119384	06/21/2005		Create email account for Cheryl Fertitta
Ticket Number:	0000119363	06/21/2005		Summer Research Program Student Accounts
Ticket Number:	0000119291	06/20/2005		case number 119282
Ticket Number:	0000119189	06/17/2005		Margaret can not use HP/Reflections after logging into VPN.
Ticket Number:	0000119253	06/20/2005		Change VPN Access
Ticket Number:	0000119304	06/20/2005		This was sent to....well, not me: [Fwd: re[10]:]
Ticket Number:	0000118769	06/11/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000118783	06/12/2005		Fwd: Returned mail: see transcript for details
Ticket Number:	0000118775	06/11/2005		HELP! please
Ticket Number:	0000119117	06/16/2005		Work Order Request-Email quota still shows 83%
Ticket Number:	0000119069	06/16/2005		HP Account for OIA Staff
Ticket Number:	0000119027	06/15/2005		Delete Accounts - Charne effective 6/24
Ticket Number:	0000118987	06/15/2005		RE: my disk quota
Ticket Number:	0000118971	06/14/2005		6/14/05 SAS v9.0
Ticket Number:	0000118892	06/14/2005		EMAIL ACCOUNT SUSPENSION
Ticket Number:	0000118896	06/14/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000118885	06/13/2005		EMAIL ACCOUNT SUSPENSION
Ticket Number:	0000118863	06/13/2005		computer accounts removed
Ticket Number:	0000119045	06/15/2005		Upward Bound Math and Science Center
Ticket Number:	0000117979	06/02/2005		Shady Grove VPN login
Ticket Number:	0000118256	06/06/2005		User Names and Passwords
Ticket Number:	0000118207	06/06/2005		Possible virus...
Ticket Number:	0000118169	06/05/2005		request for quota increase
Ticket Number:	0000117959	06/02/2005		Upward Bound email requests
Ticket Number:	0000117918	06/02/2005		ByRequest Backup CD May 2005
Ticket Number:	0000117875	06/01/2005		User moved computer and now printer does not show up; Ext. 53710; R
Ticket Number:	0000118298	06/06/2005		dtqiuwjox
Ticket Number:	0000118330	06/06/2005		Emails
Ticket Number:	0000118615	06/09/2005		Please activate account phoust1
Ticket Number:	0000118519	06/08/2005		Need Temporary User Name and Password
Ticket Number:	0000118473	06/08/2005		User cannot log into reflections even though she can get into VPN cl
Ticket Number:	0000118395	06/07/2005		Your Account is Suspended For Security Reasons
Ticket Number:	0000118383	06/07/2005		[Fwd: Returned mail: see transcript for details]
Ticket Number:	0000118372	06/07/2005		Work Order Request-Bogus email
Ticket Number:	0000118364	06/07/2005		RE: QUOTA WARNING for your myUMBC account
Ticket Number:	0000118359	06/07/2005		[Fwd: *WARNING* Your Email Account Will Be Closed]
Ticket Number:	0000118341	06/06/2005		[Fwd: *IMPORTANT* Please Confirm Your Account]
Ticket Number:	0000118333	06/06/2005		constant spam mail from UMBC
Ticket Number:	0000118526	06/08/2005		please increase quota
Ticket Number:	0000118295	06/06/2005		User would like email address changed
Ticket Number:	0000118304	06/06/2005		security risk email

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
<b>myo</b>			
<b>Resolved</b>			
Ticket Number: 0000119176	<u>Total:</u>	<b>289</b>	
	<u>Total:</u>	<b>1</b>	
	06/17/2005		6/17 SAS 9.1 sent in campus mail to user.

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		<b>288</b>	
Ticket Number: 0000119633	06/24/2005		6/24/05 5:00pm phone mail check
Ticket Number: 0000119639	06/25/2005		Opening Checklist 6-25-05 8 a.m.
Ticket Number: 0000119644	06/25/2005		2pm phonemail; no new messages;
Ticket Number: 0000119653	06/26/2005		6/26/05 2:00pm lab check
Ticket Number: 0000119655	06/26/2005		6/26/05 5:00pm phone mail check
Ticket Number: 0000119658	06/26/2005		No subject
Ticket Number: 0000119660	06/27/2005		6/27/2005: opening voicemail
Ticket Number: 0000119737	06/28/2005		Need to back up bluemonday amanda to fri to flush out missed tape.
Ticket Number: 0000119734	06/27/2005		closing tasks 6.27.05
Ticket Number: 0000119733	06/27/2005		e-mail quota
Ticket Number: 0000119732	06/27/2005		disk space
Ticket Number: 0000119711	06/27/2005		Need 3 temp accounts till 10/30/05
Ticket Number: 0000119697	06/27/2005		[Fwd: Is sent SMS]
Ticket Number: 0000119690	06/27/2005		quota warning
Ticket Number: 0000119661	06/27/2005		6/27/2005: opening checklist
Ticket Number: 0000119659	06/26/2005		6/26/05 10:00pm lab check
Ticket Number: 0000119929	06/30/2005		11 am phonemail; 2 new messages;
Ticket Number: 0000119904	06/29/2005		lab closing 6.29.05
Ticket Number: 0000119887	06/29/2005		Phonemail Check 2pm; 1 new message;
Ticket Number: 0000119874	06/29/2005		6/29/2005: opening checklist
Ticket Number: 0000119871	06/29/2005		Let's stay in touch
Ticket Number: 0000119870	06/29/2005		11am phonemail; No New Messages;
Ticket Number: 0000119869	06/29/2005		HD Tape Change 6/29/05
Ticket Number: 0000119867	06/29/2005		Increase Disk Space
Ticket Number: 0000119855	06/29/2005		RE: QUOTA WARNING for your myUMBC account
Ticket Number: 0000119806	06/28/2005		All tapes changed for 6/28.
Ticket Number: 0000119801	06/28/2005		2pm phonemail; no new messages;
Ticket Number: 0000119796	06/28/2005		Ticket # 0000118080
Ticket Number: 0000119775	06/28/2005		No New Messages; 11AM phonemail check;
Ticket Number: 0000119758	06/28/2005		6/28/2005: opening checklist
Ticket Number: 0000119757	06/28/2005		6/28/2005: opening phonemail
Ticket Number: 0000119743	06/28/2005		RE: QUOTA WARNING for your myUMBC account
Ticket Number: 0000119657	06/26/2005		Lab check 8pm 6/26
Ticket Number: 0000119654	06/26/2005		6/26/05 2:00pm phone mail check
Ticket Number: 0000119808	06/28/2005		Customer cannot connect to oracle using JDBC
Ticket Number: 0000119651	06/26/2005		6/26/05 11:30am phone mail check
Ticket Number: 0000119647	06/25/2005		Closing Checklist 6-25-05 5 p.m.
Ticket Number: 0000119643	06/25/2005		HD Tape Change 6/25/05
Ticket Number: 0000119638	06/25/2005		spam
Ticket Number: 0000119143	06/16/2005		Maple 9.5 license
Ticket Number: 0000119144	06/16/2005		9 p.m. labcheck 6-16-05
Ticket Number: 0000119338	06/21/2005		Judicial Affairs User
Ticket Number: 0000119169	06/17/2005		11 a.m. 6-17-05 Phonemail check
Ticket Number: 0000119197	06/17/2005		6/17/05 5:00pm lab check
Ticket Number: 0000119196	06/17/2005		No subject
Ticket Number: 0000119191	06/17/2005		6/17 all tapes changed.
Ticket Number: 0000119735	06/27/2005		Work Order Request-email problems
Ticket Number: 0000119177	06/17/2005		Quota Warning
Ticket Number: 0000119160	06/17/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000119158	06/17/2005		Work Order Request-Needs access to educ610-8010-sp2005.
Ticket Number: 0000119145	06/16/2005		Closing checklist 6-16-05
Ticket Number: 0000119148	06/17/2005		Opening Phonemail; No New messages;
Ticket Number: 0000119707	06/27/2005		2 pm phonemail; no new messages;
Ticket Number: 0000119602	06/24/2005		11 am phonemail; No New Messages

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000119582	06/24/2005	Opening phonemail; no new messages;
Ticket Number:	0000119583	06/24/2005	Opening LabCheck; Opened lab 021
Ticket Number:	0000119578	06/23/2005	6-21-05 closing checklist 10 p.m.
Ticket Number:	0000119577	06/23/2005	labcheck 6-23-05 9 p.m.
Ticket Number:	0000119556	06/23/2005	2pm Phonemail check; no new messages;
Ticket Number:	0000119527	06/23/2005	11am Phonemail; no new messages;
Ticket Number:	0000119508	06/23/2005	6/23/2005: opening labcheck
Ticket Number:	0000119507	06/23/2005	6/23/2005: opening phonemail
Ticket Number:	0000119634	06/24/2005	6/24/05 5:00pm lab check
Ticket Number:	0000119500	06/22/2005	phonemail before closing 6.22.05
Ticket Number:	0000119692	06/27/2005	Phonemail check 11am; no new messages;
Ticket Number:	0000119461	06/22/2005	[Fwd: Out Of the Office]
Ticket Number:	0000119447	06/22/2005	11 am phonemail; no new messages;
Ticket Number:	0000119428	06/22/2005	HD Tape Change 6/22/05
Ticket Number:	0000119416	06/22/2005	purging messages in account
Ticket Number:	0000119407	06/21/2005	request
Ticket Number:	0000119406	06/21/2005	request
Ticket Number:	0000119405	06/21/2005	closing checklist 6-21-05
Ticket Number:	0000119404	06/21/2005	6-21-05 Lab Check, 9 p.m.
Ticket Number:	0000119399	06/21/2005	5:00 Phone Mail Check 6/21
Ticket Number:	0000119398	06/21/2005	6/21 all tapes changed
Ticket Number:	0000119396	06/21/2005	my friend's password
Ticket Number:	0000119450	06/22/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000119371	06/21/2005	2pm phonemail check; no new messages;
Ticket Number:	0000119353	06/21/2005	Deactivation of Account 7/5
Ticket Number:	0000119214	06/19/2005	6/19/05 2:00pm lab check
Ticket Number:	0000119211	06/19/2005	6/19/05 12:00pm phone mail check
Ticket Number:	0000119208	06/18/2005	Strange e-mails
Ticket Number:	0000119207	06/18/2005	Closing Checklist 5 p.m. 6-18-05
Ticket Number:	0000119202	06/18/2005	6-18-05 11 a.m. Phonemail check
Ticket Number:	0000119204	06/18/2005	2 pm phonemail check; No new Messages;
Ticket Number:	0000119205	06/18/2005	2pm LabCheck;
Ticket Number:	0000119206	06/18/2005	User needs quota increase.
Ticket Number:	0000119199	06/18/2005	Opening Checklist 6-18-05 8 a.m.
Ticket Number:	0000119325	06/21/2005	6/21/2005: opening checklist
Ticket Number:	0000119324	06/21/2005	6/21/2005: opening phonemail
Ticket Number:	0000119315	06/20/2005	closing - 6/20
Ticket Number:	0000119313	06/20/2005	phonemail 9:00pm - 6.20
Ticket Number:	0000119310	06/20/2005	Password reset
Ticket Number:	0000119309	06/20/2005	User needs quota increase.
Ticket Number:	0000119284	06/20/2005	you maybe need itt
Ticket Number:	0000119270	06/20/2005	4 new messages; 11 AM phone mail check;
Ticket Number:	0000119221	06/19/2005	ignore my earlier message
Ticket Number:	0000119222	06/19/2005	6/19/05 10:00pm lab check
Ticket Number:	0000119220	06/19/2005	Oracle account - cannot log in
Ticket Number:	0000119218	06/19/2005	6/19/05 5:00pm phone mail check
Ticket Number:	0000119219	06/19/2005	6/19/05 8:00pm lab check
Ticket Number:	0000119216	06/19/2005	6/19/05 2:00pm phone mail check
Ticket Number:	0000118663	06/09/2005	Mail Quota
Ticket Number:	0000118671	06/09/2005	closing my account
Ticket Number:	0000119133	06/16/2005	AD Question
Ticket Number:	0000119132	06/16/2005	User noybert
Ticket Number:	0000119130	06/16/2005	software
Ticket Number:	0000119119	06/16/2005	2pm Phonemail; No New Messages;
Ticket Number:	0000119096	06/16/2005	Urgent Notification

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000119094	06/16/2005	Urgent Notification
Ticket Number:	0000119093	06/16/2005	11 AM Phonemail check; No New Messages;
Ticket Number:	0000119074	06/16/2005	6/16/2005: morning checklist
Ticket Number:	0000119073	06/16/2005	6/16/2005: opening voicemail
Ticket Number:	0000119062	06/15/2005	6/15/05 10:00pm lab check
Ticket Number:	0000119059	06/15/2005	6/15/05 5:00pm phone mail check
Ticket Number:	0000119058	06/15/2005	6/15/05 8:00pm lab check
Ticket Number:	0000119055	06/15/2005	User needs quota increase.
Ticket Number:	0000119036	06/15/2005	1 new message; Phonemail 2pm check;
Ticket Number:	0000119425	06/22/2005	Bb email problem
Ticket Number:	0000119019	06/15/2005	11am phone mail check. 2 msges
Ticket Number:	0000119007	06/15/2005	Email Warnings from listproc - are these real?
Ticket Number:	0000119002	06/15/2005	Work Order Request-Need quota increase
Ticket Number:	0000119005	06/15/2005	Dee needs email quota increase.
Ticket Number:	0000119001	06/15/2005	Email Account
Ticket Number:	0000119000	06/15/2005	HP Tape Change 6/15/05
Ticket Number:	0000118981	06/15/2005	Important question!![Fwd: *WARNING* Your Email Account Will
Ticket Number:	0000118980	06/14/2005	Closing Checklist 6-14-05 10 p.m.
Ticket Number:	0000118979	06/14/2005	internal error
Ticket Number:	0000118978	06/14/2005	9 p.m. labcheck 6-14-05
Ticket Number:	0000118976	06/14/2005	SPAM filter
Ticket Number:	0000118975	06/14/2005	6/14 all tapes changed
Ticket Number:	0000118958	06/14/2005	Phonemail 2:00 pm; 1 new message;
Ticket Number:	0000118956	06/14/2005	Account Removals
Ticket Number:	0000118937	06/14/2005	11 AM Phonemail; 3 new messages;
Ticket Number:	0000118927	06/14/2005	Isabel needs 30MB quota increase.
Ticket Number:	0000118941	06/14/2005	Notice!
Ticket Number:	0000118916	06/14/2005	User requests webmail quota increase; ext. 52337;
Ticket Number:	0000119049	06/15/2005	Password reset for Scott Lombardi
Ticket Number:	0000118889	06/13/2005	9 p.m. 6-13-05 Labcheck
Ticket Number:	0000118846	06/13/2005	Boost Your Business
Ticket Number:	0000118834	06/13/2005	SAS Version 9 cd loan
Ticket Number:	0000118831	06/13/2005	request
Ticket Number:	0000118816	06/13/2005	Work Order Request-Can not login to pc
Ticket Number:	0000118810	06/13/2005	emails about listsev
Ticket Number:	0000118798	06/13/2005	Work Order Request-mailbox consistently stating i have reached my q
Ticket Number:	0000118790	06/12/2005	9 p.m. labcheck 6-12-05
Ticket Number:	0000118791	06/12/2005	Closing Checklist 6-12-05 10 p.m.
Ticket Number:	0000118787	06/12/2005	VIRUS IN THE LISTPROC [Fwd: Re: raa]
Ticket Number:	0000118784	06/12/2005	[Fwd: Your Account is Suspended For Security Reasons]
Ticket Number:	0000118777	06/11/2005	Is this an email virus?
Ticket Number:	0000118773	06/11/2005	space
Ticket Number:	0000118838	06/13/2005	Phonemail 11:00 AM; 1 new message;
Ticket Number:	0000118688	06/09/2005	closing 6-9-05 10 p.m.
Ticket Number:	0000118687	06/09/2005	6-9-05 Lab Check 9 p.m.
Ticket Number:	0000118686	06/09/2005	YOUR ACCOUNT IS SUSPENDED FOR SECURITY REASONS
Ticket Number:	0000118684	06/09/2005	Yun Kim's invitation
Ticket Number:	0000118683	06/09/2005	5:00pm phone mail check 6/9 no msges
Ticket Number:	0000118681	06/09/2005	Unauthorized Account Access
Ticket Number:	0000118674	06/09/2005	6/9 2pm phone mail check, no msges.
Ticket Number:	0000118667	06/09/2005	question about forwarded email
Ticket Number:	0000118692	06/10/2005	Any Software.. get rush undr \$15-\$99..
Ticket Number:	0000118732	06/10/2005	Work Order Request-virus
Ticket Number:	0000118721	06/10/2005	11:00 AM phonemail check; no new messages;
Ticket Number:	0000118696	06/10/2005	Opening lab check;

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000118695	06/10/2005	Opening phonemail; no new messages;
Ticket Number:	0000118691	06/10/2005	Opportunity to earn money. Security sign:WA-5136
Ticket Number:	0000118690	06/09/2005	Work Order Request-Can i have my mail forward to another address
Ticket Number:	0000118222	06/06/2005	[Fwd: YOUR ACCOUNT IS SUSPENDED FOR SECURITY REASON
Ticket Number:	0000118244	06/06/2005	emails about my account being closed?
Ticket Number:	0000118252	06/06/2005	Account Creation
Ticket Number:	0000118269	06/06/2005	quota
Ticket Number:	0000118261	06/06/2005	account suspension email?
Ticket Number:	0000118266	06/06/2005	web maintenance
Ticket Number:	0000118652	06/09/2005	[Fwd: ACCOUNT ALERT]
Ticket Number:	0000118649	06/09/2005	[Fwd: Your Account is Suspended For Security Reasons]
Ticket Number:	0000118645	06/09/2005	Sarah Ihugo needs 15MB increase for her email.
Ticket Number:	0000118640	06/09/2005	hi...
Ticket Number:	0000118638	06/09/2005	login password not working
Ticket Number:	0000118637	06/09/2005	11 AM phonemail check; 10 new messages;
Ticket Number:	0000118626	06/09/2005	Work Order Request-Unable to access email acct
Ticket Number:	0000118624	06/09/2005	webmail password is not working
Ticket Number:	0000118621	06/09/2005	HELP
Ticket Number:	0000118616	06/09/2005	Work Order Request-Can not access mail acct
Ticket Number:	0000118551	06/08/2005	6/8/05 10:00pm lab check
Ticket Number:	0000118546	06/08/2005	6/8/05 8:00pm lab check
Ticket Number:	0000118542	06/08/2005	6/8/05 5:00pm phone mail check
Ticket Number:	0000118514	06/08/2005	[Fwd: Your Account is Suspended For Security Reasons]
Ticket Number:	0000118508	06/08/2005	Phonemail Check 2:00 pm; 1 new message;
Ticket Number:	0000118469	06/08/2005	11am 6/8 phone mail check. no msges.
Ticket Number:	0000118461	06/08/2005	6/8/2005: opening checklist
Ticket Number:	0000118454	06/08/2005	MGBSQHEJT
Ticket Number:	0000118643	06/09/2005	6/9/2005: opening checklist
Ticket Number:	0000118436	06/08/2005	Sell and buy from Turkey by the Turkey originated B2B site
Ticket Number:	0000118434	06/07/2005	emails
Ticket Number:	0000118431	06/07/2005	closing checklist 6-7-05 10 p.m.
Ticket Number:	0000118430	06/07/2005	6-7-05 9 p.m. labcheck
Ticket Number:	0000118441	06/08/2005	Work Order Request-Help w/integrate outlook w/calendar
Ticket Number:	0000118386	06/07/2005	Mathematica 5.1
Ticket Number:	0000118382	06/07/2005	suspicious email
Ticket Number:	0000118379	06/07/2005	Fw: YOUR ACCOUNT IS SUSPENDED
Ticket Number:	0000118378	06/07/2005	Fw: YOUR ACCOUNT IS SUSPENDED
Ticket Number:	0000118468	06/08/2005	Steve Bowers needs his email quota increased.
Ticket Number:	0000118290	06/06/2005	Question about "Admin Email"
Ticket Number:	0000118289	06/06/2005	viruses
Ticket Number:	0000118287	06/06/2005	phonemail 2pm; No New Messages;
Ticket Number:	0000118282	06/06/2005	troubling e-mails
Ticket Number:	0000118281	06/06/2005	[Fwd: ACCOUNT ALERT]
Ticket Number:	0000118280	06/06/2005	[Fwd: Your Account is Suspended For Security Reasons]
Ticket Number:	0000118276	06/06/2005	E-mail question
Ticket Number:	0000118275	06/06/2005	No subject
Ticket Number:	0000118267	06/06/2005	[Fwd: Returned mail: see transcript for details]
Ticket Number:	0000118404	06/07/2005	SAS vs 9
Ticket Number:	0000118399	06/07/2005	11:00 AM phonemail check; no new messages;
Ticket Number:	0000118398	06/07/2005	6/7 all tapes changed.
Ticket Number:	0000118339	06/06/2005	6/6/05 10:00pm lab check
Ticket Number:	0000118335	06/06/2005	6/6/05 8:00pm lab check
Ticket Number:	0000118332	06/06/2005	6/5/05 5:00pm phone mail check
Ticket Number:	0000118458	06/08/2005	HD Tape Change 6/8/05
Ticket Number:	0000118263	06/06/2005	[Fwd: *WARNING* Your Email Account Will Be Closed]

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000118260	06/06/2005	Fwd: NOTICE: **LAST WARNING**
Ticket Number:	0000118254	06/06/2005	11:00 AM Phonemail Check; No new messages; 11 Messages of hang
Ticket Number:	0000118248	06/06/2005	[Fwd: *WARNING* Your Email Account Will Be Closed]
Ticket Number:	0000118227	06/06/2005	Work Order Request-No access to dept printer
Ticket Number:	0000118233	06/06/2005	Gyk
Ticket Number:	0000118273	06/06/2005	Suspicious mail
Ticket Number:	0000119104	06/16/2005	Possible virus spam?
Ticket Number:	0000119150	06/17/2005	Opening Labcheck;
Ticket Number:	0000117876	06/01/2005	Account needs to be activated
Ticket Number:	0000117840	06/01/2005	Need more Storage Space
Ticket Number:	0000118676	06/09/2005	Customer would like a username change
Ticket Number:	0000117846	06/01/2005	IMPORTANT NOTIFICATION
Ticket Number:	0000118196	06/05/2005	6/5/05 10:00pm lab check
Ticket Number:	0000117992	06/02/2005	Email storage space
Ticket Number:	0000118840	06/13/2005	No subject
Ticket Number:	0000118002	06/02/2005	8/9 p.m. labcheck 6-2-05
Ticket Number:	0000119350	06/21/2005	11AM phonemail check; no new message;
Ticket Number:	0000118195	06/05/2005	6/5/05 8:00pm lab check
Ticket Number:	0000118188	06/05/2005	6/5/05 5:00pm phone mail check
Ticket Number:	0000118189	06/05/2005	webmail security issues
Ticket Number:	0000118176	06/05/2005	6/5/05 2:00pm phone mail check
Ticket Number:	0000118175	06/05/2005	6/5/05 2:00pm lab check
Ticket Number:	0000118172	06/05/2005	6/5/05 12:00pm phone mail check
Ticket Number:	0000118167	06/05/2005	question
Ticket Number:	0000118157	06/04/2005	Class list for IS432
Ticket Number:	0000118153	06/04/2005	VIRUS HELP!!!
Ticket Number:	0000118154	06/04/2005	Virus Help
Ticket Number:	0000118142	06/04/2005	Closing 6-4-05 5 p.m.
Ticket Number:	0000118133	06/04/2005	6-4-05 Lab Check 2 p.m.
Ticket Number:	0000118130	06/04/2005	11 a.m. phone 6-3-05
Ticket Number:	0000118127	06/04/2005	June 3rd 2005 Tape Change Done
Ticket Number:	0000118123	06/04/2005	Opening Check June 4th 2005
Ticket Number:	0000118119	06/04/2005	e-mail
Ticket Number:	0000118103	06/03/2005	6/3/05 8:00 Lab Check
Ticket Number:	0000118090	06/03/2005	Work Order Request
Ticket Number:	0000118088	06/03/2005	ResNet Access
Ticket Number:	0000118087	06/03/2005	Suspicious email i got [Fwd: Your Account is Suspended]
Ticket Number:	0000118082	06/03/2005	User Checked out SPSS
Ticket Number:	0000118066	06/03/2005	2 p.m. labcheck 6-3-05
Ticket Number:	0000118228	06/06/2005	Your Account is Suspended For Security Reasons
Ticket Number:	0000118061	06/03/2005	11am phone mail check, no msges.
Ticket Number:	0000118060	06/03/2005	6/3/05 2:00pm phone mail check
Ticket Number:	0000118059	06/03/2005	6/3 all tapes changed
Ticket Number:	0000118031	06/03/2005	Computers can log into novell, but can't get on web
Ticket Number:	0000118009	06/03/2005	Opening phonemail; No new messages 8AM
Ticket Number:	0000117990	06/02/2005	Blackboard
Ticket Number:	0000117991	06/02/2005	Outlook out of whack
Ticket Number:	0000117985	06/02/2005	[Fwd: Account Alert]
Ticket Number:	0000118010	06/03/2005	Opening Labcheck;
Ticket Number:	0000117973	06/02/2005	Your Email Account is Suspended For Security Reasons
Ticket Number:	0000117966	06/02/2005	Phonemail Check 2:00 PM; No New Messages;
Ticket Number:	0000117956	06/02/2005	Forwarding SPAM to report it.....[Fwd: Update Your
Ticket Number:	0000117947	06/02/2005	6/2/2005: tape change
Ticket Number:	0000117941	06/02/2005	6/2/2005: opening checklist
Ticket Number:	0000117940	06/02/2005	6/2 opening phone mail. no msges

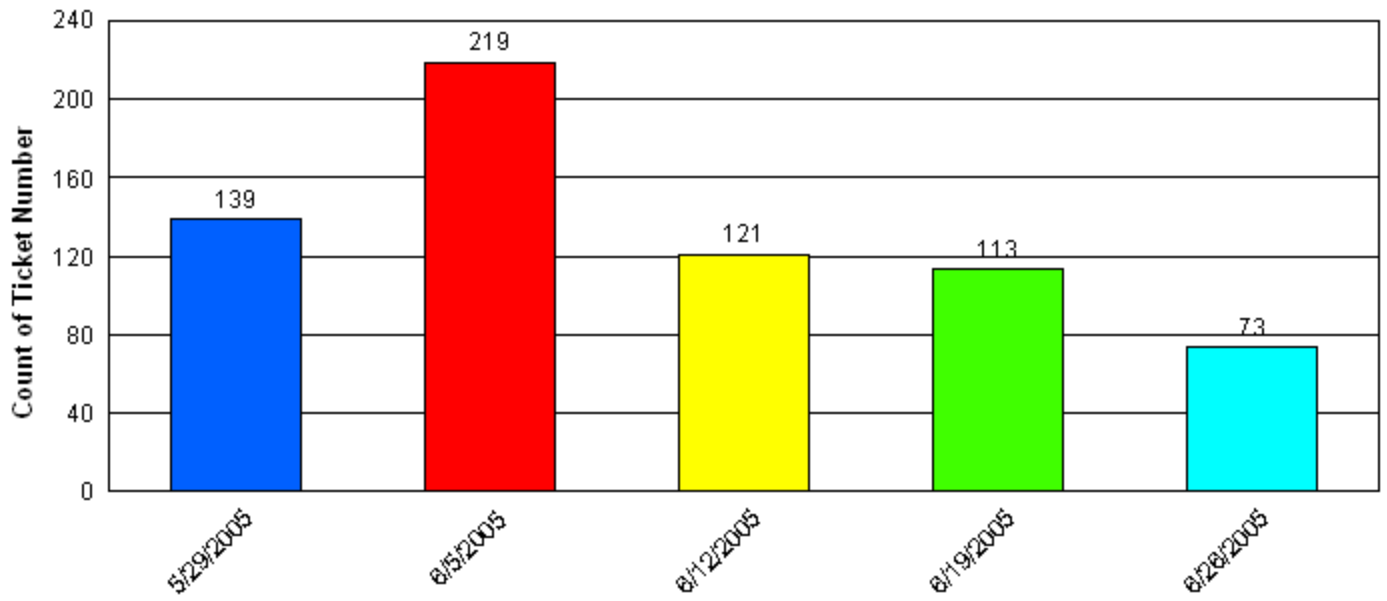
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000117939	06/02/2005	11am phone mail 6/2 no msges
Ticket Number:	0000117936	06/02/2005	User would like a mail quota increase (standard); ext. 52034;
Ticket Number:	0000117911	06/01/2005	6/1/05 10:00pm lab check
Ticket Number:	0000117905	06/01/2005	6/1/05 8:00pm lab check
Ticket Number:	0000117904	06/01/2005	6/1/05 5:00pm phone mail check
Ticket Number:	0000117902	06/01/2005	Work Order Request-Can not delete a message
Ticket Number:	0000117887	06/01/2005	Needs quota increase.
Ticket Number:	0000117881	06/01/2005	Please activate Hongsheng Xiao
Ticket Number:	0000117880	06/01/2005	2pm phone mail check for 6/1 no msges.
Ticket Number:	0000117854	06/01/2005	Email Account Suspension
Ticket Number:	0000117853	06/01/2005	Phonemail check 11:00AM; No New Messages;
Ticket Number:	0000117851	06/01/2005	Bogus email security notice?
Ticket Number:	0000117847	06/01/2005	IMPORTANT NOTIFICATION
Ticket Number:	0000117843	06/01/2005	Fw: Account Alert
<b>pmcneel1</b>		<u>Total:</u>	<b>2</b>
<b>Closed</b>		<u>Total:</u>	<b>2</b>
Ticket Number:	0000117845	06/01/2005	SAS 9 software loan
Ticket Number:	0000118879	06/13/2005	6/13/05 SAS v9.1.2 6-disc checkout
<b>pzearf01</b>		<u>Total:</u>	<b>2</b>
<b>Closed</b>		<u>Total:</u>	<b>2</b>
Ticket Number:	0000119799	06/28/2005	SAS version 8; Due back Wednesday June 29, 2005; ext. 51965;
Ticket Number:	0000117983	06/02/2005	Please Help
<b>rkhalil1</b>		<u>Total:</u>	<b>9</b>
<b>Resolved</b>		<u>Total:</u>	<b>1</b>
Ticket Number:	0000117955	06/02/2005	=?iso-8859-1?B?RGVldHNjaGUgQmFuayBFbWFpbCBWZXJpZml
<b>Closed</b>		<u>Total:</u>	<b>8</b>
Ticket Number:	0000119793	06/28/2005	Pleasure your women - size does matter!
Ticket Number:	0000118852	06/13/2005	Commons, rm 319. x52393. User's monitor won't get out of "self test"
Ticket Number:	0000118865	06/13/2005	User requested password reset; requested email response;
Ticket Number:	0000118942	06/14/2005	password reset for jhill4
Ticket Number:	0000118003	06/02/2005	Resnet set up in Monocacy 313C
Ticket Number:	0000117958	06/02/2005	UC rm 116. x51666, user's outlook will not receive mail. It can send. T
Ticket Number:	0000118439	06/08/2005	WinXP - desktop not appearing....
Ticket Number:	0000118610	06/09/2005	410-462-3723 ext. 56522; User cannot log into webmail;

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For Helpdesk



<u>LAN</u>	<u>Total:</u>	<u>Create</u> <u>Date</u>	<u>Short Description</u>
LAN	93		
Closed	Total: 1		
Ticket Number: 0000119699		06/27/2005	status of Novell

<b>jesse</b>	<u>Create</u>	
	<u>Date</u>	
	<u>Total:</u>	<b>87</b>
	<u>Total:</u>	<b>1</b>
Ticket Number: 0000119470	06/22/2005	<u>Short Description</u>
		Need List of All Users with Access to PS P: Drive

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000119628	06/24/2005	86	request to increase quota on H: drive
Ticket Number: 0000119911	06/30/2005		File restore request
Ticket Number: 0000119826	06/28/2005		Novell/AD password reset request
Ticket Number: 0000119813	06/28/2005		FW: Pat Cronise I drive status
Ticket Number: 0000119807	06/28/2005		User chapman needs a novell account; ext. 56577 is the contact;
Ticket Number: 0000119921	06/30/2005		Please save my file
Ticket Number: 0000119773	06/28/2005		I: drive quota
Ticket Number: 0000119754	06/28/2005		Customer can't login to AD
Ticket Number: 0000119726	06/27/2005		novell access
Ticket Number: 0000119725	06/27/2005		I drive
Ticket Number: 0000119718	06/27/2005		User: kstupski needs novell account for women's studies
Ticket Number: 0000119705	06/27/2005		User grubb needs to be added to dept History novell printer HIST_XRXW
Ticket Number: 0000119716	06/27/2005		Dept: communication services, user's H:/ drive is full, wants more sp
Ticket Number: 0000119684	06/27/2005		User needs novell account created; ext. 52714; Commons Womens C
Ticket Number: 0000119675	06/27/2005		Would like another gen acct for cwit - WomenandIT5
Ticket Number: 0000119170	06/17/2005		User needs Novell account reset; ext. 52100; Contact by phone;
Ticket Number: 0000119240	06/20/2005		Active Directory Password Reset
Ticket Number: 0000119568	06/23/2005		Add Patty Wilson (user id: johnson ) to Active Directory
Ticket Number: 0000119552	06/23/2005		User: warne needs active directory account, dept athletics.
Ticket Number: 0000119544	06/23/2005		User needs Novell Account/Ad Account/ext. 53140;
Ticket Number: 0000119540	06/23/2005		AD Account Request
Ticket Number: 0000119530	06/23/2005		Novell NDPS print msg error
Ticket Number: 0000119526	06/23/2005		Need Novell File Restored from Friday Night
Ticket Number: 0000119557	06/23/2005		New Employee-Novell/AD accts needed
Ticket Number: 0000119524	06/23/2005		New employee Dr Emmanuel Anoruo/Novell-AD accts
Ticket Number: 0000119340	06/21/2005		Problems logging in Active Directory
Ticket Number: 0000119331	06/21/2005		Forgot novell password - please reset
Ticket Number: 0000119328	06/21/2005		Customer needs access to P:
Ticket Number: 0000119320	06/21/2005		Grant Doug Bowser (username 'dbowser') Active Directory access to t
Ticket Number: 0000119299	06/20/2005		request
Ticket Number: 0000119292	06/20/2005		Novell Account Request: Wiest
Ticket Number: 0000119286	06/20/2005		Work Order Request
Ticket Number: 0000119285	06/20/2005		User needs a novell account setup; contact: kahn;ext. 53879;
Ticket Number: 0000119345	06/21/2005		Novell/AD Account Creation for William Coomber
Ticket Number: 0000119476	06/22/2005		reset password for Novell
Ticket Number: 0000119522	06/23/2005		User cannot seem to log onto novell password needs reset; ext. 58448
Ticket Number: 0000119482	06/22/2005		Grant Administrative Priviledges to John Laur/Social Work Dept
Ticket Number: 0000119453	06/22/2005		rm421 academic IV a-wing. x53061. Internet explorer closes old win
Ticket Number: 0000119452	06/22/2005		User needs novell account: ISLesolumbc password reset for dept educ
Ticket Number: 0000119383	06/21/2005		Novell and AD Account for Cheryl Fertitta
Ticket Number: 0000119351	06/21/2005		novell increase - please expedite
Ticket Number: 0000119381	06/21/2005		User: kmoffitt needs novell account for context american studies.
Ticket Number: 0000119380	06/21/2005		Customer need AD account created
Ticket Number: 0000119255	06/20/2005		User cannot log into novell; ext. 52211; Room 359;
Ticket Number: 0000119243	06/20/2005		Novell Account
Ticket Number: 0000118665	06/09/2005		I:/ drive dept tech center quota is reported to be full, needs more space
Ticket Number: 0000118669	06/09/2005		New library novell folder
Ticket Number: 0000118862	06/13/2005		ACIV421: Need a new AD username
Ticket Number: 0000119572	06/23/2005		User smalik2
Ticket Number: 0000119100	06/16/2005		I:\ drive access
Ticket Number: 0000118911	06/14/2005		Reset AD password for Mjabes1 / DPET dept
Ticket Number: 0000118920	06/14/2005		User mperi
Ticket Number: 0000118917	06/14/2005		Enable novell account
Ticket Number: 0000119041	06/15/2005		AD access

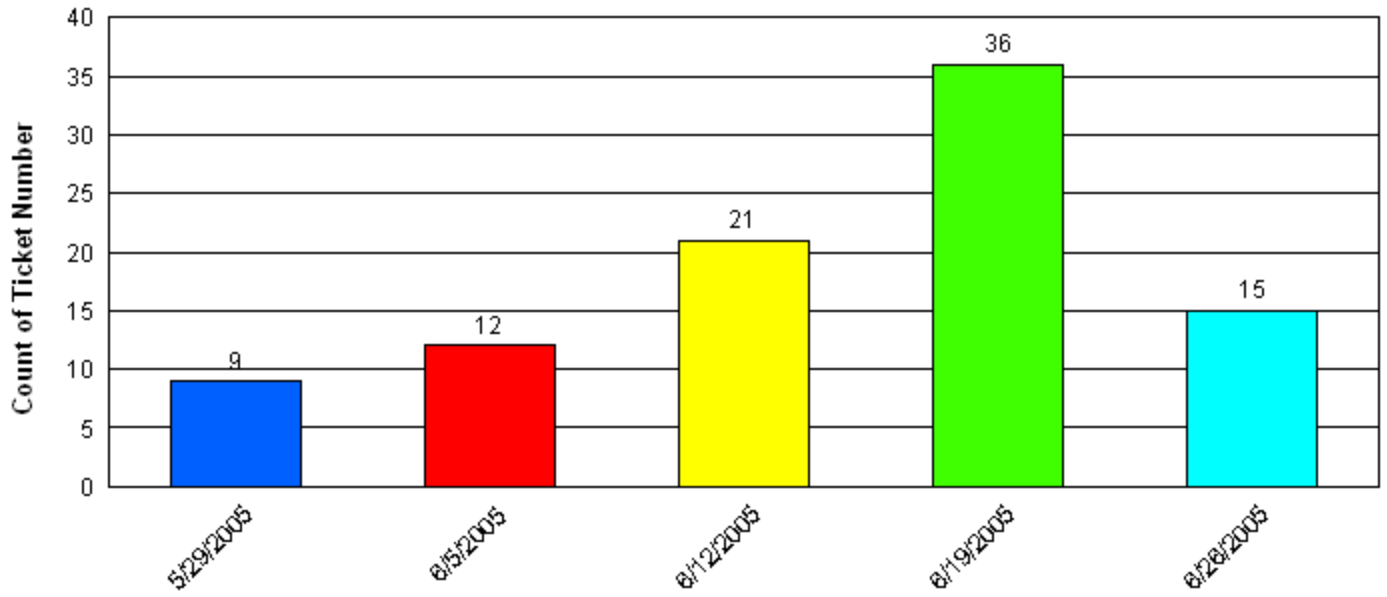
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000119014	06/15/2005	User needs to have AD password reset to blank; ext. 55098;
Ticket Number:	0000118950	06/14/2005	Cannot log into Novell
Ticket Number:	0000118945	06/14/2005	User needs AD account password reset; ext. 3838
Ticket Number:	0000118939	06/14/2005	User: george1 needs novell account for dept Sponsored Programs.
Ticket Number:	0000119234	06/20/2005	Need to have Novell/AD password
Ticket Number:	0000118876	06/13/2005	User: bmcneal needs novell account for dept bio.
Ticket Number:	0000118866	06/13/2005	User: lindseys needs novell account for dep: DPET, same access as u
Ticket Number:	0000119116	06/16/2005	User: muhammad needs novell account for context commons.
Ticket Number:	0000119108	06/16/2005	REQUEST: Removal from Novell access
Ticket Number:	0000119410	06/22/2005	create account
Ticket Number:	0000119097	06/16/2005	Novell Access
Ticket Number:	0000119052	06/15/2005	Access
Ticket Number:	0000119046	06/15/2005	account: gradstudent needs to have password reset for dept gradschool
Ticket Number:	0000118224	06/06/2005	Novell/AD account creation
Ticket Number:	0000118532	06/08/2005	Cancel Accounts
Ticket Number:	0000118453	06/08/2005	Novell printer Xerox425ST in CWIT dept is not printing for user. Wh
Ticket Number:	0000118448	06/08/2005	Dept SHS (Student health services) I:/ drive is said to be full and need
Ticket Number:	0000118419	06/07/2005	AD904: Activate jack# 235-A on printer vlan & assign an IP
Ticket Number:	0000118354	06/07/2005	Novell Password Reset
Ticket Number:	0000118459	06/08/2005	User has novell login for MLL context, would also like it for DPET c
Ticket Number:	0000118340	06/06/2005	Novell context
Ticket Number:	0000118320	06/06/2005	Work Order Request-Create novell acct
Ticket Number:	0000118974	06/14/2005	Dept Change
Ticket Number:	0000118069	06/03/2005	user jleesme
Ticket Number:	0000118062	06/03/2005	Active Directory Password Reset
Ticket Number:	0000118042	06/03/2005	Novell Account request
Ticket Number:	0000118040	06/03/2005	User: Vincent Cobb, username: vcobb needs novell account for econ d
Ticket Number:	0000118026	06/03/2005	Novell printer install for biology
Ticket Number:	0000117942	06/02/2005	Novell/AD password reset for user rkhalil1
Ticket Number:	0000117932	06/02/2005	Novell Access
Ticket Number:	0000117866	06/01/2005	User fmorall in context commons needs novell password reset.
Ticket Number:	0000119347	06/21/2005	Judicial Affairs User
<b>vladimir</b>		<u>Total:</u>	<b>5</b>
<b>Resolved</b>		<u>Total:</u>	<b>2</b>
Ticket Number:	0000118672	06/09/2005	User unaveed1
Ticket Number:	0000119646	06/25/2005	AD privs have vanished
<b>Closed</b>		<u>Total:</u>	<b>3</b>
Ticket Number:	0000118926	06/14/2005	User chohan1
Ticket Number:	0000119050	06/15/2005	Peoplesoft consultant needs umbc and Novell accounts
Ticket Number:	0000117834	06/01/2005	I drive for HR Dept

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For LAN



		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<b>New Media</b>	<b>Total:</b>	<b>90</b>		
<b>darnold</b>		<b>Total:</b>	<b>5</b>	
<b>Closed</b>		<b>Total:</b>	<b>5</b>	
Ticket Number:	0000118093	06/03/2005		web page link update
Ticket Number:	0000118225	06/06/2005		Add Drop Date INCORRECT on myUMBC Announcements - URGEN
Ticket Number:	0000118471	06/08/2005		Skillport Account Creation
Ticket Number:	0000118499	06/08/2005		Class on 6/22/05
Ticket Number:	0000119662	06/27/2005		Work Order Request-Skillssoft Access

**ebenson1**

Create  
Date  
Total:

**61**

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		61	
Ticket Number: 0000119852	06/29/2005		Teacher cannot post grades to blackboard;443-324-9228;
Ticket Number: 0000119192	06/17/2005		students can't get into course, voice mail left for Bob Armstrong
Ticket Number: 0000119282	06/20/2005		Faculty member needs assistance in setting up templates
Ticket Number: 0000119403	06/21/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000119376	06/21/2005		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000118682	06/09/2005		courses
Ticket Number: 0000118925	06/14/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000118923	06/14/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000119043	06/15/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000119025	06/15/2005		Course Shell Requests for Fall 2005
Ticket Number: 0000118770	06/11/2005		Your Account is Suspended For Security Reasons
Ticket Number: 0000118793	06/13/2005		YOUR ACCOUNT IS SUSPENDED FOR SECURITY REASONS
Ticket Number: 0000118306	06/06/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000118391	06/07/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000118393	06/07/2005		PS Support Request
Ticket Number: 0000118467	06/08/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000118460	06/08/2005		*IMPORTANT* Please Validate Your Email Account
Ticket Number: 0000118423	06/07/2005		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000118422	06/07/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000118403	06/07/2005		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000118402	06/07/2005		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000118392	06/07/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000118390	06/07/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000118308	06/06/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000118606	06/09/2005		YOUR ACCOUNT IS SUSPENDED FOR SECURITY REASONS
Ticket Number: 0000118599	06/09/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000118600	06/09/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000118762	06/10/2005		Your Account is Suspended
Ticket Number: 0000118483	06/08/2005		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000118481	06/08/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000118480	06/08/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000118479	06/08/2005		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000118478	06/08/2005		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000118388	06/07/2005		Forums in Discussion Board do not appear under Discussion Board b
Ticket Number: 0000117836	06/01/2005		Students not showing on Blackboard
Ticket Number: 0000117858	06/01/2005		Customer cannot access the course they've already signed up for; 443-
Ticket Number: 0000117884	06/01/2005		Bb 6.3 feedback (fwd)
Ticket Number: 0000117913	06/02/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000117912	06/02/2005		[Fwd: ELC 043 Course]
Ticket Number: 0000117999	06/02/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000117998	06/02/2005		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000118251	06/06/2005		Important Notification
Ticket Number: 0000117988	06/02/2005		Important Notification
Ticket Number: 0000117978	06/02/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000117976	06/02/2005		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000117949	06/02/2005		Fw: EHS 641
Ticket Number: 0000117914	06/02/2005		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000117909	06/01/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000118148	06/04/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000118147	06/04/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000118477	06/08/2005		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000118071	06/03/2005		*WARNING* Your Email Account Will Be Closed
Ticket Number: 0000118068	06/03/2005		Blackboard issue
Ticket Number: 0000118064	06/03/2005		blackboard grade book

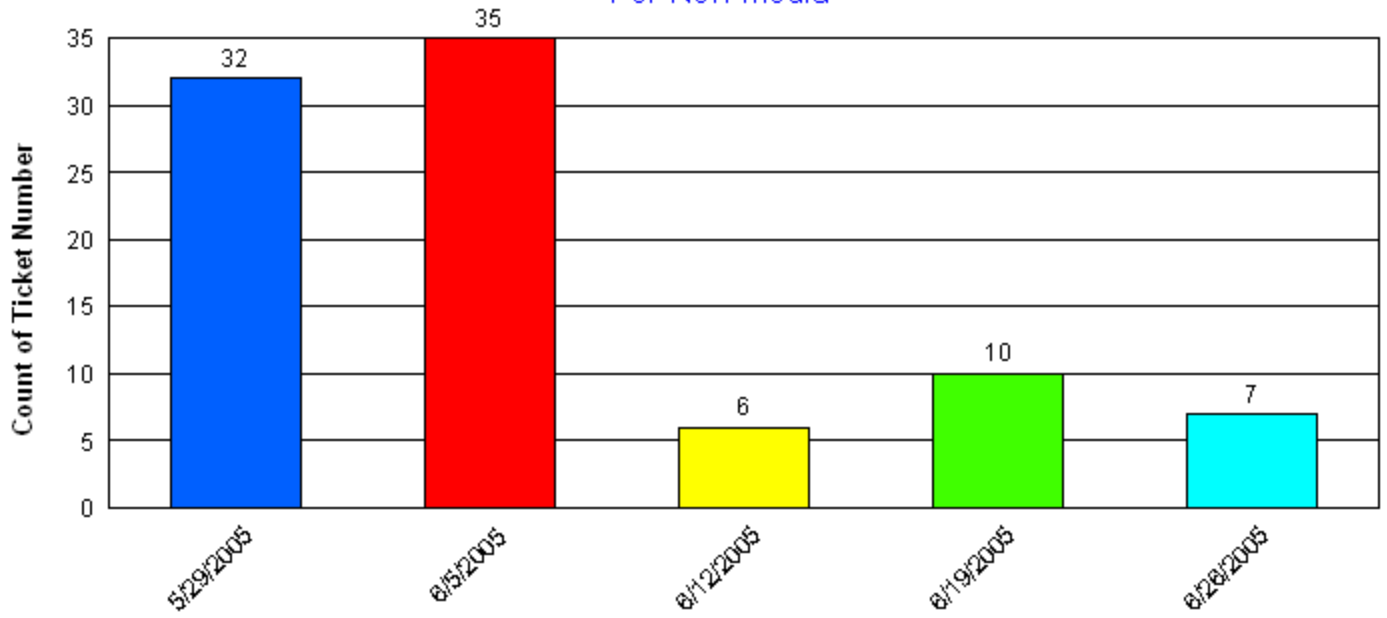
	<u>Create</u>	<u>Short Description</u>
Ticket Number: 0000118023	06/03/2005	Tool menu on Blackboard
Ticket Number: 0000118005	06/03/2005	Email Account Suspension
Ticket Number: 0000118004	06/02/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000117907	06/01/2005	Blackboard NEW Course: Assign to New Media: Blackboard question
Ticket Number: 0000117865	06/01/2005	(no subject)
Ticket Number: 0000117863	06/01/2005	FW: FW: Students not showing on Blackboard
Ticket Number: 0000117839	06/01/2005	
<b>rarmstro</b>	<u>Total:</u> 24	
<b>Closed</b>	<u>Total:</u> 24	
Ticket Number: 0000118078	06/03/2005	*WARNING* Your Email Account Will Be Closed
Ticket Number: 0000118086	06/03/2005	*IMPORTANT* Please Validate Your Email Account
Ticket Number: 0000118141	06/04/2005	Your Account is Suspended For Security Reasons
Ticket Number: 0000118158	06/04/2005	Your Account is Suspended
Ticket Number: 0000118198	06/05/2005	how to access quiz answers?
Ticket Number: 0000118205	06/06/2005	Work Order Request-Problems w/putting info on BB calendar
Ticket Number: 0000118162	06/05/2005	Your Account is Suspended For Security Reasons
Ticket Number: 0000118150	06/04/2005	Account Alert
Ticket Number: 0000118128	06/04/2005	*DETECTED* Online User Violation
Ticket Number: 0000118455	06/08/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000118570	06/09/2005	My summer class backboard
Ticket Number: 0000118531	06/08/2005	blackboard question
Ticket Number: 0000119239	06/20/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000119541	06/23/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000119490	06/22/2005	Adding students to GO IS Blackboard Page
Ticket Number: 0000119731	06/27/2005	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000119311	06/20/2005	Customer would like assistance in creating online course with Bb
Ticket Number: 0000119615	06/24/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000119641	06/25/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000119642	06/25/2005	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000119936	06/30/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000119863	06/29/2005	cannot get into the gradebook
Ticket Number: 0000119729	06/27/2005	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000119656	06/26/2005	blackboard fall courses

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For New Media



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>OIT BSG Non People</b>	<b>Total:</b>	<b>75</b>	
<b>BSG:Operational_Support</b>	<b>Total:</b>	<b>12</b>	
<b>Closed</b>	<b>Total:</b>	<b>12</b>	
Ticket Number:	0000119678	06/27/2005	HP security pw not working - need reset
Ticket Number:	0000119708	06/27/2005	Print Payroll Entry Forms PR #26
Ticket Number:	0000119908	06/30/2005	Recycle Expired Tapes
Ticket Number:	0000119183	06/17/2005	Reactivate USR0053.GADM
Ticket Number:	0000119518	06/23/2005	Expired Tapes/Recycled
Ticket Number:	0000119517	06/23/2005	Schedule Job Requests: SHS
Ticket Number:	0000119388	06/21/2005	Security Password Reactivated
Ticket Number:	0000119067	06/16/2005	Need hp sec pw reset
Ticket Number:	0000118414	06/07/2005	need acct reactivate - forgot hp pw
Ticket Number:	0000118895	06/14/2005	Print Payroll Forms
Ticket Number:	0000117842	06/01/2005	Need hp sec pw reset - usr0031.oswp
Ticket Number:	0000117917	06/02/2005	SYBM4125 Logfile Tape
<b>BSG:Web_Infrastructure</b>	<b>Total:</b>	<b>31</b>	
<b>Closed</b>	<b>Total:</b>	<b>31</b>	
Ticket Number:	0000119151	06/17/2005	CHEM 352 Perks
Ticket Number:	0000119153	06/17/2005	CHEM 352L
Ticket Number:	0000119154	06/17/2005	ECON 312 Carpenter
Ticket Number:	0000119152	06/17/2005	CHEM 352L Perks
Ticket Number:	0000118397	06/07/2005	biol302 - caruso
Ticket Number:	0000118496	06/08/2005	BIOL 302 Caruso
Ticket Number:	0000118522	06/08/2005	PSYC 380 Anderson
Ticket Number:	0000118523	06/08/2005	PSYC 342
Ticket Number:	0000118997	06/15/2005	BIOL 106 Exam 4
Ticket Number:	0000119090	06/16/2005	BIOL 303 Blumberg
Ticket Number:	0000118995	06/15/2005	BIOL 106 Exam 1
Ticket Number:	0000118931	06/14/2005	chem123 - carpenter
Ticket Number:	0000118996	06/15/2005	BIOL 106 Exam 2
Ticket Number:	0000118946	06/14/2005	caruso / biol302 - exam 1
Ticket Number:	0000118947	06/14/2005	caruso / biol302 - exam 2
Ticket Number:	0000118932	06/14/2005	chem101 /carpenter
Ticket Number:	0000119455	06/22/2005	psyc342 / anderson
Ticket Number:	0000119456	06/22/2005	psyc380 - anderson
Ticket Number:	0000119413	06/22/2005	GEOG Rabenhorst Exam 3A
Ticket Number:	0000119390	06/21/2005	econ102 - thomas
Ticket Number:	0000119454	06/22/2005	psyc332 / blass
Ticket Number:	0000119513	06/23/2005	CHEM 101 Carpenter
Ticket Number:	0000119515	06/23/2005	PSYC 340 Blass
Ticket Number:	0000119514	06/23/2005	CHEM 123 Carpenter
Ticket Number:	0000119414	06/22/2005	GEOG Rabenhorst Exam 3B
Ticket Number:	0000119412	06/22/2005	ECON 312 Carpenter
Ticket Number:	0000119288	06/20/2005	BIOL 302 Caruso
Ticket Number:	0000119709	06/27/2005	CSV File for PSYC 342/PSYC 380
Ticket Number:	0000119890	06/29/2005	blumberg - biol303
Ticket Number:	0000119907	06/30/2005	ECON 312/Carpenter
Ticket Number:	0000119802	06/28/2005	caruso / biol302
<b>blanchet</b>	<b>Total:</b>	<b>5</b>	
<b>Closed</b>	<b>Total:</b>	<b>5</b>	
Ticket Number:	0000119860	06/29/2005	Award Logging Issue in SAFERS
Ticket Number:	0000119164	06/17/2005	Remove Bill Cox's name from the SAR Security auto report
Ticket Number:	0000119858	06/29/2005	New SAFERS/COCO update tape
Ticket Number:	0000119437	06/22/2005	Sallie Mae remittance files from 6/21 didn't make it to the HP for proce
Ticket Number:	0000119440	06/22/2005	Student Verification needs to be done per Dr. Wexler's request

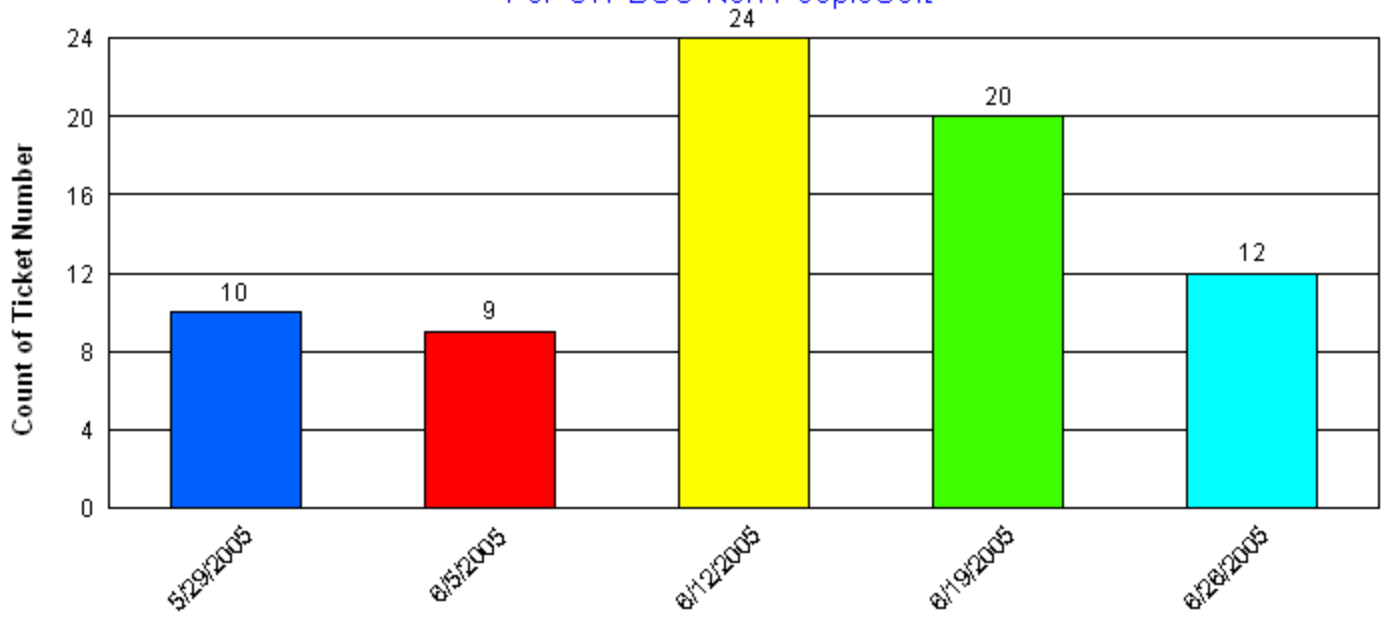
<u>Create</u>	<u>Date</u>	<u>Short Description</u>
<b>dina</b>	<b>Total: 10</b>	
<b>Closed</b>	<b>Total: 10</b>	
Ticket Number: 0000118802	06/13/2005	Problem with cashier receipt printer
Ticket Number: 0000118310	06/06/2005	Modify NSC program for summer submissions
Ticket Number: 0000117829	06/01/2005	6794 IRBR3030 ABORT 8/5 CS IR #J495 909 WED 12:43
Ticket Number: 0000117916	06/02/2005	ABORT: RNBR2628
Ticket Number: 0000118038	06/03/2005	Recruit Processor not accepting Major code
Ticket Number: 0000118041	06/03/2005	Web training for R25/S25
Ticket Number: 0000117915	06/02/2005	ABORT: IRBR3030
Ticket Number: 0000118871	06/13/2005	HP Account for Lindsey Sarangoulis/DPET
Ticket Number: 0000119249	06/20/2005	0502 Semester Freeze
Ticket Number: 0000119460	06/22/2005	Add new Ugrad Certificate Codes
<b>jason12</b>	<b>Total: 7</b>	
<b>Closed</b>	<b>Total: 7</b>	
Ticket Number: 0000119365	06/21/2005	space comments
Ticket Number: 0000119781	06/28/2005	r25 data export
Ticket Number: 0000119746	06/28/2005	R25 Pup-up Errors
Ticket Number: 0000119861	06/29/2005	r25 password reset
Ticket Number: 0000119015	06/15/2005	Clear the R25 Oracle database lock
Ticket Number: 0000119028	06/15/2005	Work Order Request
Ticket Number: 0000117883	06/01/2005	devl webveiwer issue
<b>lijwang1</b>	<b>Total: 1</b>	
<b>Closed</b>	<b>Total: 1</b>	
Ticket Number: 0000118730	06/10/2005	Draft events problem
<b>paulr</b>	<b>Total: 1</b>	
<b>Closed</b>	<b>Total: 1</b>	
Ticket Number: 0000118547	06/08/2005	myUMBC server down, internal error 500
<b>putro</b>	<b>Total: 8</b>	
<b>Closed</b>	<b>Total: 8</b>	
Ticket Number: 0000118324	06/06/2005	Investigate possible problem with freshman advising
Ticket Number: 0000117874	06/01/2005	Alicia needs to know logic for NCS estimated grad dates
Ticket Number: 0000118018	06/03/2005	User reports r25.mis.umbc.edu is down. Going through web browser a
Ticket Number: 0000118855	06/13/2005	Can't upload fsaAtla info
Ticket Number: 0000118857	06/13/2005	Review AWAY099 total credit options for NSLC
Ticket Number: 0000118860	06/13/2005	Modifications to AXOM8008.
Ticket Number: 0000118877	06/13/2005	Questions about codes
Ticket Number: 0000119346	06/21/2005	Review GABR1813 units reporting for full/part time

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>	
<b>OIT Business Systems: P</b>	<b>Total:</b>	<b>200</b>	
<b>afinn</b>		<u>Total:</u>	<b>5</b>
<b>Closed</b>		<u>Total:</u>	<b>5</b>
Ticket Number:	0000119581	06/24/2005	SBX Retriever
Ticket Number:	0000119817	06/28/2005	Fw: Ticket for F& A Process
Ticket Number:	0000119122	06/16/2005	2 AR error message
Ticket Number:	0000117943	06/02/2005	1. BIL rows not going over to the worksheet
Ticket Number:	0000118316	06/06/2005	1 BILDGL01 Failing
<b>byron</b>		<u>Total:</u>	<b>6</b>
<b>Resolved</b>		<u>Total:</u>	<b>1</b>
Ticket Number:	0000119868	06/29/2005	PS*****PP 2005026 - payroll/loadback FA match/totals
<b>Closed</b>		<u>Total:</u>	<b>5</b>
Ticket Number:	0000119923	06/30/2005	PS**** Pls run in HRPRD(fix of dept/job/posn in pp 2005026)
Ticket Number:	0000119587	06/24/2005	P0002A Problems with processing Treaty Data test
Ticket Number:	0000119547	06/23/2005	PS***** PS delivered EmplID delete not working - causing errors
Ticket Number:	0000119466	06/22/2005	P0002A W work period - CNT hourly rate fix
Ticket Number:	0000119159	06/17/2005	PS***** HRPRD fix missing Posn,Dpt,Jobcd in Earnings Rec

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<b>chriss</b>		<u>Total:</u>	<b>46</b>	
<b>Closed</b>		<u>Total:</u>	<b>46</b>	
Ticket Number:	0000118677	06/09/2005		Need these scripts to be run in FSDEV (CSR #389 (DDDAUDIT))
Ticket Number:	0000119026	06/15/2005		Need this script to be run in FSDEV (CSR #389 (Build Project))
Ticket Number:	0000119021	06/15/2005		Script for FSTST
Ticket Number:	0000118977	06/14/2005		Need this script to be run in FSDEV (CSR #389 (SYSAudit))
Ticket Number:	0000118965	06/14/2005		Toad error
Ticket Number:	0000118960	06/14/2005		run script
Ticket Number:	0000118940	06/14/2005		pls backup HRPRD for payroll
Ticket Number:	0000118928	06/14/2005		Web server crashed
Ticket Number:	0000118740	06/10/2005		Execute script in HRPRD
Ticket Number:	0000118832	06/13/2005		[Fwd: [Fwd: [Fwd: PLs run attached sql's to create tables in HRDB2]]
Ticket Number:	0000118809	06/13/2005		Refresh HRTST2
Ticket Number:	0000118901	06/14/2005		EPMDEV is having errors
Ticket Number:	0000118900	06/14/2005		Clean seven
Ticket Number:	0000118755	06/10/2005		Please run attached in FSDEV
Ticket Number:	0000119195	06/17/2005		Need this script to be run in FSDEV (CSR #401 (Build Project))
Ticket Number:	0000119534	06/23/2005		Need this script to be run in FSDEV (building run control table
Ticket Number:	0000119553	06/23/2005		Script for FSSBX
Ticket Number:	0000119586	06/24/2005		Pls run atchd in HRPRD (update ee 8671)
Ticket Number:	0000119567	06/23/2005		Execute script to update DBD & DBT tables in HRPRD
Ticket Number:	0000119559	06/23/2005		Pls run atchd in HRPRD (chg std_hrs_frequency from W to W1)
Ticket Number:	0000119558	06/23/2005		Script for FSPRD
Ticket Number:	0000119545	06/23/2005		run script
Ticket Number:	0000119542	06/23/2005		pls runn atchd sql IN HRPRD (create PS_UM_DLR_TAO)
Ticket Number:	0000119486	06/22/2005		Please run attached in FSDEV
Ticket Number:	0000119306	06/20/2005		run script
Ticket Number:	0000119348	06/21/2005		Please run following SQL in FSPRD
Ticket Number:	0000119457	06/22/2005		STAT CSR - getting approval
Ticket Number:	0000119343	06/21/2005		New Table for FSDEV
Ticket Number:	0000118322	06/06/2005		Please run in FSPRD
Ticket Number:	0000118368	06/07/2005		[Fwd: run script]
Ticket Number:	0000118380	06/07/2005		Re: Need these scripts to be run in FSDEV (CSR #389 (DDDAUDIT
Ticket Number:	0000118385	06/07/2005		run script
Ticket Number:	0000118509	06/08/2005		[Fwd: [Fwd: PLs run attached sql's to create tables in HRDB2]]
Ticket Number:	0000118493	06/08/2005		Upgrade FSUAT PT to 8.45.16
Ticket Number:	0000118376	06/07/2005		STAT approval for FSTST/FSPRD
Ticket Number:	0000118356	06/07/2005		pls run atchd script (create um_py_stage_tbl /stag2_tbl)
Ticket Number:	0000117856	06/01/2005		Upgrade PT in FSTST
Ticket Number:	0000117873	06/01/2005		pls run atchd in HRPRD - flsa tbl
Ticket Number:	0000119020	06/15/2005		Pls run in HRPRD(fix of dept/job/posn in pp 2005025)
Ticket Number:	0000117962	06/02/2005		SQL Statements for FSPRD
Ticket Number:	0000118219	06/06/2005		Pls restore HRDB2 with the latest HRPRD backup
Ticket Number:	0000118213	06/06/2005		Restore HRUAT from backup of HRPRD
Ticket Number:	0000118089	06/03/2005		Need these scripts to be run in FSDEV (CSR #389 (DDDAUDIT &
Ticket Number:	0000117934	06/02/2005		pls run atchd in HRPRD (delete flsa 14DYHRL 061205)
Ticket Number:	0000117855	06/01/2005		Upgrade PT in FSDEV
Ticket Number:	0000117857	06/01/2005		Upgrade PT in FSPRD
<b>dharely</b>		<u>Total:</u>	<b>1</b>	
<b>Closed</b>		<u>Total:</u>	<b>1</b>	
Ticket Number:	0000119914	06/30/2005		1 Please reset RStars password

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<b>dsylva</b>			<u>Total:</u> 9	
	<b>Closed</b>		<u>Total:</u> 9	
Ticket Number:	0000119885	06/29/2005		PS****:Distribution is incorrectly using 2006 as fiscal year for 20050
Ticket Number:	0000119927	06/30/2005		PS****:Printing slowwwwwwwwwww
Ticket Number:	0000119149	06/17/2005		P0007A:Give Finance a list of all retros ripped out of Distribution
Ticket Number:	0000119609	06/24/2005		P0007A:Correct FSCAM011 program coding error discovered during
Ticket Number:	0000118741	06/10/2005		P0007A: Clean retro and distribution data for select employees
Ticket Number:	0000118943	06/14/2005		PS****:Unable to create DBE
Ticket Number:	0000117862	06/01/2005		PS****:Statement of Payroll Charges
Ticket Number:	0000118028	06/03/2005		PS*****: Assist Finance in developing plan and schedule for retro im
Ticket Number:	0000118492	06/08/2005		P0007A: Pay period fails to appear on RETRO entry/validation scre
	<b>haddaway</b>		<u>Total:</u> 6	
	<b>Closed</b>		<u>Total:</u> 6	
Ticket Number:	0000119051	06/15/2005		clone of HRDB2
Ticket Number:	0000119230	06/20/2005		ABORT: WHORL/WHBSARS/WHBLRC
Ticket Number:	0000119307	06/20/2005		Review/ensure Yvette's Mozier-Ross Oracle Shadow Access
Ticket Number:	0000119788	06/28/2005		Oracle access
Ticket Number:	0000119909	06/30/2005		changed in DEVL
Ticket Number:	0000119920	06/30/2005		Retriever usage stats

jeremy

Create  
Date  
Total: 70

Short Description

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
<b>Closed</b>		<b>Total:</b>	<b>70</b>
Ticket Number:	0000119650	06/26/2005	running FSRPT now
Ticket Number:	0000119738	06/28/2005	pls run atthd SQL*LOADER scripts for payroll conv
Ticket Number:	0000119880	06/29/2005	pls refresh HRCA from last night's HRPRD backup
Ticket Number:	0000119866	06/29/2005	Analyze Retriever Tables in FSTST
Ticket Number:	0000119815	06/28/2005	Need this script to be run in FSDEV (building run control table
Ticket Number:	0000119800	06/28/2005	Recover tables in HRPRD
Ticket Number:	0000119797	06/28/2005	SQL Updates for FSPRD
Ticket Number:	0000119780	06/28/2005	please run attached in FSTST
Ticket Number:	0000119778	06/28/2005	pls see note
Ticket Number:	0000119769	06/28/2005	run script in UAT
Ticket Number:	0000119752	06/28/2005	run script in HRDEV/HRTST
Ticket Number:	0000119715	06/27/2005	R25 Table Backup
Ticket Number:	0000119724	06/27/2005	Pls run atthcd in HRPRD (updt PS_UM_PY_STAG2_TBL)
Ticket Number:	0000119937	06/30/2005	pls run attdc in HRPRD( fix posn.job,deptid in 5556,5693,7588)
Ticket Number:	0000119847	06/29/2005	please run script (FSPRD)
Ticket Number:	0000119834	06/29/2005	SQL Update for FSPRD
Ticket Number:	0000119717	06/27/2005	Need this script to be run in FSDEV (building run control table
Ticket Number:	0000119700	06/27/2005	please run script to fix vendor information (fsprd)
Ticket Number:	0000119762	06/28/2005	I cannot access table PS_UM_RUN_CNTL_KK in FSDEV database
Ticket Number:	0000119714	06/27/2005	Procedure/function privileges in epmdev for BYUN
Ticket Number:	0000119167	06/17/2005	PLs Bkup HRPRD and clone to HRDB2
Ticket Number:	0000119374	06/21/2005	Please run attached updates to FSPRD
Ticket Number:	0000119420	06/22/2005	please run script to fix duplicates (FSPRD)
Ticket Number:	0000119444	06/22/2005	Need this script to be run in FSPRD (building run control table
Ticket Number:	0000119516	06/23/2005	Clone FSPRD to FSSBX
Ticket Number:	0000119519	06/23/2005	Please run following in FSPRD, FSTST, and FSDEV
Ticket Number:	0000119570	06/23/2005	Script for FSSBX
Ticket Number:	0000119563	06/23/2005	run script
Ticket Number:	0000119771	06/28/2005	Please run attached script in FSTST
Ticket Number:	0000119469	06/22/2005	Retriever - Open Commitment Report
Ticket Number:	0000119423	06/22/2005	please run following SQL in FSPRD
Ticket Number:	0000119326	06/21/2005	Refresh HRTST2 from backup of HRPRD from evening of Monday, 6
Ticket Number:	0000119184	06/17/2005	pls run sql in HRDB2 (change stage tbles)
Ticket Number:	0000119334	06/21/2005	Please run following SQL update in FSTST
Ticket Number:	0000118826	06/13/2005	EPMPRD Redo Log file is corrupt after disk space problem
Ticket Number:	0000119123	06/16/2005	Need this script to be run in FSTST (CSR #389 (Build Project,
Ticket Number:	0000119107	06/16/2005	New view for FSDEV
Ticket Number:	0000119075	06/16/2005	Execute script in HRPRD
Ticket Number:	0000118989	06/15/2005	fix issue with EPMDEV tablespace..re run scripts
Ticket Number:	0000119101	06/16/2005	Need this script to be run in FSTST (CSR #389 (Build Project))
Ticket Number:	0000119373	06/21/2005	Script for FSTST
Ticket Number:	0000118708	06/10/2005	Please backup specified tables and run attached in FSPRD
Ticket Number:	0000118736	06/10/2005	Please backup PS_BI_LINE in FSPRD
Ticket Number:	0000118725	06/10/2005	Please run SQL in FSPRD
Ticket Number:	0000118715	06/10/2005	Please run following script in FSPRD
Ticket Number:	0000118689	06/09/2005	Change Carolyn's UM account password and expire it on FSRPT
Ticket Number:	0000118215	06/06/2005	SQL for FSPRD
Ticket Number:	0000118292	06/06/2005	Run script in HRPRD to update PS_UM_RC_FSCAM011
Ticket Number:	0000118371	06/07/2005	Approve UAT for HR-119 in STAT
Ticket Number:	0000118659	06/09/2005	Transaction Detail by Department Report Stuck in Q'd
Ticket Number:	0000118635	06/09/2005	Execute script in HRPRD to fix employee data in distribution
Ticket Number:	0000118581	06/09/2005	Please run attached in FSPRD - rebuild view
Ticket Number:	0000119032	06/15/2005	Need this script to be run in FSDEV (CSR #389 (Drop tables))
Ticket Number:	0000118415	06/07/2005	Execute 2 scripts in HRPRD to reset GL interface and fix retro

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000118407	06/07/2005	Execute 2 scripts in HRPRD
Ticket Number:	0000118373	06/07/2005	Execute script in HRPRD
Ticket Number:	0000118369	06/07/2005	run script
Ticket Number:	0000118245	06/06/2005	pls clone HRDB1 with hrprd for night of 05/31 backup
Ticket Number:	0000118277	06/06/2005	Need these scripts to be run in FSDEV (CSR #389 (DDDAUDIT &
Ticket Number:	0000119865	06/29/2005	Delete in HRPRD
Ticket Number:	0000117864	06/01/2005	Informatica Workflow Monitor
Ticket Number:	0000117924	06/02/2005	Oracle Data Base Access (Read Only)
Ticket Number:	0000117963	06/02/2005	Execute scripts in HRPRD to install retro validation views
Ticket Number:	0000117954	06/02/2005	Please run attached in FSDEV
Ticket Number:	0000117946	06/02/2005	run script
Ticket Number:	0000117928	06/02/2005	Script for FSTST
Ticket Number:	0000117971	06/02/2005	Pls run attached in HRPRD (buffer err - life-add del)
Ticket Number:	0000118182	06/05/2005	Retriever Table UM_FW_LEDYTD blew the tablespace
Ticket Number:	0000118250	06/06/2005	More SQL for FSPRD
Ticket Number:	0000118036	06/03/2005	Please run 2 SQL update statements in FSPRD (temp workaround for R
<b>jgood</b>		<u>Total:</u>	<b>6</b>
<b>Closed</b>		<u>Total:</u>	<b>6</b>
Ticket Number:	0000118084	06/03/2005	Upgrade FS PeopleTools
Ticket Number:	0000118229	06/06/2005	turn off backups for HRTST.PS box for tonight for oracle upgrade
Ticket Number:	0000118447	06/08/2005	upgrade weblogic for finance
Ticket Number:	0000119040	06/15/2005	Add Tim to HX Email
Ticket Number:	0000119418	06/22/2005	Grant Kevin Joseph the sampe access as Chris
Ticket Number:	0000119782	06/28/2005	Nagios problem
<b>kblank</b>		<u>Total:</u>	<b>4</b>
<b>Closed</b>		<u>Total:</u>	<b>4</b>
Ticket Number:	0000119783	06/28/2005	1 SAR to GL Interface Running to No Success
Ticket Number:	0000119562	06/23/2005	FSTST Retriever - Drill Down Fails
Ticket Number:	0000118910	06/14/2005	HELP I have space
Ticket Number:	0000118058	06/03/2005	3 Review Ledger Data Not Pulling Correct Journal
<b>kjoseph</b>		<u>Total:</u>	<b>1</b>
<b>Closed</b>		<u>Total:</u>	<b>1</b>
Ticket Number:	0000119620	06/24/2005	PC Setup
<b>ostrove</b>		<u>Total:</u>	<b>5</b>
<b>Resolved</b>		<u>Total:</u>	<b>1</b>
Ticket Number:	0000119617	06/24/2005	FSDEV Legato problem
<b>Closed</b>		<u>Total:</u>	<b>4</b>
Ticket Number:	0000119550	06/23/2005	When using PeopleBooks search the system can't find the link
Ticket Number:	0000118825	06/13/2005	Assign Novell rights for P:SA to the following folks
Ticket Number:	0000118049	06/03/2005	Need machines/services added in netsaint
Ticket Number:	0000118024	06/03/2005	netsaint mods
<b>psimon</b>		<u>Total:</u>	<b>4</b>
<b>Closed</b>		<u>Total:</u>	<b>4</b>
Ticket Number:	0000118540	06/08/2005	Paycycle Problems
Ticket Number:	0000119417	06/22/2005	No Success
Ticket Number:	0000119669	06/27/2005	Vendor Lookup Error
Ticket Number:	0000119839	06/29/2005	No Success

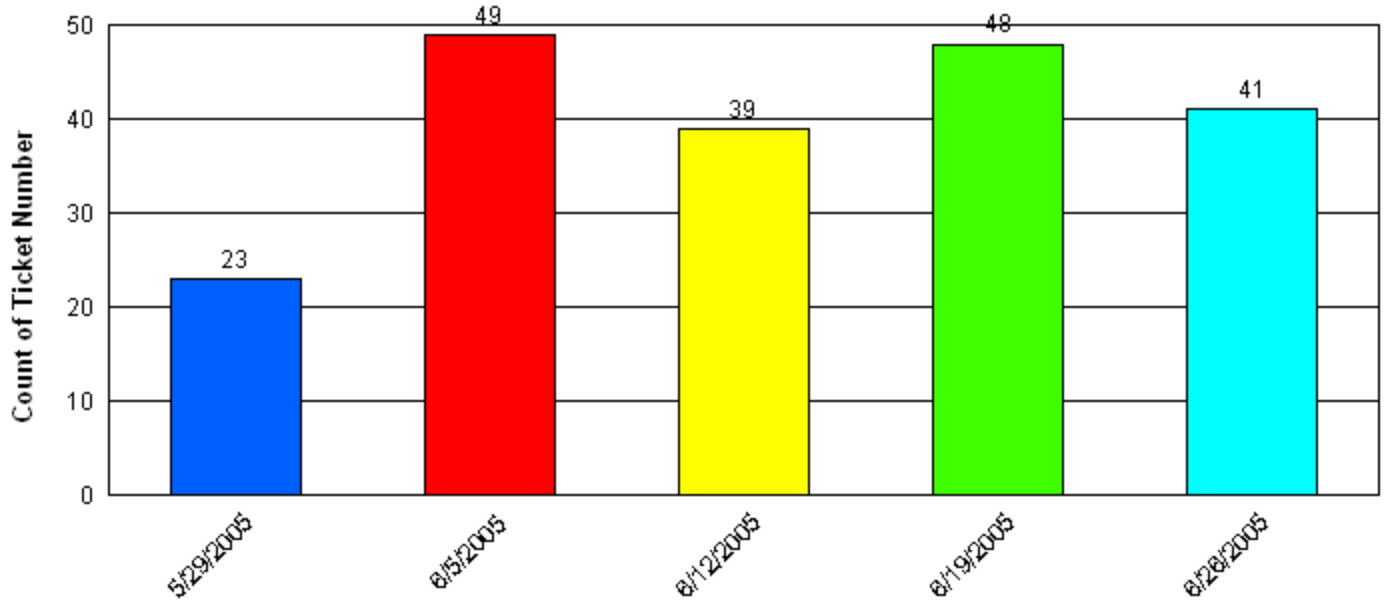
		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>slong</b>		<u>Total:</u> 14	
<b>Resolved</b>		<u>Total:</u> 1	
Ticket Number:	0000119626	06/24/2005	Distribution for users to print invoices
<b>Closed</b>		<u>Total:</u> 13	
Ticket Number:	0000119141	06/16/2005	1 Trans Detail Report by Dept
Ticket Number:	0000119565	06/23/2005	FW: The Process Instance ( 235004 - Process: (UM_FW_LOAD) f
Ticket Number:	0000119492	06/22/2005	Set Distrb Code to inactive
Ticket Number:	0000119228	06/20/2005	FW: The Process Instance ( 229057 - Process: (UM_FW_LOAD) f
Ticket Number:	0000119501	06/23/2005	FW: FY06 Testing
Ticket Number:	0000119162	06/17/2005	FW: Recurrence times
Ticket Number:	0000118673	06/09/2005	Query Ended by PeopleSoft Error
Ticket Number:	0000118694	06/10/2005	FW: Scope for Ashraf Morcos at UMBC
Ticket Number:	0000119106	06/16/2005	Running Slow
Ticket Number:	0000119283	06/20/2005	1 TST Error 500--Internal Server Error
Ticket Number:	0000118703	06/10/2005	Fw: Paycycle
Ticket Number:	0000118487	06/08/2005	preload process run for bills with header errors
Ticket Number:	0000119438	06/22/2005	Drill down on revenue/expense tab will kick user out of PeopleSoft
<b>stephen</b>		<u>Total:</u> 23	
<b>Resolved</b>		<u>Total:</u> 3	
Ticket Number:	0000119193	06/17/2005	P0019A:Prepare review of current security
Ticket Number:	0000119267	06/20/2005	R00000: Modify UMHRR042 to include only current active jobs
Ticket Number:	0000119242	06/20/2005	R00000:Modify UMHRR044 report (Campus Positions with Multiple
<b>Closed</b>		<u>Total:</u> 20	
Ticket Number:	0000119846	06/29/2005	PS***** ID#0000119103
Ticket Number:	0000119786	06/28/2005	PS*****.Security Removal
Ticket Number:	0000119840	06/29/2005	PS*****.Security Revision
Ticket Number:	0000119941	06/30/2005	PS*****.Security Revisions
Ticket Number:	0000119798	06/28/2005	PS*****.Establish Security
Ticket Number:	0000119787	06/28/2005	PS*****.Security Revision
Ticket Number:	0000119548	06/23/2005	PS*****.Stop DL load process from dropping table
Ticket Number:	0000118728	06/10/2005	PS***** Give Darryl Del Pino access to HRPRD
Ticket Number:	0000118807	06/13/2005	PS***** Security Revisions
Ticket Number:	0000118739	06/10/2005	PS***** Provide listing for employees with certain pension plans
Ticket Number:	0000119033	06/15/2005	PS*****.SECURITY ACCESS FOR PAT JARKOWSKI
Ticket Number:	0000118967	06/14/2005	PS***** Establish Security
Ticket Number:	0000119103	06/16/2005	PS***** Review and adjust Pat Jaworski's PS Security to include abi
Ticket Number:	0000117837	06/01/2005	PS***** Establish Security
Ticket Number:	0000118242	06/06/2005	PS***** Establish Security
Ticket Number:	0000118641	06/09/2005	PS***** Security Setup
Ticket Number:	0000118650	06/09/2005	PS***** Modify HR Security
Ticket Number:	0000118808	06/13/2005	PS***** Security Revisions
Ticket Number:	0000118360	06/07/2005	PS***** Establish Security
Ticket Number:	0000118363	06/07/2005	PS***** PeopleSoft Access

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For OIT Business Systems: PeopleSoft

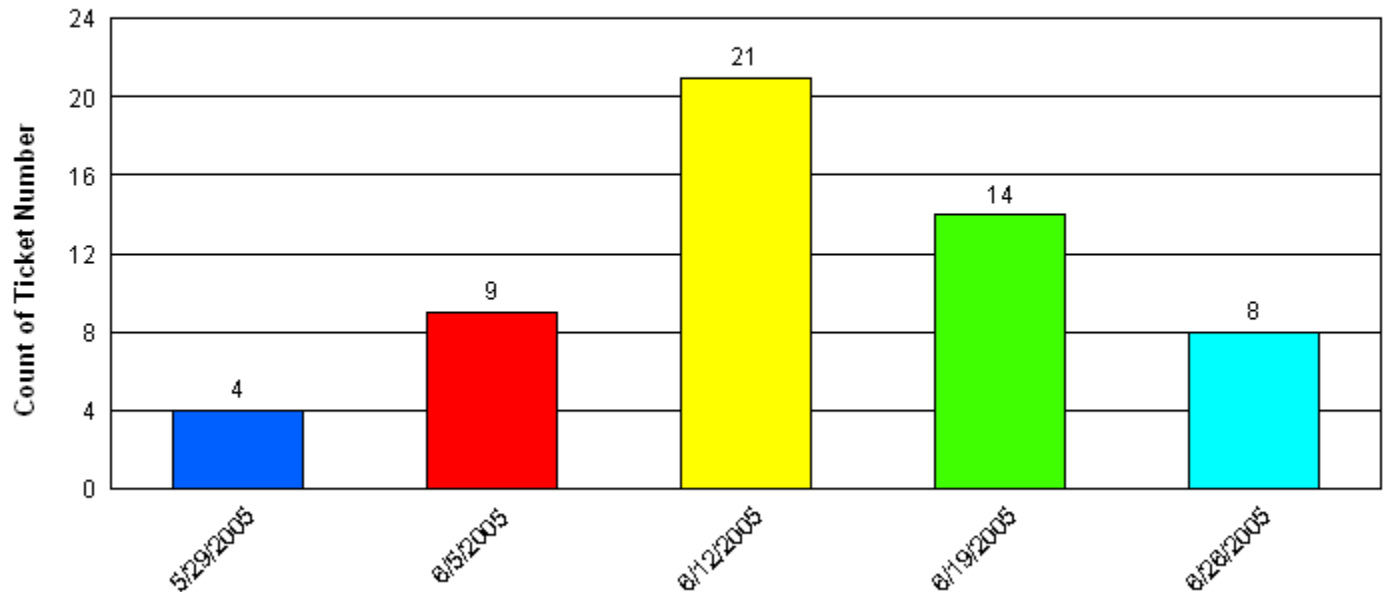


		<u>Create</u>	<u>Short Description</u>
	<u>Total:</u>	<u>Date</u>	
<b>Physical Networks</b>	<b>56</b>		
<b>beakja1</b>	<b>7</b>		
<b>Closed</b>	<b>7</b>		
Ticket Number: 0000118472	06/08/2005	[Fwd: PRF 05-402 ADMIN BLDG Human Resources 5th Floor /	
Ticket Number: 0000118837	06/13/2005	User cannot log in because tree and context cannot be found(novell); e	
Ticket Number: 0000117906	06/01/2005	user get 169.... IP	
Ticket Number: 0000119063	06/15/2005	No subject	
Ticket Number: 0000119136	06/16/2005	Activate 2 ethernet jacks on the ChemE printer vlan	
Ticket Number: 0000119375	06/21/2005	Walker club house. x51757. Tech came over and said no ip or networ	
Ticket Number: 0000119318	06/21/2005	Central Receiving / 3 machines not able to connect to network	
<b>bushong1</b>	<b>23</b>		
<b>Resolved</b>	<b>1</b>		
Ticket Number: 0000119913	06/30/2005	TC009: Activate jack on printer vlan, Assign IP to printer, & Create p	
<b>Closed</b>	<b>22</b>		
Ticket Number: 0000119685	06/27/2005	Jack Activation	
Ticket Number: 0000119142	06/16/2005	Jack is dead rm bio422 jack 422a2	
Ticket Number: 0000119172	06/17/2005	Warehouse machines are all out. x52317	
Ticket Number: 0000119591	06/24/2005	need to activate jack 009-7-to in Commons 009	
Ticket Number: 0000119574	06/23/2005	crossover cable	
Ticket Number: 0000119529	06/23/2005	activate jack 205n2 in BS205	
Ticket Number: 0000119321	06/21/2005	Net connectivity issues	
Ticket Number: 0000119269	06/20/2005	[site survey] Walker 119 clubhouse communications closet needs jac	
Ticket Number: 0000119268	06/20/2005	Walker Ave. contractor needs 2 ethernet jacks activated on resnet sta	
Ticket Number: 0000119244	06/20/2005	work order	
Ticket Number: 0000118707	06/10/2005	ss007 jack007c port 6 is dead... check other ports 5,8,7 ; ext. 52900; R	
Ticket Number: 0000118819	06/13/2005	[PC s/w] UC116: Connectivity Issues	
Ticket Number: 0000119029	06/15/2005	ESC 201 Machines are getting 35 percent packet loss; ext. 51852	
Ticket Number: 0000119070	06/16/2005	[site survey] ECS314: install data line for a printer	
Ticket Number: 0000119012	06/15/2005	Instructor cannot log into instructors machine in Lab 122 ESC building	
Ticket Number: 0000117869	06/01/2005	TEC4.003: Activate dead jack# 549	
Ticket Number: 0000118045	06/03/2005	UC rm203. x5532. Jack#203-7 is reported to not be working.	
Ticket Number: 0000118235	06/06/2005	Network Jack has been disconnected again from the closet.	
Ticket Number: 0000118510	06/08/2005	gradweb.umbc.edu DNS not sync'ed with server	
Ticket Number: 0000118503	06/08/2005	BS202: Printer is not picking up an IP	
Ticket Number: 0000118451	06/08/2005	Walker Ave Clubhouse: connectivity issues	
Ticket Number: 0000118319	06/06/2005	Activate/Deactivate network jack request	
<b>damian</b>	<b>2</b>		
<b>Closed</b>	<b>2</b>		
Ticket Number: 0000118080	06/03/2005	User needs access to port 22 which has been blocked.	
Ticket Number: 0000119614	06/24/2005	IP Request - please expedite	
<b>natb1</b>	<b>9</b>		
<b>Resolved</b>	<b>2</b>		
Ticket Number: 0000119670	06/27/2005	Theater: configure jack# 69-B for the printer vlan	
Ticket Number: 0000119951	06/30/2005	FA220: Activate jack# 21-2 on the client vlan	
<b>Closed</b>	<b>7</b>		
Ticket Number: 0000119891	06/29/2005	Library 2nd floor router - pls expedite	
Ticket Number: 0000119895	06/29/2005	Network Line Req: PUP CR	
Ticket Number: 0000119273	06/20/2005	User needs Jack activated in the TRC; Room 171; Jack 18A; ext. 5176	
Ticket Number: 0000118868	06/13/2005	Check Physics Jack 424-A04	
Ticket Number: 0000118883	06/13/2005	Connectivity issues	
Ticket Number: 0000119127	06/16/2005	Walker Ave. basement storage room jack#T1005-1 and would like p	
Ticket Number: 0000118347	06/07/2005	2 machines in ECS329 can not find tree or server	

<u>zicka</u>		<u>Create</u>	<u>Short Description</u>
<u>Resolved</u>		<u>Date</u>	
Ticket Number: 0000119926		06/30/2005	[site survey] MP301: Install 1 data jacks, Activate 1 jack, Assign IP t
<b>Total: 1</b>			
<u>Closed</u>		<u>Total: 14</u>	
Ticket Number: 0000119723		06/27/2005	new computer
Ticket Number: 0000119173		06/17/2005	Equipment Replaced
Ticket Number: 0000119181		06/17/2005	Change Hostname
Ticket Number: 0000119182		06/17/2005	Change Hostname
Ticket Number: 0000119569		06/23/2005	Motherboard (w/ onboard NIC) changed
Ticket Number: 0000119502		06/23/2005	Trailier-trc parking lot/connection unavailable/Erickson Contruction C
Ticket Number: 0000119379		06/21/2005	Need DNS entry for existing IP (Cs Cluster)
Ticket Number: 0000119180		06/17/2005	NIC Changed
Ticket Number: 0000119190		06/17/2005	DNS Name for IP 130.85.29.242
Ticket Number: 0000118845		06/13/2005	Request New static IP Address
Ticket Number: 0000119124		06/16/2005	DNS updates
Ticket Number: 0000119134		06/16/2005	IP assignment
Ticket Number: 0000118966		06/14/2005	request for printer jack activation
Ticket Number: 0000118484		06/08/2005	Update Mac address

## Count of Ticket Number / Create Date

For Physical Networks



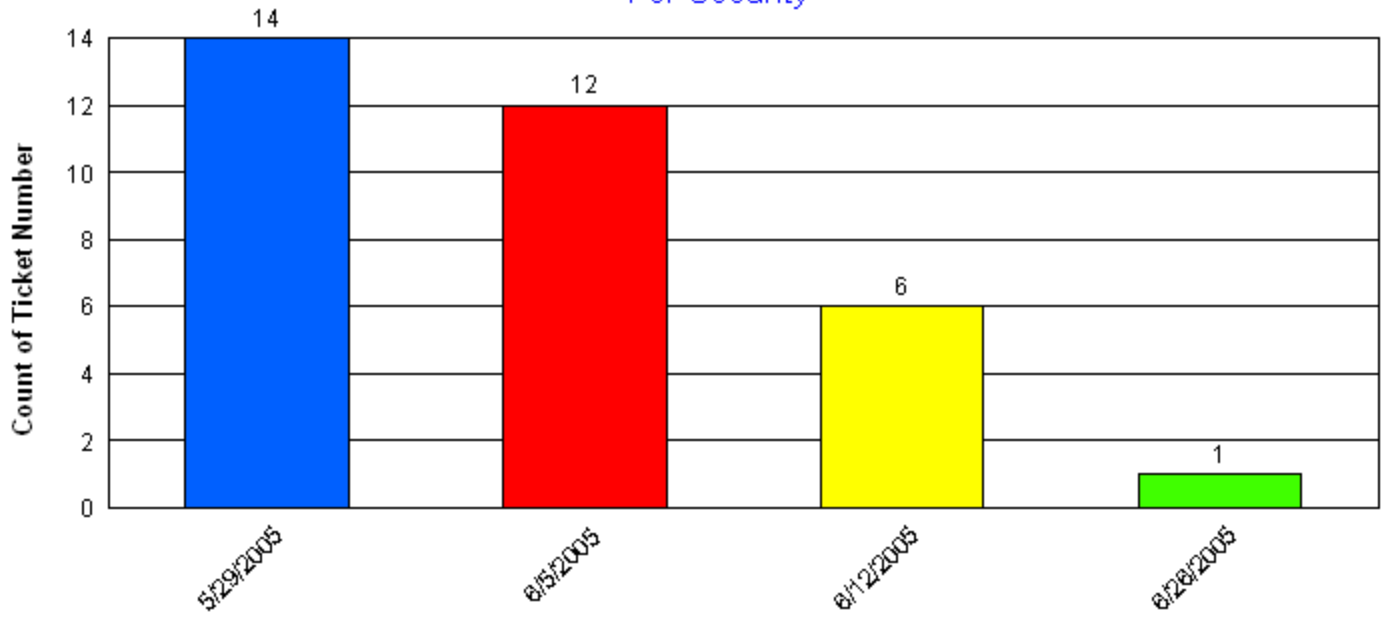
		<u>Create</u>	<u>Short Description</u>
<b>Security</b>	<u>Total:</u>	<u>Date</u>	
		<b>33</b>	
<b>akhant1</b>		<u>Total:</u>	<b>31</b>
<b>Closed</b>		<u>Total:</u>	<b>31</b>
Ticket Number:	0000118232	06/06/2005	Potential Virus Being Sent: [Fwd: YOUR ACCOUNT IS SUSPENDED
Ticket Number:	0000118426	06/07/2005	FW: Notice ID: 13-35932 1st Copyright Infringement king2
Ticket Number:	0000118432	06/07/2005	Fwd: Virus-infected E-mail
Ticket Number:	0000118413	06/07/2005	Headers for suspicious messages
Ticket Number:	0000118355	06/07/2005	Potential Virus Being Sent: [Fwd: Your Account is Suspended For
Ticket Number:	0000118998	06/15/2005	[Fwd: Spam complaint from UOL [1M84pBnQ7i5Cnsj06mI]]
Ticket Number:	0000118105	06/03/2005	Virus?--[Fwd: Your Account is Suspended For Security Reasons]
Ticket Number:	0000118100	06/03/2005	*DETECTED* Online User Violation
Ticket Number:	0000118099	06/03/2005	Your Account is Suspended For Security Reasons
Ticket Number:	0000118098	06/03/2005	Fwd: Account Alert
Ticket Number:	0000118097	06/03/2005	Fwd: Spam complaint from UOL [1M84pBn6q542nsj06mJ]
Ticket Number:	0000118096	06/03/2005	Fwd: Spam complaint from UOL [1M84pBnMK16husj06mH]
Ticket Number:	0000118095	06/03/2005	Your Account is Suspended For Security Reasons
Ticket Number:	0000118085	06/03/2005	EMAIL ACCOUNT SUSPENSION
Ticket Number:	0000118077	06/03/2005	Important Notification
Ticket Number:	0000118170	06/05/2005	possible fishing emails being sent to umbc community
Ticket Number:	0000118074	06/03/2005	*WARNING* Your Email Account Will Be Closed
Ticket Number:	0000118072	06/03/2005	*WARNING* Your Email Account Will Be Closed
Ticket Number:	0000118057	06/03/2005	Re: Help with e-mail Virus
Ticket Number:	0000118007	06/03/2005	IP is blocked for 1 pc in 34 -
Ticket Number:	0000118076	06/03/2005	FW: YOUR ACCOUNT IS SUSPENDED FOR SECURITY REASO
Ticket Number:	0000118713	06/10/2005	[Fwd: YOUR ACCOUNT IS SUSPENDED FOR SECURITY REASON
Ticket Number:	0000118778	06/11/2005	WBUA - Providing knowledge is our goal!
Ticket Number:	0000118999	06/15/2005	[Fwd: Spam: updated video released]
Ticket Number:	0000119083	06/16/2005	FW: Case ID 64055067 - Notice of Claimed Infringement reb11
Ticket Number:	0000119085	06/16/2005	FW: Notice ID: 13-35932 1st Copyright Infringement king2
Ticket Number:	0000118795	06/13/2005	Virus sent out from spoofed "admin@umbc.edu"
Ticket Number:	0000118830	06/13/2005	PayPal Account Verification
Ticket Number:	0000118782	06/11/2005	[Fwd: Account Alert]
Ticket Number:	0000118776	06/11/2005	[Fwd: weggpwphtewevlois]
Ticket Number:	0000119849	06/29/2005	Authenticity check.
<b>andy</b>		<u>Total:</u>	<b>2</b>
<b>Closed</b>		<u>Total:</u>	<b>2</b>
Ticket Number:	0000118427	06/07/2005	FW: Demand for Immediate Take Down - Notice of Infringing Activ
Ticket Number:	0000118656	06/09/2005	Customer would like contents of "inbox" forwarded to another email:

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For Security



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>SysCore</b>	<b>Total:</b>	<b>172</b>	
<b>SysCore</b>	<b>Total:</b>	<b>8</b>	
<b>Closed</b>	<b>Total:</b>	<b>8</b>	
Ticket Number: 0000118604		06/09/2005	status of email
Ticket Number: 0000118619		06/09/2005	status of email
Ticket Number: 0000118628		06/09/2005	status of email
Ticket Number: 0000118620		06/09/2005	status of email
Ticket Number: 0000118617		06/09/2005	status of email
Ticket Number: 0000118609		06/09/2005	status of email
Ticket Number: 0000118612		06/09/2005	status of email
Ticket Number: 0000118622		06/09/2005	status of email
<b>SysCore:myUMBC</b>	<b>Total:</b>	<b>2</b>	
<b>Closed</b>	<b>Total:</b>	<b>2</b>	
Ticket Number: 0000118605		06/09/2005	status of Webmail
Ticket Number: 0000118608		06/09/2005	status of email
<b>banz</b>	<b>Total:</b>	<b>8</b>	
<b>Closed</b>	<b>Total:</b>	<b>8</b>	
Ticket Number: 0000117982		06/02/2005	[Fwd: please help!]
Ticket Number: 0000118137		06/04/2005	Temporary account activation for house cleaning.
Ticket Number: 0000119900		06/29/2005	Difficulties.
Ticket Number: 0000119257		06/20/2005	On betwa.umbc.edu when you click on "user quota" enter a usre name
Ticket Number: 0000119262		06/20/2005	MySQL Space Increase
Ticket Number: 0000119395		06/21/2005	Cron job on macOS server
Ticket Number: 0000119335		06/21/2005	Corrupt MySQL Table
Ticket Number: 0000119391		06/21/2005	SAS license on hercules
<b>daleg</b>	<b>Total:</b>	<b>21</b>	
<b>Closed</b>	<b>Total:</b>	<b>21</b>	
Ticket Number: 0000118764		06/10/2005	Need printhost entry removed, one added...
Ticket Number: 0000119128		06/16/2005	Macromodel install problem with version in afs
Ticket Number: 0000119102		06/16/2005	mysql permissions
Ticket Number: 0000119054		06/15/2005	We cannot access webmail and we have gotten several calls.
Ticket Number: 0000119053		06/15/2005	User cannot access account
Ticket Number: 0000118986		06/15/2005	Timely Buying Opportunity for this SmallCap?
Ticket Number: 0000118983		06/15/2005	2005 WORLDBANK ORPHANAGE FUNDING.
Ticket Number: 0000118903		06/14/2005	Listproc Mail Problems
Ticket Number: 0000118854		06/13/2005	Need New Matlab License Installed
Ticket Number: 0000118786		06/12/2005	Work Order Request-gcc does not work in unix
Ticket Number: 0000118813		06/13/2005	Install Matlab 14.2
Ticket Number: 0000119135		06/16/2005	Static-X with American Head Charge : Blood Simple : 10 Years
Ticket Number: 0000118456		06/08/2005	Email restore
Ticket Number: 0000118063		06/03/2005	Shells Available on GL
Ticket Number: 0000117900		06/01/2005	IMAP server timing out
Ticket Number: 0000118226		06/06/2005	[Fwd: Your Account is Suspended For Security Reasons]
Ticket Number: 0000118513		06/08/2005	Update Matlab License File by Thursday Please
Ticket Number: 0000118264		06/06/2005	PHP library directory
Ticket Number: 0000118337		06/06/2005	myUMBC server is unreachable: internal server error
Ticket Number: 0000118425		06/07/2005	Matlab license server problems
Ticket Number: 0000118239		06/06/2005	(testserv)Web List Request

<b>jcgregio</b>		<u>Create</u>	<u>Short Description</u>
<b>Closed</b>		<u>Date</u>	
		<u>Total:</u>	<b>14</b>
		<u>Total:</u>	<b>14</b>
Ticket Number:	0000118268	06/06/2005	Editing a pdf file
Ticket Number:	0000118279	06/06/2005	Cannot Open Remedy Ticket
Ticket Number:	0000118498	06/08/2005	Work Order Request
Ticket Number:	0000118420	06/07/2005	Potential Virus Being Sent
Ticket Number:	0000119098	06/16/2005	Summer 2005(IS 420-Sec 7060)- Create oracle database accounts
Ticket Number:	0000118025	06/03/2005	Work Order Request
Ticket Number:	0000118035	06/03/2005	Creat account
Ticket Number:	0000118737	06/10/2005	2 accounts in Desktop Support
Ticket Number:	0000119352	06/21/2005	Remove accounts
Ticket Number:	0000119308	06/20/2005	I need access to a Remedy Client to install on a new laptop
Ticket Number:	0000119537	06/23/2005	Work Order Request
Ticket Number:	0000119389	06/21/2005	Please update pagec w/Jack Suess' new cell phone number.
Ticket Number:	0000118733	06/10/2005	Access rights
Ticket Number:	0000119092	06/16/2005	request

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
<b>sbrown7</b>			
<b>Resolved</b>	<b>Total:</b>	<b>118</b>	
Ticket Number: 0000119955	<b>Total:</b>	<b>1</b>	
	06/30/2005		[Fwd: Create shared email in-box for Campus Connect]

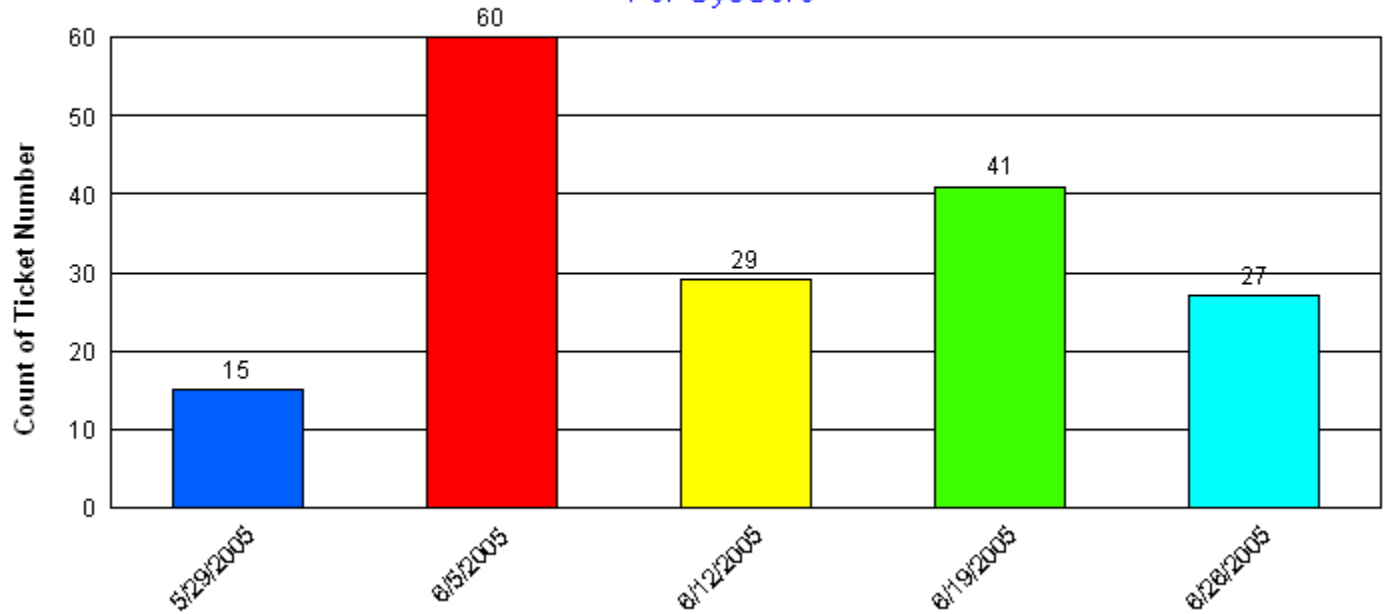
	<u>Create</u>	<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	
	<u>Total:</u>	<b>117</b>
Ticket Number: 0000119612	06/24/2005	Question about list ownership
Ticket Number: 0000119637	06/24/2005	(diversityorganizations)Web List Request
Ticket Number: 0000119623	06/24/2005	List Deletion Request: UMBCTransfers2003
Ticket Number: 0000119706	06/27/2005	new PAS listproc request
Ticket Number: 0000119719	06/27/2005	User: Karen Stupski username:kstupski needs calendar account.
Ticket Number: 0000119848	06/29/2005	Create Corporate Time Calendar Account
Ticket Number: 0000119821	06/28/2005	Re: (universityretreatattendees)Web List Request
Ticket Number: 0000119816	06/28/2005	(universityretreatattendees)Web List Request
Ticket Number: 0000119814	06/28/2005	CHPDM site redirection modification requested
Ticket Number: 0000119792	06/28/2005	Request for temporary computer accounts
Ticket Number: 0000119776	06/28/2005	New Employee
Ticket Number: 0000119756	06/28/2005	Work Order Request
Ticket Number: 0000119750	06/28/2005	(sgapres)Web List Request
Ticket Number: 0000119722	06/27/2005	Email Restore (April to June 21st)
Ticket Number: 0000119949	06/30/2005	Increase quotas for User id's: k3 and wenzhul
Ticket Number: 0000119935	06/30/2005	User: Allene Atkinson username: allene needs corporate calendar acc
Ticket Number: 0000119928	06/30/2005	Tina needs to send a large file through email.
Ticket Number: 0000119899	06/29/2005	Help!
Ticket Number: 0000119886	06/29/2005	Users inbox in webmail seems to have vanished; ext. 51635;
Ticket Number: 0000119883	06/29/2005	Name change for calendar account
Ticket Number: 0000119878	06/29/2005	Webspace for Physics
Ticket Number: 0000119877	06/29/2005	Quota increase request
Ticket Number: 0000119854	06/29/2005	Path for Orientation site
Ticket Number: 0000119710	06/27/2005	(pas2009)Web List Request
Ticket Number: 0000119701	06/27/2005	Special Department email accounts (fwd)
Ticket Number: 0000119683	06/27/2005	Jean Bunche would like Ed Hinke's email account disabled.
Ticket Number: 0000119668	06/27/2005	IpUMBC Feedback: List Problem
Ticket Number: 0000119624	06/24/2005	(umbctransfers2005)Web List Request
Ticket Number: 0000119625	06/24/2005	(commuting2005-2006)Web List Request
Ticket Number: 0000118710	06/10/2005	User is having her emails bounce back; ext. 52331
Ticket Number: 0000118745	06/10/2005	Permissions to afs dir
Ticket Number: 0000118859	06/13/2005	Work Order Request-Looking to update our website
Ticket Number: 0000118873	06/13/2005	cs-unix-announce and csee-downtime are two listprocs that previous o
Ticket Number: 0000119111	06/16/2005	(quizbowlofficers)Web List Request
Ticket Number: 0000119110	06/16/2005	request
Ticket Number: 0000119112	06/16/2005	(ascOfficers)Web List Request
Ticket Number: 0000119089	06/16/2005	Account needs to be activated for transcript access
Ticket Number: 0000119066	06/16/2005	(urbanandregionplanning)Web List Request
Ticket Number: 0000119589	06/24/2005	Listproc Name Change
Ticket Number: 0000118949	06/14/2005	mount my gl account???
Ticket Number: 0000118922	06/14/2005	[Fwd: Access]
Ticket Number: 0000118891	06/13/2005	List Deletion Request: PARAMEDICCLASSOF2004
Ticket Number: 0000118867	06/13/2005	User: Lindsey Sarangoulis username: lindseys needs calendar account
Ticket Number: 0000118858	06/13/2005	Implement twiki for financial services on OIT supported webserver
Ticket Number: 0000118850	06/13/2005	request for calendar acct
Ticket Number: 0000118761	06/10/2005	AFS access control list change
Ticket Number: 0000118727	06/10/2005	Change of user name
Ticket Number: 0000119280	06/20/2005	request
Ticket Number: 0000119560	06/23/2005	New employee - calendar acct for JESSICA
Ticket Number: 0000119533	06/23/2005	User wants a DNS redirected for OIT; ext. 6864
Ticket Number: 0000119531	06/23/2005	calendar acct
Ticket Number: 0000119525	06/23/2005	New employee Dr Emmanuel Anoruo/calendar acct
Ticket Number: 0000119397	06/21/2005	Sans2 can not be accessed on hercules
Ticket Number: 0000119382	06/21/2005	User: kmoffitt, kimberly moffitt needs calendar account.

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000119342	06/21/2005	New Employee
Ticket Number:	0000119303	06/20/2005	Endless hang when user attempts to log in
Ticket Number:	0000119297	06/20/2005	Calendar Account Creation
Ticket Number:	0000119293	06/20/2005	(ccusastaff)Web List Request
Ticket Number:	0000119289	06/20/2005	(libraryemployeeenrichmentcommittee)Web List Request
Ticket Number:	0000119275	06/20/2005	try it out
Ticket Number:	0000119259	06/20/2005	User: ptaylor, paul taylor is new staff and needs a calendar account.
Ticket Number:	0000119252	06/20/2005	Work Order Request-Can not access my umbc email or access home d
Ticket Number:	0000119229	06/20/2005	Email restore for tbayles
Ticket Number:	0000119411	06/22/2005	create account
Ticket Number:	0000119532	06/23/2005	Question about listproc
Ticket Number:	0000119465	06/22/2005	Computer Labs 226A &304B
Ticket Number:	0000119933	06/30/2005	(rpm)Web List Request
Ticket Number:	0000119442	06/22/2005	administrator access
Ticket Number:	0000119319	06/21/2005	Acct needs to be activated - starts orientation next week
Ticket Number:	0000119210	06/19/2005	increase in faculty research quota
Ticket Number:	0000119213	06/19/2005	(dcom_alumni_listproc)Web List Request
Ticket Number:	0000119217	06/19/2005	New offr
Ticket Number:	0000119201	06/18/2005	New offr
Ticket Number:	0000118972	06/14/2005	User is running the Summer Camp program and it needs a new account
Ticket Number:	0000118204	06/06/2005	Work Order Request-Novell and calendar accounts needed
Ticket Number:	0000118146	06/04/2005	account
Ticket Number:	0000118139	06/04/2005	(slc)Web List Request
Ticket Number:	0000118138	06/04/2005	Temporary account activation for house cleaning.
Ticket Number:	0000118020	06/03/2005	remove owner - gibbsc@dnhm.state.md.us - Carol Gibbs
Ticket Number:	0000117984	06/02/2005	(umbcalumnitgcc)Web List Request
Ticket Number:	0000117964	06/02/2005	User would like general ceduc account for students at summer camp.
Ticket Number:	0000117879	06/01/2005	access to SPARTAN and TITAN
Ticket Number:	0000119523	06/23/2005	Active Directory, Novell, account
Ticket Number:	0000117841	06/01/2005	(summerconferencestaff)Web List Request
Ticket Number:	0000117993	06/02/2005	(0506oslinfo)Web List Request
Ticket Number:	0000118237	06/06/2005	User mjabes1 needs a novell account corporate calender account;
Ticket Number:	0000118449	06/08/2005	Inbox data
Ticket Number:	0000118446	06/08/2005	New employee set up
Ticket Number:	0000118444	06/08/2005	(nmschairs)Web List Request
Ticket Number:	0000118438	06/08/2005	(successfair)Web List Request
Ticket Number:	0000118410	06/07/2005	Work Order Request-create calendar accounts
Ticket Number:	0000118408	06/07/2005	(quizbowl)Web List Request
Ticket Number:	0000118406	06/07/2005	(artists)Web List Request
Ticket Number:	0000118365	06/07/2005	Work Order Request
Ticket Number:	0000118327	06/06/2005	Erroneously reassigned ticket
Ticket Number:	0000118300	06/06/2005	Corporate Calendar Acct: for "kkhool"
Ticket Number:	0000118297	06/06/2005	Unable to log in to Webmail
Ticket Number:	0000118283	06/06/2005	Office email alias attached to previous employees account
Ticket Number:	0000118274	06/06/2005	Calendar accounts
Ticket Number:	0000118657	06/09/2005	User burright
Ticket Number:	0000118679	06/09/2005	Isabel would like URL for the Bursar's Office changed.
Ticket Number:	0000118592	06/09/2005	Calendar account for KEHOE
Ticket Number:	0000118582	06/09/2005	New Employee-Novell account for KEHOE
Ticket Number:	0000118516	06/08/2005	(xiao)Web List Request
Ticket Number:	0000118511	06/08/2005	New Corp Time accounts needed for reserving 2 spare rooms.
Ticket Number:	0000118507	06/08/2005	Gouranga hey
Ticket Number:	0000118501	06/08/2005	Out Of the Office Until 6/20
Ticket Number:	0000118494	06/08/2005	Account Reactivation
Ticket Number:	0000118842	06/13/2005	Oracle Calendar Account

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000118476	06/08/2005	Work Order Request
Ticket Number:	0000118475	06/08/2005	(hybrid-courses)Web List Request
Ticket Number:	0000118734	06/10/2005	Work Order Request
Ticket Number:	0000118265	06/06/2005	Library guest account issuers (delete)
Ticket Number:	0000118259	06/06/2005	(dgo2005)Web List Request
Ticket Number:	0000118246	06/06/2005	(scheddeptchairs)Web List Request
Ticket Number:	0000118241	06/06/2005	(schedcoordinators)Web List Request
Ticket Number:	0000118243	06/06/2005	(schedcoordinators)Web List Request
<b>skill1</b>		<u>Total:</u>	<b>1</b>
<b>Closed</b>		<u>Total:</u>	<b>1</b>
Ticket Number:	0000119421	06/22/2005	track trends for OIT web pages

## Count of Ticket Number / Create Date

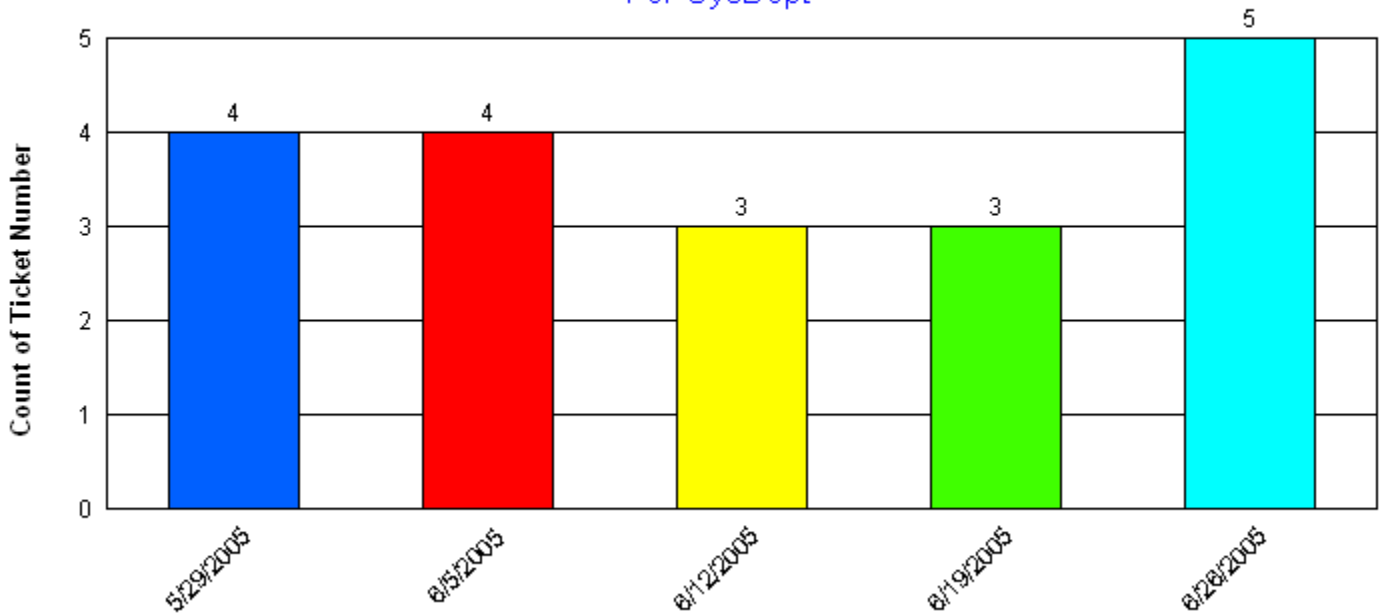
For SysCore



SysDept	Total:	Create Date	Short Description
<b>SysDept:Math</b>	<b>19</b>		
<b>Closed</b>	<b>Total: 1</b>		
Ticket Number: 0000118765	06/10/2005		Bad Myrinet card in Math Cluster Node 23
<b>laura</b>	<b>Total: 13</b>		
<b>Closed</b>	<b>Total: 13</b>		
Ticket Number: 0000118361	06/07/2005		Chem Jack net change, dns/dhcp/ip changes for new printer in CHEM
Ticket Number: 0000118654	06/09/2005		moe (Dr. Greguricks Lab)
Ticket Number: 0000118822	06/13/2005		Sans2 can not be seen by hop
Ticket Number: 0000119316	06/21/2005		Talking w/ Shannon at 10:30
Ticket Number: 0000118344	06/07/2005		power issues last night systems down in various depts
Ticket Number: 0000117828	06/01/2005		questions about moving the web server from physics to physics2
Ticket Number: 0000117898	06/01/2005		Compiling new version of GCC on Gravity (JCET)
Ticket Number: 0000119140	06/16/2005		I cannot transfer files to dna.chem from chem pc
Ticket Number: 0000119825	06/28/2005		RHN account requests
Ticket Number: 0000119408	06/22/2005		gcc issues in Dr. Pavlis' area of Jcet
Ticket Number: 0000119835	06/29/2005		gravity.jcet and serine.biosci still down from tstorm
Ticket Number: 0000119836	06/29/2005		chem main server, groupg server and quite a few systems down from t
Ticket Number: 0000119853	06/29/2005		Add Additional Accounts to Phenotype + service autostart check
<b>randy</b>	<b>Total: 5</b>		
<b>Closed</b>	<b>Total: 5</b>		
Ticket Number: 0000119958	06/30/2005		adding another user to phenotype.biosci (fwd)
Ticket Number: 0000119251	06/20/2005		Granting access to neanderthal.biosci.umbc.edu to a new person (fwd)
Ticket Number: 0000117980	06/02/2005		Phenotype.biosci accounts and q about autostart of software
Ticket Number: 0000117899	06/01/2005		jcet2color printer not working @ JCET Acad IV
Ticket Number: 0000119044	06/15/2005		Bad Myrinet card bad in Math Cluster Node 4

## Count of Ticket Number / Create Date

For SysDept



Create

Date

Short Description

Total Remedy Tickets Closed or Resolved between

06/01/2005 and 06/30/2005 : 1924

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

